

Avaya IP Office Standard Mode & Higher Hunt Group/Queuing Info Telquest Tech Support

Here is what I have tested:

A call comes in on a CO Line, PRI or SIP trunk.

The call is automatically routed to a Hunt Group.

OR:

The call is automatically routed to an Auto Att. for a brief Greeting and then to Hunt Group.

Each telephone in the Hunt Group will begin to ring unless a phone is already in use.

OR:

It is logged out of the Hunt Group.

A Hunt Group button will be on each phone to indicate that the call is coming in on the Hunt Group.

The call may be answered by any of the ringing phones.

If a telephone that was in use when the call came in ends their call, their phone will begin to ring.

During the time that the phones are ringing, an announcement can be played to the caller.

After the announcement is played, the caller can hear music.

After a programmable period of time, the caller can hear a second announcement and then be returned to music.

The second announcement can be played again after a time delay.

**Each telephone in the Hunt Group can Log In or Log Out of the Hunt Group with a single button.
This will stop unattended telephones from ringing on incoming calls.**

Each telephone in the Hunt Group should have enough Call Appearance Buttons to accommodate incoming calls that go to the Hunt Group.

I suggest using 1416 type phones for each person that will be answering calls.