



## Shared Call Appearance

*Shared call appearance is the ability to show a person's "line" on one or more phones. This is useful for executive secretary positions where the "boss" line also appears on the executive secretary's phone. It can also be used to show the main incoming line on more than one phone so that it can be answered from multiple locations.*

*Note that Shared Call Appearance is not supported on many Cisco phones.*

### Login as Group Administrator

- Go to the Velocity Broadsoft portal
- Login using your Group Admin username and password – **username@domain.com**
- You will see a screen similar to this:

The important thing to remember is that you will always approach shared call appearance from the perspective of **the line you would like to share** to other phones. In other words, if you would like to have EMILY'S line also show up on CHARLIE'S phone, you will do **all** the configuration on EMILY'S user profile. You are sharing out EMILY'S line. Once you grasp this concept, shared call appearance is relatively simple to setup.



## Setting up SCA in Broadsoft

1. Go to the user who's line you would like to share to other phones. In this example, we will share EMILY'S line to CHARLIE'S phone, therefore we will go to EMILY'S user profile. ALL provisioning will be done in EMILY'S profile since that is the line you want to share to other users:

**Options:**

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Messaging
- Utilities
- Conferencing

### Profile

Profile allows you to view and maintain your profile information. The information filled in specifies your primary phone number, extension and device that are used for handling calls. Filling in the additional information section allows your mobile phone, pager, and other information to be visible to other group members in the group phone list. Some of this information can only be modified by your administrator.

OK Apply Delete Cancel

Enterprise ID: 00281 Group: 0028100001  
User ID: 002810000100015@anexeon.com [Change User ID \(Also saves current screen data\)](#)

\* Last Name: Peterson \* First Name: Emily  
Phone Number: 7028743070 Extension: 3070  
\* Calling Line ID Last Name: Peterson \* Calling Line ID First Name: Emily  
Department: None \* Language: English  
\* Time Zone: (GMT-07:00) US/Pacific  
Aliases: sip:002810000100015@anexeon.com  
sip: @ anexeon.com  
sip: @ anexeon.com  
sip: @ anexeon.com

Device Category:  IAD/Gateway  IP Phone  Shared  None

Set Up IP Phone

\* IP Phone: 00008 [Configure Device](#)  
\* Line/Port: 002810000100015 @ anexeon.com

2. Highlight the LINE PORT number and COPY it to the clipboard as shown above, it should be the same 15 digits as the user ID at the top of the screen if the user was provisioned properly.
3. Next, go to the CALL CONTROL link on the left pane in EMILY'S profile.



## Shared Call Appearance Setup

1. Click the SHARED CALL APPEARANCE link in the right column:

### Call Control

<p><b>Basic</b></p> <p><b><a href="#">Call Waiting - On</a></b> Answer a call while already on another call.</p> <p><b><a href="#">Customer Originated Trace</a></b> Issue a trace to your service provider for your last incoming call by using a feature access code.</p> <p><b><a href="#">Flash Call Hold</a></b> Hold a call with a feature access code when using a simple phone without call control capability.</p> <p><b><a href="#">Flash Call Transfer</a></b> Transfer a call while using a simple phone without call control capability.</p> <p><b><a href="#">Flash Three-Way Call</a></b> Start a conference call when using a simple phone without call control capability.</p>	<p><b>Advanced</b></p> <p><b><a href="#">Client Call Control</a></b> Provide access to your account for third-party call control applications.</p> <p><b><a href="#">CommPilot Call Manager</a></b> Provide a web-based client for a user instead of using star codes or pressing the flash hook. The client provides a visual, graphical user interface that is used to initiate, manipulate, and release calls.</p> <p><b><a href="#">Outlook Integration - Off</a></b> Access your Outlook contact information from your CommPilot Call Manager.</p> <p><b><a href="#">Phone Status Monitoring</a></b> Allows user to manage the list of monitored users to be used by an attendant console application.</p> <p><b><a href="#">Remote Office - Off</a></b> Use the full CommPilot Call Manager functionality from another phone.</p> <p><b><a href="#">Shared Call Appearance</a></b> Display alternate calling devices or lines assigned to you.</p> <p><b><a href="#">Windows Messenger</a></b> Use Microsoft Windows Messenger to perform private instant messaging between other users in your group and to receive and make calls.</p>
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2. The SHARED CALL APPEARANCE screen is where you will share out instances of this line
3. Press the ADD button

Note how we have completed the fields in the following screen shot.

