



BroadSoft SCA Server and Terminal Configuration Description

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1 Introduction

1.1 Overview

With the shared call function, the call status information can be shared among a group of accounts, facilitating call making and answering among group members. When there is an incoming call, all registered telephone sets in the shared line group will receive an incoming call request and ring. When any telephone set answers the call, other telephone sets stop ringing and do not identify this incoming call as a missed call. The function of private line is opposite to that of shared line. In the private line state, only the two parties of a call may learn the status of this call.

1.2 Applicable Models

This document applies to Fanvil X3S, X4, X5S, and X6.

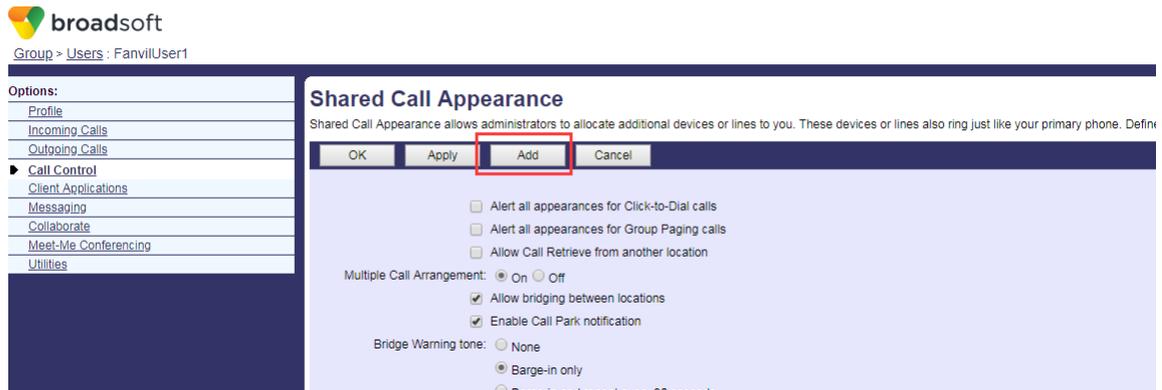
1.3 Terms

- Private line: In the private line state, only the two parties of a call may learn the status of this call.
- Shared line: The call status can be shared within a certain scope.
- Call Appearance: A call on a SIP line is a call appearance.
- Shared Call Appearance (SCA): call status on the shared line.
- Public Hold: In the Public Hold state, other telephone sets can retrieve this call based on the corresponding shared line key and revoke the hold state to start a conversation. A call held on a telephone set can be transferred to another telephone set.
- Private Hold: In the Private Hold state, it is not allowed to retrieve calls from other telephone sets. If a user presses the corresponding line key on other telephone sets, the user's action is considered a barge action.
- Active/Bridge-active/Bridge-held: In this state, other telephone sets can press a shared line key to join the corresponding call and set up a three-way call, which is called barge.

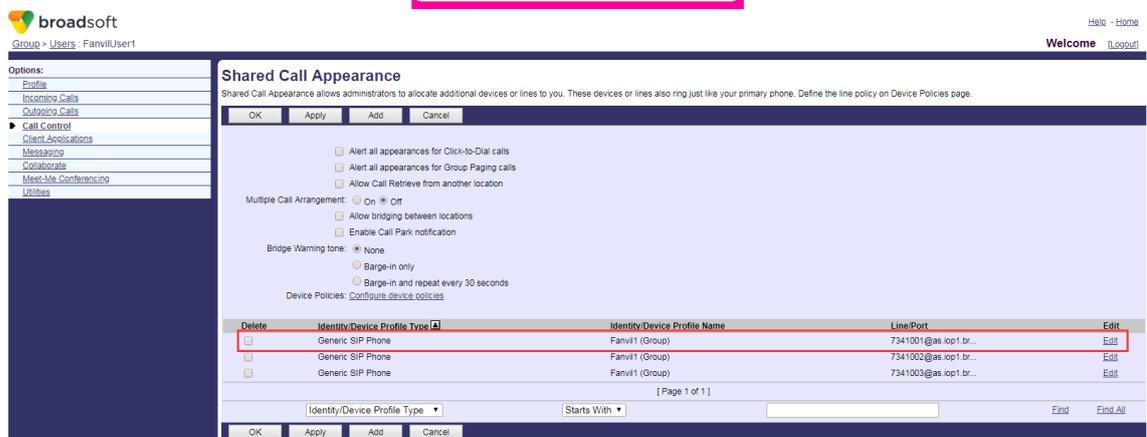
2 SCA Description

2.1 Server-End Configuration

To use the SCA function, a shared group must be set up. BroadSoft provides convenient means to set up a shared group. Specifically, log in to BroadWorks management website and choose Group > Users > Call Control > Shared Call Appearance. Click Add to create one or more shared groups. If a group has been created earlier, the existing account can be used.



