



Cisco BroadWorks Shared Call Appearance Configuration Guide



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I Introduction

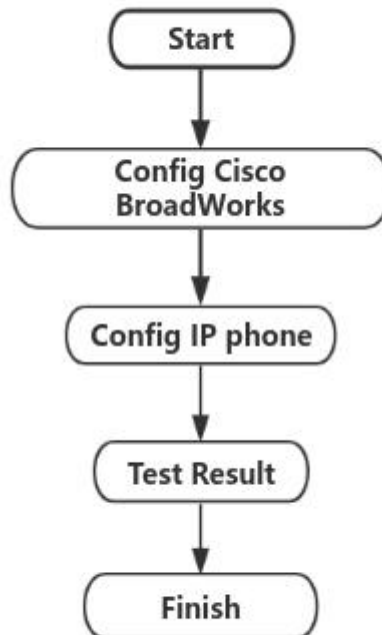
1. Feature Introduction

Shared call appearance, also as a shared line. We can add a shared line to a SIP line and register the main line and the alternate line on two phones respectively. The status of the two lines will be synchronized. The shared line party can know the status of the main line at any time, such as call in/call out, busy, idle, etc. The line can also be used to call out. This function can be used in a variety of scenarios, such as control rooms, secretariats, etc.

2. Precautions

The devices using the shared call appearance must be of **the same unit type**, otherwise the configuration may not take effect.

II Configuration Process



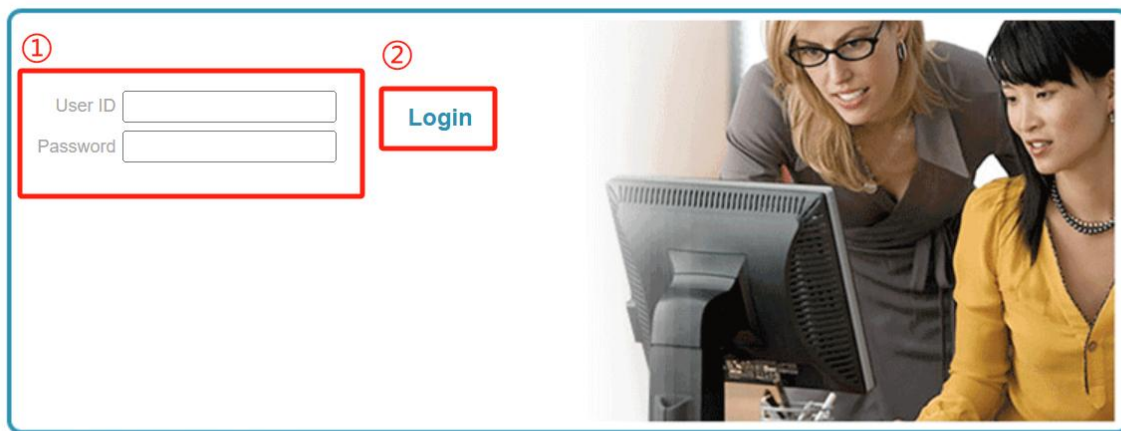
III Configuration Operations

1. Config Cisco BroadWorks

① Log in to Cisco BroadWorks

Operation steps:

Enter the Cisco BroadWorks address in the browser -- 》 Enter the User ID and Password --》 Click Login--》 Login successful--》 Enter the user interface corresponding to the line you need to use.



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Enterprise	Welcome [Logout]	
Options: <ul style="list-style-type: none"> ▶ Profile Resources Services Call Center Communication Barring Meet-Me Conferencing Utilities 	Profile Basic Groups Add, modify, or remove groups. Users Display all users in the enterprise. Service Instances Display all service instances in the enterprise. Profile Display or modify profile information. Change Password Change your password. Administrators Add, modify, or remove administrators. Departments Add, modify, or remove departments. Schedules Add, modify, or remove schedules.	Advanced Activation Code Device Onboarding Policies Configure service provider/enterprise level Activation Code Device Onboarding Policies. Call Processing Policies Configure service provider/enterprise level Call Processing Policies. Communication Barring Authorization Codes Configure enterprise-level Communication Barring authorization codes. Dial Plan Policy Configure service provider/enterprise level Dial Plan Policy. Voice VPN Manage the enterprise virtual private network. Virtual On-Net Enterprise Extensions Manage Virtual On-Net Users. Dialable Caller ID Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format. STIR-SHAKEN Configure STIR-SHAKEN signing, tagging, and verification.



Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Communication Barring
- Utilities

Profile

User interface

Basic

Profile

Display and configure profile information such as your name, department and address.

Addresses

Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Announcement Repository

Manage the announcements for a user

Passwords

Set web access and portal passwords.

Schedules

Add, modify, or remove schedules.

Advanced

Assign Services

Assign or unassign services and service packs.

Assign Xsi Policy Profile

Assign a Xsi policy profile for a user.

Call Application Policies

Select Call Control Applications enabled for a user.

Call Policies

Configure user Call Policies

Call Processing Policies

Configure user-level Call Processing Policies

Communication Barring Authorization Codes

Configure Communication Barring Authorization codes for a user.

