

TELSTRA IP TELEPHONY CUSTOMER GROUP ADMINISTRATOR SHARED CALL APPEARANCE FEATURE GUIDE



Shared Call Appearance (SCA) allows Customer Group Administrators to allocate additional compatible devices or lines to a user. These devices or lines also ring just like your primary phone. A user cannot add or remove these devices or lines.

The Shared Call Appearance feature allows you to provision additional locations (devices) for a user. These locations share the same line appearance, so they all behave as extensions of a single line, or user.

One of these provisioned locations is the user's primary location, while the other locations are called alternate locations. A user can be assigned any type of device for their primary and alternate locations.

If a call is answered on one of the devices that a Shared line is configured, the other devices with the Shared Line/s do not register the answered call as a missed call.

Use the User – Shared Call Appearance page to configure SCA options

- Alert all appearances for Click-to-Dial calls
Alerts all of your shared call appearance locations, when you place calls from The Telstra Telephony Toolbar
- Multiple Call Arrangement: On or Off
If On is selected, it allows each of your shared call appearance locations to be utilised while you are on a call
- Allow bridging between locations
Allows bridging, by allowing one or more users to pick up the device at a user's shared call appearance locations and barge in on the user's current call
- Bridge warning tone
Allows you to configure a warning tone to alert all the users on a call that the call has been bridged. Options available are "None", "Barge-in-only", "Barge-in and repeat every 30 seconds"

LIST OR DELETE DEVICES AND LINES

Use the User – Shared Call Appearance page to list the shared appearance devices and lines assigned to the user and to delete a device or line.

1. On the *Group – Profile* menu page, click **Users**
 2. Click **Search** to display a list of users in your group
 3. Click **Edit** or any item on the row for the User
 4. For a selected user, click **Call Control**
 5. Click **Shared Call Appearance**
- TO DELETE A DEVICE OR LINE
6. Check the **Delete** box on the line for the device or line
 7. Click **Apply** or **OK** to save your changes

Note: After making changes within CommPilot to the Shared Call Appearance page for a user, please wait 3 minutes for the configuration file to be updated then the user's phone will require rebooting for the change to take effect.

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ADD A DEVICE OR LINE

Use the User – Shared Call Appearance Add page to add shared appearance devices/lines for a user.

1. On the *Group – Profile menu* page, click **Users**
2. Click **Search** to display a list of users in your group
3. Click **Edit** or any item on the row for the User
4. For a selected user, click **Call Control**
5. Click **Shared Call Appearance**
This page is a list page. Depending on the number of pages of data in a list, it allows you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, *Next* or *Previous*
6. Click **Add**

7. Click the Identify Device Profile Name you want to add the number to
8. Enter the Line/Port e.g. p031111111_01
9. Click **OK**

The following steps allow you to rebuild the device configuration and optionally reset a User's registered phone. This is required in order for a new or modified phone to obtain its configuration from the network.

1. On the *Group – Resources - Identity/Device Profiles* menu page
2. Click **Search** and select the **User's Phone**
3. Verify the Identity/Device Profile Type is correct
4. Click **Files** tab
5. Click **Rebuild the File** to rebuild the device configuration file. You will need to wait 3-6 minutes before resetting the phone
6. Click **Reset the Phone** to reset a registered phone

TO ADD A NEW DEVICE

1. From the Shared Call Appearance page, click **Add**
2. Select the type of device/line to be configured from the drop down list

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CONFIGURE THE DEVICE/LINE

1. For an existing IP Phone, select the phone and type the line/port
For a new IP Phone type, select New IP Phone, type the name of the phone and select the type
2. Type the line/port and select the domain from the drop-down list
3. Click **OK** to save changes
4. Repeat the steps above to Rebuild the File and Reset the Phone

Note: After making changes within CommPilot to the Shared Call Appearance page for a user, please wait 6 minutes for the configuration file to be updated then the user's phone will require rebooting for the change to take effect. This is only required if the Rebuild the File and Reset the Phone options have not been completed.