== CLICK HERE TO ACCESS THE BROADSOFT INTEROP PORTAL ==
This system is running BroadWorks Release 22.0

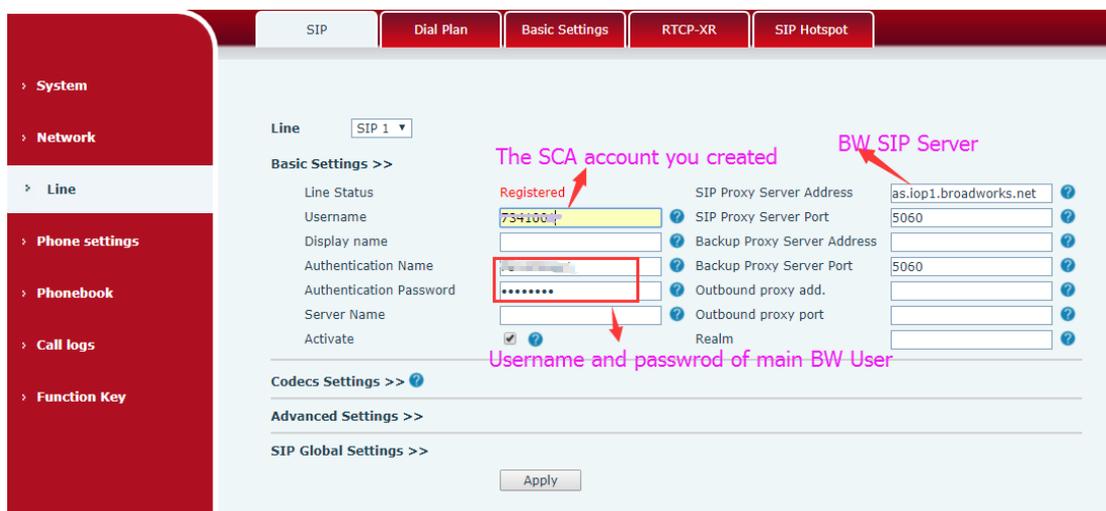


After creating a group, register the new account on multiple terminals. During registration, the user name and password are those of the primary account. A registered SIP user uses the new SCA

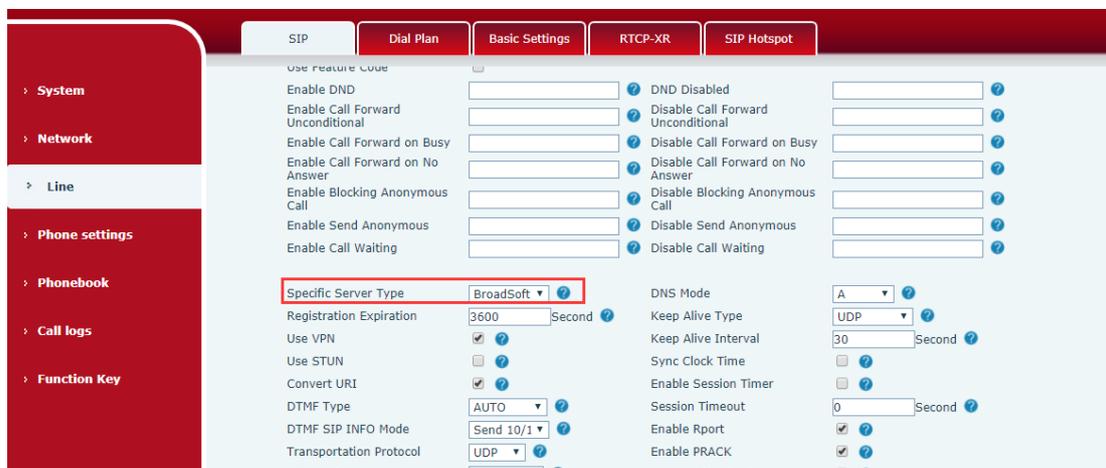
account for registration. Actually all members in the group share the configurations and attributes of the primary account.

2.2 Telephone Set-End Configuration

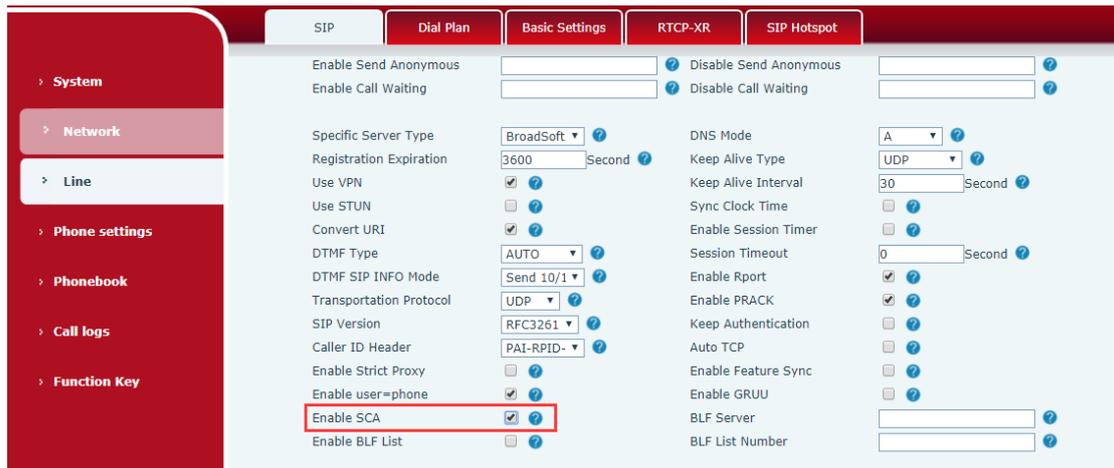
- When registering with the BroadSoft server, a Fanvil telephone set can register the account created previously on multiple terminals.



