

Additional Line

Description

Additional Line is a 'User Type' that is configured when a new User is created.

Function

An additional line can be created to give a device, IP handset etc. a 2nd, 3rd, 4th.... call appearance, on spare line keys if supported, for multiple DECT handsets off a DECT base station or to utilise a 2nd line on an ATA.

Configuration/Operation

To provide a User with an additional line in the Business Portal navigate to:

- Employees>Add Employee

Add Employee

User Details

- * Username: user1.additionalline
- * Role: Employee
- * Language: English
- * Password: *****

Contact Details

- * First Name: User 1
- * Surname: Personal Line
- * Email Address: Email Address
- * Phone Number: Phone Number
- * Country: United Kingdom
- * Street Address: Street Address
- * Town/City: Town/City
- * County: West Sussex
- * Postal Code: Postal Code

Buttons: Cancel, Save, Save & Activate

- Click Save & Activate

Employee Activations Employee: user1.additionalline

Site Selection

- * Site Name: Demo Site, Trunk Site

- Select Site Name

user1.additionalline

Employee Settings

User Settings

- * Username: user1.additionalline
- * User Type: IP Centrex User, Additional Line
- * Language: English

Caller ID Settings

- * First Name: User 1
- * Surname: Personal Line
- * Caller ID First Name: User 1
- * Caller ID Surname: Personal Line

- Select Additional Line

Primary Number

Use Public Number

Area Code: +44-203

Number: 6510321

* Extension: 0321

Feature Package

BasicUser: On

PremiumMobilityUser: Off

PremiumUser: Off

SIPTrunkMobilityUser: Off

SIPTrunkUser: Off

StandardUser: Off

- Select Primary Number and Feature Package

Optional Add-On Feature Packages

Reception Console: Off

Softphone: Off

Toolbar: Off

Voicemail inc Call Notify: Off

Device Selection

Device Selection: Existing Device New Device

Device ID: 0331. SPA 508 (7 ports open, 8 total)

Device Type: Cisco SPA-508G

* MAC Address: A44C119F070A

Authentication

Set Authentication: No

- Select Optional Add-On Feature Package (if required)
- Select Device
- New Device:- If you wish to create a new device for this service
- Define a new device ID
- Select the device type from the dropdown box
- Enter the device MAC address
- Existing Device
- Select the existing device in the Device ID dropdown box.
- Click Activate

The additional line will be added to device. If the additional line is on an existing device the device will reboot and the additional line will appear under the first spare line key.

Posted by: Mark Simcoe - Mon, Feb 15, 2021 at 11:26 AM. This article has been viewed 2980 times.

Online URL: <https://kb.ic.uk/article/additional-line-282.html> (<https://kb.ic.uk/article/additional-line-282.html>)