










Device Line Configuration

Individual lines on an IP phone can be assigned to a custom feature. Line 1 is the device owner's main line and is always a *Device Line* type; it cannot be changed. All other lines are set to *Deactivated* by default, but another feature can be assigned from here.

To assign a feature to a device line:

1. Go to either:
 - **Account > Product > Devices**
 - **Account > Product > Users > Devices**
2. Locate the device you want to manage and click **Edit**.

Line Configuration			
Line Number	Type	Assignment	
1	Device Line		
2	Call Park	Parking Spot 1	
3	Shared Line	Donna Noble	
4	Presence/BLF	Mickey Smith	
5	Presence/BLF	Donna Noble	
6	Paging Group	Back Office	
7	Deactivated		

3. Under **Line Configuration**, edit the line you want to assign a feature to, including:

- Advanced Shared Line
- Call Park
- Deactivated
- Device Line
- Intercom
- Paging Group
- Presence/BLF
- Shared Line
- Speed Dial
- Custom Speed Dial

Device Line Info

Line Number
2

Type
Call Park

Assignment *
Parking Spot 1

Cancel Save

4. Remember to click **[Save]** after any changes!

Advanced Shared Line

Advanced Shared Line enables a group of up to 35 devices to share the same target line. Any phone in the group can make and receive a call, place a call on hold, and resume held calls using the shared line. The line status is updated on all devices in real time.

- **Type:** Advanced Shared Line
- **Target user:** Select the user whose device line will be referenced on this device.
- **Device:** Select a device assigned to the target user.
- **Line:** Select an active line on the target user's device.
- **Advanced shared line display name:** Enter the name that will be displayed for the device key, such as the name of the monitored user.

Call Park

Call Park combines the elements of transferring a call and putting it on hold. Rather than having a caller try again later or sending them to voicemail, the call can be transferred to a virtual "parking spot" where it will remain on hold until the person they're calling is available.

The call can then be picked up on any phone that has the parking spot set up in their line configuration by picking up the phone and pressing the line key assigned to the Call Park feature.

- **Type:** Call Park
- **Assignment:** Choose a parking spot.

Deactivated



If you have assigned a device's line type to "Deactivated," this line will be deactivated and not be of any use until otherwise assigned.

- **Type:** Deactivated

Device Line

A Device Line functions as an additional line assigned to the owner of the device. It is a traditional line, able to place calls with the user's outbound caller ID as well as receive or pick up calls sent to the user.

Line 1 is always set to Device Line; it cannot be changed. This is the primary line belonging to the device's owner.

- **Fax Enabled:** Fax should only be enabled if this line is primarily for receiving faxes as these settings will *negatively* affect voice quality.
- **SIP Credentials:** Platform users assigned to a group with the SIP Credentials permission set to *View* or *Edit* can see the device line's SIP Username and Password. Users with either permission can click  **Copy** to the right of each field to copy the text to their clipboard. Users with *Edit* access, however, can edit these fields or click  **Generate** to generate a new password.

SIP Password Strength

For added device security, the default SIP password length has been increased from 8 to 16 characters on all partitions created after November 4, 2023. To increase the default SIP password length for an existing partition, please contact your Customer Success Manager.

Device Line Info

Line Number
1



Line name*
Line



911 callback number
None

Registration Status
No ✕

Fax Enabled
 This line is connected to a fax machine

Incoming faxes answered by the voicemail box are always allowed. Enabling fax here changes the device configuration to enable fax settings. These settings will negatively affect voice call quality.

SIP Username
abCde1fGHij23KLmN45670  

SIP Password
pQR8s9tuvwXY0zAb  
At least 6 characters

Deactivate **Cancel** **Save**

Intercom

Intercom allows users to establish two-way communication between devices without requiring the recipient to manually answer the call. It is typically used in scenarios where immediate and hands-free communication is desired, such as door entry systems and office to classroom interactions.

The Intercom feature key is assigned to a line on both users' devices. The user will press the Intercom feature key on their device to dial the recipient, and the recipient's device will beep twice before automatically answering the call on speakerphone. Either party can

initiate or terminate a call.

- **Type:** Intercom
- **Target user:** Select a user to dial from the list.
- **Device:** Select a device assigned to the target user.
- **Line:** Select a line to dial on the target user's device.
- **Intercom display name:** Enter the name of the intercom line that will display on the device, such as “Main Entrance” or “Mrs. Smith's Classroom.”

Paging Group

Paging Groups are used to make one-way announcements to one or more devices. By assigning a line to a paging group, the phone will receive pages to that extension, and the user of that phone will be able to speed dial that line to page others of the group.

- **Type:** Paging Group
- **Assignment:** Select a group from the list

Presence/BLF

It's nice to know if someone's available before you try calling them. Presence monitoring uses the lights (Busy Lamp Fields) on your phone to indicate if an assigned user is Busy, Available, or Ringing on one or more devices. Lines assigned to Presence/BLF also enables speed dialing between users.

- **Type:** Presence/BLF
- **Assignment:** Select a user from the list

Shared Line

A shared line allows this user to receive and place calls as another user from their own phone. Inbound calls ring on both devices and either user can answer it on their IP phone. Outbound calls from the shared line utilize the outbound caller ID as the shared user. Dialing a star code (for forwarding calls, accessing voicemail, etc.) while on the shared line also affects the assigned user.

For users that have been assigned as a shared line on another device, that device will be listed in the user's Devices tab under Referenced Devices.

- **Type:** Shared Line
- **Assignment:** Select a user

Speed Dial

Speed Dial allows you to configure quick one-touch dialing from your IP phone to another user on your account.

- **Type:** Speed Dial
- **Assignment:** Choose a user from the list

Custom Speed Dial

Custom speed dials can be configured to dial an outside line or a star code, like a Pick Up Group.

- **Type:** Speed Dial
- **Assignment:** Custom Speed Dial
- **Speed Dial:** Enter a star code or a phone number or star code + phone number up to 30 digits (*0018005551234).
- **Speed Dial Display Name:** Enter a name for the group that will be displayed on your phone for the line.