

## Shared Call Appearances

# Feature Description

Shared Call Appearances (SCA) were implemented to address the request for key system features like call appearances and the public hold (a.k.a. transfer on hold) capability. The Shared Call Appearance feature provides the following functionality:

- Presents external calls on programmable keys on Nortel extensions (SCA keys)
- Multiple Nortel extensions can be configured to have the same SCA key(s)
- Once a call is assigned an SCA ID, all extensions with the corresponding SCA key provide indication of the call state via icons (Nortel IP phones) or indicators (Nortel digital phones)
- While an SCA call is alerting, any extension on which the call is offered can answer the call
- If an SCA call is put on hold, users of all phones with the corresponding SCA key can press that key to retrieve the call



The SCA feature on UC<sup>X</sup> works for all trunk types and a mix of different trunk types while the traditional line appearances on key systems only works for analog POTS lines.



Using the Shared Call Appearance feature in combination with the Follow-Me feature or with calls routed through queues is NOT supported. Ring groups can be used to ring multiple phones when the Shared Call Appearance feature is used.

## Introduction

From the end user perspective

- SCA keys implement call appearances that can be shared by any number of Nortel extensions
- SCA keys provide “public hold” or “transfer on hold” functionality
- SCA keys provide visibility of how many SCA calls are active
- SCA keys can uniquely identify trunks (configuration of SCA keys is based on inbound and outbound routes – when a unique inbound and outbound route is used for each trunk, one or more SCA keys can be configured to directly correspond to each trunk)

- SCA keys can be configured on expansion modules (with SCA, the number of active calls on a phone is not limited by the number of programmable buttons on the phone itself)



Only Nortel phones can be configured to use shared call buttons, but any phone type can receive and handle shared calls.



SCA can be configured for Inbound Routes or Outbound Routes or both.

## Pre-Requisites

None.

## Step One: Create an Inbound Route

To add an inbound route, perform the following steps:

- Open the UC<sup>X</sup> Web-based Configuration Utility
- From the **PBX** tab, select **PBX Configuration**
- From the left side column, select **Inbound Routes**
- Add a new route or edit an existing one
- Enter a tag in the **Shared Calls Tag** field (you will use this tag when you set up SCA buttons on the phones). In this example we are using the tag '**SCG1**' (for Shared Call Group 1).
- **Set Destination** to be any valid destination. (e.g. Extension, Ring Group, IVR, etc.)
- Press the **Submit Changes** button

The screenshot displays the 'Add Incoming Route' configuration page in the E-MetroTel web interface. The page is organized into several sections:

- Navigation:** Top tabs include System, Fax, PBX (selected), Reports, Extras, My Extension, Security, and Support. A secondary navigation bar contains PBX Configuration, Operator Panel, Voicemails, Call Recordings, Batch Configuration, Conference, Tools, and Trunk Providers.
- Left Sidebar:** A tree view under 'PBX Configuration' shows categories like Basic, Outbound Call Control, Inbound Call Control, and Settings. 'Inbound Routes' is currently selected.
- Main Form:**
  - Add Incoming Route:** A section with a title and a horizontal line.
  - Description:** Text input field containing 'Shared Calls'.
  - DID Number:** Text input field containing '214555555'.
  - CallerID Number:** Empty text input field.
  - CID Priority Route:** A checkbox that is currently unchecked.
  - Options:** A section with a title and a horizontal line.
  - Alert Info:** Empty text input field.
  - CID name prefix:** Empty text input field.
  - Shared Calls Tag:** Text input field containing 'SCG1'.
  - Music On Hold:** A dropdown menu set to 'Default'.
  - Signal RINGING:** A checkbox that is currently unchecked.
  - Pause Before Answer:** A checkbox that is currently unchecked.
- Right Sidebar:** A panel titled 'Add Incoming Route' with a 'toggle sort' icon and three sections: 'User DIDs', 'General DIDs', and 'Unused DIDs'. The 'General' section is expanded, showing 'any DID / any CID'.
- Set Destination:** A section at the bottom with a title and a horizontal line, containing two dropdown menus: 'Ring Groups' and 'Shared Calls <602>'.



