

Using BroadWorks SCA Feature on Yealink SIP-T3XG Phones

1. Overview

The Shared Call Appearance feature allows a line that is an address-of-record, to place and receive calls on multiple endpoints. Although the endpoints each register with the BroadWorks server with different unique URIs, the call appears to the other party to be originating from or terminating at the same line, no matter which of the endpoints sharing the line is used.

2. Application Context

In SCA function, one account can be registered in several devices, allow dialing out different calls or answering different incoming calls at the same time. There are some examples for you to understand what function it is.

Boss and Secretary Scenes

Scene1: Boss is busy, when incoming a call, Boss can reject the call, the phone in Secretary site keep ringing till she pickup the call or time out.

Scene2: If incoming a call, Secretary answer and find that it calls for Boss, then she can press Public Hold and ask Boss to press relate Share Line key to retrieve the call.

Scene3: When Boss answer the call, and would like to ask secretary to record the call report, Boss can ask Secretary join in, then Secretary can press relate Share Line key to bargain-in to the communication.

Scene4: If Boss communicates with important customer or in a private call, but he is busy doing the other thing for a while, then Boss can press Private Hold to prevent other parties retrieving the call.

3. Keyword Explanation

3.1 **SCA:** Share Call Appearance;
BLA: Bridge Line Appearance;
SLA: Share Line Appearance; } These three factors mean the same thing.

3.2 **Public Hold:** Other endpoints that share the line may retrieve the call.

3.3 **Private Hold:** It can be retrieved only by the endpoint that previously put the call on hold, not by others sharing the same line.

3.4 **Bridging/Bargin in:** All BLA party members can join in the call to achieve the multi-call.

4. Visual Indicators

Since Line key is single-colored light but Memory Key is bi-colored light, so these two keys have different visual indicators.

Status	For Memory Key	For Line Key
Idle	Stay Green	Stay Light
Busy	Stay Red	Slow Blinking
Ring Back	Green, Slow Blinking, 300ms	Slow Blinking
Incoming a Call	Red, Slow Blinking, 300ms	Fast Blinking
Status	For Memory Key	For Line Key
During a call	Stay Orange	Fast Blinking
Public Hold	Orange, Fast Blinking, 500ms	Fast Blinking

Private Hold	Green, Fast Blinking, 500ms	Slow Blinking
Multi-party call, and at least two parties in the communication status	Stay Orange	Fast Blinking
Multi-party call, and all the parties in the group are in hold status	Red, Fast Blinking, 500ms	Fast Blinking
Unregistered	Light Drown	Light Drown

5. Configuration on Yealink Phone

5.1 Configure the account settings

5.1.1 For Primary Account

Access to the Web UI→Account→Basic page, configure the account settings.

Account		Account 1	
Basic >>			
Register Status	Registered		
Account Active	<input checked="" type="radio"/> On	<input type="radio"/> Off	
Label	2413333612		?
Display Name	2413333612		?
Register Name	2413333612		?
User Name	2413333612		?
Password	••••••		?
SIP Server	as.iop1.broadworks.net	Port 5060	?
Enable Outbound Proxy Server	Enabled		?
Outbound Proxy Server	64.215.212.70	Port 5060	?
Transport	UDP		?
Backup Outbound Proxy Server		Port 5060	?
NAT Traversal	Disabled		?
STUN Server		Port 3478	?

NOTE

Display Name
SIP service subscriber's name which will be used for Caller ID display.

Register Name
SIP service subscriber's ID used for authentication.

User Name
User account, provided by VoIP service provider.

NAT Traversal
Defines the STUN server will be active or not.

Proxy Require
A special parameter just for Nortel server. If you login to Nortel server, the value should be:
com.nortelnetworks.firewall

Codecs
Choose the codecs you want to use.

Advanced

Go to Account→Advanced page, configure the [Share Line] as "Broadsoft SCA".

Shared Line	Broadsoft SCA	?
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5.1.2 For secondary Account.

Access to the Web UI→Account→Basic page, please note that the [Register Name] need to fill in the primary account number.

Account Account 1

Basic >>

Register Status	Registered	
Account Active	<input checked="" type="checkbox"/> On <input type="checkbox"/> Off	
Label	2413333620	
Display Name	2413333620	
Register Name	2413333612	
User Name	2413333620	
Password	••••••	
SIP Server	as.iop1.broadworks.n	Port: 5060
Enable Outbound Proxy Server	Enabled	
Outbound Proxy Server	64.215.212.70	Port: 5060
Transport	UDP	
Backup Outbound Proxy Server		Port: 5060
NAT Traversal	Disabled	
STUN Server		Port: 3478
Voice Mail		

NOTE

Display Name
SIP service subscriber's name which will be used for Caller ID display.

Register Name
SIP service subscriber's ID used for authentication.

User Name
User account, provided by VoIP service provider.

NAT Traversal
Defines the STUN server will be active or not.

Proxy Require
A special parameter just for Nortel server. If you login to Nortel server, the value should be:
com.nortelnetworks.firewall

Codecs
Choose the codecs you want to use.

Advanced
The Advanced parameters for administrator.

Go to Account→Advanced page, configure the [Share Line] as "Broadsoft SCA".

Shared Line Broadsoft SCA

5.2 Configure the share line keys.

You can configure the [Share Line]/[Public Hold]/[Private Hold] either in Memory Key or Line Key. Please make sure the Value you configured is the Primary account number, and also choose the correct Line.

Yealink Logout

Status Account Network **DSS Key** Phone Contacts Security

Memory Key **Line Key** Programmable Key EXT Key

Key	Type	Value	Label	Account	Extension
Line Key1	Shared Line	2413333612	label1	Account 1	
Line Key2	Shared Line	2413333612	label2	Account 1	
Line Key3	Shared Line	2413333612	label3	Account 1	
Line Key4	Line			Account 4	
Line Key5	Line			Account 5	
Line Key6	Line			Account 6	

Confirm Cancel

NOTE

NOTE:

1. Because T38 has the label row at the right of the idle status, the [Label] in the T28 can be configured by users, but can't be changed in T32 model.
2. Please make sure that both primary account and secondary accounts are configured the Share Line keys, If you don't configure the Share line settings for secondary account, when you dial out the call, the phone will prompt " Share Line unavailable". Although primary account can dial out the calls without Share Line setting, but the Line status display cannot work and cannot use the bargin-in and other functions.
3. One Share Line key just support one call, if you just configure one Share Line key, it will reject the second incoming call automatically even if you enable the call waiting function (the server will send the Busy Notify message to the caller), so if you would like to take several calls at the same time, please configure more Share Line keys.

Here ends the configuration.