

Enhanced Monitored Extension



Max UC Quick Start Guide

What is Enhanced Monitored Extension?

Enhanced Monitored Extension is a programmable key function that allows the user of the phone to:

- **Monitor** to see if a given line is actively on a call or not
- **Transfer** to that given line
- **Speed Dial** to that given line

Note: Enhanced Monitored Extensions use a soft key function for each line you want to enable.

Programming the Extension

▼ Programmable Keys - Top

▶ Key Capabilities

▶ Key 1 Rebecca

▶ Key 2 Jeff

▼ Key 3 Darin

*Soft key action Enhanced Monitored Extension [lock] [Reset]

Line Line 1

*Extension 1610

Use Subscriber Name as Label Yes - Requires the subscriber's full DN as the extension to monitor No

Ring Splash Override Default (uses 'Monitored Extension Ring Splash' setting)

*Label Darin

▶ Key 4

▶ Key 5

To program the extension:

1. From the **Phone Programming** screen in CommPortal, expand **Programmable Keys – Top** (this is typically where this key capability resides, though this may vary by model).
2. Expand an available key.
3. Set the soft key action to **Enhanced Monitored Extension**.
4. In the **Extension** field, you can key in the extension, the phone number, or the name (the system searches for a match within your business group).
5. Add a label to display on your phone screen next to the programmed key. The remaining settings are optional and contextual.
6. To save your changes and update your phone, check the Update phone(s) immediately when saving checkbox and click **Save changes**.
The update process may take some time and is normal.

Update phone(s) immediately when saving

Big enough to **deliver**,
small enough to **care**.

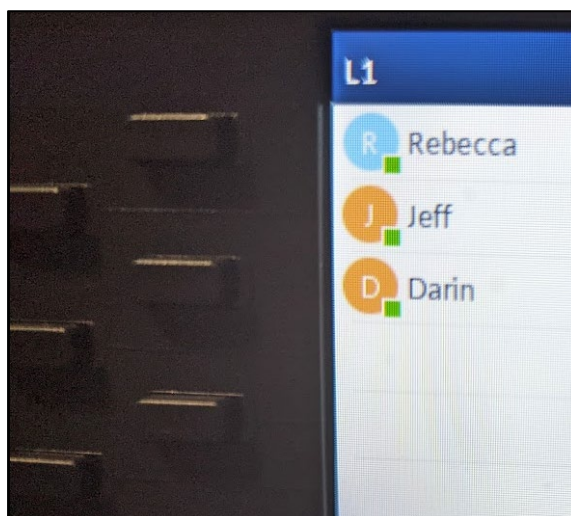
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Monitoring a User's Line

Monitoring may vary a bit by model. In this example, the phone is a Mitel 6867. The green dots indicate these users are not currently on their lines. Red would indicate that there are on their lines or have set themselves as Do Not Disturb.



Transferring a Call

While on a call, simply press the applicable user key. The system transfers the call to that user's extension, and you can hang up.

Speed Dialing

Press the applicable user key. After a brief pause, the system call that user's extension.