

VOCUS IP TEL MANAGER

Configuring Shared Call Appearance

July 2018

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INTRODUCTION

This document provides step by step instructions on how to configure Shared Call Appearance (SCA) on your IP Tel service. A customer Administrator can setup SCA

Shared Call Appearance (SCA) is used for registering your same SIP credentials (phone number) across multiple SIP devices. An example of this is sharing your desk phone number with other devices/soft clients such as Business Communicator or the Polycom Real Presence application.

A Premium License is required for Shared Call Appearance and a Premium UC licence is required for Business Communicator.

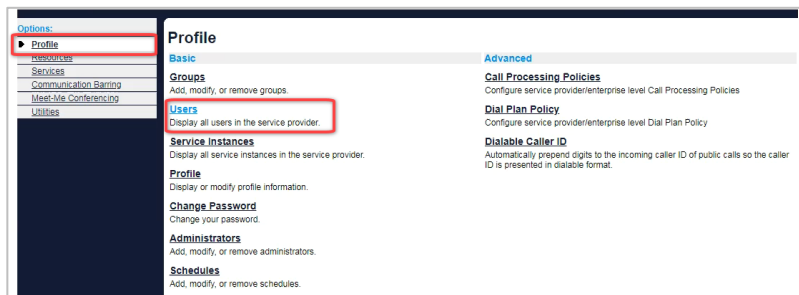
SETTING UP SHARED CALL APPEARANCE

The Customer Administrator will need to navigate to the User Profile in the Vocus IP Tel Manager portal.

Login to Vocus IP Tel Manager.

On the *Group > Profile* menu page:

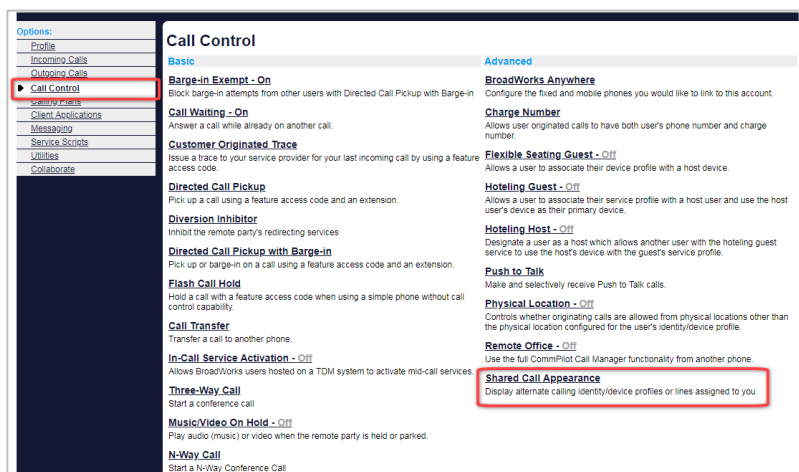
1. Click **Users**.



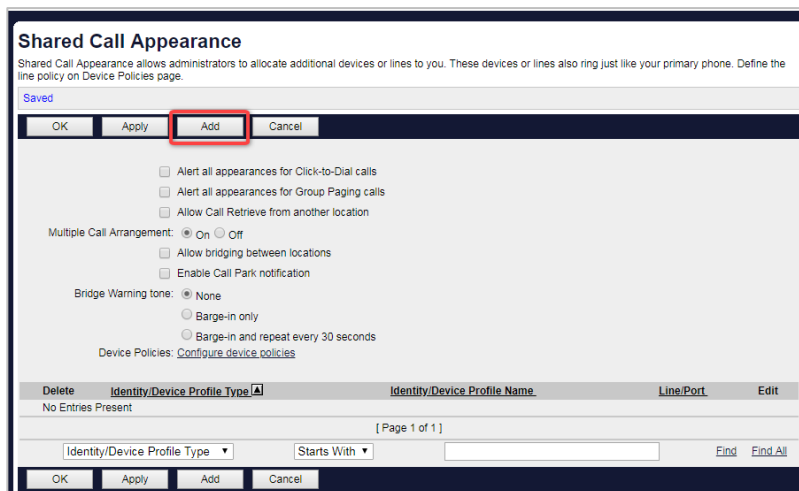
2. Click **Search** to display a list of users in your group.
3. Click **Edit** or any item on the row for the user.



