

Set Up Shared Lines in iPECS Cloud

Last Modified on 03/24/2024 11:22 am EDT



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

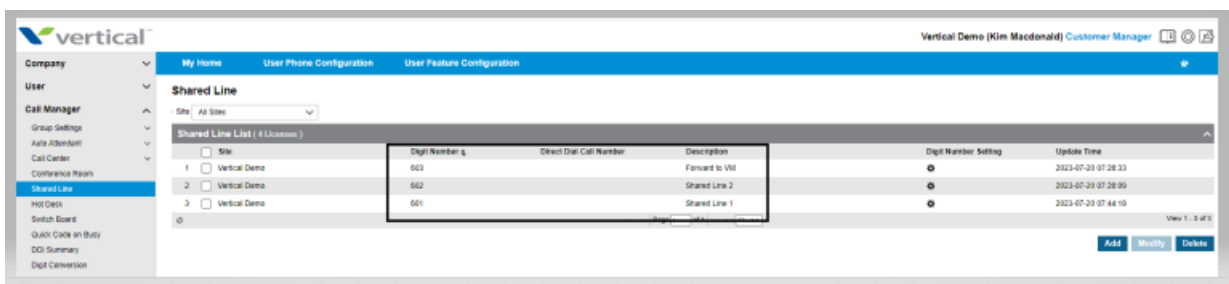
See the below for the steps to get it set up.

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.



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.

Site *

 Digit Number * 2 - 5Digit

 Forward to VM

 AutoDial

 Direct Dial Call Number

 Description

Member

<input type="checkbox"/>	Extension	Name	Device	Button	Ring Option
1	<input type="checkbox"/> 104	Kim Mac	Phone	2	Immediate Call
2	<input type="checkbox"/> 105	Kim Mac 2	Phone	2	No Incoming
3	<input type="checkbox"/> 299	E700 Test	Phone	2	Immediate Call

Available

<input type="checkbox"/>	Extension	Name
1	<input type="checkbox"/> 100	Toni One Test
2	<input type="checkbox"/> 106	Jason Stucker
3	<input checked="" type="checkbox"/> 109	Kim Test
4	<input type="checkbox"/> 111	ACD 111

View 1 - 3 of 3 View 1 - 16 of 16

[Change](#)

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 *

 Digit Number * 2 ~ 5Digit

 Forward to VM

 AutoDial

 Direct Dial Call Number

 Description

Member

<input type="checkbox"/>	Extension	Name	Device	Button	Ring Option
1	<input type="checkbox"/> 104	Kim Mac	Phone	2	Immediate Call
2	<input type="checkbox"/> 105	Kim Mac 2	Phone	2	No Incoming
3	<input type="checkbox"/> 299	E700 Test	Phone	2	Immediate Call

Device	Button	Ring Option
Phone	2	Immediate Call
Phone	2	No Incoming
Phone	2	Immediate Call

