



How to use the Lines Tab

The Lines page shows all individual lines, MADNs (Multiple Appearance Directory Numbers) and MLHG (Multi Line Hunt Group) pilot lines in a Department.

- A Business Group Line is an individual line within a Business Group.
- A MADN is an external number that can be used to access multiple lines within a Business Group, so that all free lines associated with the MADN ring when the number is dialed.
- An MLHG is a set of lines within a Business Group (MLHG Members), so that calls to the group are passed to a non-busy line within the Hunt Group, or may be added to a queue if all lines are busy.

This page consists of the following functions.

- Select a Department
- Find Lines
- Move Lines between Departments
- Line Configuration
- View Group Configuration
- View Call Manager Configuration

SELECT A DEPARTMENT

Use the *Lines in Department* input box to select the Department to show the lines for.

A Department defines a section of a Business Group to which Lines and other functions, such as MADNs and Short Codes, can be assigned. Administrator privileges for the Department can be assigned to a particular Business Group Line, without giving the Line access to the whole Business Group.

If you wish to add a Department, please contact your service provider.

FIND LINES

If you have few lines in your Business Group or selected department, you may be able to find a line by manually searching the list of lines.

Alternatively, you can search for the line you are interested in based on telephone number, extension number or name. Enter the number or name you wish to find in the Search for... input box, and the list of lines will automati-

cally update to only show lines that match. If you wish, you can restrict your search to only match on a given field by using the drop-down to the right of the search box.

MOVE LINES BETWEEN DEPARTMENTS

To move lines between Departments.


- Select all lines with the top checkbox, or select one or more lines with the individual checkboxes. MLHG pilot lines cannot be selected.
- Select the department to move the lines to, using the Move Selected To input box.
- Click **MOVE** to make the change.

LINE CONFIGURATION


Each row in the table shows the following for each individual line, MADN, or MLHG pilot line.

- Telephone number.
- Extension.
- Name. This indicates whether the line is an individual line, MADN or MLHG pilot line, and also whether the line is also an administrator.
- Department, if viewing all lines in the business group.
- View Group Configuration icon for MADNs and MLHG pilot lines only.
- View Call Manager icon for all line types.

VIEW GROUP CONFIGURATION

To view the MADN configuration (for a MADN) or MLHG configuration (for an MLHG pilot line), click the  icon.

VIEW CALL MANAGER CONFIGURATION

To view the Call Manager configuration for an individual line, MADN or MLHG pilot line, click the  icon.