



Grandstream Networks, Inc.

GXP1610/1620/1625/1628

BroadWorks SCA Configuration

User Guide

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INTRODUCTION

Shared Call Appearance (SCA) allows multiple phones to share one extension number and manage a call as a group. This document serves as an end user guide on how to configure Grandstream GXP1610/1620/1625/1628 Small-Medium business IP phones for BroadWorks Shared Call Appearance feature. How to configure SCA on BroadWorks Application Server is out of the scope of this document.

System Administrators shall check BroadWorks Partner Configuration Guide for more detailed information:
http://www.grandstream.com/general/general_interop_broadsoft.pdf

OVERVIEW OF FUNCTIONS

Grandstream GXP1610/1620/1625/1628 Small-Medium business IP Phone supports the BroadWorks Shared Call Appearance feature. Incoming calls will appear at multiple locations simultaneously. All devices where call appearance is shared can be used to answer an incoming call or make a call as if it is the main user. Calls can be transferred between two phones by simply putting the call on hold at one phone and picking it up on the other. The Line LED on GXP1610/1620/1625/1628 phone will light up or flash in different colors, allowing all people sharing the extension to monitor the call status. One important application for Shared Call Appearance is for an administrative assistant/executive scenario.

KEY CONCEPTS

- **Call Appearance** – Every call is associated with a specific line. The presentation of a call on a line is called “Call Appearance”.
- **Shared Call Appearance** – A Shared Call Appearance is any Call Appearance that is visible and accessible (optional) to the original endpoints as well as other authorized endpoints.
- **Public Hold** – The held call is available for any shared line that held the call.
- **Private Hold** – The held call can only be retrieved from the shared line that held the call.
- **Bridging** – Join an active call to form a multi-party conference.

SCA CONFIGURATION ON GXP PHONES

Configuring the Grandstream GXP1610/1620/1625/1628 Small-Medium business IP Phones to work with BroadWorks Shared Call Appearance feature is straightforward. First configure the **SIP Account Settings** just as you would for a normal SIP account. Then, set the **Line Key Mode** of the corresponding **Line** to be a **Shared Line**. The **Line Key Mode Settings** are under **Settings -> Programmable Keys** page of the GXP1610/1620/1625/1628 phones web configuration UI.

PRIMARY PHONE

1. Configure the **SIP Account Settings**:

Grandstream GXP1610 Admin Logout | Reboot | Factory Reset | English ▼

Grandstream Status Accounts Settings Network Maintenance Phonebook Version 1.0.1.12

Accounts

- Account 1 -
 - General Settings**
 - Network Settings
 - SIP Settings +
 - Audio Settings
 - Call Settings
- Account 2 +

General Settings

Account Active No Yes

Account Name

SIP Server

Secondary SIP Server

Outbound Proxy

SIP User ID

Authenticate ID

Authenticate Password

Name

Voice Mail UserID

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Figure 1: Configure the SIP Account Settings

2. Configure **Special Feature** to **BroadSoft** under **Account -> SIP Settings -> Advanced Features**, as the figure shows below:

Special Feature

Figure 2: Configure Special Feature

3. Configure the **Line Key Mode** under the **Settings -> Programmable Keys**, as the figure shows below:

The screenshot shows the Grandstream web interface for configuring Programmable Keys. On the left is a sidebar with settings categories: General Settings, Call Features, Multicast Paging, Ring Tone, Audio Control, LCD Display, Date and Time, Web Service, XML Applications, Programmable Keys (selected), and Broadsoft Directories. The main content area is titled 'Programmable Keys' and contains a 'Line Keys' section. This section has a table with columns: Mode, Account, Description, and Value. Two rows are visible: LINE 1 and LINE 2. For LINE 2, the 'Mode' dropdown is open, showing options: Shared Line (selected), LINE, Speed Dial, Speed Dial via Active Account, Dial DTMF, Voice Mail, Call Return, Transfer, Intercom, LDAP Search, and Multicast Paging. Below the table are 'and Apply' and 'Reset' buttons. The footer contains the copyright notice: 'Copyright © Grandstream Networks, Inc. 2015. All Rights Reserved.'

