

Busy Lamp Field

Overview

The Busy Lamp Field feature allows users to monitor and answer the lines of other users within their group using the line keys of their desk phone.

Busy Lamp Field capabilities include:

- Show the busy status of monitored lines, allowing the user to see if other group members are on a call. Pressing the line key beside a monitored line name will dial that line's extension.
- Show the call park status of monitored lines, allowing the user to see if a call is parked against the line of other group members. Pressing the line key beside a monitored line's name when a call is parked will retrieve the parked call.
- Monitored lines will flash when they are receiving an incoming call. Pressing the flashing line key will allow the user to answer that incoming call to their own phone.
- Line keys can be used to dial the monitored line's extension when performing a conference or transfer function for an active call.

Feature Setup

1. Go to the group admin dashboard.

Home > [Dashboard](#) > [Group Admin](#) > [Users](#)

First Name	Last Name	Extension	Line
John	Smith	1000	Line 1
Jane	Smith	1001	Line 2

2. Select the user on whose phone you want to monitor other lines.

Home > [Dashboard](#) > [Group Admin](#) > [Users](#)

First Name	Last Name	Extension	Line
John	Smith	1000	Line 1
Jane	Smith	1001	Line 2
John	Smith	1000	Line 1

3. Click **Service Settings** in the left column navigation.