Shared Call Appearance 5

346 Mark Simcoe Mon, Feb 15, 2021 Feature guides, User Features 562

Shared Call Appearance 5

Shared Call Appearance 5 allows Users to share multiple call appearances of their line number (CLI) over multiple devices, a maximum of 5. For example, a Personal Assistant can take calls for multiple Executives and identify each line on their handset. Each Executive will share their CLI on the Personal Assistant's device.

Function

The Maximum number of devices you can share a number across is 5. Shared Call Appearance is not available in all packs. Ensure you check the Product Handbook to see if this is available.

For SIPT users, internal calls between PBX users that do not pass through the WHC platform will not go to the applications used.

Configuration/Operation

As an administrator in the Business Portal, select the User that will be sharing their call appearance on another device.

Either navigate to:

• Employees > Devices > Shared Call Appearance

Employee	Devices				Employee: 0331.sales
Selection	Alert All Appearances For	Click-To-Dial Calls			
Add Employee	Allow Call Move From Ano	ther Device			
Profile	My Devices Create New	Primary Panasonic KX-UT123	UC Office Desktop	UC Office Smart Phone	
Service Settings	+				
Features	Shared Call Appearance	0 1000317590331.sal es	• 0331.sales_UCOffi ceDesktop	• 0331.sales_UCOffi ceSmartPhone	
Feature Assignment			✓ Save		
Devices					

• Select Create New Shared Call appearance

Or

• Navigate to:- Employees > Features > Mobility > Shared Call Appearance



• Click 'Configure'

Employee Selection	Features > Shared Call Appearance	ce .		Employee: 0331.sales
+	Employee Features / Shared Call Appearance			
Add Employee	Shared Call Appearance			
Ø	Alert All Appearances For Click-To-Dial Calls			
Profile	Allow Call Move From Another Device			
Service Settings	Appearances	+ Fro	m Existing Device	+ From New Device
	2 Shared Call Appearances found. Displaying an Sha	led Call Appearances		
4 .	Device Name	Device Type	Line / Port Number	
Features	0331.sales_UCOfficeDesktop	UC Office Desktop	442036510331_UCOFF0	DESK@demo.sales
	0331.sales_UCOfficeSmartPhone	UC Office Smart Phone	442036510331_UCOFFS	SMART@demo.sales
Feature Assignment	× Delete			
Devices	Ø Cancel		✓ Save	

Adding a Device

New Device

If you are not sharing a call appearance on another user's existing handset you will need to add a new device using the 'From New Device' option.



Select the 'From New Device' option

New Device ×					
* Device ID	0331. SPA 508				
Device Type	Cisco SPA-508G				
IP Address	IP Address				
Port	Port				
* MAC Address	A44C119F070A	×			
Serial Number	Serial Number				
Description	IP Phone				
Ø Cancel		✓ Save			

- Enter a Device ID
- Select the 'Device Type' from the Dropdown list.
- Enter the MAC Address that will be the Shared Call Appearance.
- You can enter a brief description of the device, this can be useful for future reference.
- Click 'Save'

Shared Call Appearance Alert All Appearances For Click-To-Dial Calls								
Allow Call Move From Another Device	Allow Call Move From Another Device							
Appearances + From Existing Device + From New Device								
3 Shared Call Appearances found. Displaying all Sh	3 Shared Call Appearances found. Displaying all Shared Call Appearances							
Device Name	Device Type	Line / Port Number						
0331. SPA 508	Cisco SPA-508G	442036510331_A@demo.sales						
0331.sales_UCOfficeDesktop	UC Office Desktop	442036510331_UCOFFDESK@demo.sales						
0331.sales_UCOfficeSmartPhone	UC Office Smart Phone	442036510331_UCOFFS	MART@demo.sales					
× Delete								
⊘ Cancel		✓ Save						

• Click 'Save'

Existing Device

If you are creating a 'Shared Call Appearance' for an existing device

Appearances	+ From Existing Device	+ From New Device
 Select the 'From Evicting Davice' ontic 		

- Select the 'From Existing Device' option
- Select the Device you wish to add to 'Shared call appearance'

Employee Selection	Fe	ature	s > Shared (Call Appeara	nce			Employee: 0331.sales
+	I.	Employ	ee Features / Share	d Call Appearance /	New Appearance			
Add Employee	L	New	Shared Call Ap	pearance				
Ø	L.	Line / P	ort Number 4	42036510331_B				@demo.sales
Profile Service Service		Choos 22 Exist	e From Existing	Device isplaying 21 to 22				• • 1 2
	L.		Device Name	Description	Device Type	IP Address	Port Usage	MAC Address
Features		0	panasonic332	IP Phone	Panasonic KX-UT123		0/2	0008ABC0332A
- Cultures		۲	temp 509	IP Phone	Cisco SPA-509G			442036515555
	н.	<						>
Feature Assignment	I.		Ø Cancel			✓ Save		

• Click 'Save'

Shared Call Appearance							
Alert All Appearances For Click-To-Dial Calls							
Allow Call Move From Another Device							
Appearances + From Existing Device + From New Device							
4 Shared Call Appearances found. Displaying all Sha	red Call Appearances						
Device Name	Device Type	Line / Port Number					
0331. SPA 508	Cisco SPA-508G	442036510331_A@demo.sales					
temp 509	Cisco SPA-509G	442036510331_B@dem	o.sales				
0331.sales_UCOfficeDesktop	UC Office Desktop	442036510331_UCOFFE	ESK@demo.sales				
0331.sales_UCOfficeSmartPhone	UC Office Smart Phone	442036510331_UCOFFS	MART@demo.sales				
* Delete							
Ø Cancel		✓ Save					

• Click 'Save'

Note, the Allow Call Move From Another Device allows you to move calls between you devices using the 'Call Retrieve and Call Director Move' Feature Access Code

- By Default FAC = *11
- User answers a call on device A
- The user wishes to move the call to device B
- From device B the user dial *11
- The Call is moved to device B

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