

# Additional Line

## 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

Employee Selection

+

Add Employee

Profile

Service Settings

Features

Feature Assignment

Devices

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

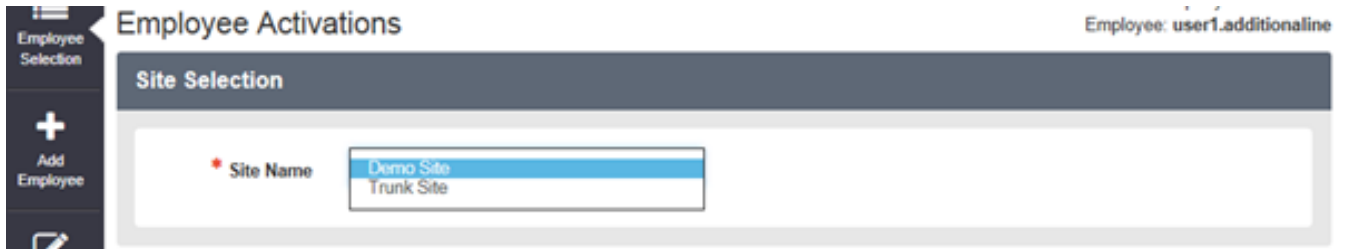
Postal Code

Cancel

Save

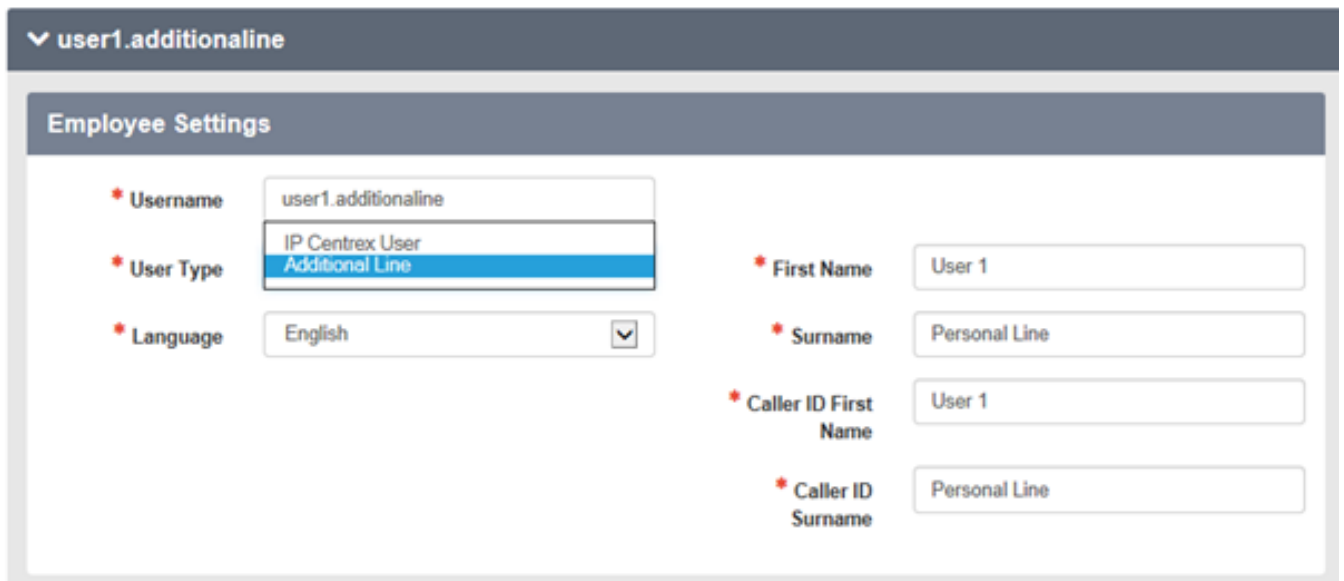
Save & Activate

- Click Save & Activate



The screenshot shows the 'Employee Activations' page. On the left is a sidebar with 'Employee Selection', 'Add Employee' (with a plus icon), and an edit icon. The main header is 'Employee Activations' with 'Employee: user1.additionalline' on the right. Below the header is a 'Site Selection' section. It contains a label '\* Site Name' and a dropdown menu with two options: 'Demo Site' and 'Trunk Site', with 'Demo Site' currently selected.

- Select Site Name



The screenshot shows the 'Employee Settings' form for 'user1.additionalline'. The form is organized into two columns. The left column contains: '\* Username' (text box with 'user1.additionalline'), '\* User Type' (dropdown menu with 'IP Centrex User' and 'Additional Line', where 'Additional Line' is selected), and '\* Language' (dropdown menu with 'English' and a downward arrow). The right column contains: '\* First Name' (text box with 'User 1'), '\* Surname' (text box with 'Personal Line'), '\* Caller ID First Name' (text box with 'User 1'), and '\* Caller ID Surname' (text box with '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

More Options

Authentication

Set Authentication
No

Cancel

Activate

- 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>