



## Target Lines

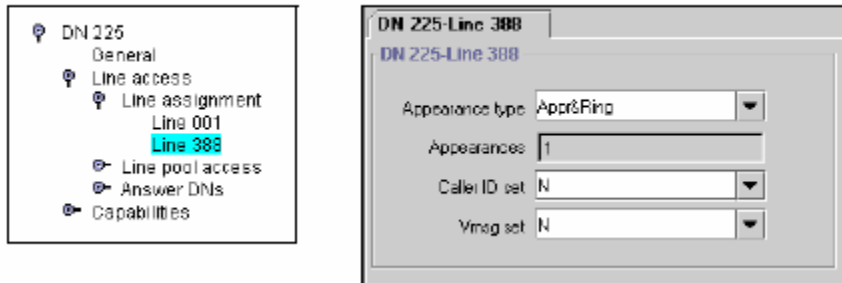
### Assigning target lines

Target lines are internal direct links the Business Communications Manager uses to allow external callers to dial specific system telephones, or a group of system telephones. You assign the target line to one or more telephone DNs, and then configure the target line to function as you require. You can also assign multiple appearances of a target line to one telephone.

#### Assigning a target line to a telephone

- 1 Ensure you have auto-answer lines such as analog DID, T1 lines set to auto answer, PRI, or VoIP trunking lines.
- 2 Click the keys beside **Services, Telephony Services, System DNs, Active Set DNs**.
- 3 Choose the DN of the set where you want the line to be directed.
- 4 Choose **Line assignment** and click the **Add** button.
- 5 Enter the number of the target line you want to assign to the set (241-492).
- 6 Click on the line number. The DN/Line screen appears in the right frame.

Figure 84 Assigning a target line to a set



- 7 Ensure the **Appearance type** is set to **Appr&Ring**.  
The following table shows the possible settings for the line record.

Table 51 General record values

Attribute	Value	Description
Appearance type	Appr&Ring RingOnly Appr	Always choose Appr&Ring for target lines. Choose RingOnly if the telephone does not have any line buttons to support target line appearances.
Appearances	<digit>	This is how many line appearances will appear on the telephone
Caller ID set	Y or N	Specify whether the telephone can display caller ID information.
Vmsg set	Y or N	Select whether an indicator shows on the telephone for voice message waiting to an external voice message system. The line must appear on receiving telephone. Note: the Message Waiting Indicator (MWI) is currently supported exclusively by Meridian Mail and CallPilot. MCDN note: If your system is part of an MCDN network connected to a Meridian 1 system, and you are using the voice mail system off the Meridian 1, you need to set this field to Y.  Note: Contact your voice message service provider to find out if your voice message service works with Business Communications Manager, or if you have any problems with your service.

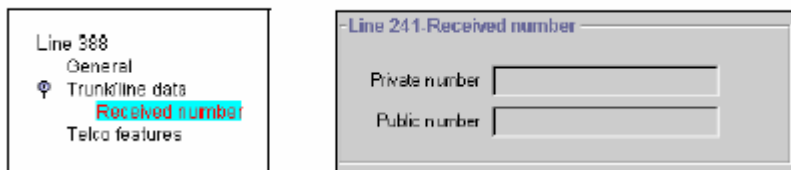
8 Repeat steps 3 to 7 for all the DNs you want to assign with target lines.

## Configuring the target line received number

Configure the numbers that the system uses to identify the destination for the target line.

- 1 Click the keys beside **Services, Telephony Services, Lines, Target Lines.**
- 2 Click the **Line XXX** you want to set.
- 3 Click the key beside **Trunk/line data.**
- 4 Click on **Received number.**

Figure 85 Defining a Received number



- 5 Press <Tab> to save the changes.
- 6 Program the **General**, and **Telco** features as you would for any other line
- 7 Repeat steps 2 to 6 for all the target lines you want to configure.

### Notes about the Public and Private Received Numbers

If the received number is different than the regular DN number, enter the number in the **Private number** and/or **Public number** field. For instance, in North America, you can enter the 10-digit public number in the Public number field. If you leave these fields blank, the system will use the DN of the telephone assigned with this line.

**Upgrade note:** If you upgraded your system from a version of Business Communications

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Manager previous to BCM 3.6, the Private number field of assigned target lines will autofill with the same value that is in the Public number field (usually the assigned DN). However, if the DN length of the system was different from the Received number length, this field will be blank after the upgrade. Systems running with a DPNSS keycode will also need to reenter the information in this field after an upgrade to BCM 3.6 or newer software.