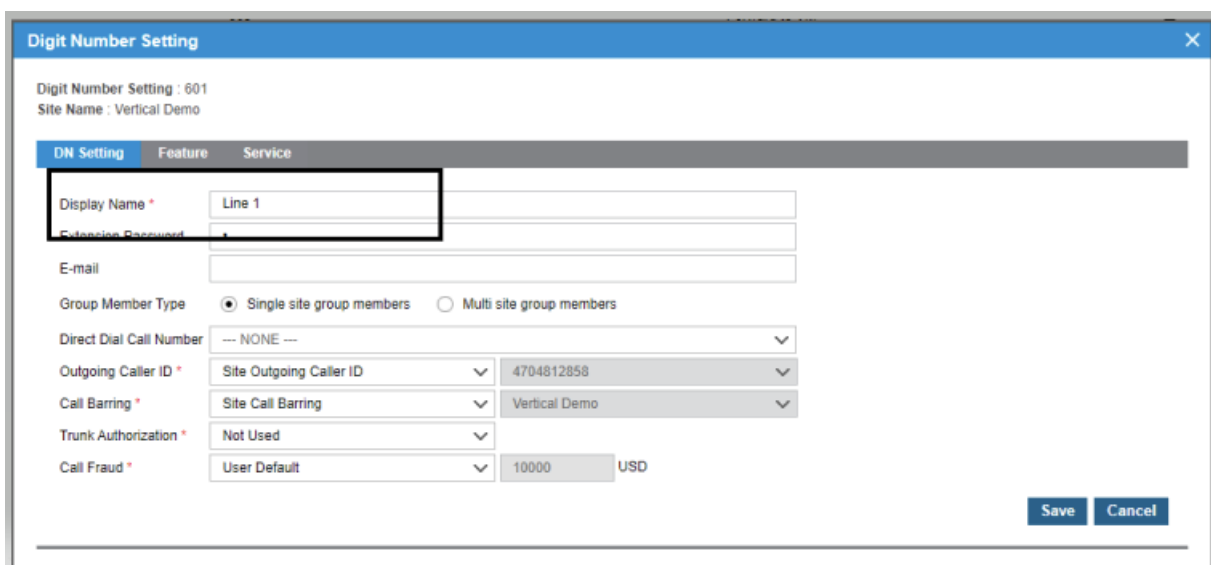
View 1 - 3 of 3

[Change](#)

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).



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



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 602 when busy and to 603 (mailbox) when not answered.

- 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 Configuration User Feature Configuration

User User Setup User Phone Configuration **User Feature Configuration** Account Information

Call Manager Group Settings Auto Attendant Call Center Conference Room Shared Line Hot Desk Switch Board Quick Code on Busy DDI Summary Digit Conversion Call Record Report Recording Group SIP Device Audio Conference Bridge Customized Ring Back Tone WebFAX iPECS One Executive Group Provisioning Status View License Management Call History My Home Setting

User Feature Configuration

Extension: 601 Quick Search

Site Name: Vertical Demo

User Name: Line 1

Assigned Device: Shared Line

Direct Dial Call Number:

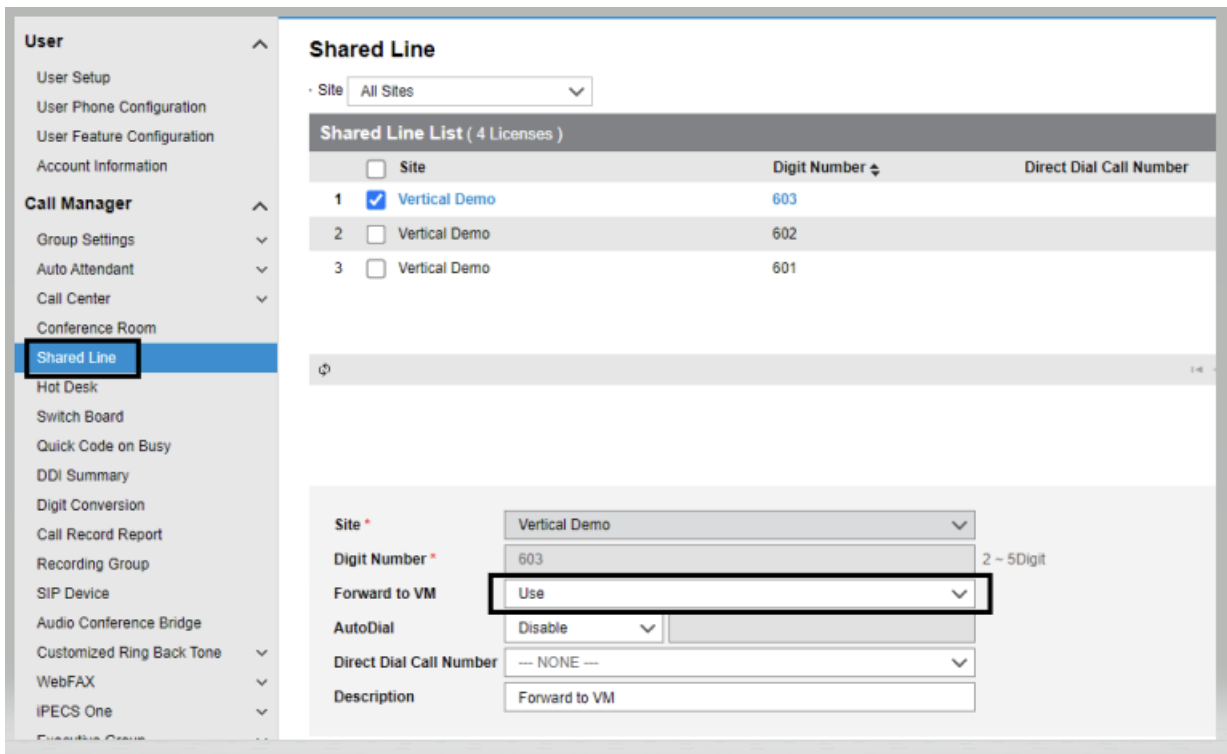
Call Forward Do Not Disturb Wake Up Mobile Extension **Preset Call Forward**

