Groups

The Groups page shows you all of the groups that your phone line is in.

- Hunt Groups (Multi Line Hunt Groups - MLHG)
- Call Pickup Groups
- Multiple Appearance Directory Numbers (MADN)

Hunt Groups (Multi Line Hunt Groups - MLHG)

There are a number of different types of groups:

- **Hunt Group**, also called a **Multi Line Hunt Group (MLHG).** When a call comes in to a Hunt Group, each line in the group is rung in turn until someone answers the call. Depending on how your administrator has set up your Hunt Group you may be able to log in and out of the Hunt Group. When you're logged in calls to that Hunt Group will ring your phone. When you're logged out they won't.
- **Call Pickup Group**. If your phone line is in a Call Pickup Group then you can pick calls that are ringing on any other lines in that group by picking up your phone and dialing the Group Call Pickup code.
- **Sim-Ring Group**, also known as a **Multiple Appearance Directory Number (MADN)**. This is a special phone number that, when called, will ring all of the phones within the Sim-Ring Group. The first person to answer their phone will take the call, at which point all the other phones will stop ringing.

Viewing Hunt Groups

If your phone line is in a Hunt Group then there will be an entry in the Group Membership section for it called *Hunt Group:**name***. Click on this entry to view information for that Hunt Group:

Groups – Multi Line Hunt Groups



The following information is shown on the right hand panel of the screen:

- What department this Hunt Group is in, if any. If your business does not use departments then this will say None.
- How many lines are in the group, and how many are logged in.
- Whether you are currently logged in.
- Details of each of the lines in this group and whether each line is currently logged in. Your line will be in this list.

Using Hunt Groups

Calls that come into your phone line from a Hunt Group will ring your phone as normal, and you can answer the calls as you usually would.

If you have permissions to log in and out of the Hunt Group you can either use CommPortal to log in and out, or you can use your phone.

Using CommPortal

To log into the Hunt Group using CommPortal click on Login. Your line will be marked in the list with

To log into the Multi Line Hunt Group using CommPortal click on Logout. Your line will be marked in the list with

Call Pickup Groups

Viewing Call Pickup Groups

If your phone line is in a Call Pickup Group then there will be an entry in the Group Membership section called *Call Pickup Group: **name***. Click on this entry to view that Call Pickup Group:

Groups – Call Pickup Groups



The following information is shown on the right hand panel of the screen:

- The department this Call Pickup Group is in, if any. If your business does not use the departments then this will say None.
- The number of lines in this Call Pickup Group.
- The lines which are members of this Call Pickup Group. Your line will be in this list.

Using Call Pickup

To pick up for a call that is ringing on another phone in your Call Pickup Group, follow these steps:

1. Pick up your phone handset.
2. Dial the Call Pickup access code: *11.

Alternatively, if two or more phones are ringing and you want to pick up the call that is ringing on a particular extension number, follow these steps:

1. Pick up your phone handset.
2. Dial the Directed Pickup access code: *12.
3. Dial the extension number on which the call is ringing.

Multiple Appearance Directory Numbers (MADN)

If your phone line is in a Multiple Appearance Directory Number group then there will be an entry in the Group Membership section for it called *Sim-Ring Group: **name***. Click on this entry to view that Sim-Ring Group:

The following information is shown on the right hand panel of the screen:

- What department this Sim-Ring Group is in, if any. If your business does not use departments then this will say None.
- How many lines are in the group.
- The lines which are in this group. Your line will be in this list.

Only an administrator can make changes to a Sim-Ring Group.