



Adding and Removing Lines from the MLHG- Admin

Log into the Admin Portal

Business Group Admin Portal 9787678343_AA

Groups
Groups can be used to manage how calls are handled for a selection of callers. Hunt Groups will pass calls to the next available member. Call Pickup Groups allow lines to answer each other's calls.

All Lines
The All Lines pages provide access to details of all lines in the business group. These can be filtered by User Lines, Attendants and Group Access Lines. Manage the phones in your Business Group and assign them to lines from the Phones page.

Services
To configure and manage further business services on your lines, select an option below.

Under “Groups” on the left hand side go to “**Hunt Groups (MLHGs)**” or click “**Hunt Groups (MLHG)**” under the “Groups” header on the admin home screen.

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Hunt Groups in Department: View All

A Hunt Group (MLHG or Multi-Line Hunt Group) is a set of lines within a Business Group (members), so that calls to the group are passed to a non-busy member of the Hunt Group, or may be added to a queue if all members are busy. Please contact us if you would like to set up a new Hunt Group.

Move selected to: --Select Department-- Move

<input type="checkbox"/> Hunt Group Name	Number of Members	Service Level	Department
<input type="checkbox"/> 03884504 - Danvers, MA - MLHG	5	Hunt Group	03884504 - Danvers, MA



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Click the hyperlinked “**Hunt Group Name**” that you would like to edit.

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Hunt Group 03884504 - Danvers, MA - MLHG in Department: 03884504 - Danvers, MA

Hunt Group Pilots Hunt Group Members Settings

Telephone Number	Ext.	Name
(978) 791 0934	0934	03884504 - Danvers, MA - Pilot



Go to the “**Hunt Group Members**” tab.

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Hunt Group 03884504 - Danvers, MA - MLHG in Department: 03884504 - Danvers, MA

Hunt Group Pilots Hunt Group Members Settings

Remove Selected Change Positions Add Lines Add single line: Add

Position	Telephone Number	Ext.	Name	Department	Actions
1	(978) 791 0935	0935	Front Desk 1	03884504 - Danvers, MA	Actions
2	(978) 791 0936	0936	PT1	03884504 - Danvers, MA	Actions
3	(978) 791 0937	0937	PT2	03884504 - Danvers, MA	Actions
4	(978) 791 0938	0938	Station 4	03884504 - Danvers, MA	Actions
5	(978) 791 0939	0939	Station 5	03884504 - Danvers, MA	Actions



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To remove a line, select the box next to the number you would like to remove.

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Hunt Group 03884504 - Danvers, MA - MLHG in Department: 03884504 - Danvers, MA

Hunt Group Pilots **Hunt Group Members** Settings

Remove Selected Change Positions Add Lines Add single line: Add

<input type="checkbox"/>	Position	Telephone Number	Ext.	Name	Department	Actions
<input checked="" type="checkbox"/>	1	(978) 791 0935	0935	Front Desk 1	03884504 - Danvers, MA	Actions
<input type="checkbox"/>	2	(978) 791 0936	0936	PT1	03884504 - Danvers, MA	Actions
<input type="checkbox"/>	3	(978) 791 0937	0937	PT2	03884504 - Danvers, MA	Actions
<input type="checkbox"/>	4	(978) 791 0938	0938	Station 4	03884504 - Danvers, MA	Actions
<input type="checkbox"/>	5	(978) 791 0939	0939	Station 5	03884504 - Danvers, MA	Actions



Then click "Remove Selected"

Business Group Admin Portal 9787678343_AA

Hunt Group 03884504 - Danvers, MA - MLHG in Department: 03884504 - Danvers, MA

Hunt Group Pilots **Hunt Group Members** Settings

Remove Selected Change Positions Add Lines Add single line: Add

<input type="checkbox"/>	Position	Telephone Number	Ext.	Name	Department	Actions
<input type="checkbox"/>	1	(978) 791 0936	0936	PT1	03884504 - Danvers, MA	Actions
<input type="checkbox"/>	2	(978) 791 0937	0937	PT2	03884504 - Danvers, MA	Actions
<input type="checkbox"/>	3	(978) 791 0938	0938	Station 4	03884504 - Danvers, MA	Actions
<input type="checkbox"/>	4	(978) 791 0939	0939	Station 5	03884504 - Danvers, MA	Actions



Adding and Removing Lines from the MLHG- Admin

That line will no longer show in the MLHG. To add a number. Click **“Add Lines”**.

Business Group Admin Portal

Hunt Group 03884504 - Danvers, MA - MLHG in Department: 03884504

Add Lines to Hunt Group

Select the lines by ticking the boxes and then click Add Selected. Lines are not allowed to login/logout of this Hunt Group and when you add a line, it will immediately be logged in.

Department: 03884504 - Danvers, MA

Telephone Number	Extension	Name
<input type="checkbox"/>	(978) 767 8343	9787678343_AA

Add Selected Cancel

Select the box next to the line you would like to add.

Business Group Admin Portal

Hunt Group 03884504 - Danvers, MA - MLHG in Department: 03884504

Add Lines to Hunt Group

Select the lines by ticking the boxes and then click Add Selected. Lines are not allowed to login/logout of this Hunt Group and when you add a line, it will immediately be logged in.

Department: 03884504 - Danvers, MA

Telephone Number	Extension	Name
<input checked="" type="checkbox"/>	(978) 767 8343	9787678343_AA

Add Selected Cancel



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Then Click **“Add Selected”**

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Hunt Group 03884504 - Danvers, MA - MLHG in Department: 03884504 - Danvers, MA

Hunt Group Pilots | **Hunt Group Members** | Settings

[Remove Selected](#) | [Change Positions](#) | [Add Lines](#) | Add single line: [Add](#)

Position	Telephone Number	Ext.	Name	Department	Actions
1	(978) 791 0936	0936	PT1	03884504 - Danvers, MA	Actions ▼
2	(978) 791 0937	0937	PT2	03884504 - Danvers, MA	Actions ▼
3	(978) 791 0938	0938	Station 4	03884504 - Danvers, MA	Actions ▼
4	(978) 791 0939	0939	Station 5	03884504 - Danvers, MA	Actions ▼
5	(978) 767 8343		9787678343_AA	03884504 - Danvers, MA	Actions ▼

That line will now appear in the MLHG.