Device Policies

Configure user Device Policies.



② Assign Services

Assign services to main line user .

Operation steps:

Assign Services--》Assign Service--》Select the required function (**Share Call Appearance** and **Multiple Call Arrangement**)--》Add--》The required function appears in the right box--》Apply.

Enterprise > Flying_voice_group1 > Users : 9725983507@iop1as.tekvizion.com Welcome

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

Profile

Basic

Profile
Display and configure profile information such as your name, department and address.

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Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Announcement Repository
Manage the announcements for a user

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Configure user Call Policies

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Configure user-level Call Processing Policies

Communication Barring Authorization Codes
Configure Communication Barring Authorization codes for a user.

Device Policies
Configure user Device Policies.

Supervisor
Allows the user to manage which agents to supervise per call center.

Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

OK Apply Cancel

Available Service Packs

Flyingvoice-service pack

Add >

Remove <

Add All >>

Remove All

User Service Packs

Available Services

- Resource Priority
- Route List
- Security Classification
- Selective Call Acceptance
- Selective Call Rejection
- Sequential Ring
- Shared Call Appearance**
- Shared Call Appearance 10
- Shared Call Appearance 15
- Shared Call Appearance 20
- Shared Call Appearance 25

Add >

Remove <

Add All >>

Remove All

User Services

- Authentication
- Busy Lamp Field
- Call Transfer
- Connected Line Identification Presentation
- Directed Call Pickup
- External Calling Line ID Delivery
- Flexible Seating Guest
- Internal Calling Line ID Delivery
- Multiple Call Arrangement
- N-Way Call
- Three-Way Call

OK Apply Cancel

③ Config Shared Call Appearance

Operation Steps:

Click **Call Control**--》 **Shared Call Appearance**--》 Check the parameters as the picture which was shown below--》 Click Search--》 Click Apply.

Enterprise > Flying_voice_group1 > Users : 9725983508@iop1as.tekvizion.com Welcome [Logout]

Options:

- Profile
- Incoming Calls
- ① Outgoing Calls
- ▶ **Call Control**
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

Call Control

Basic

Directed Call Pickup
Pick up a call using a feature access code and an extension.

Call Transfer
Transfer a call to another phone.

Three-Way Call
Start a conference call

Music/Video On Hold - On
Play audio (music) or video when the remote party is held or parked.

N-Way Call
Start a N-Way Conference Call

Advanced

Flexible Seating Guest - Off
Allows a user to associate their device profile with a host device.

② **Shared Call Appearance**
Display alternate calling identity/device profiles or lines assigned to you.

Shared Call Appearance

Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. Define the line policy on Device Policies page.

③

Alert all appearances for Click-to-Dial calls
 Alert all appearances for Group Paging calls
 Allow Call Retrieve from another location

Multiple Call Arrangement: On Off

Allow bridging between locations
 Enable Call Park notification

Bridge Warning tone: None
 Barge-in only
 Barge-in and repeat every 30 seconds

Device Policies: [Configure device policies](#)

Delete	Identity/Device Profile Type ▲	Identity/Device Profile Name	Line/Port	Edit
<input type="checkbox"/>	Generic SIP Phone	<my-user>-DUT1 (Group)	9725983508A@iop1as...	Edit

[Page 1 of 1]

④ Add Shared Line

Operation steps:

Click Add--》 Select the Identity/Device Profile Name as same as main line's profile--》 Provide a shared line name--》 Click OK.

Shared Call Appearance

Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. Define the line policy on Device Policies page.

①

OK Apply **Add** Cancel

Alert all appearances for Click-to-Dial calls
 Alert all appearances for Group Paging calls
 Allow Call Retrieve from another location

Multiple Call Arrangement: On Off

Allow bridging between locations
 Enable Call Park notification

Bridge Warning tone: None
 Barge-in only
 Barge-in and repeat every 30 seconds

Device Policies: [Configure device policies](#)

Delete	Identity/Device Profile Type ▲	Identity/Device Profile Name	Line/Port	Edit
<input type="checkbox"/>	Generic SIP Phone	<my-user>-DUT1 (Group)	9725983508A@iop1as...	Edit

[Page 1 of 1]

Identity/Device Profile Type ▾ Starts With ▾ Find Find All

OK Apply **Add** Cancel

Shared Call Appearance Add

Allows administrators to allocate additional devices or lines to you.

OK Cancel

②

Identity/Device Profile Name: <my-user>-DUT1 (Group) ▾

* Line/Port: 9725983508A @ iop1as.tekvizion.com ▾

Contact: sip: Path:

Use Hotline
 Hotline Contact:

Enable this location
 Allow Origination from this location
 Allow Termination to this location

③

OK Cancel

2、Configure IP phones

Both main line user and shared line user need to set the following configurations.

① Registration

The registration is basically the same as normal registration. For specific steps, please refer to the *Cisco Broadworks Docking Configuration Guide*.