**Programming note:** The following trunks use one or both of these settings to route calls:

- DPNSS lines use the Private received number to route calls in the system.
- BRI ETSI-QSIG, PRI ETSI-QSIG, MCDN, DMS100, DMS250 and VoIP trunks route calls on a per-call basis to either the public or private received digits. **Note:** VoIP trunking MCDN calls do not support Auto DN/DISA DN functionality.
- BRI (ETSI-Euro, NI), PRI (ETSI-Euro, NI, 4ESS), T1 (LoopStart, E&M, DID, GroundStart), Analog LEC (LoopStart, E&M, DID), and DASS2 trunks route calls using the Public received number.

## Target lines matrix

To help you with your target line planning, transfer the following information to a spreadsheet and fill out the values for each target line you create.

Table 52 Target line record

Target line no. (3 digits)		Entered in target DN record with appr and ring?	
Telephone number (DN)		Is DN length tied to Public Length (MAX)?	
Control set		Use Aux. ringer	Y N
Line type	Public Private to: _____	If busy	PrimeSet BusyTone
Rec'd #	None DN	Distinct Ring	None 2 3 4
Prime Set	221 None	Voice Message Center	

## Answer DNs

### Using Answer DNs

You can program a telephone to provide automatic call alerting and call answering for other telephones in the system. The DNs of the other telephones are referred to as answer DNs. Every answer DN you assign to the telephone automatically designates an appearance on the answer telephone beside a button with an indicator. On the answer telephone, an indicator appears beside the answer button when a call comes in from the original telephone. If the call is answered at the originating telephone, the indicator disappears. Label the buttons to identify the telephone with a name or DN. More than one telephone can have an Answer button for the same DN.

### Assigning Answer DNs

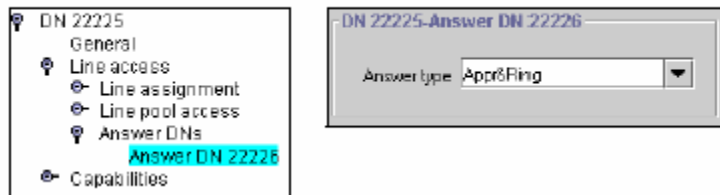
Use these steps to assign answer DNs to a telephone:

**1** If you are not already in the DN record, click the telephone DN to which you want to assign an answer DN.

**2** Click the key beside **Line access**.

- 3 Click on the **Answer DNs** heading.
- 4 Click the **Add** button located above the navigation tree.
- 5 In the **Answer DN** field, type in the DN for the telephone you want to be able to answer.
- 6 Click the **Save** button.
- 7 On the navigation tree, click on the Answer DN you just created.

Figure 132 Answer condition for Answer DN



- 8 In the Answer type field, indicate who you want to be alerted to calls coming into the Answer DN telephone.
  - Appr & Ring: The call number or name will display and the telephone will ring
  - Appr only: The call number or name will display.

### Answer DN notes:

You can assign a maximum number of eight answer DNs to a telephone. You can also determine what types of calls alert at the telephone where the answer DNs are assigned.

You cannot assign answer DNs to 7000 or 7100 telephones because they do not have memory buttons.

**Hunt group note:** A linear Hunt group that has defined an overflow telephone does not support having the overflow telephone assigned as an Answer DN to any hunt group member. If this occurs, the Answer DN will not ring at the hunt group telephone when an overflow condition occurs.

**Autodial function:** Answer DNs can also act as an internal autodial link to the assigned telephone.

The answer DN must be idle for this feature to work. That is, there must be no active indicator showing beside the button.

The system still sees the key as an Answer DN, and any key press still interacts with other features in that way. Therefore, even though you are making an internal call, any other autodial actions do not occur. As well, none of the autodial visual prompts occur. That means that the button will still only prompt if a call is alerting at the other telephone, based on the answer key level assigned to the system. You can program both an Answer DN and an autodial key for the same DN on the same telephone.

## Configuring Hunt groups

This section explains how to create hunt groups using the Hunt Group headings in the Unified Manager.

