

Cascading Hunt Groups

You can configure multiple sets of phones to ring when a call comes in, escalating to a larger audience with each step.

Step-by-step guide

In this example, we will have three separate groups of phones. Group A will have a single *Receptionist* phone, Group B will have the previous group plus a *Backup Receptionist* phone and Group C will include the previous phones plus an additional *Secretary* phone.

1. Create three separate [hunt groups](#), each with a set of members...

[Control Panel](#) → [Hunt Groups](#)

Hunt Groups

[+ Add a Hunt Group](#) [View History](#)

Description	Members
Group A	1/1
Group B	2/2
Group C	3/3

[Control Panel](#) → [Hunt Groups](#) → [Edit Hunt Group](#)

Edit Hunt Group

Description: Group ID #:

Members:

- ☒ [Logged In] [300] Receptionist
- ☒ [Logged In] [400] Backup Receptionist
- ☒ [Logged In] [500] Secretary

*44 = Group Log In
*40 = Group Log Out

Add Members:

- ☐ Add new members without logging them in
- ☐ [200] Inbound Routing
- ☐ [201] Auto Attendant

2. Modify the [Inbound Behavior](#) of an extension to "stack" the hunt groups in the order you wish for them to ring...

When a call reaches this extension, perform the following actions:



Step #1

Ring a Hunt Group

Which hunt group? Group A

Ring for 10 seconds. (4sec/ring)

While ringing, the caller should hear:

Normal Ringing Sound

Note: Hunt groups only ring the devices or phones.
Actions assigned to extensions in the hunt group will not be performed.

- ☒ Skip to next step immediately if all hunt group members are unavailable.
- ☒ Force all members to ring regardless of availability.



Step #2

Ring a Hunt Group

Which hunt group? Group B

Ring for 10 seconds. (4sec/ring)

While ringing, the caller should hear:

Normal Ringing Sound

Note: Hunt groups only ring the devices or phones.
Actions assigned to extensions in the hunt group will not be performed.

- ☒ Skip to next step immediately if all hunt group members are unavailable.
- ☒ Force all members to ring regardless of availability.



Step #3

Ring a Hunt Group

Which hunt group? Group C

Ring for 10 seconds. (4sec/ring)

While ringing, the caller should hear:

Normal Ringing Sound

Note: Hunt groups only ring the devices or phones.
Actions assigned to extensions in the hunt group will not be performed.

- ☒ Skip to next step immediately if all hunt group members are unavailable.
- ☒ Force all members to ring regardless of availability.



Step #4

Leave a Voicemail

For which extension? This Extension

- ☒ Disconnect call after voicemail has been left.

If caller dials operator, continue with next step.

When a caller rings the extension, the inbound behavior will be activated and will progress through each step as you have defined.



If you wish to always ring all members, even if they are already on the phone, you will want to select both checkboxes below each hunt group selection:

- ☒ Skip to next step immediately if all hunt group members are unavailable.
- ☒ Force all members to ring regardless of availability

Related articles

- [Call Forwarding](#)
- [Using a Algo Paging Speaker as a Ringer](#)
- [Creating an Auto Attendant](#)
- [Quick Start Guides](#)
- [Provisioning and Setup of Grandstream HT802 ATA](#)