

Using BroadWorks SCA Feature on Yealink SIP-T2XP 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

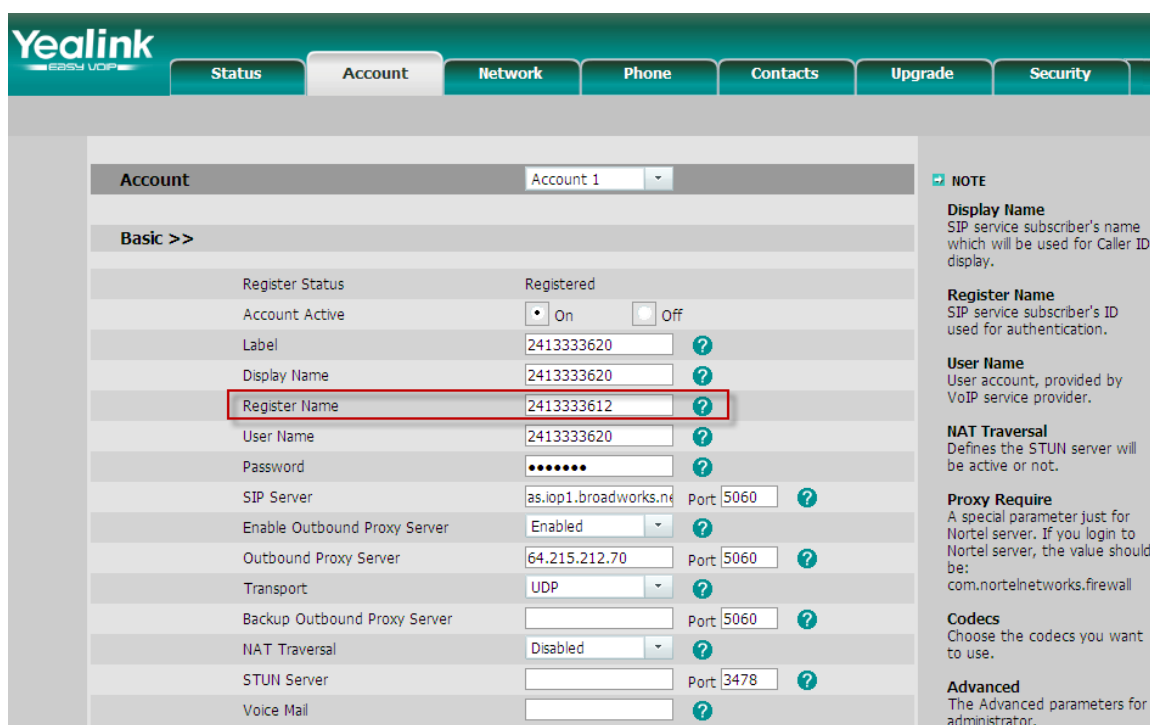
5.1.1 For Primary Account

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

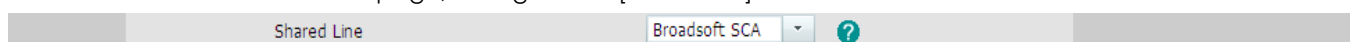
Go to Account→Advanced page, configure the [Share Line] as “Broadsoft SCA”.

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.

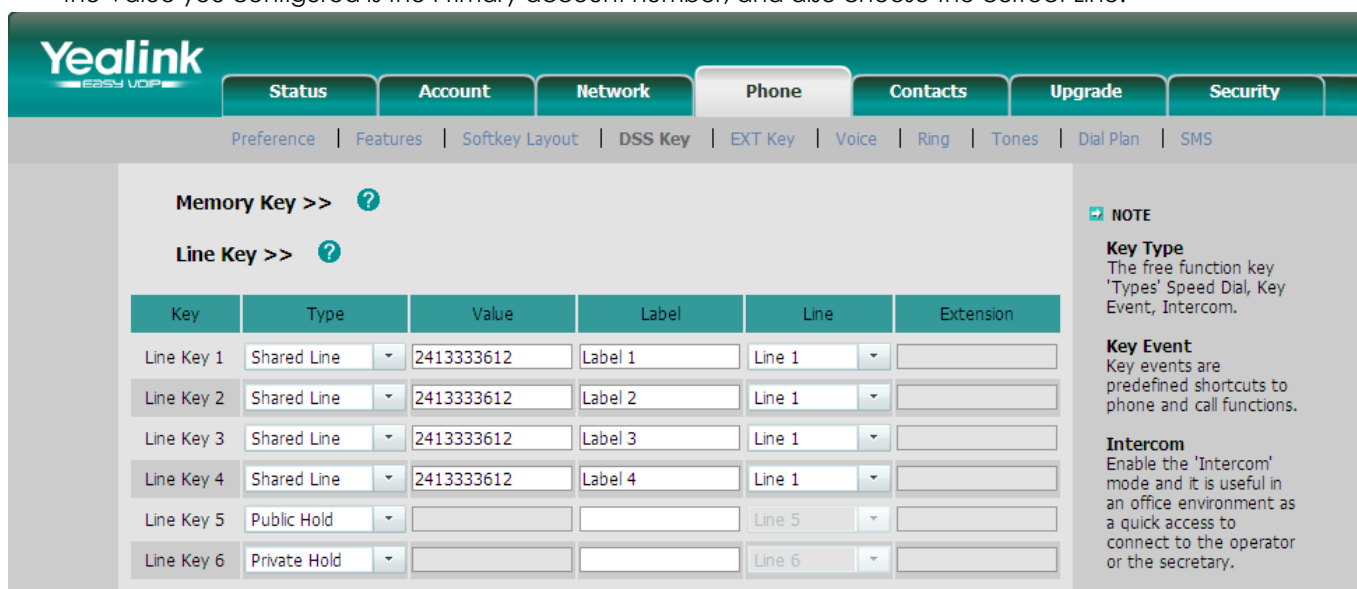


Go to Account→Advanced page, configure the [Share Line] as “Broadsoft SCA”.



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.



NOTE:

1. Because T28 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 T20/T22/T26 models.
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.