



Using Shared Call Appearance (SCA) on Yealink IP Phones with BroadSoft UC One



WWW.YEALINK.COM

Document Revision History

Version	Change Log
1.0	Edited and published document.

Requirements for BroadWorks and IP phone

BroadWorks (UC ONE) software version:

R17.0/R17.sp1/R17.sp2/R17.sp3/R17.sp4

R18.0/R18.sp1

R19.0/R19.sp1

Firmware version on IP Phones:

T19(P): 31.71.xx.xx

T20(P): 9.71.xx.xx

T21(P): 34.71.xx.xx

T22(P): 7.71.xx.xx

T26(P): 6.71.xx.xx

T28(P): 2.71.xx.xx

T42(G):29.71.xx.xx

T46(G):28.71.xx.xx

W52P: Not supported

VP530&T32&T38: Please check the last 2 pages for the detail

You will learn

- ① **Application Scenarios**
- ② **Configuration on BroadWorks&BTBC**
- ③ **Configuration on Yealink phone**
- ④ **Feature show**

① Application scenarios

The Shared Call Appearance (SCA) feature allows the administrator to assign an extension to multiple phones.

The user can share his/her office extension on his/her mobile phone or the desk phone in his/her home. This feature will make the user not miss any important calls when he is not in the office. The core value of this feature is Mobility. User can achieve remote office through this feature. For example, User can work and answer the incoming call from his/her customer, colleague or boss in a coffee shop or his/her home through share the office extension on his/her mobile phone or desk phone.

Related Key Features :

Public hold : Other endpoints that share the line may retrieve the call.

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

Barge-in : All SCA party members can join in the call to achieve the multi-call.

② Configuration on BroadWorks

1. Assign the Share Call Appearance service to an user: Configuration Path:Group->User->Profile->Assign Services

BROADSOFT
Innovation Calling

Group: Users: 2413333576

Help - Home
Welcome Yealink Product [Logout](#)

Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

Options:
Profile
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Client Applications
Meet-Me Conferencing
Messaging
Service Scripts
Utilities

Available Service Packs

User Service Packs

Available Services

- BroadWorks Agent
- BroadWorks Receptionist - Enterprise
- Call Center - Basic
- Call Center Monitoring
- Call Center - Premium
- Call Center - Standard

User Services

- Pre-alerting Announcement
- Preferred Carrier User
- Priority Alert
- Privacy
- Push to Talk
- Remote Office
- Selective Call Acceptance
- Selective Call Rejection
- Sequential Ring
- Service Scripts User
- Shared Call Appearance

② Configuration on BroadWorks

2. Configure the SCA feature via web interface:

Configuration Path: Group → User → Call Control → Shared Call Appearance.

The screenshot displays the BroadSoft web interface. At the top left is the BroadSoft logo with the tagline "Innovation calling.". To the right of the logo, the text "Group > Users : 2413333576" is shown, with a circled "1" next to it. Further right, there are links for "Help - Home" and "Welcome Yealink Product [Logout]".

On the left side, there is a navigation menu under "Options:" with the following items: Profile, Incoming Calls, Outgoing Calls, Call Control (highlighted with a red box and a circled "2"), Calling Plans, Client Applications, Meet-Me Conferencing, Messaging, Service Scripts, and Utilities.

The main content area is titled "Shared Call Appearance" (circled "3") and includes a description: "Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. Define the line policy on Device Policies page." Below the description are buttons for "OK", "Apply", "Add", and "Cancel".

The configuration options are as follows:

- Alert all appearances for Click-to-Dial calls
- Alert all appearances for Group Paging calls
- Allow Call Retrieve from another location
- Multiple Call Arrangement: On Off
- Allow bridging between locations
- Enable Call Park notification
- Bridge Warning tone: None, Barge-in only, Barge-in and repeat every 30 seconds
- Device Policies: [Configure device policies](#)

At the bottom, there is a table header with columns: Delete, Identity/Device Profile Type, Identity/Device Profile Name, Line/Port, and Edit.

② Configuration on BroadWorks

3. Add an alternate extension

Configuration Path: Group->Users->Call control>Shared Call Appearance , click Add .

The screenshot shows the BroadSoft administration interface. At the top left is the BroadSoft logo with the tagline 'Innovation calling.'. Below the logo, the navigation path 'Group > Users: 2413333576' is shown, with a circled '1' next to the user ID. On the right side, there are links for 'Help - Home' and 'Welcome Yealink Product [Logout]'. A left-hand menu titled 'Options:' lists various settings: Profile, Incoming Calls, Outgoing Calls, Call Control (highlighted with a circled '2'), Calling Plans, Client Applications, Meet-Me Conferencing, Messaging, Service Scripts, and Utilities. The main content area displays a dialog box titled 'Shared Call Appearance Add' with a circled '3'. Below the title is the instruction: 'Allows administrators to allocate additional devices or lines to you.' The dialog box contains two 'OK' and 'Cancel' buttons at the top. The main area of the dialog has a light blue background and contains the following fields and options: 'Identity/Device Profile Name:' with a dropdown menu showing '2413333576_1 (Group)'; '* Line/Port:' with a text input field containing '2413333576' and a dropdown menu showing '@ yealink.com'; and three checked checkboxes: 'Enable this location', 'Allow Origination from this location', and 'Allow Termination to this location'. At the bottom of the dialog are two more 'OK' and 'Cancel' buttons.

