



## Hunt pilot setup

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This chapter provides information to add, configure, or delete a hunt pilot.

For additional information about understanding route plans, wildcards and special characters in route patterns and hunt pilots, see the *Cisco Unified Communications Manager System Guide*.

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## About hunt pilot setup

In Cisco Unified Communications Manager Administration, use the **Call Routing > Route/Hunt > Hunt Pilot** menu path to configure hunt pilots.

A hunt pilot comprises a string of digits (an address) and a set of associated digit manipulations that route calls to a hunt list. Hunt pilots provide flexibility in network design. They work in conjunction with route filters and hunt lists to direct calls to specific devices and to include, exclude, or modify specific digit patterns.

See topics related to understanding route plans in the *Cisco Unified Communications Manager System Guide* for more detailed hunt pilot information.

### Call Queuing

The Call Queuing feature provides an enhanced capability for handling incoming calls to a hunt pilot number. For detailed information on the Call Queuing feature, see “Call Queuing”, in Cisco Unified Communications Manager Features and Services Guide.

### Hunt pilot configuration tips

Before you begin, ensure that the following items are configured in Cisco Unified Communications Manager:

- Hunt list
- Partition (unless you are using <None>)
- Route filter (unless you are using <None>)



**Timesaver**

Assigning 8XXX to a hunt pilot causes hunting through all directory numbers 8000 to 8999. Similarly, 82XX hunts through directory numbers 8200 to 8299. See topics related to special characters and settings in the *Cisco Unified Communications Manager System Guide* for more information about wildcards.



**Note**

After you choose a hunt list from the Hunt List drop-down list box, you can use the (Edit) link that displays next to the Hunt List field to take you to the Hunt List Configuration window for the hunt list that you choose. Use the Hunt List Configuration window to see the line group(s) that are included in that hunt list.

# Hunt pilot settings

The following table describes the available fields in the Hunt Pilot Configuration window.

**Table 1: Hunt pilot settings**

Field	Description
Pattern Definition	
Hunt Pilot	<p>Enter the hunt pilot, including numbers and wildcards (do not use spaces); for example, for NANP, enter 9.@ for typical local access, or 8XXX for a typical private network numbering plan. Valid characters include the uppercase characters A, B, C, and D and \+, which represents the international escape character +.</p> <p><b>Note</b> Ensure that the directory hunt pilot, which uses the chosen partition, route filter, and numbering plan combination, is unique. Check the hunt pilot, translation pattern, directory number, call park number, call pickup number, message waiting on/off, or meet me number if you receive an error that indicates duplicate entries. You can also check the route plan report.</p> <ul style="list-style-type: none"> <li>See topics related to wildcards and special characters in route patterns and hunt pilots in the <i>Cisco Unified Communications Manager System Guide</i> for more information about wildcards.</li> </ul>

Field	Description
Route Partition	<p>If you want to use a partition to restrict access to the hunt pilot, choose the desired partition from the drop-down list box. If you do not want to restrict access to the hunt pilot, choose &lt;None&gt; for the partition.</p> <p>You can configure the number of partitions that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more partitions exist than the Max List Box Items enterprise parameter specifies, the Find button displays next to the drop-down list box. Click the Find button to display the Find and List Partitions window, then find and choose a partition name.</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose Unified CMAAdmin Parameters.</p> <p><b>Note</b> Make sure that the combination of hunt pilot, route filter, and partition is unique within the Cisco Unified CM cluster.</p>
Description	<p>Enter a description of the hunt pilot. The description can include up to 50 characters in any language, but it cannot include double-quotes ("), percentage sign (%), ampersand (&amp;), or angle brackets (&lt;&gt;).</p>
Numbering Plan	<p>Choose a numbering plan.</p>
Route Filter	<p>If your hunt pilot includes the @ wildcard, you may choose a route filter. The optional act of choosing a route filter restricts certain number patterns.</p> <p>The route filters that display depend on the numbering plan that you choose from the Numbering Plan drop-down list box.</p> <p>You can configure the number of items that display in this drop-down list box by using the Max List Box Items enterprise parameter. If more route filters exist than the Max List Box Items enterprise parameter specifies, the Find button displays next to the drop-down list box. Click the Find button to display the Find and List Route Filters window, then find and choose a route filter name.</p> <p><b>Note</b> To set the maximum list box items, choose <b>System &gt; Enterprise Parameters</b> and choose Unified CMAAdmin Parameters.</p>
MLPP Precedence	<p>Choose an MLPP precedence setting for this hunt pilot from the drop-down list box:</p> <ul style="list-style-type: none"> <li>• Executive Override—Highest precedence setting for MLPP calls.</li> <li>• Flash Override—Second highest precedence setting for MLPP calls.</li> <li>• Flash—Third highest precedence setting for MLPP calls.</li> <li>• Immediate—Fourth highest precedence setting for MLPP calls.</li> <li>• Priority—Fifth highest precedence setting for MLPP calls.</li> <li>• Routine—Lowest precedence setting for MLPP calls.</li> <li>• Default—Does not override the incoming precedence level but rather lets it pass unchanged.</li> </ul> <p><b>Note</b> See topics related to multilevel precedence and preemption in the <i>Cisco Unified Communications Manager Features and Services Guide</i> for more information.</p>

