

Where can I add or remove monitored lines and speed dials on my extension in the MAXcore portal?

76 Mon, Feb 5, 2024 Device Settings

Question

Where can I add or remove monitored lines and speed dials on my extension in the MAXcore portal?

Answer

You can add or remove monitored lines and speed dials under the BLF tab in the Device Details page. Busy lamp field (BLF) is a presence indicator that allows a user to see who in the company is available (or not) for a phone call at any given time. Watch Dials (monitored lines) can be added to the user device and you would be able to see if the other lines you have on the device are on a call or not.

This tab allows the addition and removal of the additional lines that will appear on the device's line keys. The device must be rebooted for the changes to appear on the phone.

Add New Watch Dial

Extension *
--Please select--

Label *
Label

Save

Add New Speed Dial

Extension or Phone Number *
Number

Label *
Label

Save

BLFs

Extension	Label	Watch Enable	Action
1032	Kevin Miller	Yes	↑ ↓ 🗑️
1123	Chris Risko	Yes	↑ ↓ 🗑️
1011	Doug Fagan	Yes	↑ ↓ 🗑️
1003	Patricia Monday	Yes	↑ ↓ 🗑️
1019	Kathy McVeigh	Yes	↑ ↓ 🗑️
1015	Susan Graham	Yes	↑ ↓ 🗑️

- Add New Watch Dial** The dropdown menu includes a list of all available extensions within the group. Once selected the label line will populate automatically. Watch dials will appear on your phone and will light up when the user is on a call. Saving this will place the extension to the **BLFs** section to the right.
- Add New Speed Dial** Here you can add a full 10-digit number or 4-digit extension for 1-touch dialing. You are required to create a label for each speed dial. If that extension is on a call and added as a speed dial you will not have a light on the phone indicating call status. When pressed, the programmed number will be dialed by the system.
- BLFs** All watch and speed dials will be added in the order in which they were created. Using the buttons will adjust the position of the extension up or down. Using the button will remove the selected number from the BLF.

Online URL: <https://help.maxcore.io/article-76.html>