

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.

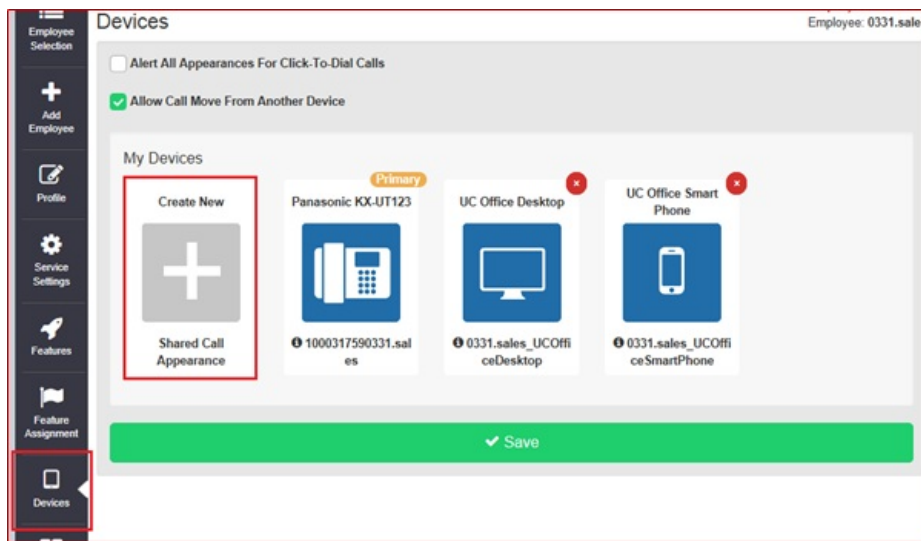
For SIPT users, internal calls between PBX users that do not pass through the WHC platform will not go to the applications used.

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:

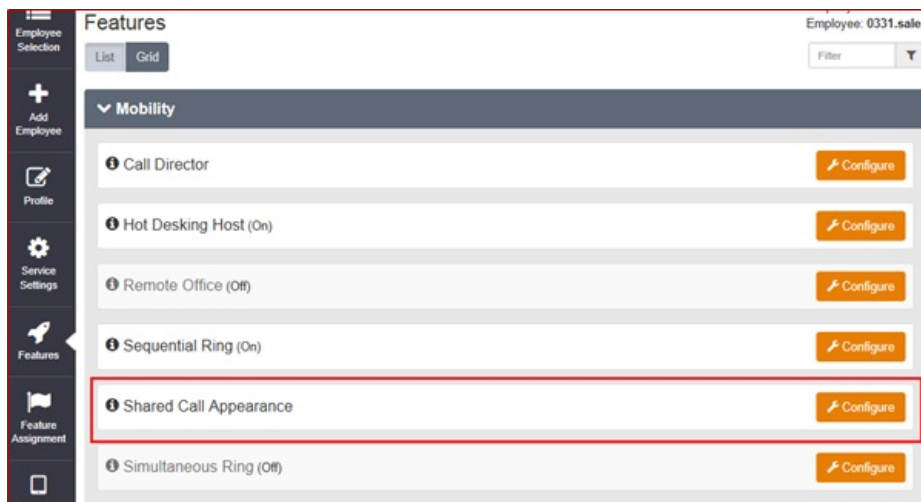
- Employees > Devices > Shared Call Appearance



- 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

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

<input type="checkbox"/>	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

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: 0331.SPA.508

Device Type: Cisco SPA-508G

IP Address: IP Address

Port: Port

* MAC Address: A44C119F070A

Serial Number: Serial Number

Description: IP Phone

- 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

<input type="checkbox"/>	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

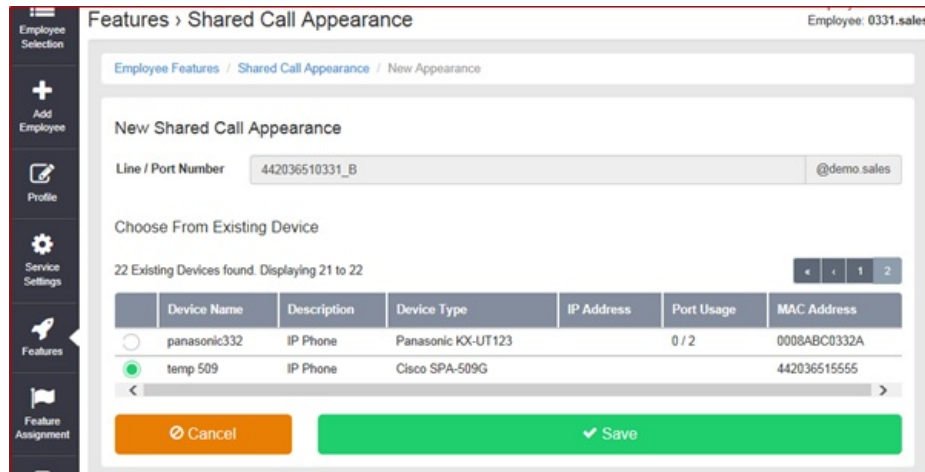
- Click 'Save'

Existing Device

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

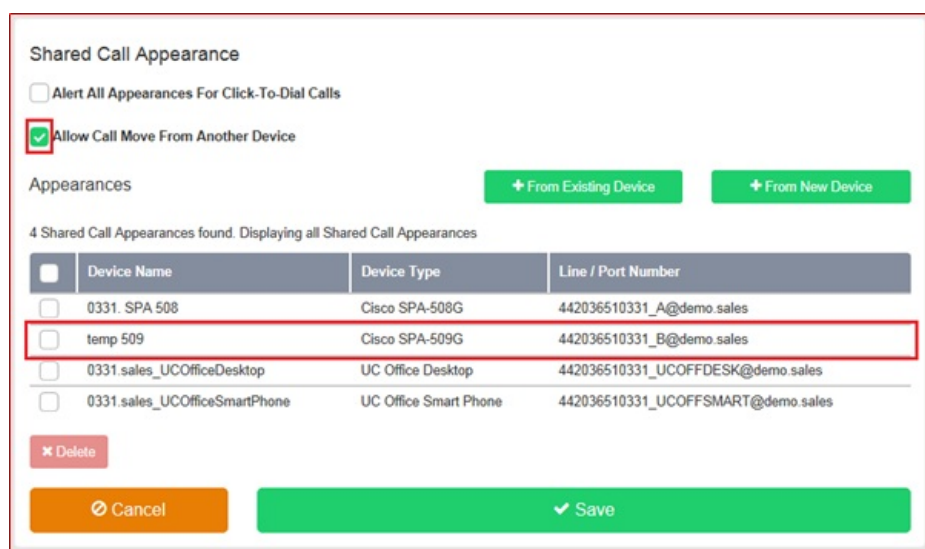


- Select the 'From Existing Device' option
- Select the Device you wish to add to 'Shared call appearance'



Device Name	Description	Device Type	IP Address	Port Usage	MAC Address
panasonic332	IP Phone	Panasonic KX-UT123		0 / 2	0008ABC0332A
temp 509	IP Phone	Cisco SPA-509G			442036515555

- Click 'Save'



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

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