Field	Description
<p>Hunt List</p>	<p>Choose the hunt list for which you are adding a hunt pilot from the drop-down list box.</p> <p>After you choose a hunt list, click the Edit link to the right to edit the hunt list.</p>
<p>Alerting Name</p>	<p>Enter an alerting name for the hunt pilot in UNICODE format.</p> <p>This name gets displayed on phones that the hunt pilot dials when it receives an incoming call, along with calling party information. The phone users can use this information to answer the call accordingly.</p> <p>This name also gets displayed on the calling phone.</p> <p>If you do not enter a name, the hunt pilot DN displays on the phones.</p>
<p>ASCII Alerting Name</p>	<p>Enter an alerting name for the hunt pilot in ASCII format.</p> <p>This name gets displayed on phones that the hunt pilot dials when it receives an incoming call, along with calling party information. The phone users can use this information to answer the call accordingly.</p> <p>This name also gets displayed on the calling phone.</p> <p>If you do not enter a name, the hunt pilot DN displays on the phones.</p>
<p>Route Option</p>	<p>The Route Option designation indicates whether you want this hunt pilot to be used for routing calls (such as 9.@ or 8[2-9]XX) or for blocking calls. Choose the Route this pattern or Block this pattern radio button.</p> <p>If you choose the Block this pattern radio button, you must choose the reason for which you want this hunt pilot to block calls. Choose a value from the drop-down list box:</p> <ul style="list-style-type: none"> <li>• No Error</li> <li>• Unallocated Number</li> <li>• Call Rejected</li> <li>• Number Changed</li> <li>• Invalid Number Format</li> <li>• Precedence Level Exceeded</li> </ul>
<p>Provide Outside Dial Tone</p>	<p>Provide Outside Dial Tone indicates that Cisco Unified CM routes the calls off the local network. Check this check box for each hunt pilot that routes the call off the local network and provides outside dial tone to the calling device. To route the call in the network, leave the check box unchecked.</p>
<p>Urgent Priority</p>	<p>If the dial plan contains overlapping hunt lists, Cisco Unified CM would not route the call until the interdigit timer expires (even if it is possible to dial a sequence of digits to choose a current match). Check this check box to interrupt interdigit timing when Cisco Unified CM must route a call immediately.</p>
<p>Hunt Forward Settings</p>	

