Monitoring (Busy Lamp)

Feature Overview

Maintaining visibility into who is on the phone and who isn't allows you to effectively handle calls to ensure hold times are short and callers get handled in the best way possible. The Monitoring feature allows users to observe the line status (e.g., active or inactive) of other phones through the additional line keys on their phone. Users can also quickly dial a monitored phone simply by pressing the associated line key.

As a My Account Administrator you have the ability to grant monitoring privileges, activate the feature and modify settings for users at your sites.

Feature Prerequisites

Before the Monitoring feature can be used the following conditions must be met:
- At least one inbound number must be available to be assigned to a station (Premium, Hosted Square Key, and Hosted PRI-User)
- Monitoring is available for all Polycom phones with or without a sidecar.
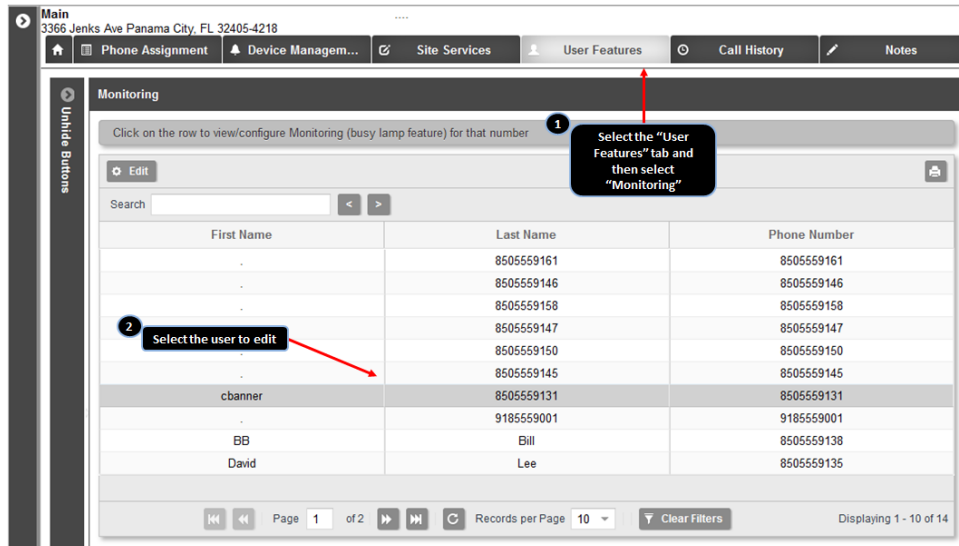- Monitoring is available for Cisco phones with a sidecar.

Feature Setup

Monitoring

To use this service, log into My Account and then simply follow the steps detailed below.

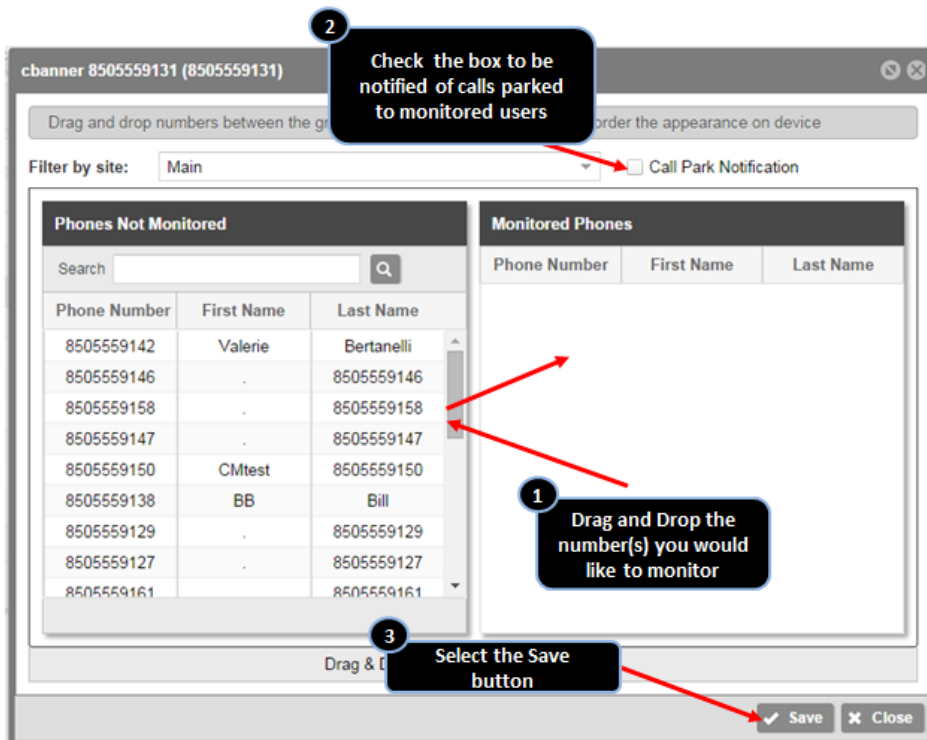**Step 1. Go to My Site and Select the appropriate Site to configure**
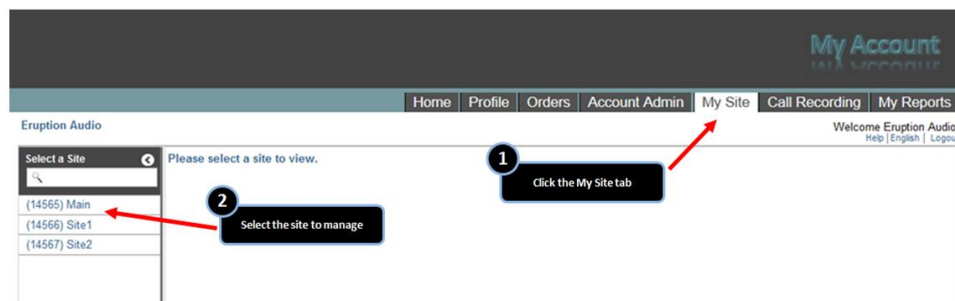
Step 2. Select User Features and the User to edit

Select the user to be granted monitoring capabilities.

From the line key(s) on their own phone, the selected user will be able to see the line status of any monitored phones.

Step 3. Select the numbers you want to monitor on your phone

Assign phones to be monitored
From the "Phones Not Monitored" list, select the phone number to be monitored. Then drag and drop that item into the "Monitored Phones" list.

Enable Call Park notifications
If the user would like to be notified if a call is parked against a monitored line, check the box.

Click the Save button
The number of phones that can be monitored is determined by the number of lines on the user's phone. Clicking Save/Update will automatically display a list of phones approved for monitoring.

NOTE: Reorder the displayed position of monitored contacts by dragging and dropping them within the Monitored Phones list.