To present calls from multiple routes (inbound or outbound) on the same SCA buttons, use the same Shared Calls Tag for all the routes.

## Step Two: Create an Outbound Route

To add an outbound route, perform the following steps:

- Open the UC<sup>X</sup> Web-based Configuration Utility
- From the **PBX** tab, select **PBX Configuration**
- From the left side column, select **Outbound Routes**
- Add a new route or edit an existing one
- Enter the same tag used in Step One in the **Shared Calls Tag** field (e.g. SCG1)
- Press the **Submit Changes** button

**E-MetroTel**

System | Fax | **PBX** | Reports | Extras | My Extension | Security | Support

PBX Configuration | Operator Panel | Voicemails | Call Recordings | Batch Configuration | Conference | Tools | Trunk Providers

**PBX Configuration**

Basic

- Extensions
- Nortel Phones
- Feature Codes
- Trunks

Outbound Call Control

- Outbound Routes**
- Custom Contexts

Inbound Call Control

- Inbound Routes
- Announcements
- Blacklist
- CallerID Lookup Sources
- Call Flow Control
- Follow Me
- IVR
- PSTN Trunk DIDs
- Queue Priorities
- Queues
- Ring Groups
- Set CallerID
- Time Conditions
- Time Groups

Settings

- Advanced Settings
- IAX Settings
- Nortel Settings
- SIP Settings
- Survivability Options
- Voicemail Settings

Applications

- Asterisk API
- Conferences

**Add Route**

Route Settings

Route Name: SharedCalls

Route CID:   Override Extension

Route Password:

Route Type:  Emergency  Intra-Company

Music On Hold?: default

Time Group: ---Permanent Route---

Route Position: Last after Main\_Office

Additional Settings

Shared Calls Tag: SCG1

Max. Call Duration:

PIN Set: None

Call Recording: Allow

Add Route

- 9\_outside
- RemoteUCx
- Group0
- SecondSite
- Main\_Office



To present calls from multiple routes (inbound or outbound) on the same SCA buttons, use the same Shared Calls Tag for all the routes.

## Step Three: Configure the Programmable Keys on the Telephone Devices




To configure an extension for a Nortel phone, perform the following steps:

- Open the UC<sup>X</sup> Web-based Configuration Utility
- From the **PBX** tab, select **PBX Configuration**
- From the left side column, select **Nortel Phones**
- All the configured Nortel phones will be listed on the right hand side
- Select one of the Nortel phones that you assigned to the Ring Group in Step One
- Scroll down to the section labelled **Programmable Keys**
- In the **Label** field of a shared call appearance key, enter a descriptive label such as "Shared Line 1" or "Call 1" or "Trunk 1".
- In the **Digits** field, the value MUST start with the letters "**SCA**" followed by a colon ":", a call number ( **1,2,3,...**), the "**@**" sign, and end with the Shared Calls Tag (e.g. SCG1)  
For example: SCA:1@SCG1, SCA:2@SCG1 etc. where SCG1 is the Shared Calls Tag that you used in

Steps One and Two.

- Press the **Submit Changes** button and Apply your Configuration changes.

Programmable Keys:

	Label	Digits	
Key 3: 	<input type="text" value="Shared line 1"/>	<input type="text" value="SCA:1@SCG1"/>	<input type="text" value="Other"/>
Key 4: 	<input type="text" value="Shared line 2"/>	<input type="text" value="SCA:2&amp;SCG2"/>	<input type="text" value="Other"/>
Key 5: 	<input type="text"/>	<input type="text"/>	<input type="text" value="- Choose Feature -"/>
Key 6: 	<input type="text"/>	<input type="text"/>	<input type="text" value="- Choose Feature -"/>

Copyright © 2015 E-MetroTel Global Inc.

---