③ Configuration on Yealink IP Phones

Ways to configure SCA on IP Phones:

Access Portal	Availability	How to access?
Phone LCD portal	Not Available	NA
Web portal	Available	Log in by IP address: *Username/password are admin/admin by default
Auto Provisioning	Available	Use DMS or 3 rd party provision tool

③ Configuration on Yealink IP Phones

##1 Register the primary account on the primary/alternate phone using the following parameters in the template configuration file (e.g., %BWMACADDRESS%.cfg).

“x” ranges from 1 to 6 ##

account.x.enable = %BWLIN-BINARY-X%

account.x.label = %BWEXTENSION-X%

account.x.display_name = %BWCLID-X%

account.x.auth_name = %BWAUTHUSER-X%

account.x.password = %BWAUTHPASSWORD-X%

account.x.user_name = %BWLINPORT-X%

account.x.sip_server_host = %BWHOST-X%

account.x.sip_server_port = 5060

account.x.outbound_proxy_enable = %USE_SBC_BOOLEAN%

account.x.outbound_host = %SBC_ADDRESS%

account.x.outbound_port = %SBC_PORT%

##2 Assign account x as shared line; 0-Disabled (default), 1-Broadsoft SCA

account.x.shared_line = %BWSHAREDLINE-BINARY-x%

##NOTE: Please change the “x” & “X” to the account number.

##For example:

#account.1.enable = %BWLIN-BINARY-1%

#account.2.enable = %BWLIN-BINARY-2%

③ Configuration on Yealink IP Phones

Configure **primary account** :

1. Go to page **Account** → **Register** .

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Status **Account** Network DSSKey Features Settings Di

Register ②

Account ① Account 1

Register Status Registered

Line Active	Enabled	?
Label	2413333576	?
Display Name	2413333576	?
Register Name	2413333576	?
User Name	2413333576	?
Password	*****	?
Enable Outbound Proxy Server	Enabled	?
Outbound Proxy Server	192.168.1.225	Port 5060 ?
Transport	UDP	?

③

2. Go to page **Account** → **Advanced** .

Shared Line Broadsoft SCA ?

Dialog Info Call Pickup Disabled ?

③ Configuration on Yealink IP Phones

Configure **alternate account** :

1. Go to page **Account** → **Register** .

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Log Out

Status **Account** Network DSSKey Features Settings Directory Security

Register ②

Basic

Codec

Advanced

Account Account 1

Register Status Registered

Line Active Enabled ?

Label 2413333576_1 ?

Display Name 2413333576_1 ?

Register Name 2413333576 ? ③

User Name 2413333576_1 ?

Password

Enable Outbound Proxy Server Enabled ?

Outbound Proxy Server 192.168.1.225 Port 5060 ?

Transport UDP ?

NAT Disabled ?

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.

2. Go to page **Account** → **Advanced** .

Shared Line Broadsoft SCA ? ①

Dialog Info Call Pickup Disabled ?

③ Configuration on Yealink IP Phones

Private hold on Talking interface :

1. Go to page **Settings**→**Softkey Layout** .

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Status Account Network DSSKey Features **Settings** Directory Security

Preference
Time & Date
Upgrade
Auto Provision
Configuration
Dial Plan
Voice
Ring
Tones
Softkey Layout
TR069

Custom Softkey: Enabled ?
Call States: Talk ?

Unselected Softkeys: Empty, Mute, SWAP, New Call, Switch Account, Answer, Reject, **Private Hold**, Park, Group Park

Selected Softkeys (Ordered by position): Transfer, Hold, Conference, Cancel

Confirm Cancel Reset to Default

NOTE
Softkey Layout
The softkey layout parameters for administrator.

④ Notes for T32G/T38G/VP530

Firmware version on IP Phones:

T32(G): 32.70.xx.xx

T38(G): 38.70.xx.xx

VP530: 23.70.xx.xx

The line key of V71 firmware can support multiple calls but V70 need configure “Share line” option on DSS key to support multiple calls (one key per line).

V70 auto template as follows(based on V71):

Configure the shared line key using the template configuration file (e.g. y000000000000.cfg).

#X ranges from 1 to 10;

#memorykey.x.line--Configure the desired line to apply the key feature. T26P line value ranges from 0 to 3. T28P line value ranges from 0 to 6. value 0 of the "memorykey.x.line" stands for Auto, it means the first available line.

#memorykey.x.type--Assign the desired feature to the memory key.

memorykey.x.line =

memorykey.x.type = 21

memorykey.x.value =

④ Notes for T32G/T38G/VP530

The x of the parameter "linekey.x.line" ranges from 1 to 6.

#The default value equals to the value of x. For example, the default value of the parameter "linekey.1.line" is 1.

#linekey.x.lable--Define the label for each line key.linekey.x.line =

linekey.x.type =21

linekey.x.value =

linekey.1.label =

#X ranges from 1 to 6 and stands for which module device , Y ranges from 1 to 40 and stands for which expansion key .

expansion_module.x.key.y.type = 21

expansion_module.x.key.y.line = 0

expansion_module.x.key.y.value =

expansion_module.x.key.y.label =

Enjoy the SCA feature😊