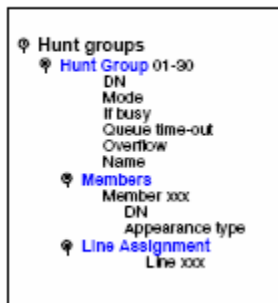
Hunt groups are designed to provide a service where incoming calls appear on a targeted group of telephones called a Hunt group. When you designate a Hunt group, you define the group as a unique DN. This DN receives and distributes calls to the telephones assigned to the group. The telephones receiving the call provide a line indication that a call has come in. How the calls are distributed can also be defined.

There can be a maximum of 30 Hunt groups assigned on a Business Communications Manager.

Tasks:
• Identify the Hunt group (“Identifying a Hunt group” on page 587)
• Determine Hunt group members (“Adding a Hunt group member” on page 591)
• Determine the lines for the group (“Programming Hunt group lines” on page 594)
• Determine how the calls will be handled and distributed (“Feature operation within Hunt groups” on page 596)
• Monitor active Hunt group calls (“Monitoring Hunt groups” on page 597)
• Monitor Hunt group activity (“Using Hunt group metrics” on page 599)

The following figure shows a detailed view of the Hunt groups headings on the navigation tree.

Figure 199 Hunt groups menus and fields



## How to use Hunt groups

You can use hunt groups to route calls to a support service such as a Help Line for a software company. For example, specialists handling Product A can be in one group, and specialists handling Product B can be in another group. Incoming calls hunt for the next available set in the group. If no set is available, the system places the call in a queue or the call gets routed to an overflow set.

Some typical uses of Hunt groups are:

- a sales department answering questions on product prices or availability
- a support department answering questions concerning the operation of a product
- an emergency department answering calls for help

Each Hunt Group has its own unique system DN that can be called from any set on the same system. When the Hunt group DN is called, the incoming call is treated in the same fashion as calls received from outside lines.

A Hunt group can receive a call in one of two ways:

- from one of the lines assigned to the Hunt group
- from an internal system call to the Hunt group DN

**Hunt group tips:**

Some of the things you need to note about Hunt group programming:

- calls on queue provide Ringback only (no on-hold music or tones)
- ensure the **General Settings, Timers, Transfer Callback Timer** is set correctly for Hunt group configuration.
- Do not program videophones as members of a Hunt group. Hunt groups allow one B channel connection at a time and videophones use two B-channels.
- Hunt group DNs cannot be assigned as an auto dial on a Key Indicator Module (KIM), attached to a T7316E telephone.

## Identifying a Hunt group

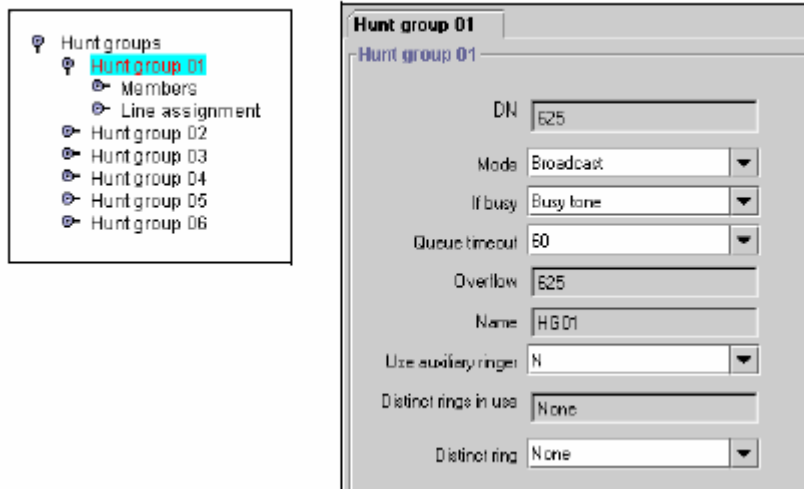
When you first set up a Hunt group, you need to identify how a call will be handled among the group.

**1** Click the keys beside **Services, Telephony Services, and Hunt groups.**

**2** Click on a Hunt group (**Hunt group 1-30**).

The Hunt group ## screen appears in the right frame.

Figure 200 Hunt group XX screen




**3** The following table describes the settings that define how a hunt group handles calls:

Table 155 Hunt group settings

Field	Values	Description
DN	Read-only (625-654)	Hunt group DNs begin at 625. This value cannot be altered.
Mode	Broadcast Linear Rotary Default: Broadcast	Choose how you want the line to present to the group. Broadcast—simultaneously rings at each non-busy telephone in the hunt group. All telephones receiving the call also display the calling line identification from the line, if the telephone or line has been configured to offer that service. Any of the alerted telephones can access the call. Only one call can be presented to a hunt group at a time. Other calls are queued until the first call is answered. Then the next call rings on the remaining non-busy telephones. This feature allows the call load to be continuously spread across the entire member group.