Preset No Answer Forward Time: 0 sec (Max 3600)

Internal Call

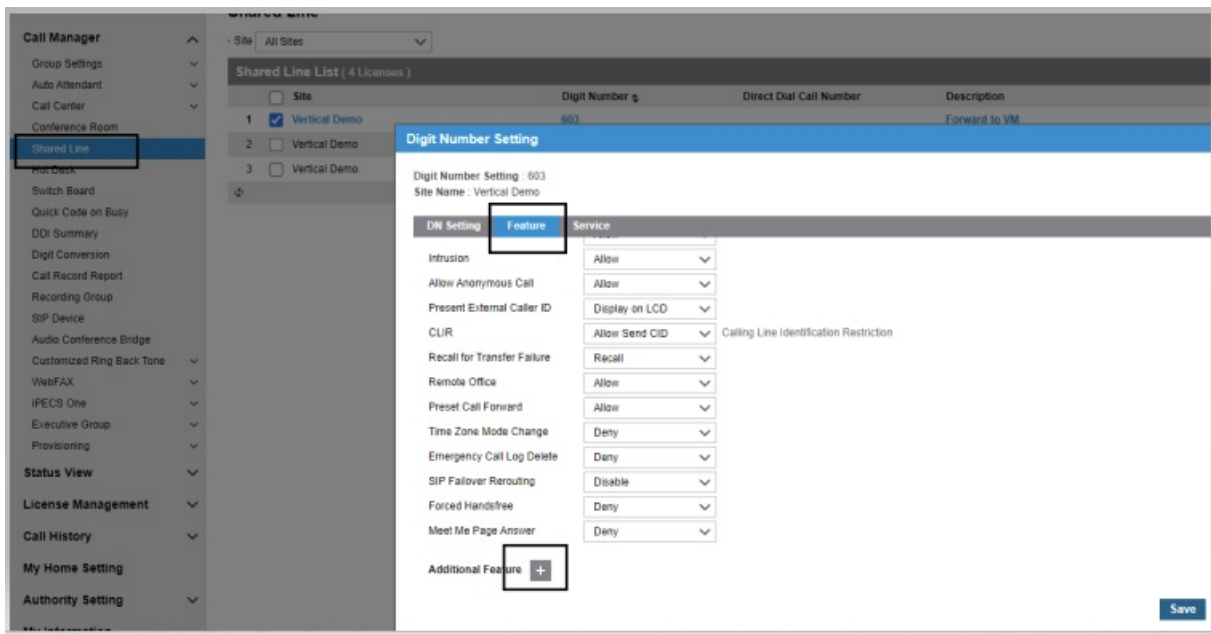
Day	Unconditional Destination	Busy Destination	No Answer Destination	DND Destination
Day	<input type="checkbox"/>	602	603	
Night	<input type="checkbox"/>	602	603	
Timed	<input type="checkbox"/>	602	603	

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.