Field	Description
Forward Hunt No Answer	<p>When the call that is distributed through the hunt list is not answered in a specific period of time, this field specifies the destination to which the call gets forwarded.</p> <p>Choose from the following options:</p> <ul style="list-style-type: none"> <li>• Use Personal Preferences—Use this check box to enable the Call Forward No Coverage (CFNC) settings for the original called number that forwarded the call to this hunt pilot. The CFNC setting specifies a call forwarding reason that you administer in the Directory Number Configuration window. Calls get diverted based on the value in the directory number Coverage/Destination field when a call to the directory number first diverts to coverage, and coverage either exhausts or times out, and the associated hunt pilot for coverage specifies Use Personal Preferences for its final forwarding.</li> </ul> <p><b>Note</b> When this check box is checked, Cisco Unified CM ignores the settings in the Destination box and Calling Search Space.</p> <ul style="list-style-type: none"> <li>• Destination—This setting indicates the directory number to which calls are forwarded.</li> <li>• Calling Search Space—This setting applies to all devices that are using this directory number.</li> </ul>
Forward Hunt Busy	<p>When the call that is distributed through the hunt list is busy in a specific period of time, this field specifies the destination to which the call gets forwarded.</p> <p>Choose from the following options:</p> <ul style="list-style-type: none"> <li>• Use Personal Preferences—Use this check box to enable the Call Forward No Coverage (CFNC) settings for the original called number that forwarded the call to this hunt pilot. The CFNC setting specifies a call forwarding reason that you administer in the Directory Number Configuration window. Calls get diverted based on the value in the directory number Coverage/Destination field when a call to the directory number first diverts to coverage, and coverage either exhausts or times out, and the associated hunt pilot for coverage specifies Use Personal Preferences for its final forwarding.</li> </ul> <p><b>Note</b> When this check box is checked, Cisco Unified CM ignores the settings in the Destination box and Calling Search Space.</p> <ul style="list-style-type: none"> <li>• Destination—This setting indicates the directory number to which calls are forwarded.</li> <li>• Calling Search Space—This setting applies to all devices that are using this directory number.</li> </ul>

Field	Description
Maximum Hunt Timer	<p>Enter a value (in seconds) that specifies the maximum time for hunting. Valid values specify 1 to 3600. The default value specifies 1800 seconds (30 minutes).</p> <p>This timer cancels if either a hunt member answers the call or if the hunt list gets exhausted before the timer expires. If you do not specify a value for this timer, hunting continues until a hunt member answers or hunting exhausts. If neither event takes place, hunting continues for 30 minutes, after which the call gets taken for final treatment.</p> <p><b>Note</b> If hunting exceeds the number of hops that the Forward Maximum Hop Count service parameter specifies, hunting expires before the 30-minute maximum hunt timer value, and the caller receives a reorder tone. In addition, Cisco Unified CM only uses the configuration for the Maximum Hunt Timer setting if you configure the Hunt Forward settings in the Hunt Pilot Configuration window.</p>
Park Monitoring	
Park Monitoring Forward No Retrieve Destination	<p>When a call that was routed via the hunt list is parked, the Hunt Pilot Park Monitoring Forward No Retrieve Destination parameter value is used (unless it is blank) to forward the parked call when the service parameter Park Monitoring Forward No Retrieve Timer expires. If the parameter value of the Hunt Pilot Park Monitoring Forward No Retrieve Destination parameter is blank, then the call will be forwarded to the destination configured in the Directory Number Configuration window when the Park Monitoring Forward No Retrieve Timer expires.</p> <p>Specify the following values:</p> <ul style="list-style-type: none"> <li>• Destination—This setting specifies the directory number to which a parked call is forwarded when the service parameter Park Monitoring Forward No Retrieve Timer expires. Use any dialable phone number, including an outside destination.</li> <li>• Calling Search Space—A calling search space comprises an ordered list of route partitions that are typically assigned to devices. Calling search spaces determine the partitions that calling devices search when they are attempting to complete a call.</li> </ul>
Calling Party Transformations	
Use Calling Party's External Phone Number Mask	<p>Check the check box if you want the full, external phone number to be used for calling line identification (CLID) on outgoing calls. You may also configure an External Phone Number Mask on all phone devices.</p> <p><b>Note</b> The calling party transformation settings that are assigned to the line groups in a hunt list override any calling party transformation settings that are assigned to a hunt pilot that is associated with that hunt list.</p>

