

## Feature Overview

Maintaining visibility into who is on the phone and who isn't allows you to effectively handle calls to insure hold times are short and that callers get handled in the best way possible. The Monitoring feature allows users to observe the line status (e.g., active or inactive) of other phones through the additional line keys on their phone. Users can also quickly dial a monitored phone simply by pressing the associated line key.

As a My Account Administrator you have the ability to grant monitoring privileges, activate the feature and modify settings for users at your sites.

## Feature Prerequisites

Before the Monitoring feature can be used the following conditions must be met:

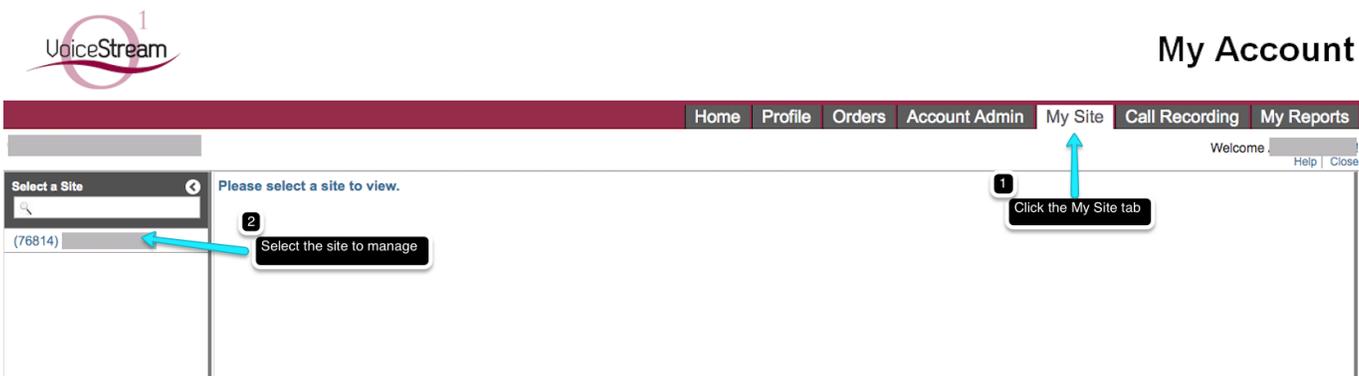
- At least one inbound number must be available to be assigned to a station (Premium, Hosted Square Key, and Hosted PRI-User)
- Monitoring is available for all Polycom phones with or without a sidecar.
- Monitoring is available for Cisco phones with a sidecar.

## Feature Setup

### Monitoring

To use this service, log into My Account and then simply follow the steps detailed below.

#### Step 1. Go to My Site and Select the appropriate Site to configure



## Step 2. Select User Features and the User to edit

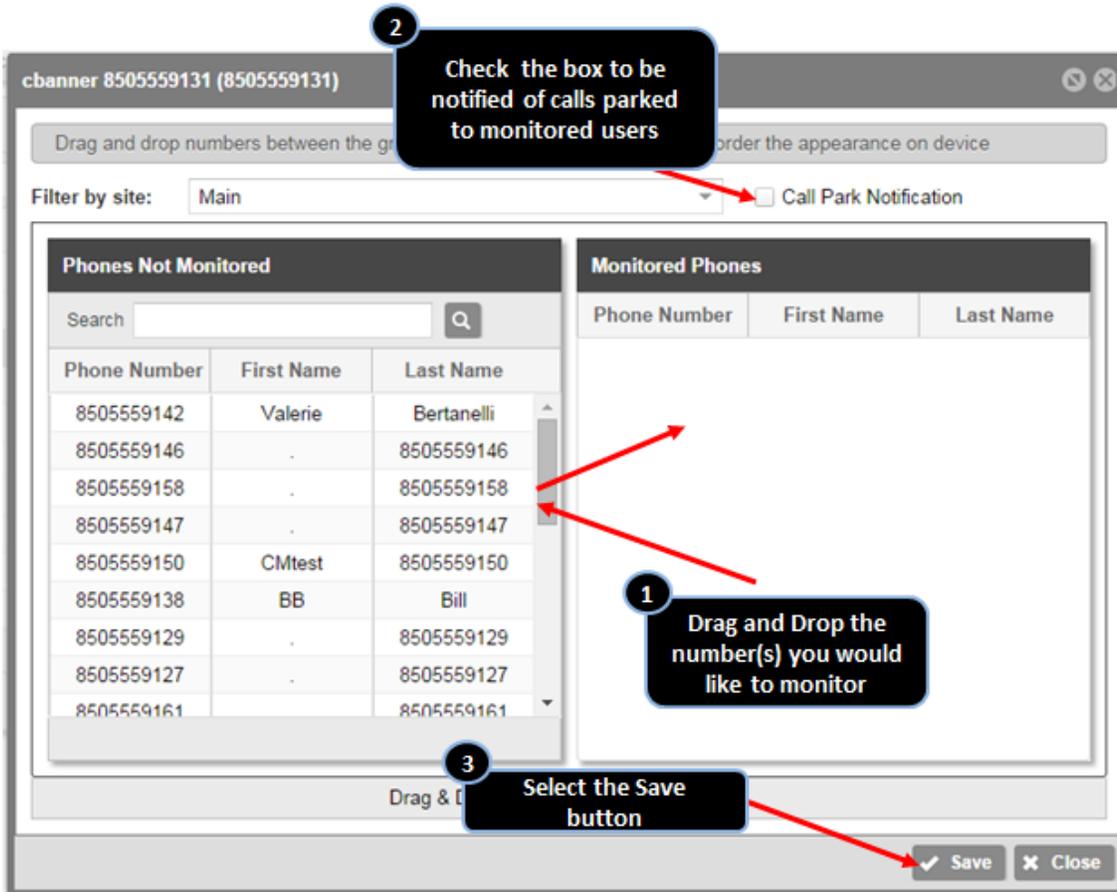
The screenshot shows the 'Monitoring' section of the Intervista interface. At the top, there is a navigation bar with tabs for 'Phone Assignment', 'Device Managem...', 'Site Services', 'User Features', 'Call History', and 'Notes'. The 'User Features' tab is selected. Below this is a 'Monitoring' header with a sub-header: 'Click on the row to view/configure Monitoring (busy lamp feature) for that number'. A table lists users with columns for 'First Name', 'Last Name', and 'Phone Number'. The user 'cbanner' is highlighted. A call history table is visible below the user table. Annotations include a callout '1' pointing to the 'User Features' tab and a callout '2' pointing to the 'cbanner' row with the text 'Select the user to edit'.

First Name	Last Name	Phone Number
.	8505559161	8505559161
.	8505559146	8505559146
.	8505559158	8505559158
.	8505559147	8505559147
.	8505559150	8505559150
.	8505559145	8505559145
cbanner	8505559131	8505559131
.	9185559001	9185559001
BB	Bill	8505559138
David	Lee	8505559135

Select the user to be granted monitoring capabilities.

From the line key(s) on their own phone, the selected user will be able to see the line status of any monitored phones.

Step 3. Select the numbers you want to monitor on your phone



**Assign phones to be monitored.** From the “**Phones Not Monitored**” list, select the phone number to be monitored. Then drag and drop that item into the “**Monitored Phones**” list.

**Enable Call Park notifications** If the user would like to be notified if a call is parked against a monitored line, check the box.

**Click the Save button.** The number of phones that can be monitored is determined by the number of lines on the user’s phone. Clicking **Save/Update** will automatically display a list of phones approved for monitoring.

**NOTE:** Reorder the displayed position of monitored contacts by dragging and dropping them within the **Monitored Phones** list