4. Click **Call Control**.
5. Click **Shared Call Appearance**.



6. Click **Add**.



7. Select **New Identity/ Device profile** from the **Identity/Device Profile Name**.

- > **New Identity/Device Profile Name.** This needs to be unique and should describe the device that is being used. For example, you could use <PhoneNumber>-Ipad.
- > The **Identity/Device Profile Type** to select will depend what you are using the Shared Call Appearance for. Please see the table at the end of this document.
- > No entry required for Host Name or Mac Address.
- > **Line Port.** The Line port also needs to be unique. As a standard you should use <PhoneNumber>-Mob (UC-One mobile app), <PhoneNumber>-PC (UC- One PC) <PhoneNumber>-SCA1 etc.

AUTHENTICATION

RESET THE WEB ACCESS PASSWORD

The Authentication details used will also depend on what Shared Call Appearance will be used for. For Smart UC the web access password is required for registration.

From the *User > Profile* page:

1. Click **Profile**.
2. Click **Passwords**.

3. Select **Set web access password**.
4. Enter **Type new password**.
5. Enter **Re-type new password**.

Password must be a randomly generated password, containing upper, lower case, numbers and at least 8 characters long.

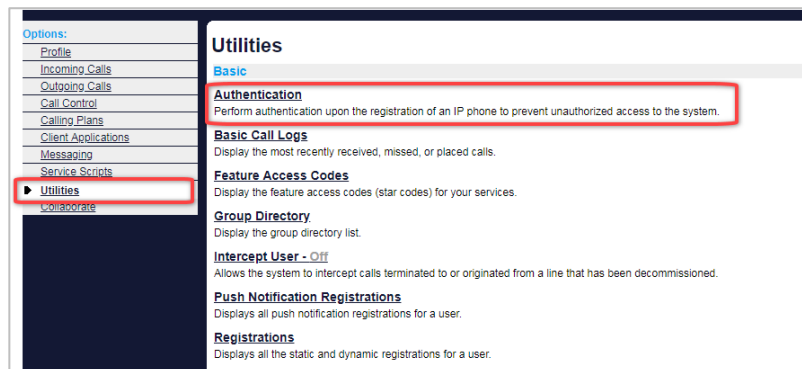
6. Click

RESET YOUR AUTHENTICATION PASSWORD

For all other applications, (Real Presence, Generic Soft Phone) use the Authentication user name and password to register your SCA account.

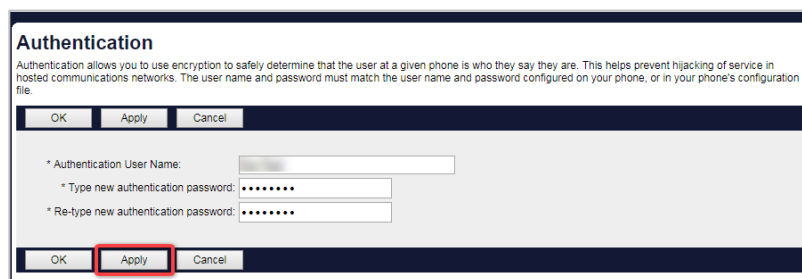
From the *User > Profile* page:

1. Click **Utilities**.
2. Click **Authentication**.



3. Enter **Type new authentication password**.
4. Enter **Re-Type new authentication password**.

Password must be a randomly generated password, containing upper, lower case, numbers and at least 8 characters long.



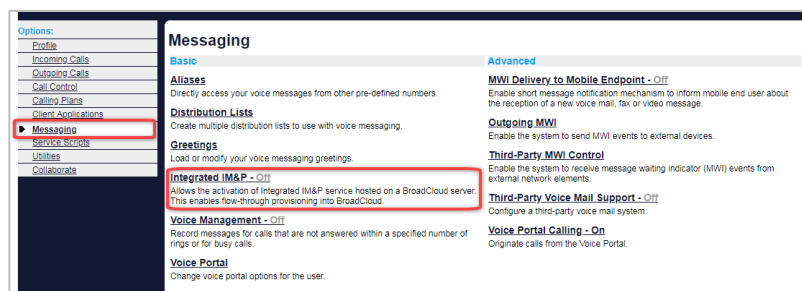
5. Click .

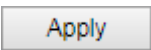
USING SHARED CALL APPEARANCE WITH SMART UC

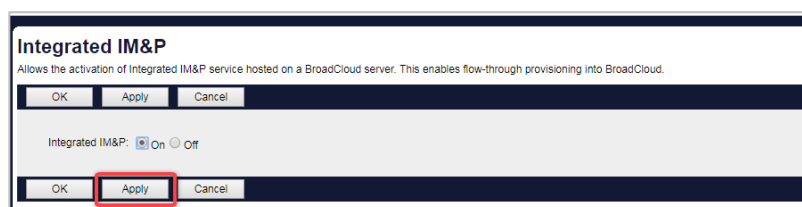
If you are using Shared Call Appearance for Smart UC there is some extra steps to ensure that Smart UC will work.