Figure 3: Choose Shared Line Option for Line Key Mode

4. After enabling the SCA feature on GXP color phone **Line Key**, the corresponding BroadWorks account on phone LCD has no difference as normal account, but the Line LED button corresponding to the BroadWorks account will indicate the shared lines phone behaviors. As the figure shows below:

SECONDARY PHONE

1. Configure the **SIP Account Settings**:

Accounts

Account 1 -

General Settings

Network Settings

SIP Settings +

Audio Settings

Call Settings

Account 2 +

General Settings

Account Active No Yes

Account Name

SIP Server

Secondary SIP Server

Outbound Proxy

Backup Outbound Proxy

SIP User ID

Authenticate ID

Authenticate Password

Name

Voice Mail UserID

Figure 4: Configure SIP Account Setting for Secondary Phone

- Configure **Special Feature** to **BroadSoft** under **Account** -> **SIP Settings** -> **Advanced Features** for secondary phone, as the figure shows below:

Special Feature

Figure 5: Configure Special Feature for Secondary Phone

- Configure the **Line Key Mode** under the **Settings** -> **Programmable Keys** for secondary phone, as the figure shows below:

Settings

- General Settings
- Call Features
- Multicast Paging
- Ring Tone
- Audio Control
- LCD Display
- Date and Time
- Web Service
- XML Applications
- Programmable Keys**
- Broadsoft XSI

Programmable Keys

Line Keys

	Mode	Account	Description	Value
LINE 1	Shared Line	Account 1	Description	Value
LINE 2	Shared Line	Account 1	Description	Value
	Multi-Purpos			
MPK 1	Speed Dial	Account 1	Sales	Value
MPK 2	Speed Dial	Account 1	Description	Value
MPK 3	Speed Dial	Account 1	Description	Value
MPK 4	Speed Dial	Account 1	Description	Value
MPK 5	Speed Dial	Account 1	Description	Value
MPK 6	Speed Dial	Account 1	Description	Value
MPK 7	Speed Dial	Account 1	Description	Value
MPK 8	Speed Dial	Account 1	Description	Value

Save Save and Apply Reset

Figure 6: Choose Shared Line Option for Line Key Mode on Secondary Phone

- After enabling the SCA feature on GXP color phone **Line Key** on secondary phone, the corresponding BroadWorks account on phone LCD has no difference as normal account, but the LED button corresponding to the BroadWorks account will indicate the shared lines phone behaviors. As the figure shows below, the SCA account on secondary phone associates with the account on primary phone:

VISUAL INDICATORS


GXP1610/1620/1625/1628 can provide the visual indications of call appearance. The **Line LED** status will show the different phone behaviors. In the following table, we assume the Primary Location initiates/picks up a call, and it is the location that puts a call on hold (Private and Public). The **Line LED** status for **Multiply Call Arrangement** is defined the same. The following table shows the different kinds of Line LED status corresponding to the phone behaviors:

Table 1: Different Kinds of Line LED Status

Call Status	Line LED Status	
	Primary Location	Secondary Location
Idle	LED off	LED off
Ringing	Blinking red	Blinking red
Initiate a call	Solid green	Blinking green
During a call	Solid green	Solid red
Public hold	Blinking green	Blinking red
Private hold	Blinking green	Solid red

PUT A CALL ON HOLD

In the BroadWorks system, there are 2 kinds of methods of putting an active call on hold: Public hold and Private Hold. If the phone A, which registered with a SCA account, put an active call on hold in public mode, the holding call can retrieve not only from the phone A, but from other SCA account as well. If the phone A put an active call on hold in private mode, the holding can be retrieved phone A only. If other SCA accounts try to retrieve the private holding call, the BroadWorks will response with error message.

If the SCA feature has been enabled, the GXP1610/1620/1625/1628 user can press the Hold key  on the keypad to put the call on hold in public mode.

If the user needs to put the call on hold in private mode, it needs to press the **PrivateHold** soft key. Tap the **PrivateHold** soft key to put the call on hold in private mode. The following screenshot will show the **PrivateHold** soft key:



Figure 7: Put a Call on Hold