

# Shared Lines Set Up in iPECS Cloud

Last Modified on 07/18/2025 4:32 pm EDT



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

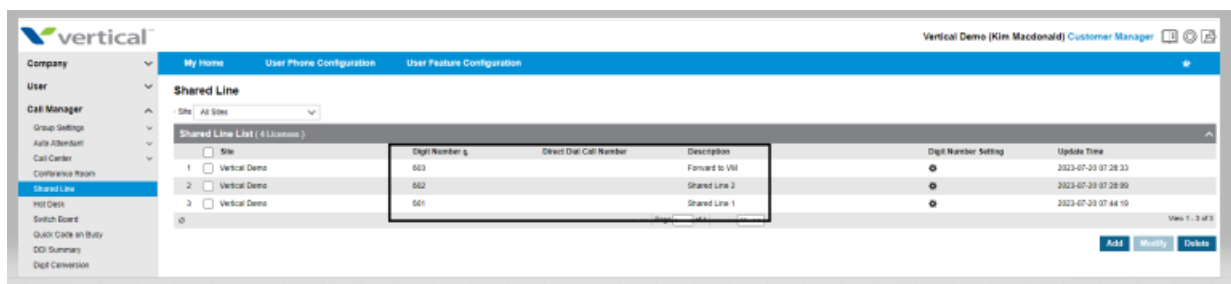
*See the below for the steps to get it set up.*

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 \* Vertical Demo  
 Digit Number \* 601 2 ~ 5Digit  
 Forward to VM Not Used  
 AutoDial Disable  
 Direct Dial Call Number --- NONE ---  
 Description Shared Line 1

**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

View 1 - 3 of 3

[Change](#)

**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

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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 2 ~ 5Digit  
 Forward to VM Not Used  
 AutoDial Disable  
 Direct Dial Call Number --- NONE ---  
 Description Shared Line 1

