## Set Up Shared Lines in iPECS Cloud

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## Set Up Phones That Mimic a Squared System or Appearing Lines Using the Shared Lines Feature

See the below for the steps to get it set up.

No-charge group features must be requested to set up Shared Lines (for the number of Shared Lines desired). To allow calls to forward to a mailbox, one Voice Mail license (recurring monthly cost) is also required. The Shared Line extension range, by default, begins at 601.

To get to the Shared Line programming section, log into your reseller portal, click "Call Manager", then "Shared Line".

In this example, we have created two Shared Lines and a General Mailbox.

Click "Add" at the bottom of the screen to create the number of Shared Lines you'd like to appear on the phones. Create one for the Mailbox too (if desired). When you assign the key numbers in the Shared Line section of programming, the Shared Line Mailbox extension will be the key they press to access messages.

Vertic	al					Vertical D	lemo (Kim Macdonald) Customer Manage	- I O B
Company	~	My Home User Phone Co	ntiguration User Peature Configuration					*
User	~	Shared Line						
Call Manager	^	She Al Stell						
Group Settings	~	Shared Line List (4Licenses)						^
Aalta Alberdant	~	S10	Digit Number 6	Direct Dial Call Number	Description	Digit Nami	ber Setting Update Time	
Conformation Reports		1 Vertical Demo	603		Forward to VIII	•	2023-07-20 07:28:33	
SharedLine		2 Vertical Demo	662		Shared Line 2	•	2023-07-20 07-28:09	
Hot Desk		3 🗌 Vertical Demo	601		Shared Line 1	•	2023-07-20 07:44:19	
Switch Board		0			1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 1997 - 19			Ves 1-3-43
Quick Code on Busy DOI Summary Digit Conversion							Add	celly Delots

Within each Shared Line, assign the extensions that these lines will appear on and what buttons they will be set to. To create a new shared line, click "Add" or to modify existing shared lines, click "Modify". Select the users for these Shared Lines to appear.

iite *	Vertical Demo			~								
ligit Number *	601				2 ~ 5Digit							
orward to VM	Not Used			~								
utoDial	Disable 🗸	•										
irect Dial Call Number	NONE			~								
escription	Shared Line 1											
mber												
ember							_					
ember lember								Availa	ible			
ember Extension	Name	Device	Button	Ring Optic	วก		Г	Availa	able	xtension	Name	
ember Extension 1 104	Name Kim Mac	Device Phone V	Button	Ring Optic	on Ne Call	~	Γ	Availa 1	able	Extension	Name Toni One Test	
ember Extension 1 104 2 105	Name Kim Mac Kim Mac 2	Device Phone V Phone V	Button	Ring Optic Immedia No Incor	on Ite Call ming	~		Availa 1 2	able E	xtension 00 06	Name Toni One Test Jason Stucker	
ember Extension 1 04 2 105 3 299	Name Kim Mac Kim Mac 2 E700 Test	Device Phone V Phone V Phone V	Button 2 • 2 • 2 •	Ring Optic Immedia No incor	on Ite Call ming Ite Call	* * *	<	Availa 1 2 3	able E	Extension 00 06 09	Name Toni One Test Jason Stucker Kim Test	
ember Extension 1 04 2 105 3 299	Name Kim Mac Kim Mac 2 E700 Test	Device Phone • Phone • Phone •	Button 2 ~ 2 ~ 2 ~	Ring Optic Immedia No Incor	on ite Call ming ate Call	> > >	<	Availa 1 2 3 4	able E	xtension 00 06 09 11	Name Toni One Test Jason Stucker Kim Test ACD 111	
Extension           1         104           2         105           3         299	Name Kim Mac Kim Mac 2 E700 Test	Device Phone V Phone V Phone V	Button 2 • 2 • 2 •	Ring Optic Immedia No Inco Immedia	on ite Call ming ite Call	> > > > >	<	Avail: 1 2 3 4	sble E	<b>Extension</b> 00 06 09 11	Name Toni One Test Jason Stucker Kim Test ACD 111	,

Next, select the buttons where each shared line will appear and whether the call will ring on those phones. "Immediate Call" means the light flashes and the phone rings immediately. "No Incoming" means the phone will light up but will not ring. The ring options highlighted below also allow for the delayed ring, if you want to have the calls ring at some phones immediately and then add in other stations with up to a 30-second delay. Be sure to save all changes.