Table 155 Hunt group settings (Continued)

Field	Values	Description
Mode (continued)	Refer to <a href="#">"Hunt group modes" on page 589</a>	Linear—rings the first telephone in the hunt group list. If that telephone is busy, the system continues down the hunt group priority list until a non-busy telephone takes the call. In this case, all incoming calls are processed simultaneously and delivered based on the priority list. With this feature, you can program your top salesperson to be the first member of the Hunt group to receive incoming calls. Rotary—the call starts at the member telephone that appears on the list after the telephone that answered the last call. If that telephone is busy, the system proceeds down the priority list until a non-busy telephone is reached. As many incoming calls can be processed as there are available telephones to accept the call, each call being presented in the described round-robin fashion.
Hunt Delay	1-10 (seconds)	If Mode is either Linear or Rotary, Hunt Delay specifies how much time to delay offering a Queued call to a member telephone once that telephone becomes available. This is to provide a break period for the users between calls. The default is four seconds.
If busy	Busy tone Queue Overflow Default: busy tone	Choose how you want the system to respond if all lines appear as busy. Busy tone: If all lines are busy, the user receives a busy tone. Queue: If all lines are busy, the user is put on hold for the next available agent. Overflow - If all members of the Hunt Group are busy on a call from that Hunt Group, then route this call to the Hunt Group overflow DN. Overflow is only available if the overflow DN is different than the hunt group DN. Refer to the Overflow field, below.
Queue time-out	15, 30, 45, 60, 120, 180 (seconds) Default: 60	Choose the time in seconds for a call to remain in the Hunt Group. This value defines the maximum time a call remains queued, and the maximum time to offer a call before sending it to overflow if it is not answered. If the queue times out before the call connects to a member telephone, the call is terminated. If the call has been offered to a member telephone, but is not answered when the queue times out, the call is rerouted to the overflow DN.
Overflow	<any system DN> (including a Hunt Group DN) Default: hunt group DN	This setting determines where unanswered calls are routed after the Queue timeout occurs. If a call gets overflowed back to the same Hunt Group, the call goes to the bottom of the queue and is treated as a new call. Answer DNs: A linear hunt group that has defined an overflow telephone does not support having the overflow telephone assigned as an Answer DN to any hunt group member. If this occurs, the Answer DN will not ring at the hunt group telephone when an overflow condition occurs. Answer DNs are set up under the Line Access heading for each DN. Refer to <a href="#">"Assigning Answer DNs" on page 415</a> . Answer key must be set to Extended for overflow to work correctly. Refer to <a href="#">"Answer key levels" on page 473</a> .

Field	Values	Description
Name	<an alpha-numeric string naming the Hunt Group>	Provides a unique name for the Hunt Group. The default is HGxx, where xx is the Hunt Group number 01-30.
Aux ringer	Y or N	Defines whether an auxiliary ringer (if installed) rings for incoming calls to a hunt group (Y). If set to N, the control of the auxiliary ringer falls back to control defined on a per telephone or per line basis.
Distinct rings in use	read only	This field indicates the distinct ring patterns are currently in effect, if any, on any lines, telephones, or hunt groups on the system.
Distinct ring	None Pattern 2, 3 or 4	Select a ring pattern for the hunt group. Default is None.
	<b>Warning:</b> If you assign a distinctive ring pattern for a Hunt Group, all calls offered to telephones in the group will use the assigned ring pattern. If no pattern is assigned, or if the ring pattern is lower in status than the ring pattern of the line or the telephone setting, the call will use the ring pattern with the highest status setting. Refer to the sections which describe configuring Lines and DNs for information about assigning distinctive ring patterns to lines and telephones.	

## Hunt group modes

The following three figures graphically demonstrate each of the three modes described in the following table that are available to Hunt groups.

