

Feature Description

Busy Lamp works with the IP Phone to enable seeing when designated users are engaged in a telephone call. It is available with VoiceManager packages and IP Centrex service.

Solution

Improve productivity with this advanced monitoring capability. Calls can be answered and routed in record time, ensuring customer's needs are met quickly!

Setup

Designate Monitored Users

Advanced Call Settings
Busy Lamp

Busy Lamp allows the SIP phone-based attendant console to show whether a user is busy on an incoming or outgoing call.

You can search available users by last or first name and add up to 50 monitored users to your attendant console phone. You can also remove monitored users and reorder the monitored users list.

Search: Last Name | Enter Two or More Characters to Search | Find | Clear Search & Filters

Filter by: Account (All)

Available Users

- UAT, Bob (ipccomplete30@cox.com)
- UAT, Harry (ipccomplete10@cox.com)
- UAT, Sally (ipccomplete20@cox.com)

Monitored Users

Buttons: Add >, Add All >>, < Remove, << Remove All

Buttons: Cancel, Save

1. Log in to **VoiceManager MyAccount**.
2. Click the **VoiceManager Tools** menu in the left navigation bar.
3. Click the **Advanced Call Settings** tab.
4. Under the **Team Calling** section, click the **Busy Lamp** link.
5. Click the user or users listed in the **Available Users** list you want to designate as a **Monitored User**.

Monitored Users are those individuals whose phone activity can be monitored by others through the shared call appearance feature available on the IP Phones and Receptionist Console Software.

6. Click the **Add** or **Add All** button to move one or all to the **Monitored Users** list.
7. Likewise, click the **Remove** or **Remove All** button to remove users from the **Monitored Users** list and return them to **Available Users**.
8. To find a user that is not in the **Available Users** list, click the **Search** drop-down menu.
9. Click either the **Last**

Name or First Name option.

10. Enter the name in the **Search** field.
11. Click the **Find** button.
12. Once the list is complete, click the **Save** button.