

Additional Line

282 Mark Simcoe Mon, Feb 15, 2021 [User Features](#) 702

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.

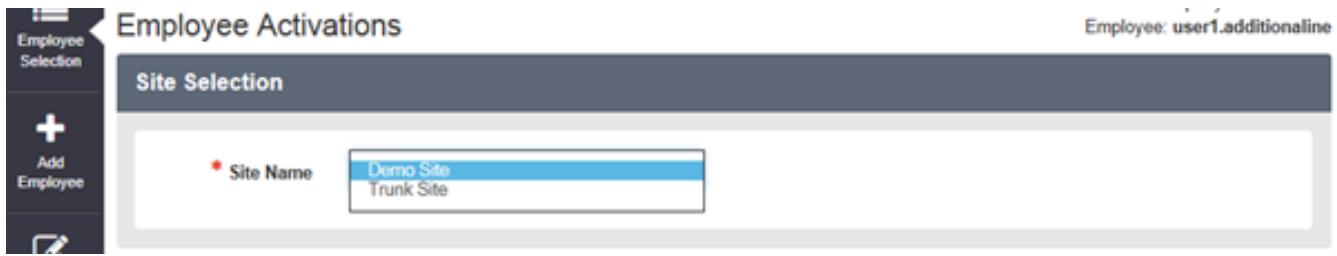
Configuration/Operation

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

- Employees>Add Employee

The screenshot shows the 'Add Employee' interface. On the left is a vertical sidebar with icons for Employee Selection, Add Employee (selected), Profile, Service Settings, Features, Feature Assignment, and Devices. The main area has two sections: 'User Details' and 'Contact Details'. In 'User Details', 'Username' is 'user1.additionalline', 'Role' is 'Employee', and 'Language' is 'English'. In 'Contact Details', 'First Name' is 'User 1', 'Surname' is 'Personal Line', 'Email Address' is 'Email Address', and 'Phone Number' is 'Phone Number'. Other fields include 'Country' (United Kingdom), 'Street Address', 'Town/City', 'County' (West Sussex), and 'Postal Code'. At the bottom are three buttons: 'Cancel', 'Save', and 'Save & Activate'.

- Click Save & Activate



Employee Selection

Employee Activations

Employee: user1.additionalline

Site Selection

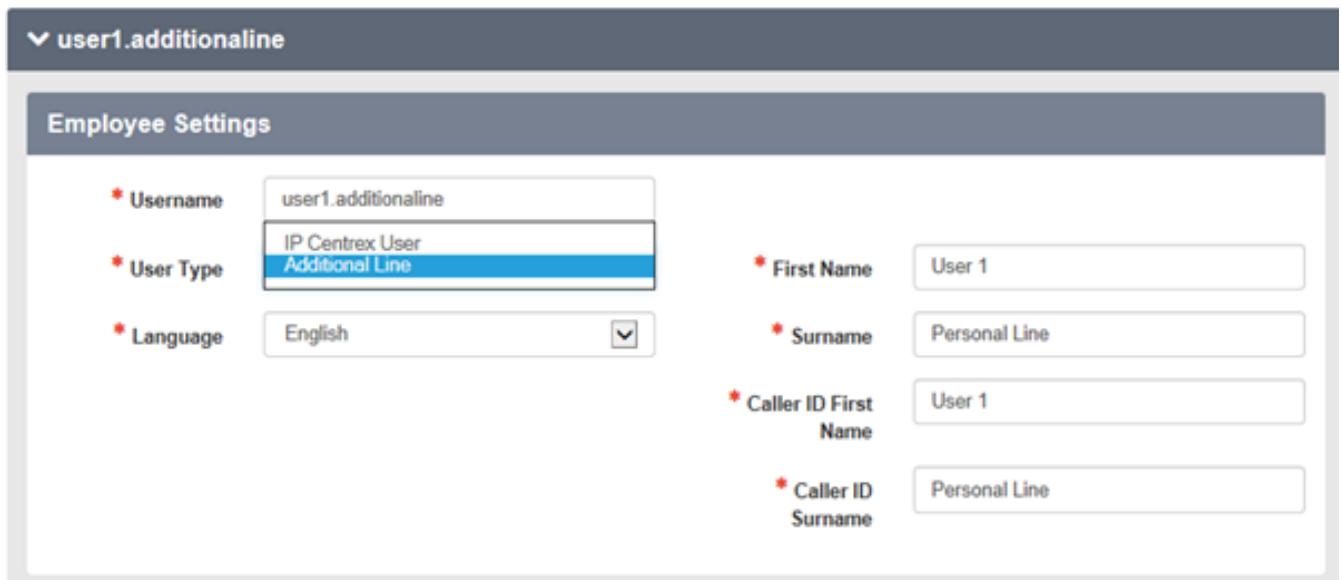
* Site Name

Demo Site
Trunk Site

Add Employee

Employee Selection

- Select Site Name



Employee Settings

* Username: user1.additionalline

* User Type: IP Centrex User
Additional Line

* Language: English

* 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

Number

* Extension

Feature Package

BasicUser <input checked="" type="button" value="On"/> <input type="button" value="Off"/>	PremiumMobilityUser <input type="button" value="On"/> <input checked="" type="button" value="Off"/>	PremiumUser <input type="button" value="On"/> <input checked="" type="button" value="Off"/>	SIPTrunkMobilityUser <input type="button" value="On"/> <input checked="" type="button" value="Off"/>
SIPTrunkUser <input type="button" value="On"/> <input checked="" type="button" value="Off"/>	StandardUser <input type="button" value="On"/> <input checked="" type="button" value="Off"/>		

- Select Primary Number and Feature Package

Optional Add-On Feature Packages

Reception Console

Softphone

Toolbar

Voicemail inc Call Notify

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.

Online URL: <https://kb2.ic.uk/article.php?id=282>