Site *	Vertical Demo	~
Digit Number *	601	
Forward to VM	Not Used	~
AutoDial	Disable 🗸	
Direct Dial Call Number	NONE	~
Description	Shared Line 1	

	Extension	Name	Device	Button	Ring Option	
1	104	Kim Mac	Phone 🗸	2 🗸	Immediate Call	~
2	105	Kim Mac 2	Phone 🗸	2 🗸	No Incoming	~
3	299	E700 Test	Phone 🛩	2 🗸	Immediate Call	~





To set the Shared Line Display name, click on the gear icon (as indicated below) for the Shared Line you wish to modify. The default Display Name will be the number of the Shared Line (601, etc).

Shared Line				
- Site All Siles V				
Shared Line List ( 4 Licenses )				
Site	Digit Number 🜩	Direct Dial Call Number	Description	Digit Number Setting
1 Vertical Demo	603		Forward to VM	•
2 Vertical Demo	602		Shared Line 2	
3 Vertical Demo	601		Shared Line 1	•
φ		is is Page	1 of 1 ⇒ ⇒ 11 ¥	

Change the "Display Name" field to your desired name, such as "Line 1".

Digit Number Setting				>
Digit Number Setting : 601				
Site Name : Vertical Demo				
DN Setting Feature	Service			
Display Name *	Line 1			
Extension Password				
E-mail				
Group Member Type	Single site group members     O Mult	site group members		
Direct Dial Call Number	NONE		$\sim$	
Outgoing Caller ID *	Site Outgoing Caller ID 🗸 🗸	4704812858	$\sim$	
Call Barring *	Site Call Barring 🗸	Vertical Demo	$\checkmark$	
Trunk Authorization *	Not Used V			
Call Fraud *	User Default V	10000 USD		
				Save Cancel

To create a hunt group for the shared lines, in the "Preset Call Forward" tab for the first Shared Line (601), set the "No Answer Destination" to VM and "Busy Destination" to the next shared line. The last shared line forwards all to the mailbox. In this example, 601 forwards to 603 on busy and no answer to 201, which is the mailbox in this instance.

- Go to User → User Feature Config
- Key in the Shared Line number, hit enter
- In this example 601 forwards to 602 when busy and to 603 (mailbox) when not answered
- Shared Line 602 would forward to 603 on busy and no answer

Company	~	My Home	User Phone Configuratio	n User Feature Configuration
User	^	User Feature Co	onfiguration	
User Setup				
User Phone Configuration		Extension	601	Quick Search
User Feature Configuration		Site Name	Vertical Demo	
Account Information		Liser Name	Line 1	
Call Manager	^	Assigned Device	Shared Line	
Group Settings	~	Assigned Device	Shared Line	
Auto Attendant	~	Direct Dial Call Nun	iber	
Call Center	~			
Conference Room				
Shared Line		Call Forward Do	Not Disturb Wake Up	Mobile Extension Preset Call Forward
Hot Desk				
Switch Board		Preset No Answer	Forward Time	0 sec (Max 3600)
Quick Code on Busy				
DDI Summary		Internal Call		
Digit Conversion		Ur	conditional Destination	
Call Record Report		Bu	sy Destination	602
Recording Group		Day	Answer Destination	603
SIP Device			D Destination	
Audio Conference Bridge		D	Destriation	
Customized Ring Back Tone	~	Ur	conditional Destination	
WebFAX	~	Bu	sy Destination	602
iPECS One	~	Night	Answer Destination	603
Executive Group	~	D	D Destination	
Provisioning	~		to occurrently	
Status View	~	Ur	conditional Destination	
License Management	~	Bu	sy Destination	602
		No	Answer Destination	603
Call History	~	DI	ND Destination	
My Home Setting				

Lastly, a few things for the Shared Line Mailbox extension. Make sure you turn on the USE option for "Forward to VM" as shown below.

User User Setup	^	Shared Line     Site All Sites	~		
User Feature Configuration		Shared Line List ( 4 Li	censes)		
Account Information		Site		Digit Number 🖕	Direct Dial Call Number
Call Manager	~	1 Vertical Demo		603	
Group Settings	~	2 Vertical Demo		602	
Auto Attendant	~	3 Vertical Demo		601	
Call Center	~				
Conference Room					
Shared Line		¢			14
Hot Desk					
Switch Board					
Quick Code on Busy					
DDI Summary					
Digit Conversion		Site *	Vertical Demo		,
Call Record Report		Disit Number	200		2 50-1
Recording Group		Digit Number *	603		2 ~ 5Digit
SIP Device		Forward to VM	Use	~	·
Audio Conference Bridge		AutoDial	Disable V		
Customized Ring Back Tone	$\sim$	Direct Dial Call Number	NONE	~	·
WebFAX	~	Description	Forward to VM		
iPECS One	~	Description			
Europetico Crosso					