Figure 201 Broadcast call mode

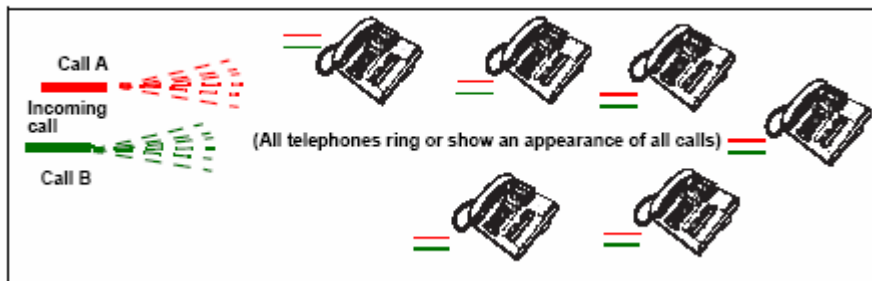


Figure 202 Linear call mode

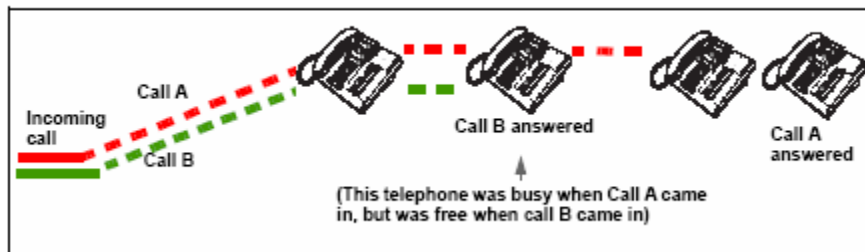
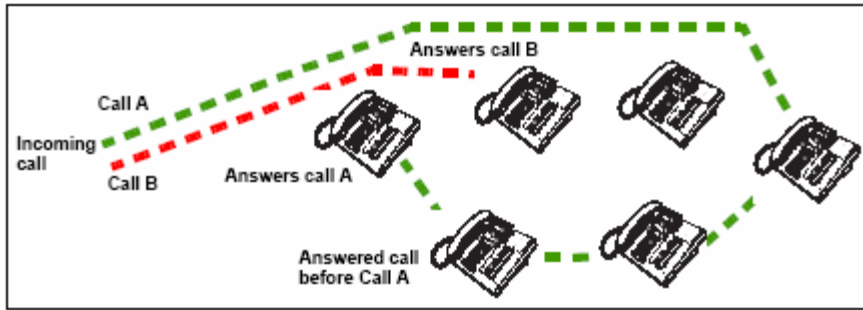


Figure 203 Rotary call mode



## Hunt group members

After you determine the hunt group, you then assign members to the group. This section includes information about:

- “[Adding a Hunt group member](#)”
- “[Moving members](#)”

The following limitations apply to adding member DNs to a Hunt Group:

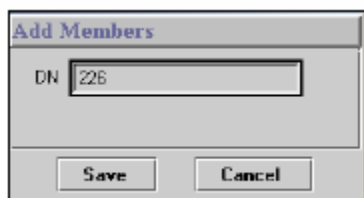
- Any system telephone or portable can be a member of a Hunt group.
- A telephone can be in more than one Hunt group. If a telephone is assigned to multiple groups, the telephone is considered a member in each Hunt group, which increases the total number of members in the system.
- There can be only one appearance of the same Hunt group on a telephone.
- Hunt group DNs cannot be members of other Hunt groups.

There are no default members to hunt groups. When a Hunt Group menu entry is first opened, there will be no entries under the Members node.

## Adding a Hunt group member

Follow these steps to add a hunt group member:

- 1** Click on the keys beside **Services**, **Telephony Services**, and **Hunt groups**.
- 2** Click the key beside a **Hunt group (Hunt group 1-30)**.
- 3** Click on **Members**.
- 4** At the top of the navigation tree, click the **Add** button.



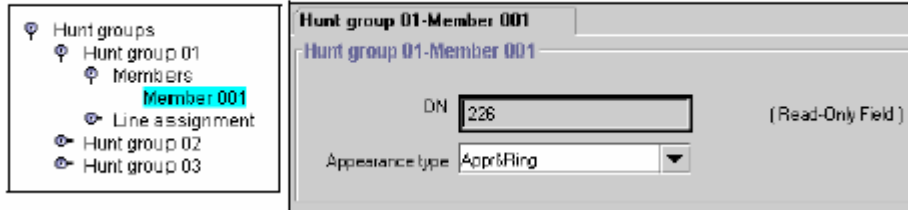
- 5** Type a set number in the **DN number** box.

**TIPS:** If you are assigning DECT DNs, ensure that you only assign a maximum of four DECT handsets that are registered with the same base station. DECT base stations can only handle a maximum of four calls at one time.

6 Click the **Save** button.

7 On the navigation tree, click the member number you created or that you want to change. The Hunt Group ## - Member ### screen appears.