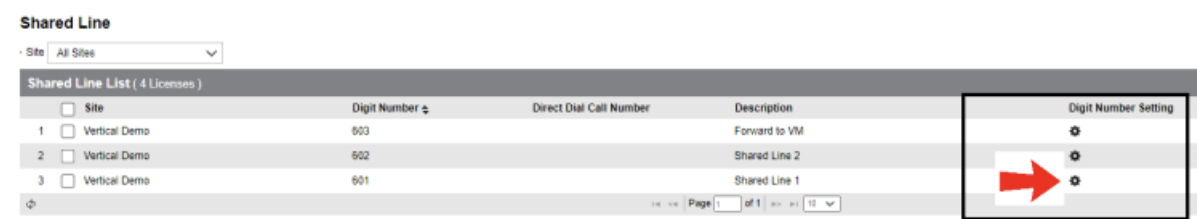
**Member**

	<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

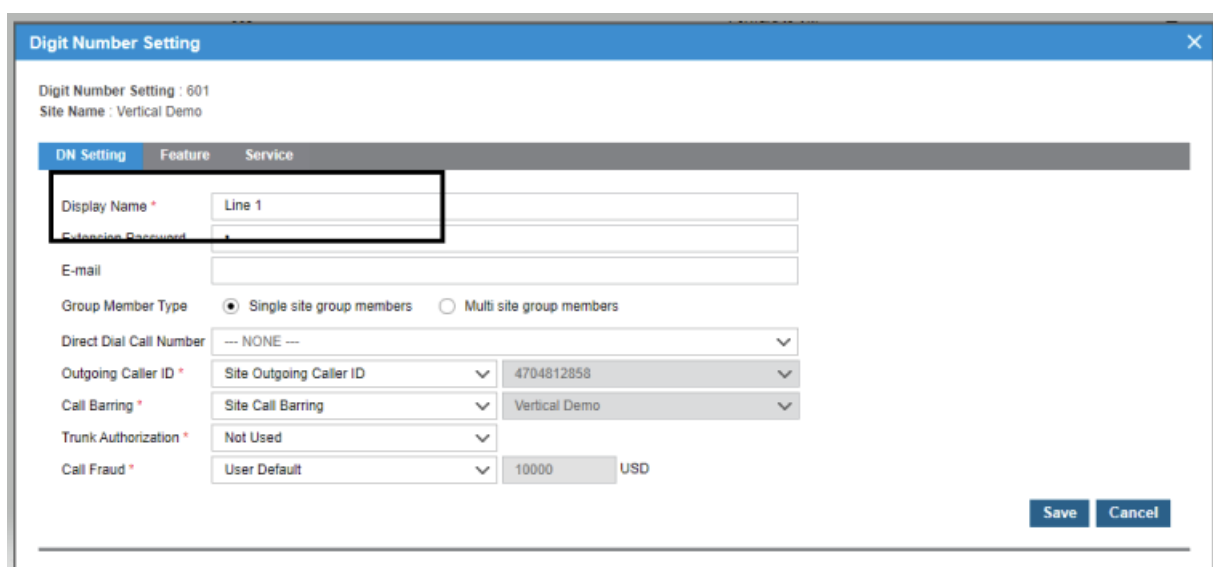
View 1 - 3 of 3

[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

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

My Home

User Phone Configuration

User Feature Configuration

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

602

No Answer Destination

603

DND Destination

Night

Unconditional Destination

Busy Destination

602

No Answer Destination

603

DND Destination

Timed

Unconditional Destination

Busy Destination

602

No Answer Destination

603

DND Destination

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
- 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

### Shared Line

Site: All Sites

#### Shared Line List ( 4 Licenses )

	Site	Digit Number	Direct Dial Call Number
1	<input checked="" type="checkbox"/> Vertical Demo	603	
2	<input type="checkbox"/> Vertical Demo	602	
3	<input type="checkbox"/> Vertical Demo	601	

Site \* Vertical Demo

Digit Number \* 603 2 ~ 5Digit

Forward to VM Use

AutoDial Disable

Direct Dial Call Number --- NONE ---

Description Forward to VM

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 "+".

**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

### Shared Line

Site: All Sites

#### Shared Line List ( 4 Licenses )

	Site	Digit Number	Direct Dial Call Number	Description
1	<input checked="" type="checkbox"/> Vertical Demo	603		Forward to VM
2	<input type="checkbox"/> Vertical Demo			
3	<input type="checkbox"/> Vertical Demo			

#### Digit Number Setting

Digit Number Setting : 603  
Site Name : Vertical Demo

DN Setting	Feature	Service
Intrusion		Allow
Allow Anonymous Call		Allow
Present External Caller ID		Display on LCD
CLIR		Allow Send CID
Recall for Transfer Failure		Recall
Remote Office		Allow
Preset Call Forward		Allow
Time Zone Mode Change		Deny
Emergency Call Log Delete		Deny
SIP Failover Rerouting		Disable
Forced Handsfree		Deny
Meet Me Page Answer		Deny

Additional Feature +

Save

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

Additional Feature

	Name	Available
1	<input type="checkbox"/> Voice Mail	1
2	<input type="checkbox"/> Customized Ring Back Tone	2
3	<input type="checkbox"/> Analytics Advanced Plus End Poir 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

Play Order :

Oldest First

Password :

....

E-mail Notification :

Attach Voice File

Date&time Skip :

Not Skip

Encryption :

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	<input type="checkbox"/> Vertical Demo	803		Forward to VM	
2	<input type="checkbox"/> Vertical Demo	802		Shared Line 2	
3	<input type="checkbox"/> Vertical Demo	801		Shared Line 1	

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
1	<input checked="" type="checkbox"/> Vertical Demo	803			
2	<input type="checkbox"/> Vertical Demo				
3	<input type="checkbox"/> Vertical Demo				

Digit Number Setting

Digit Number Setting : 803

Site Name : Vertical Demo

DN Setting

Feature

Service

Display Name \*

Extension Password

E-mail

Group Member Type

Direct Dial Call Number

Outgoing Caller ID \*

Call Barring \*

Trunk Authorization \*

Call Fraud \*

803

\*

xmacdonald@vertical.com

☒ Single site group members

☐ Multi site group members

— NONE —

Site Outgoing Caller ID

Site Call Barring

Not Used

User Default

47048123550

Vertical Demo

10000

USD

Save

Cancel