4. Select the DEVICE that CHARLIE is connected to since that is where we want to send the line appearance (we want EMILY'S line to show up on CHARLIE'S phone). In this case, CHARLIE'S phone is device 00004, a Polycom IP500, so we will send EMILY's line there.
5. Paste in EMILY'S 15 digit line/port ID that you copied earlier.



6. Add “\_2” (that is an underscore character followed by the number 2) to the end of the line port number to assist you with remembering this is the SECOND appearance of EMILY’s line. (the first appearance is her own line on her own phone)

ptions:  
[Profile](#)  
[Incoming Calls](#)  
[Outgoing Calls](#)  
[Call Control](#)  
[Messaging](#)  
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### Shared Call Appearance Add

Allows administrators to allocate additional devices or lines to you.

OK Cancel

Device Category:  IAD/Gateway  IP Phone  Shared

Set Up IP Phone

\* IP Phone: 00004

\* Line/Port: 002810000100015\_2 @ anexeon.com

OK Cancel

7. Press OK to finish.
8. Reboot CHARLIE’S phone, the second line (EMILY’S line) should appear
9. To send EMILY’S line to yet another device, just repeat these last few steps – press the ADD button, select the DEVICE you want to send EMILY’S line to and paste in EMILY’S line/port number – but this time end it with “\_3” since it is the third appearance of EMILY’S line.

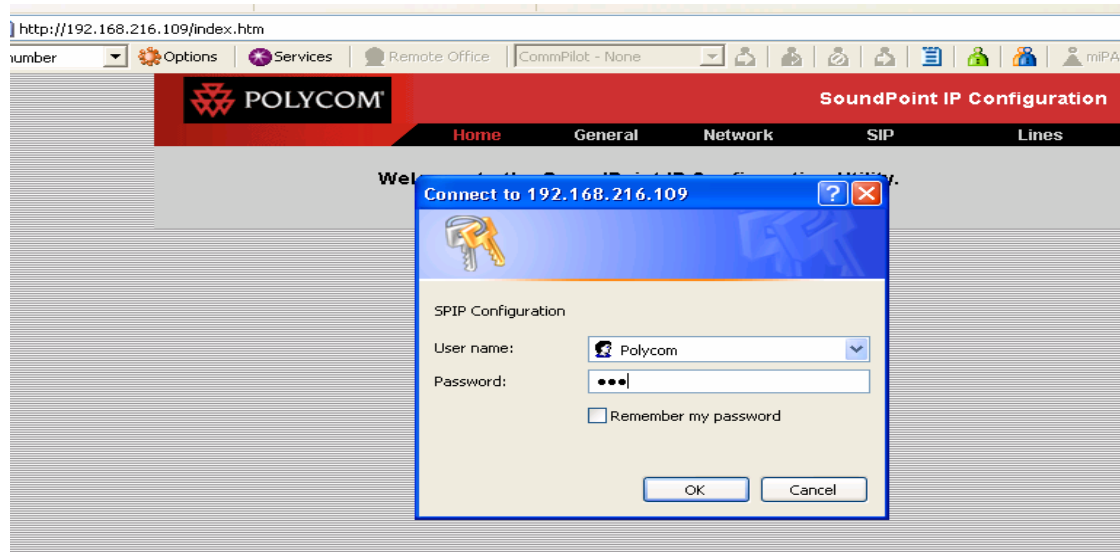
## Setting up the Polycom for SCA

There are a few adjustments that may need to happen at each of the two affected Polycom phones. These can be done on the phone itself or using the built in web interface within the Polycoms. This example uses the web interface:

Open a web browser and type in the IP address of EMILY'S phone in the form of `http://xxx.xxx.xxx.xxx`

*You can retrieve the IP address of the phone using the MENU button on the phone, it is in the STATUS section under NETWORK*

1. Press the LINES link near the right side



4. The User name is **Polycom**
5. The password is **456**
6. In the LINE 1 section (where EMILY'S line information exists on EMILY'S phone) , change the TYPE setting to SHARED (it may already be set)
7. Press the SUBMIT button
8. Reboot EMILY's phone
9. Configure CHARLIE'S phone

Open a web browser and type in the IP address of CHARLIE'S phone in the form of `http://xxx.xxx.xxx.xxx`

*You can retrieve the IP address of the phone using the MENU button on the phone, it is in the STATUS section under NETWORK*

1. Press the LINES link near the right side
2. The User name is **Polycom**
3. The password is **456**
4. In the LINE 2 section (where EMILY'S line information exists on CHARLIE'S phone) , change the TYPE setting to SHARED (it may already be set)
5. Reboot CHARLIE'S phone