Figure 204 Hunt group XX screen



8 Choose the Appearance type to define how the call appears on the set.

Table 156 Hunt group member settings

Field	Values	Description
DN	(read-only)	The DN of the telephone designated as this member of the hunt group.
Appearance type	Appr&Ring Ring only Appr only	Appr&Ring (default): The call number appears on the display and the handset rings. Ring only: The incoming call rings at the set, but no number is displayed. Appr only: The incoming call displays on the set, but the set does not ring.

### Removing a Hunt group member

Follow these steps to remove a Hunt group member:

- 1 Click on the keys beside **Services**, **Telephony Services**, and **Hunt groups**.
- 2 Click the key beside the **Hunt group (Hunt group 1-30)**.
- 3 Click on **Members**.
- 4 Click the member (for example, Member 001) to be removed.
- 5 Go to the top of the navigation tree and click the **Delete** button.

### Removing all members from a Hunt group

Follow these steps to clear out the Hunt group members list:

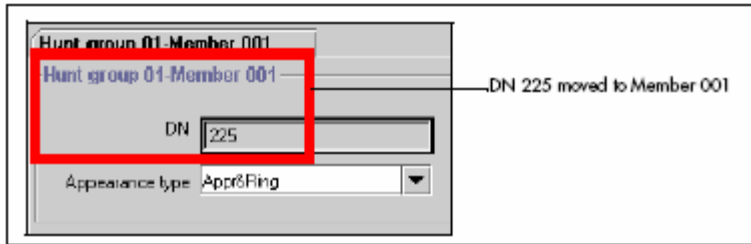
- 1 Click on the keys beside **Services**, **Telephony Services**, and **Hunt groups**.
- 2 Click the key beside the **Hunt group (Hunt group 1-30)** from which you want to remove the members.
- 3 Click **Members**.
- 4 Go to the top of the navigation tree and click the **Delete All** button.

### Hunt group member settings

#### Field Values Description

DN (read-only) The DN of the telephone designated as this member of the hunt group.





## Programming Hunt group lines

Multiple lines can be assigned to Hunt groups. However, a line can only exist in one Hunt group. When you assign lines to Hunt groups, you must ensure that there is no interruptions to the call before the Hunt group DN handles the call. One of the settings that you need to check, is the designated prime set. This must be set to None. This prevents calls coming on that line from transferring to a prime set before the Hunt group can handle the call.

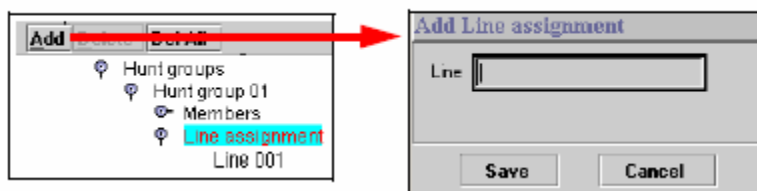
**Programming note:** Lines assigned to line buttons on individual telephones take precedence over the lines assigned to Hunt group buttons. Therefore, we recommend that you do not assign lines to individual telephone DN records for telephones that are part of a Hunt group.

## Assigning a line to a hunt group

Assign the lines that you want calls to come in on:

- 1 Click on the keys beside **Services**, **Telephony Services**, and **Hunt groups**.
- 2 Click the key beside the **Hunt group (Hunt group 1-30)**.
- 3 Click **Line Assignment**.
- 4 At the top of the navigation tree, click the **Add** button.

Figure 206 Adding lines to hunt groups



- 5 Type a line number (for example 061) in the **Line number** box.
- 6 Click the **Save** button.  
The new line number displays under **Line assignment**.

## Unassigning a line

Remove lines that you no longer want to alert at the hunt group:

- 1 Click on the keys beside **Services**, **Telephony Services**, and **Hunt groups**.

**2** Click the key beside the **Hunt group (Hunt group 1-30)**.

**3** Click **Line Assignment**.

**4** Click the line number (for example, **Line 061**) to be deleted.

**5** At the top of the navigation tree, click the **Delete** button.

### **Unassigning all lines**

Remove all currently-assigned hunt group lines.

**1** Click on the keys beside **Services, Telephony Services, and Hunt groups**.

**2** Click the key beside the **Hunt group (Hunt group 1-30)**.

**3** Click **Line Assignment**.

**4** At the top of the navigation tree, click the **Delete All** button.