Field	Description
Calling Party Transform Mask	<p>Enter a transformation mask value. Valid entries include the digits 0 through 9, the wildcard character X, asterisk (*), and octothorpe (#); the international escape character +; and blank. If this field is blank and the preceding field is not checked, no calling party transformation takes place. See topics related to calling party number transformations settings in the <i>Cisco Unified Communications Manager Features and Services Guide</i> for more information.</p>
Prefix Digits (Outgoing Calls)	<p>Enter prefix digits in the Prefix Digits (Outgoing Calls) field. Valid entries include the digits 0 through 9; the wildcard characters asterisk (*) and octothorpe (#); the international escape character +; and blank.</p> <p><b>Note</b> The appended prefix digit does not affect which directory numbers route to the assigned device.</p>
Calling Line ID Presentation	<p>Cisco Unified CM uses calling line ID presentation (CLIP/CLIR) as a supplementary service to allow or restrict the originating caller phone number on a call-by-call basis.</p> <p>Choose whether you want the Cisco Unified CM to allow or restrict the display of the calling party phone number on the called party phone display for this hunt pilot.</p> <p>Choose Default if you do not want to change calling line ID presentation. Choose Allowed if you want Cisco Unified CM to allow the display of the calling number. Choose Restricted if you want Cisco Unified CM to block the display of the calling number.</p> <p>For more information about this field, see topics related to calling party number transformations settings in the <i>Cisco Unified Communications Manager Features and Services Guide</i> .</p>
Display Line Group Member DN as Connected Party	<p>Check this check box to display the directory number of the answering phone as the connected party when a call is routed through a hunt list. Uncheck this check box to display the hunt pilot number as the connected party when a call is routed through a hunt list.</p>
Calling Name Presentation	<p>Cisco Unified CM uses calling name presentation (CNIP/CNIR) as a supplementary service to allow or restrict the originating caller name on a call-by-call basis.</p> <p>Choose whether you want the Cisco Unified CM to allow or restrict the display of the calling party name on the called party phone display for this hunt pilot.</p> <p>Choose Default if you do not want to change calling name presentation. Choose Allowed if you want Cisco Unified CM to display the calling name information. Choose Restricted if you want Cisco Unified CM to block the display of the calling name information.</p> <p>For more information about this field, see topics related to calling party number transformations settings in the <i>Cisco Unified Communications Manager Features and Services Guide</i> .</p>

Field	Description
<p>Calling Party Number Type</p>	<p>Choose the format for the number type in calling party directory numbers.</p> <p>Cisco Unified CM sets the calling directory number (DN) type. Cisco recommends that you do not change the default value unless you have advanced experience with dialing plans such as NANP or the European dialing plan. You may need to change the default in Europe because Cisco Unified CM does not recognize European national dialing patterns. You can also change this setting when you are connecting to a PBX that expects the calling directory number to be encoded to a non-national numbering plan type.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager—The Cisco Unified Communications Manager sets the directory number type.</li> <li>• Unknown—The dialing plan is unknown.</li> <li>• National—Use when you are dialing within the dialing plan for your country.</li> <li>• International—Use when you are dialing outside the dialing plan for your country.</li> <li>• Subscriber—Use when you are dialing a subscriber by using a shortened subscriber number.</li> </ul>
<p>Calling Party Numbering Plan</p>	<p>Choose the format for the numbering plan in calling party directory numbers.</p> <p>Cisco Unified CM sets the calling DN numbering plan. Cisco recommends that you do not change the default value unless you have advanced experience with dialing plans such as NANP or the European dialing plan. You may need to change the default in Europe because Cisco Unified CM does not recognize European national dialing patterns. You can also change this setting when you are connecting to PBXs by using routing as a non-national type number.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager—Use when the Cisco Unified Communications Manager sets the Numbering Plan in the directory number.</li> <li>• ISDN—Use when you are dialing outside the dialing plan for your country.</li> <li>• National Standard—Use when you are dialing within the dialing plan for your country.</li> <li>• Private—Use when you are dialing within a private network.</li> <li>• Unknown—Use when the dialing plan is unknown.</li> </ul>
<p>Connected Party Transformations</p>	