From the *User > Profile* page:

1. Click **Messaging**.
2. Click **IM&P**.



3. Turn Integrated IM&P On
4. Click .



- Click **Regenerate IM&P Password**.

Integrated IM&P
Allows the activation of Integrated IM&P service hosted on a BroadCloud server. This enables flow-through provisioning into BroadCloud.

Saved

OK Apply Cancel

Integrated IM&P: On Off

Regenerate IM&P Password

OK Apply Cancel

- Click **Call Control**.
- Click **Shared Call Appearance**.

Call Control

Basic

Barge-in Exempt - On
Block barge-in attempts from other users with Directed Call Pickup with Barge-in

Call Waiting - On
Answer a call while already on another call.

Customer Originated Trace
Issue a trace to your service provider for your last incoming call by using a feature access code.

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

Diversion Inhibitor
Inhibit the remote party's redirecting services

Directed Call Pickup with Barge-in
Pick up or barge-in on a call using a feature access code and an extension.

Flash Call Hold
Hold a call with a feature access code when using a simple phone without call control capability.

Call Transfer
Transfer a call to another phone.

In-Call Service Activation - Off
Allows BroadWorks users hosted on a TDM system to activate mid-call services.

Three-Way Call
Start a conference call

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

N-Way Call
Start a N-Way Conference Call

Advanced

BroadWorks Anywhere
Configure the fixed and mobile phones you would like to link to this account.

Charge Number
Allows user originated calls to have both user's phone number and charge number.

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

Hoteling Guest - Off
Allows a user to associate their service profile with a host user and use the host user's device as their primary device.

Hoteling Host - Off
Designate a user as a host which allows another user with the hoteling guest service to use the host's device with the guest's service profile.

Push to Talk
Make and selectively receive Push to Talk calls.

Physical Location - Off
Controls whether originating calls are allowed from physical locations other than the physical location configured for the user's identity/device profile.

Remote Office - Off
Use the full CommPilot Call Manager functionality from another phone.

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

- Select the **Identity/Device Profile**.

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.

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"/>	Business Communicator - Mobile	081234567-Mobile (Group)	081234567-Mobile@v...	Edit

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Identity/Device Profile Type Starts With Find Find All

OK Apply Add Cancel

- Click **Configure Identity/Device Profile**.

Shared Call Appearance Modify

Allows administrators to delete or configure additional devices or lines, dissociate and associate a given SCA location (terminal) and allows termination or origination of calls from a given SCA terminal. When a terminal is dissociated from a user, it becomes transparent to BroadWorks and is not presented with incoming calls.

OK Apply Delete Cancel

Identity/Device Profile Name: 081234567-Mobile (Group) **Configure Identity/Device Profile**

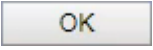
Line/Port: 081234567-Mobile@v...

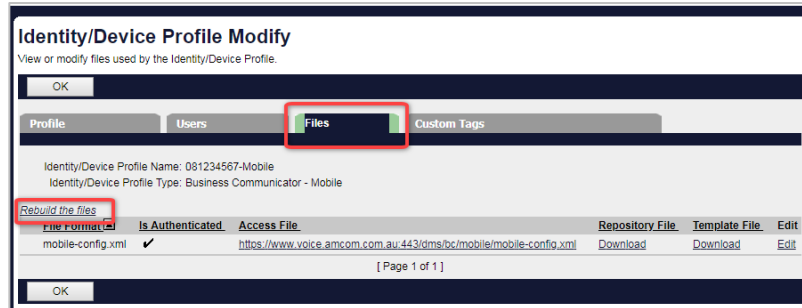
Enable this location

Allow Origination from this location

Allow Termination to this location

OK Apply Delete Cancel

10. Select the **Files** tab.
11. Click *Rebuild the files*.
12. Click .



IDENTITY/DEVICE PROFILE TYPE

The Profile Type selected when creating a new Shared Call Appearance will depend on what Shared Call Appearance will be used for. This table outlines which profile to use when using specific applications.

APPLICATION	PROFILE TYPE
Smart UC PC	Business Communicator - PC
Smart UC Mobile	Business Communicator - Mobile
Real Presence	Polycom VSX6000
Generic Soft Phone/other	BYO SIP IP-PBX or Handset