Hunt Group - Park & Page

Last Modified on 07/17/2026 12:47 pm EDT

Feature first available:

iPECS Cloud version 7.0.

NOTE: Paging Count and Paging Interval enhancements added in update 26-04.

License Required:

- Hunt Groups are licensed
- SIP Device
    - This is found under Customer Manager -> Call Manager -> SIP Device; this is NOT a user.
    - For this particular application, the Grandstrean HT801 , and ONLY the HT801, is used.

Description:

This feature allows that when a caller to a hunt group either overflows the queue or is unanswered in a specified timeframe...

- Caller is placed on hold and hears a specifically designated Hold Announcement.
- Simultaneously, a call is initiated to the programmed SIP device, in this instance an ATA device connected to paging equipment, that will announce, "Call Holding for the <uploaded Wave file, typically a hunt group name> on < Park Zone within index range>".

Additional programming ensures that if the call is not retrieved within the Auto Park and Page Answer Wait Timer that it will be pushed to a redirect.

Prerequisites:

Before programming a Hunt Group for the Park & Page feasture, please ensure you have the following already defined.

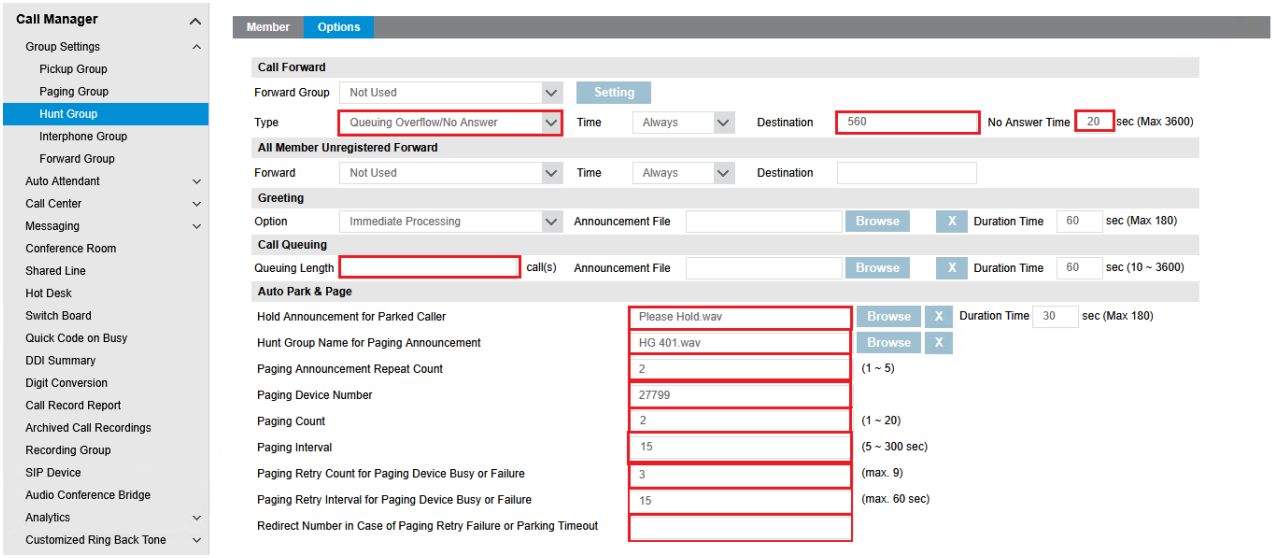
- Auto Park & Page - Feature Code
- Auto Park Index Range
- Auto Park and Page Answer Wait Timer
- SIP Device - Grandstream HT801

Additionally, it's strongly recommended you also have the following:

- Hold Announcement that will be played to the caller when they are parked.
- Hunt Group name that will be played to the employees as part of the 'Hunt Group Name for Paging Announcement'.

Programming:

Configuration for Park & Page is done under Customer Manager -> Call Manager -> Group Settings -> Hunt Group -> <chosen Hunt Group> -> Options tab as shown below.



Type: Set this to 'Queueing Overflow/No Answer'.

Destination: Typically this will be set to 560; but ultimately, use the Feature Code assigned to 'Auto Park & Page' for your tenant.

No Answer Time: This is how long a Hunt Group member will ring before the call is considered Not Answered.

Queuing Length: This field will either show blank as above, or be set to 0. All calls will either be live answered or auto parked in the index range specified; but no calls will actually be queued in the Hunt Group itself.

Hold Annoucement for Parked Caller: As noted in the prerequisites, this will be the audio heard by the caller while they are parked.

Hunt Group Name for Paging Announcement: The actual page audio will be, "Call Holding for the <Hunt Group Name for Paging Announcement> on <number in the Auto Park Index Range>."

Paging Announcement Repeat Count: When a call is parked, the SIP Device will be placed in an off-hook state and the paging annoucement as defined in the entry above will be played. After the initial announcment is played, this number is how many **additional** times that annoucement will be played before the SIP Device is placed back onhook.

Paging Device Number: This is the extension assigned to the SIP Device, i.e. the HT801.

Paging Count: This is used in conjunction with the Paging Annoucement Repeat Count. This setting controls how many separate paging attempts the system will make to the SIP Device. With the settings in the screenshot for both of these fields set to 2, the system will page twice and on each of the paging attempts, it will make two back-to-back announcements.

Paging Interval: This interval determines the timing between each paging occurrence defined by the Paging Count.

Paging Retry Count for Paging Device Busy or Failure: This will likely occur more often if using a single SIP Device; but having multiple Hunt Groups configured for Park & Page. Should the SIP Device be busy, the system

will retry this many more attempts after the initial attempt did not succeed. Recommended: 3 additional attempts.

Paging Retry Interval for Paging Device Busy or Failure: Should the SIP Device report Busy or not respond, the system will wait this many seconds prior to retrying. Recommended: 15s interval.

Redirect Number in Case of Paging Retry Failure or Parking TImeout: If (as configured above) 45s have elapsed without being able to page to the SIP Device successfully OR the 'Auto Park and Page Answer Wait Timer' has expired, the caller will be removed from Park and redirected to the destination defined here. The destination can be another Hunt Group, Extension, Auto Attendant, Shared Line, etc.

Further Assistance:

- End customers - Please contact your reseller for additional assistance.
- Resellers - Please contact Technical Support for additional assistance.