DELETE OR MODIFY DEVICES OR LINES

Use the User – Shared Call Appearance Modify page to delete or modify the shared appearance devices and lines assigned to the user.

1. On the Group – Profile menu page, click Users
2. Click **Edit** or any item on the row for the User
3. For a selected user, click **Call Control**
4. Click **Shared Call Appearance**
This page is a list page. Depending on the number of pages of data in a list, it allows you to search several different ways. You can click the heading of a column to change the sort order of items in the column, use the input boxes below the data to specify search criteria, or click the page links, for example, *Next* or *Previous*.
5. Click **Edit** or any item on the row for the device/line
6. To delete the device/line, click **Delete**
7. To modify the device/line, click **Configure Identity Device Profile**
8. Make the required changes on the **Profile**, **Files** and **Users** tabs
9. Click **OK** to save your changes and display the previous page

Note: After making changes within CommPilot to the Shared Call Appearance page for a user, please wait 3-6 minutes for the configuration file to be updated then the user's phone will require rebooting for the change to take effect.

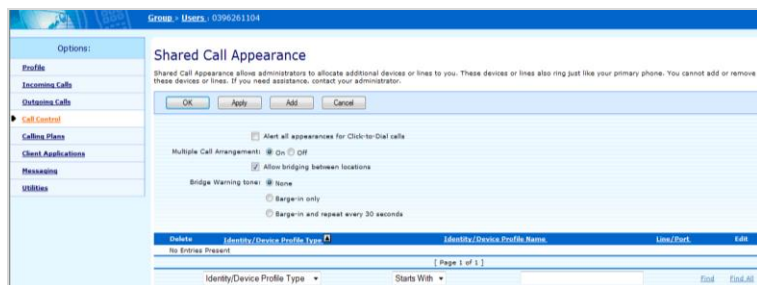
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MULTIPLE CALL ARRANGEMENT

The Multiple Call Arrangement (MCA) feature is added as an overlay to the existing Shared Call Appearance (SCA) feature. SCA with MCA provides the ability for multiple calls to be handled concurrently on different SCA locations for a user. No single SCA location is considered the active location, so all locations are allowed to originate calls and receive new incoming calls, when they have an available call appearance, regardless of the activity at the other locations.

The benefit of this feature is to allow more flexibility in handling the call line that is shared between manager and assistant. Assistant can now make a call, as well as take calls using the same number while manager is on a call.



1. On the Group – Profile menu page, click Users
2. Click **Edit** or any item on the row for the User
3. On the Users menu page, click **Call Control**
4. Select **Shared Call Appearance**
5. Click the **On** option in Multiple Call Arrangement
6. Select **Allow bridging between locations**
This allows one or more users to pick up the device at a user's shared call appearance locations and barge in on the user's current call
7. Select a **Barge Warning tone**, if required
8. Save your changes. Click **Apply** or **OK**. **Apply** saves your changes. **OK** saves your changes and displays the previous page

SHARED CALL APPEARANCE CALL RETRIEVE, LOCATION CONTROL WITH FEATURE ACCESS CODES

The Shared Call Appearance Call Retrieve feature allows a user to dial a FAC to retrieve an existing active call from alternate shared line.

1. Lift the telephone handset
2. Enter the assigned code ***11**

The Shared Call Appearance Call Location Control feature enables the user to activate or deactivate a shared line

TO ACTIVATE A SHARED LINE LOCATION

1. Press the shared line to activate the location
2. Enter the assigned code ***12**

TO DEACTIVATE A SHARED LINE LOCATION

1. Press the shared line to deactivate the location
2. Enter the assigned code ***13**

When a shared line location has been deactivated, the line indicator will still flash red for an incoming call; however, the phone will not ring and the call cannot be answered from the flashing line.

If a shared line location is deactivated, it has no effect on the ability to originate calls, i.e. outbound calls can still be made from that line location.