FLYINGVOICE

Cisco BroadWorks Shared Call Appearance Configuration Guide

Catalogue

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.
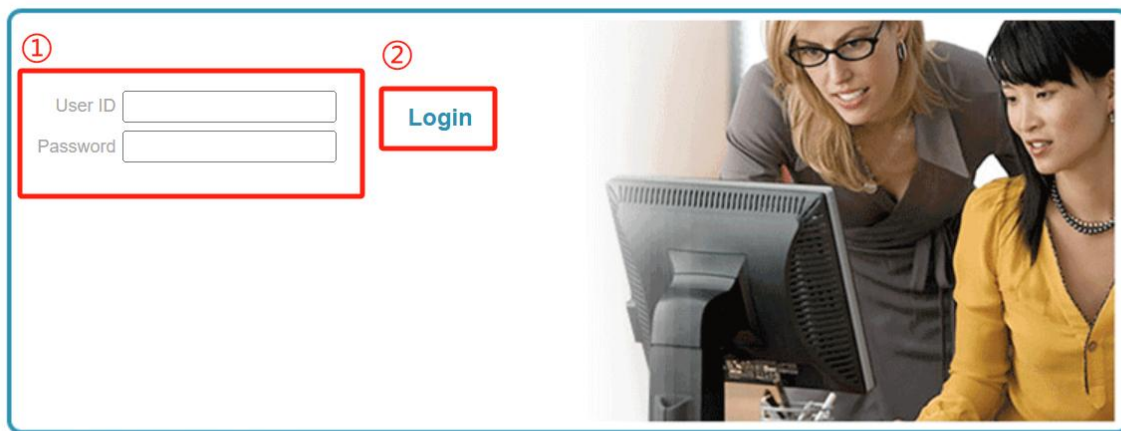
Ⅱ Configuration Process
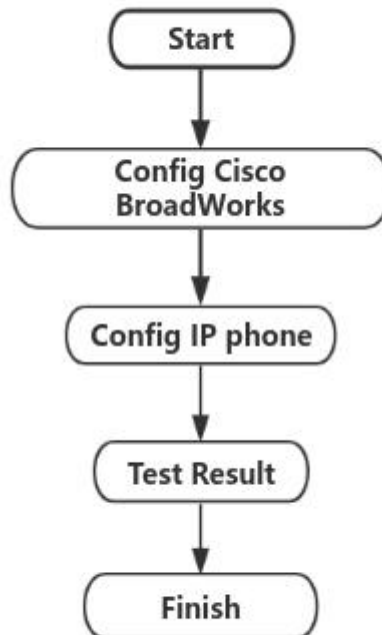
Ⅲ Configuration Operations

1. Config Cisco BroadWorks

①Log 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.

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

Profile

User interface

Basic	Advanced
Profile Display and configure profile information such as your name, department and address.	**Assign Services** Assign or unassign services and service packs.
Addresses Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.	**Assign Xsi Policy Profile** Assign a Xsi policy profile for a user.
Announcement Repository Manage the announcements for a user	**Call Application Policies** Select Call Control Applications enabled for a user.
Passwords Set web access and portal passwords.	**Call Policies** Configure user Call Policies
Schedules Add, modify, or remove schedules.	**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.

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②Assign Services

Assign services **to main line user .**

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

③Config Shared Call Apperance

Operation Steps:

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

④Add 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
☐	Generic SIP Phone	<my-user>-DUT1 (Group)	9725983508A@iop1as...	Edit

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| 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.

①Registration

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*)

② Shared Line Enable

Operation steps:

SIP Account--》 Line x--》 Share Line enbale select to **Enable**--》 Save & Apply.

RTP Advanced Setup

RTP Port Min	0	RTP Port Max	50000
	(0 means auto select)		
Symmetric RTP	Disable ▾		

④ Save & Apply | Cancel | Reboot

Ⅳ Test Result

After successful configuration, the phone interface is as follows:

Operation Steps:

1. 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)