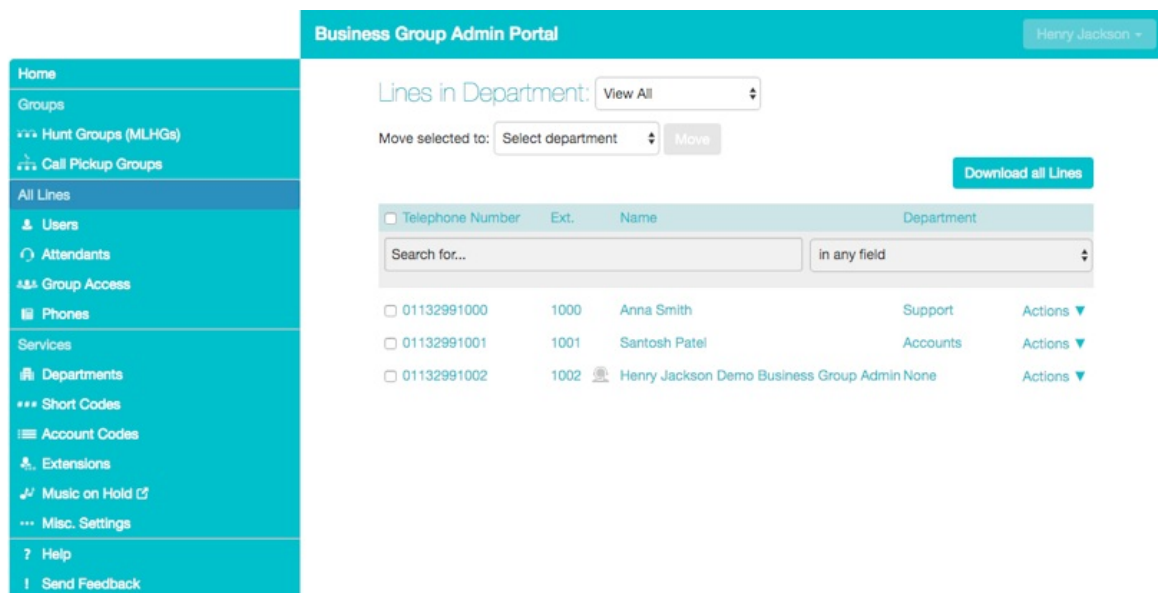


Managing lines with BG Admin

To manage the lines in your Department, click on the **All Lines** option on the left-hand sidebar.



The screenshot displays the 'Business Group Admin Portal' interface. On the left is a teal sidebar with navigation links: Home, Groups (with sub-links for Hunt Groups and Call Pickup Groups), All Lines (highlighted), Users, Attendants, Group Access, Phones, Services (with sub-links for Departments, Short Codes, Account Codes, Extensions, Music on Hold, and Misc. Settings), Help, and Send Feedback. The main content area has a teal header with the title 'Business Group Admin Portal' and a user profile 'Henry Jackson'. Below the header, there's a section titled 'Lines in Department:' with a 'View All' dropdown. A 'Move selected to:' section includes a 'Select department' dropdown and a 'Move' button. A 'Download all Lines' button is in the top right. A table lists lines with columns: Telephone Number, Ext., Name, Department, and Actions. The table contains three rows: 01132991000 (Support), 01132991001 (Accounts), and 01132991002 (Henry Jackson Demo Business Group Admin None). A search bar is located above the table.

Telephone Number	Ext.	Name	Department	Actions
01132991000	1000	Anna Smith	Support	Actions ▼
01132991001	1001	Santosh Patel	Accounts	Actions ▼
01132991002	1002	Henry Jackson Demo Business Group Admin None		Actions ▼

This menu shows all the lines within the department(s) of which you are an administrator.

Business Groups with more than 10,000 lines

Business Groups can support up to a maximum of 40,000 lines. Any Business Group that has more than 10,000 lines will be configured slightly differently as follows.

- If you are a BG Admin in a Business Group that is configured to support more than 10,000 lines, you should note the following:
- All lines must be in a specific Department. You will see a warning if there are any lines that are in the root Department, and will be prompted to move them to a sub-Department.
- If you are an administrator of the root Department for this Business Group, you will not see a list of all lines but will be prompted to select a Department (which could be the root Department).
- If you are an administrator for the entire Business Group, you will see all lines within the Business Group.

🕒 Revision #2

★ Created Mon, Mar 9, 2020 11:26 AM by [Admin](#)

✎ Updated Wed, May 6, 2020 1:59 PM by [Admin](#)