To assign voice mail to the last Shared Line Call Manager  $\rightarrow$  Shared Line  $\rightarrow$  click on the VM Shared line

Click on "Feature", scroll down for Additional Feature, click on the "+".

		ended ante					
Call Manager	^	· Site All Sites	~				
Group Settings	*	Shared Line List ( 4 Licer	nses )				
Auto Attendant	ř	Site	D	igit Number e		Direct Dial Call Number	Description
Carlemance Boom	Ť	1 🔽 Vertical Demo	54	13			Forward to VM
Shared Line		2 🔲 Vertical Demo	Digit Number Setting				
Hol Desk		3 🔲 Vertical Demo	Digit Number Setting : 803				
Switch Board		0	Site Name : Vertical Demo				
Quick Code on Busy			DN Setting	Samira			
DDI Summary			Diviseding realine	Service			
Digit Conversion			Intrusion	Allow	~		
Call Record Report			Allow Anonymous Call	Allow	$\sim$		
SIP Davice			Present External Caller ID	Display on LCD	$\sim$		
Audio Conference Bridge			CLIR	Allow Send CID	$\checkmark$	Calling Line Identification Restriction	
Customized Ring Back Tone	~		Recall for Transfer Failure	Recell	V		
WebFAX	*		Remote Office	Allow	~		
IPECS One	~		Preset Call Forward	Allow	~		
Executive Group	×		Time Zone Mode Change	Deny	~		
Provisioning	×		Emergency Call Log Delete	Deny	~		
Status View	~		SIP Failover Rerouting	Disable	~		
License Management	~		Forced Handsfree	Deny	V		
Call History	~		Meet Me Page Answer	Deny	~		
Martine Patting							
My Home Setting			Additional Feature +				
Authority Setting	~						Save

Click the "Voice Mail" box, click "Add".

Additio	Additional Feature											
		Name	Available									
$\rightarrow$		Voice Mail	1									
2		Customized Ring Back Tone	2									
3		Analytics Advanced Plus End Po	bir 10									
¢				View 1 - 3 of 3								
				Add Close								

Make sure to set "Voice Mail" to "Use", set a password if you want to retrieve messages via a phone, and select "Attach Voice File" if you are e-mailing voice mails to an e-mail address.

Additional Feature +		
Voice Mail	Use	<ul><li>✓</li></ul>
Play Order :	Oldest First	$\sim$
· Password :	••••	
E-mail Notification :	Attach Voice File	$\sim$
E-mail Notification :     Date&time Skip :	Attach Voice File Not Skip	~
E-mail Notification :     Date&time Skip :     Encryption :	Attach Voice File Not Skip Use	~ ~ ~

For the Shared Line Voicemail extension, click on the gear icon to set up VM to e-mail, if desired.

Shared Line				
- Site All Sites 🗸				
Shared Line List ( 4 Licenses )				
Site	Digit Number 🖕	Direct Dial Call Number	Description	Digit Number Setting
1 Vertical Demo	603		Forward to VM	۰
2 Vertical Demo	602		Shared Line 2	
3 Vertical Demo	601		Shared Line 1	•
φ		re or Pa	ge 1 of 1 av at 11 🗸	

Enter the e-mail address for voice mail messages to be sent to. Click "Save".

- 125 Mar. 199 (199 (199									1.0
Call Manager	0	SIM	All Sites	*					
Group Settings		Shared Line List (Allocanss)							
Call Cantar			L Alte		Digit Number 4 Dire	1 Diel Call Numb	er Descript	in the second	Oigit Nambs
Conference Room		(*)	💟 Wetstal Demo		803		Forward	10.5/M	0
thurstane		2	Ventoir Demo	Digit Number Setting					×
Hat Deck Switch Bawri		0	Vertical Demo	Digit Number Setting 1903 Site Name Vertical Demo					
ODI Summary				ON Setting Feature	Service				
Bight Conversion				Display Name *	603				
Secording Group				Extension Password		2.0			
SIF Device				E-mail	kmecdoneld@vertical.com				
Audio Conference Bridge				Group Member Type	Single site group members O Multi	site group membe	rs.		
Continuent Ring Rack Torre				Direct Dial Call Number	- NONE -		×	2	
IFECS Che	0			Outgoing Caller ID *	Site Oulgoing Caller ID 🛛 🗸	4704812850		e	
Eventive Group				Call Barring *	Site Call Barring 🔍 🗸	Vertical Demo		1	
Provisioning	2			Trunk Authorization *	Not Used 🗸 🗸				
Status View	0			Call Fraud *	User Default	10000	USD		
License Management	*								Save Cancel
Call History	×								
My Home Setting									
Authority Setting	8								
My Information									