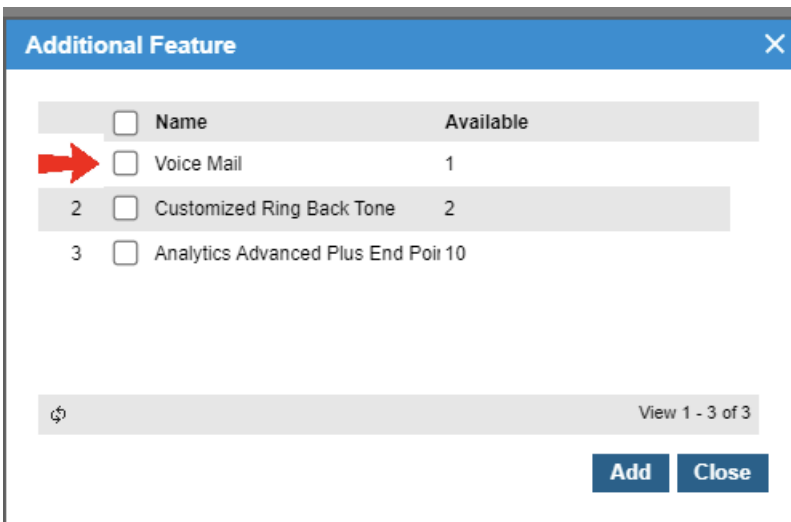


To assign voice mail to the last Shared Line Call Manager → Shared Line → click on the VM Shared line

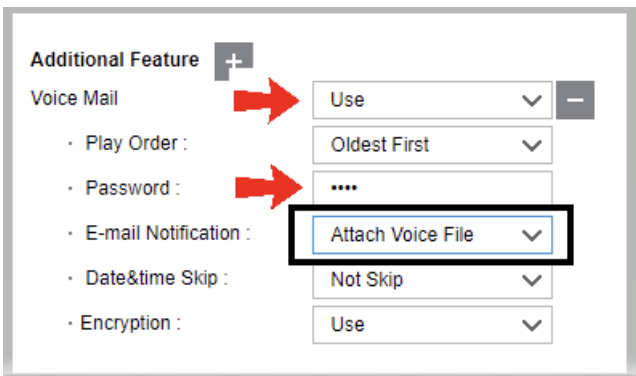
Click on "Feature", scroll down for Additional Feature, click on the "+".



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



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.



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



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

Call Manager

- Group Settings
- Auto Attendant
- Call Center
- Conference Room
- Shared Line
- Hot Desk
- Switch Board
- Quick Code on Busy
- DDI Summary
- Digit Conversion
- Call Record Report
- Recording Group
- SIP Device
- Audio Conference Bridge
- Customized Ring Back Tone
- WebFAX
- IPECS One
- Executive Group
- Provisioning
- Status View
- License Management
- Call History
- My Home Setting
- Authority Setting
- My Information

Site: All Sites

Shared Line List (4 Licenses)

Site	Digit Number	Direct Dial Call Number	Description	Digit Number
<input type="checkbox"/> Site				
<input checked="" type="checkbox"/> Vertical Demo	903		Forward to VM	
<input type="checkbox"/> Vertical Demo				
<input type="checkbox"/> Vertical Demo				

Digit Number Setting

Digit Number Setting: 903
Site Name: Vertical Demo

DN Setting	Feature	Service
Display Name *	903	
Extension Password	*	
E-mail	amactanand@vertical.com	
Group Member Type	<input checked="" type="radio"/> Single site group members <input type="radio"/> Multi site group members	
Direct Dial Call Number	— NONE —	
Outgoing Caller ID *	Site Outgoing Caller ID	4704812850
Call Barring *	Site Call Barring	Vertical Demo
Trunk Authorization *	Not Used	
Call Fraud *	User Default	10000 USD

Save Cancel