It should be noted that the registered account needs to be changed the **phone number** of the shared line/main line. The shared line phone number corresponds to the shared line name entered in the previous step. To view the main line phone number, please refer to the **Appendix**)

FLYINGVOICE Firmware Version V0.9.1
Current Time 2024-01-15 17:13:14
Admin Mode [Logout] [Reboot]

Status **Network** **Wireless** **SIP Account** **Phone** **Administration**

Line 1 Line 2 SIP Settings VoIP QoS Ring

Basic

Register Status
Register Status Registered

Basic Setup
Line Enable Enable

Subscriber Information
Display Name 9725983508 Phone Number 9725983508A
Account 9725983508 Password

SIP Server 1
Proxy Server iop1as.tekvision.com Proxy Port 5060
Register Refresh Interval (sec) 3600 Transport UDP

Proxy Server
Outbound Server 192.65.79.250 Outbound Port 5060
Backup Outbound Server Backup Outbound Port 5060
Allow DHCP Option 120 to Override SIP Server Disable

Help

Basic:
Set the basic parameters provided for by your VoIP Service Provider: Phone Number and Account Details.

Audio Configuration:
Select the relevant audio Codecs to match your VoIP Service Provider's settings.

Supplementary Service Subscription:
Call Waiting - This call feature informs the user if there is one more call is coming on his number

Proxy Port:
Different proxy port numbers need to be configured on each FXS setting when the device is used as an intercom - i.e. without the presence of a SIP server.

② Shared Line Enable

Operation steps:

SIP Account--> Line x--> Share Line enable select to **Enable**--> Save & Apply.

FLYINGVOICE

Status **Network** **Wireless** **SIP Account** **Phone** **Administration**

Line 1 Line 2 SIP Settings VoIP QoS Ring

Basic

Register Status
Register Status Registered

Basic Setup

Country Code Disable
Tel URL Disable
Min Random SIP Port 50000
Prefer Primary SIP Server Disable
BLF List URI myBLFList@iop1as.tek
BLF List Call Parked Code
Remove All Bindings Disable
Conference Type Network Conference
VAD&CNG Disable
Alert Info Tone Disable
Return Code When Refuse 486(Busy Here)
User-To-User Disable
VQ RTCP-XR Collector name
VQ RTCP-XR Collector port
SIP Send MAC Disable
Early Media Support Enable

Remove Country Code Disable
Use Random SIP Port Enable
Max Random SIP Port 60000
Hold SDP Attribute Inactive Disable
BLF List Pickup Code
BLF List Retrieve Call Parked Code
Enable SIP 100REL Disable
Conference URI conference@iop1as.tek
Distinctive Ring Tones Disable
Share Line Enable Enable
Return Code When DND 480(Temporary)
UII Content
VQ RTCP-XR Collector address
Allow IP Calls Disable
SIP Send Line Disable
P-Early Media Support Enable

RTP Advanced Setup

RTP Port Min: (0 means auto select) RTP Port Max:

Symmetric RTP:

④ **Save & Apply** Cancel Reboot

IV Test Result

After successful configuration, the phone interface is as follows:



Operation Steps:

1. Press the green line key of the main line phone, and both the main line and shared line phones **will turn red at the same time** ;



2. Use an external number to call the main line . Both phones **will ring at the same time** , the account lights will flash red and gery at the same time and the same caller ID will be displayed :



V Appendix

How to check the phone number of the main line?

Operation steps:

Enter the user interface of Cisco Broadworks main Line --> Profile --> Addresses --> To view Line/Port (the part that can be defined is the main line phone number)

Enterprise > Flying_voice_group1 > Users : 9725983508@iop1as.tekvizion.com Welcome [Logout]

Options: ①

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

Profile

Basic
Profile
 Display and configure profile information such as your name, department and address.
Addresses ②
 Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Advanced
Assign Services
 Assign or unassign services and service packs.
Assign Xsi Policy Profile
 Assign a Xsi policy profile for a user.
Call Application Policies
 Select Call Control Applications enabled for a user.
Call Policies
 Configure user Call Policies
Call Processing Policies
 Configure user-level Call Processing Policies
Communication Barring Authorization Codes
 Configure Communication Barring Authorization codes for a user.
Device Policies
 Configure user Device Policies.

Announcement Repository
 Manage the announcements for a user

Passwords
 Set web access and portal passwords.

Schedules
 Add, modify, or remove schedules.

Enterprise > Flying_voice_group1 > Users : 9725983508@iop1as.tekvizion.com Welcome [Logout]

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Communication Barring
- Utilities

Addresses

Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.

OK Apply Cancel

Phone Number: 9725983508 Activated
 Extension: 3508

Identity/Device Profile Trunking None

Identity/Device Profile

Identity/Device Profile Name: Flying_voice_generic (Group)

* Line/Port: 9725983508P @ iop1as.tekvizion.com

Contact: sip: _____
 sip: _____
 sip: _____
 sip: _____

Use Hotline
 Hotline Contact: _____

Configure Identity/Device Profile

AdvancedSettings

Path: _____
 Path: _____
 Path: _____
 Path: _____