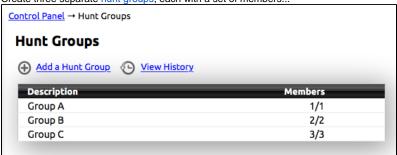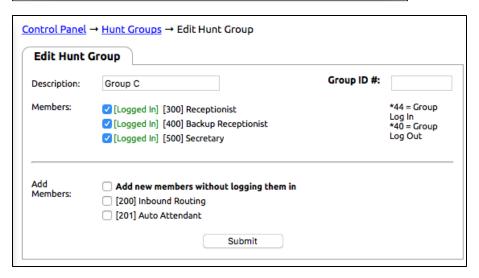# Cascading Hunt Groups

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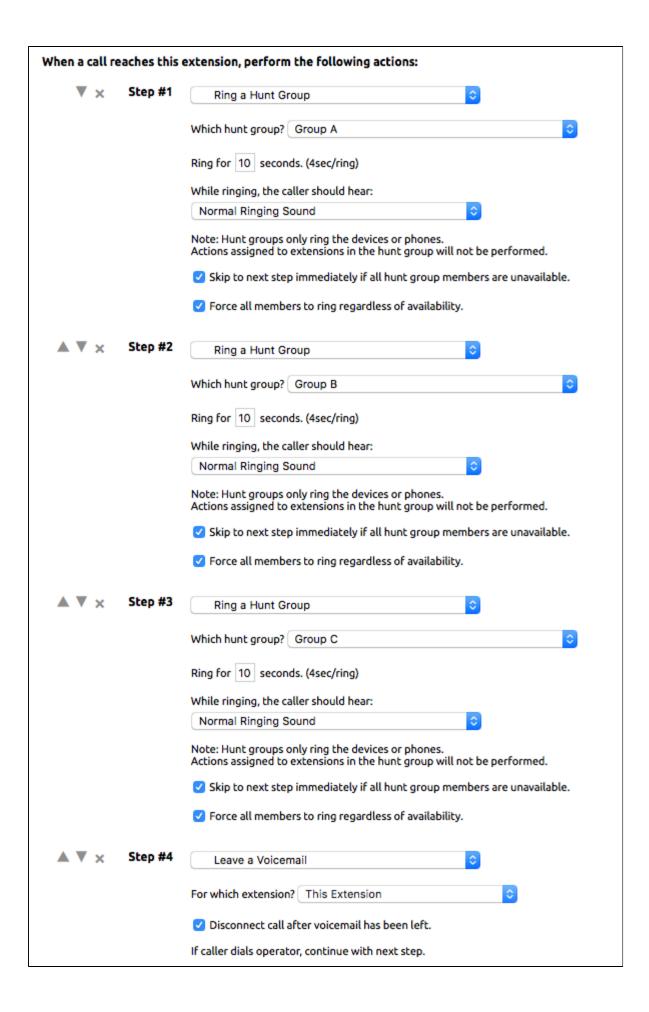
Step-by-step guide

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 C   Group ID #: [   ]

    Members: ☑ [Logged In] [300] Receptionist   *44 = Group
             ☑ [Logged In] [400] Backup Receptionist   Log In
             ☑ [Logged In] [500] Secretary   *40 = Group
                                                             Log Out

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

                              [Submit]

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](Call%20Forwarding)
- [Using a Algo Paging Speaker as a Ringer](Using%20a%20Algo%20Paging%20Speaker%20as%20a%20Ringer)
- [Creating an Auto Attendant](Creating%20an%20Auto%20Attendant)
- [Quick Start Guides](Quick%20Start%20Guides)
- [Provisioning and Setup of Grandstream HT802 ATA](Provisioning%20and%20Setup%20of%20Grandstream%20HT802%20ATA)