

Shared Call Appearances

Feature Description

Shared Call Appearances (SCA) were implemented to address the request for key system features like call appearances and the public hold (a.k.a. transfer on hold) capability. The Shared Call Appearances feature provides the following functionality:

- Presents external calls on programmable keys on Nortel extensions (SCA keys)
- Multiple Nortel extensions can be configured to have the same SCA key(s)
- Once a call is assigned an SCA ID, all extensions with the corresponding SCA key provide indication of the call state via icons (Nortel IP phones) or indicators (Nortel digital phones)
- While an SCA call is ringing, any extension on which the call is ringing or presented to can answer the call
- If an SCA call is put on hold, users of all phones with the corresponding SCA key can press that key to retrieve the call



Traditional shared line appearances on keys system only work for analog trunks. The SCA feature on UCx works for all trunk types including IP trunks. You can even mix different trunk types in a single shared call appearance group.



Using the Shared Call Appearance feature with calls routed through queues is NOT supported.

Introduction

From the end user perspective

- SCA keys implement call appearances that can be shared by any number of Nortel extensions
- SCA keys provide “public hold” or "transfer on hold" functionality
- SCA keys provide visibility of how many SCA calls are active
- SCA keys can uniquely identify trunks (configuration of SCA keys is based on inbound and outbound routes – when a unique inbound and outbound route is used for each trunk, one or more SCA keys can be configured to directly correspond to each trunk)
- SCA keys can be configured on expansion modules (with SCA, the number of active calls on a phone is not limited by the number of programmable buttons on the phone itself)



Only Nortel phones can be configured to use shared call buttons, but any phone type can receive and handle shared calls.



SCA can be configured for Inbound Routes or Outbound Routes or both.

Pre-Requisites

None.

Configuration

Step One: Configure Ring Group

This step is optional. You need to configure a ring group only if you want multiple phones to ring or be alerted on an incoming SCA call.

- Open the UCx Web-based Configuration Utility
- From the **PBX** tab, select **PBX Configuration**

- From the left side column under **Inbound Call Control**, select **Ring Groups**
- Fill in the following required fields:
 - **Ring-Group Number** - the number to dial to reach this ring group
 - **Group Description** - a description for this ring group
 - **Extension List** - the list of extensions to ring
 - **Destination if no answer** - select the destination if none of the extensions in the group answers
- Press the **Submit Changes** button

Step Two: Create an Inbound Route

To add an inbound route, perform the following steps:

- Open the UCx Web-based Configuration Utility
- From the **PBX** tab, select **PBX Configuration**
- From the left side column under **Inbound Call Control**, select **Inbound Routes**
- Add a new route or edit an existing one
- Enter a tag in the **Shared Calls Tag** field (you will use this tag when you set up SCA buttons on the phones). In this example we are using the tag '**SCG1**' (for Shared Call Group 1).
- **Set Destination** to be any valid destination (in this example we use the Ring Group created in Step One)
- Press the **Submit Changes** button

Add Incoming Route

Add Incoming Route

Description[?]:

DID Number[?]:

CallerID Number[?]:

CID Priority Route[?]:

Options

Alert Info[?]:

CID name prefix[?]:

Shared Calls Tag[?]:

Music On Hold[?]:

Signal RINGING[?]:

Pause Before Answer[?]:

Set Destination



To present calls from multiple routes (inbound or outbound) on the same SCA buttons, use the same Shared Calls Tag for all the routes.

Step Three: Create an Outbound Route

This step is needed only if you want to use the SCA feature for outbound calls.

To add an outbound route, perform the following steps:

- Open the UCx Web-based Configuration Utility
- From the **PBX** tab, select **PBX Configuration**
- From the left side column under **Outbound Call Control**, select **Outbound Routes**
- Add a new route or edit an existing one
- Enter the same tag used in Step One in the **Shared Calls Tag** field (e.g. SCG1)
- Press the **Submit Changes** button

Add Route

Route Settings

Route Name[?]:

Route CID:[?] Override Extension[?]

Route Password:[?]

Route Type:[?] Emergency Intra-Company

Music On Hold?[?]

Time Group:[?]

Route Position:[?]

Additional Settings

Shared Calls Tag[?]:

Max. Call Duration[?]:

PIN Set[?]:

Call Recording[?]:



To present calls from multiple routes (inbound or outbound) on the same SCA buttons, use the same Shared Calls Tag for all the routes.

Step Four: Configure Programmable Keys on Nortel Devices

To configure an extension for a Nortel phone, perform the following steps:

- Open the UCx Web-based Configuration Utility
- From the **PBX** tab, select **PBX Configuration**
- From the left side column under **Basic**, select **Nortel Phones**
- All the configured Nortel phones will be listed on the right hand side
- Select one of the Nortel phones that you assigned to the Ring Group in Step One
- Scroll down to the section labelled **Programmable Keys**
- In the **Label** field of a shared call appearance key, enter a descriptive label such as "Line 1" or "Call 1".
- In the **Digits** field, the value MUST start with the letters "**SCA**" followed by a colon ":", a call number (**1,2,3,...**), the "@" sign, followed with the Shared Calls Tag (e.g. SCG1), and optionally end with "**:N**" to indicate that the key should not ring.
 - For example (ringing): **SCA:1@SCG1**, **SCA:2@SCG1**, etc. where SCG1 is the Shared Calls Tag that you used in Steps One and Two
 - Non-ringing example of the above: **SCA:1@SCG1:N**, **SCA:2@SCG1:N**, etc. where SCG1 is the Shared Calls Tag that you used in Steps One and Two.
- Press the **Submit Changes** button and apply your configuration changes

In the example below:

- **SCA:1@SCG1** represents the first call appearance of shared call group 1 (SCG1)
- **SCA:2@SCG1** represents the second call appearance of the same shared call group 1 (SCG1)
- **SCA:1@SCG2** represents the first call appearance of another shared call group 2 (SCG2)

Programmable Keys:

	Label	Digits	
Key 2: ?	Sales Line 1	SCA:1@SCG1	Other ▼
Key 3: ?	Sales Line 2	SCA:2@SCG1	Other ▼
Key 4: ?	Support Line 1	SCA:1@SCG2	Other ▼

Usage

The following two videos provide a walk-through of the steps to configure the SCA feature and examples of how it can be used.

Self Assessment Quiz

1. Can the UCx Shared Call Appearances (SCA) feature be used when there is a mix of different trunk types in a SCA group?
 2. Can the SCA feature be used if incoming calls are being routed through queues?
 3. To use the SCA feature, is it mandatory to configure the feature in both the Inbound and the Outbound routes?
 4. Can a non-Nortel IP phone pick up a SCA call?
 5. To configure a SCA key on a Nortel phone, do you know what to enter in the *Digits* field?
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