Field	Description
Connected Line ID Presentation	<p>Cisco Unified Communications Manager uses connected line ID presentation (COLP/COLR) as a supplementary service to allow or restrict the called party phone number on a call-by-call basis.</p> <p>Choose whether you want Cisco Unified CM to allow or restrict the display of the connected party phone number on the calling party phone display for this hunt pilot.</p> <p>Choose Default if you do not want to change the connected line ID presentation. Choose Allowed if you want to display the connected party phone number. Choose Restricted if you want Cisco Unified CM to block the display of the connected party phone number.</p> <p>For more information about this field, see topics related to connected party presentation and restriction settings in the <i>Cisco Unified Communications Manager Features and Services Guide</i> .</p>
Connected Name Presentation	<p>Cisco Unified CM uses connected name presentation (CONP/CONR) as a supplementary service to allow or restrict the called party name on a call-by-call basis.</p> <p>Choose whether you want Cisco Unified CM to allow or restrict the display of the connected party name on the calling party phone display for this hunt pilot.</p> <p>Choose Default if you do not want to change the connected name presentation. Choose Allowed if you want to display the connected party name. Choose Restricted if you want Cisco Unified CM to block the display of the connected party name.</p> <p>For more information about this field, see topics related to connected party presentation and restriction settings in the <i>Cisco Unified Communications Manager Features and Services Guide</i> .</p>
Called Party Transformations	
Discard Digits	<p>From the Discard Digits drop-down list box, choose the discard digits instructions that you want to associate with this hunt pilot. The discard digits that display depend on the numbering plan that you choose from the Numbering Plan drop-down list box. See topics related to discard digits instructions in the <i>Cisco Unified Communications Manager System Guide</i> for more information on discard instructions for the North American Numbering Plan.</p> <p><b>Note</b> The called party transformation settings that are assigned to the line groups in a hunt list override any called party transformation settings that are assigned to a hunt pilot that is associated with that hunt list.</p>
Called Party Transform Mask	<p>Enter a transformation mask value. Valid entries include the digits 0 through 9; the wildcard characters X, asterisk (*), and octothorpe (#); the international escape character +; and blank. If the field is blank, no transformation takes place. Cisco Unified CM sends the dialed digits exactly as dialed.</p>

Field	Description
Prefix Digits (Outgoing Calls)	<p>Enter prefix digits in the Prefix Digits (Outgoing Calls) field. Valid entries include the digits 0 through 9; the wildcard characters asterisk (*) and octothorpe (#); the international escape character +; and blank.</p> <p><b>Note</b> The appended prefix digit does not affect which directory numbers route to the assigned device.</p>
Called Party Number Type	<p>Choose the format for the number type in called party directory numbers.</p> <p>Cisco Unified Communications Manager sets the called directory number (DN) type. Cisco recommends that you do not change the default value unless you have advanced experience with dialing plans such as NANP or the European dialing plan. You may need to change the default in Europe because Cisco Unified CM does not recognize European national dialing patterns. You can also change this setting when you are connecting to a PBX that expects the called directory number to be encoded to a non-national type numbering plan.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager—Use when the Cisco Unified Communications Manager sets the directory number type.</li> <li>• Unknown—Use when the dialing plan is unknown.</li> <li>• National—Use when you are dialing within the dialing plan for your country.</li> <li>• International—Use when you are dialing outside the dialing plan for your country.</li> <li>• Subscriber—Use when you are dialing a subscriber by using a shortened subscriber number.</li> </ul>
Called Party Numbering Plan	<p>Choose the format for the numbering plan in called party directory numbers.</p> <p>Cisco Unified CM sets the called DN numbering plan. Cisco recommends that you do not change the default value unless you have advanced experience with dialing plans such as NANP or the European dialing plan. You may need to change the default in Europe because Cisco Unified CM does not recognize European national dialing patterns. You can also change this setting when you are connecting to PBXs by using routing as a non-national type number.</p> <p>Choose one of the following options:</p> <ul style="list-style-type: none"> <li>• Cisco Unified Communications Manager—Use when the Cisco Unified Communications Manager sets the Numbering Plan in the directory number.</li> <li>• ISDN—Use when you are dialing outside the dialing plan for your country.</li> <li>• National Standard—Use when you are dialing within the dialing plan for your country.</li> <li>• Private—Use when you are dialing within a private network.</li> <li>• Unknown—Use when the dialing plan is unknown.</li> </ul>
AAR Group Settings	

Field	Description
AAR Group	Choose an Automated Alternate Routing (AAR) group from the drop-down list box.
External Number Mask	<p data-bbox="638 348 1227 380">Enter an external number mask value for the hunt pilot.</p> <p data-bbox="638 394 1503 520">Cisco Unified CM uses this mask to format calling line identification for external (outbound) calls. When AAR initiates a reroute, the system applies this external number mask to the hunt pilot number to form a fully qualified DN of the called party, which allows AAR to reroute properly in out-of-bandwidth conditions.</p>

**Related Topics**

- [About route filter setup](#)
- [Search for partition](#)

