Lines shared across multiple phones
A line is a phone key programmed to make and receive calls. Idle lines display a telephone icon such as ☎. If the receive a “failed to login user” message associated with one of your lines and that line is not displayed on your set, the line is not in service and should be reported to ITS.

For those with shared lines across multiple phones (the phone line is not unique to your phone) there are some important things to consider:

- “DND” (Do Not Disturb) soft key: unless the lines on your phone are unique to your phone (they only appear on your set), we discourage use of “Do Not Disturb.” Its activation can disrupt the busy and no-answer treatment intended for a line that is shared among phones.
- In a similar fashion, changing forwarding on a line shared by several people will change behavior for that line on all phones where it appears. Treatments for lines that appear on multiple phones should be managed by one individual in the office to prevent unintended routing of callers to departmental numbers. Contact ITS with questions about this.
- Individual lines on the Avaya/Nortel sets cannot be muted. Volume adjustments effect all lines on the set.

Busy Lamps
A “busy lamp field” (BLF) refers to one or more phone keys programmed to monitor the status of other people’s lines. BLFs are not supported on Avaya/Nortel phones on the new phone switch.

Call Pickup Groups (CPU)
A call pickup group is similar to the “77 pickup” on the legacy phone system. CPU groups allow an end customer to answer a phone number programmed within the group without actually having that line on their set. If a customer’s line is part of a CPU group and the customer hears another member’s phone ringing in the office, he/she can answer the ringing phone line by dialing 66 + 3-digit group number (provided at deployment). Depending on your phone hardware, the “66 + 3-digit” code can be programmed in the set for simpler dialing. Contact ITS with questions about this.

Setting up speed dial on phone set keys
Speed dials are programmed by the customer once they receive their new phone.

- Press the “More” soft key on your phones display twice.
- Press the “Prefs” soft key.
- Choose 3. Feature Options
- Choose 1. Feature Keys

You will see a list of the keys on your phone set. Select any available key (ex. Key 2: with nothing following the :). Do not modify any key with [Line Key] next to it. This denotes a phone line programmed on your set.

Navigate to highlight an available key and press the “Edit” soft key.

Choose 1. Speed Dial

Enter a label such as a name or telephone number using the key pad. Note you can delete using the up arrow.

Press the “Next” soft key when finished.

Enter the telephone number (five digit can be used for on campus numbers) using the key pad when prompted for address.

Press the “Next” soft key when finished.

Press the “Next” soft key when prompted for subject.

Press the “No” soft key when prompted for Activate Auto-Retrieve...

Press the Quit button when complete.

The label entered above will appear next to that key on your phone.

Roll over numbers/Hunt group
Generally this approach is no longer necessary; in most cases phones have call waiting. Each line is capable of having one (1) caller on hold while talking to the second caller.