

Shared Call Appearance 5

Article Number: 346 | Rating: Unrated | Last Updated: Mon, Feb 15, 2021 at 3:39 PM

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.

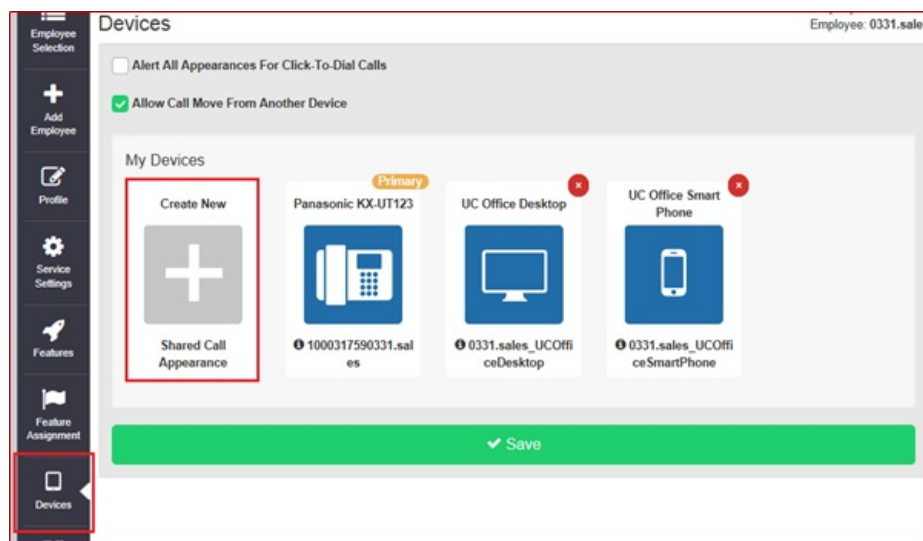
For SIPT users, internal calls between PBX users that do not pass through the WHC platform will not go to the applications used.

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:

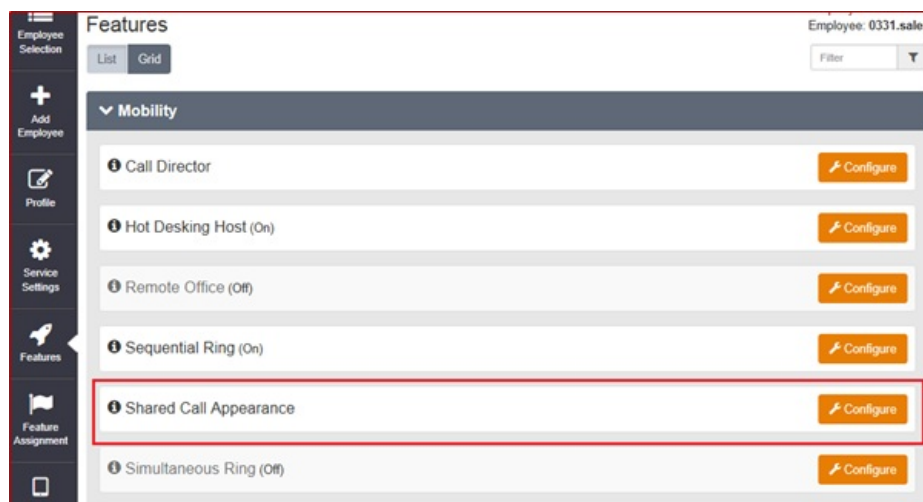
- Employees > Devices > Shared Call Appearance



- Select Create New Shared Call appearance

Or

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



- Click 'Configure'

Employee Selection
+ Add Employee
Profile
Service Settings
Features
Feature Assignment
Devices

Features > Shared Call Appearance

Employee: 0331.sales

Employee Features / Shared Call Appearance

Shared Call Appearance

☐ Alert All Appearances For Click-To-Dial Calls

☒ Allow Call Move From Another Device

Appearances + From Existing Device + From New Device

2 Shared Call Appearances found. Displaying all Shared Call Appearances

	Device Name	Device Type	Line / Port Number
<input type="checkbox"/>	0331.sales_UCOfficeDesktop	UC Office Desktop	442036510331_UCOFFDESK@demo.sales
<input type="checkbox"/>	0331.sales_UCOfficeSmartPhone	UC Office Smart Phone	442036510331_UCOFFSMART@demo.sales

✕ Delete

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.

Appearances + From Existing Device + From New Device

Select the 'From New Device' option

New Device

* Device ID

Device Type

IP Address

Port

* MAC Address

Serial Number

Description

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

Appearances + From Existing Device + From New Device

3 Shared Call Appearances found. Displaying all Shared Call Appearances

	Device Name	Device Type	Line / Port Number
<input type="checkbox"/>	0331. SPA 508	Cisco SPA-508G	442036510331_A@demo.sales
<input type="checkbox"/>	0331.sales_UCOfficeDesktop	UC Office Desktop	442036510331_UCOFFDESK@demo.sales
<input type="checkbox"/>	0331.sales_UCOfficeSmartPhone	UC Office Smart Phone	442036510331_UCOFFSMART@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 Existing Device' option
- Select the Device you wish to add to 'Shared call appearance'

Features > Shared Call Appearance

Employee: 0331.sales

Employee Features / Shared Call Appearance / New Appearance

New Shared Call Appearance

Line / Port Number 442036510331_B @demo.sales

Choose From Existing Device

22 Existing Devices found. Displaying 21 to 22

	Device Name	Description	Device Type	IP Address	Port Usage	MAC Address
<input type="radio"/>	panasonic332	IP Phone	Panasonic KX-UT123		0 / 2	0008ABC0332A
<input checked="" type="radio"/>	temp 509	IP Phone	Cisco SPA-509G			442036515555

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 Shared Call Appearances

	Device Name	Device Type	Line / Port Number
<input type="checkbox"/>	0331. SPA 508	Cisco SPA-508G	442036510331_A@demo.sales
<input type="checkbox"/>	temp 509	Cisco SPA-509G	442036510331_B@demo.sales
<input type="checkbox"/>	0331.sales_UCOfficeDesktop	UC Office Desktop	442036510331_UCOFFDESK@demo.sales
<input type="checkbox"/>	0331.sales_UCOfficeSmartPhone	UC Office Smart Phone	442036510331_UCOFFSMART@demo.sales

Delete

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

Posted by: Mark Simcoe - Mon, Feb 15, 2021 at 3:39 PM. This article has been viewed 3654 times.

Online URL: <https://kb.ic.uk/article/shared-call-appearance-5-346.html> (<https://kb.ic.uk/article/shared-call-appearance-5-346.html>)