- After the telephone set registers with the BroadSoft server, a server type needs to be set. Specifically, log in to the webpage of the telephone set, choose Line > SIP > Advanced Settings and set Specific Server Type to BroadSoft, as shown in the following figure.

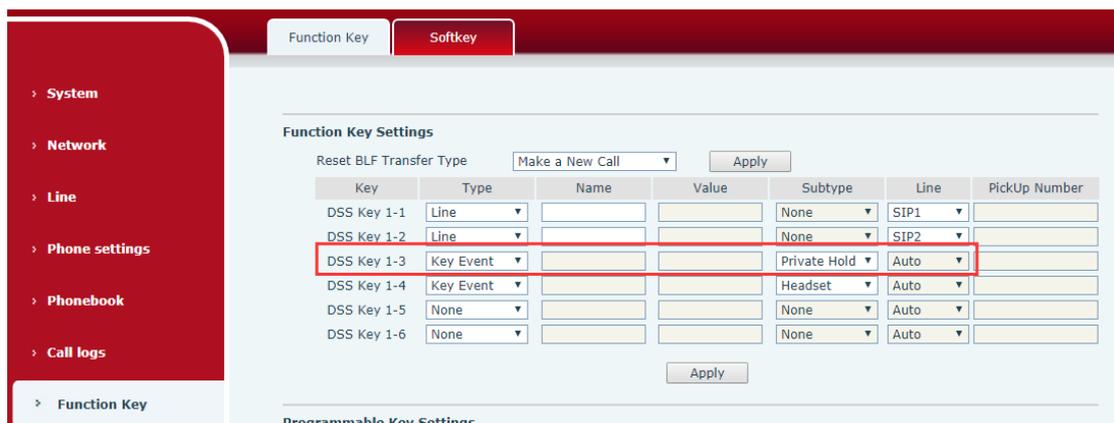


- If a Fanvil telephone set needs to use the SCA function, enable it for the telephone set. Specifically, log in to the webpage of the telephone set, choose Line > SIP > Advanced Settings, and select Enable SCA. If SCA is not enabled, the registered line is private line.



- After an account is configured and successfully registered, you can configure lines whose DSS Key is Shared Call Appearance on the Function Key page to facilitate viewing the call status of the group. Each line key represents a call appearance. Understand the call status by referring to section 2.3.

To facilitate private hold, configure keys whose DSS Key is Private Hold on the Function Key page. Pay attention that the public hold key is the softkey-hold key during a call.



- After each telephone set registered with the BroadSoft server is configured as above, the SCA function can be used.

2.3 LEDs

To facilitate viewing the call status of a group, configure lines whose DSS Key is SCA. The following table describes the LEDs of lines in different states.

State&direction	Local	Remote
Idle	Off	Off
Seized	Steady green	Steady red
Progressing (outgoing call)	Fast blinking green	Fast blinking red
Alerting (incoming call)	Fast blinking green	Fast blinking green
Active	Steady green	Steady red
Public Held (hold)	Slow blinking green	Slow blinking red
Held-private (private hold)	Slow blinking green	Steady red

Bridge-active (Barge-in)	Steady green	Steady red
Bridge-held	Steady green	Steady red

2.4 SCA Instances

The following lists a couple of instances to facilitate understanding.

In the following scenarios, the manager and secretary register the same SCA account and the account is configured based on the preceding steps.

Scenario 1: When this account receives an incoming call, the telephone sets of both the manager and the secretary will receive the call and ring. If the manager is busy, the manager can reject the call and the manager's telephone set stops ringing but the secretary's telephone set keeps ringing until the secretary rejects/answers the call or the call times out.

Scenario 2: When this account receives an incoming call, if the secretary answers the call first and the manager is required to answer the call, the secretary can press the Public Hold key to hold this call and notify the manager. The manager can press the line key corresponding to the SCA to answer the call.

Scenario 3: The manager is in an important call with a customer and needs to leave for a while. If the manager does not want others to retrieve this call, the manager can press the Private Hold key.

Scenario 4: The manager is in a call with a customer and requires the secretary to join the call to make records. The secretary can press the corresponding SCA line key to barge in this call.