

Grandstream Networks, Inc.

GXV3370/3380/3350

IP Multimedia Phone for Android™

BroadWorks SCA

User Guide



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INTRODUCTION

Shared Call Appearance (SCA) allows multiple phones to share one extension number and manage a call as a group. This document serves as an end user guide on how to configure Grandstream GXV3370/3380/3350 Multimedia phones for BroadWorks Shared Call Appearance feature. How to configure SCA on BroadWorks Application Server is out of the scope of this document.



OVERVIEW OF FUNCTIONS

Grandstream GXV3370/3380/3350 Enterprise Multimedia Phone for Android support the BroadWorks Shared Call Appearance feature. Incoming calls will appear at multiple locations simultaneously. All devices where call appearance is shared can be used to answer an incoming call or make a call as if it is the main user. Calls can be transferred between two phones by simply putting the call on hold at one phone and picking it up on the other. The line icons in the account widget will light up or flash in different colors, allowing all people sharing the extension to monitor the call status. One important application for Shared Call Appearance is for an administrative assistant/executive scenario.



KEY CONCEPTS

- **Call Appearance** – Every call is associated with a specific line. The presentation of a call on a line is called “Call Appearance”.
- **Shared Call Appearance** – A Shared Call Appearance is any Call Appearance that is visible and accessible (optional) to the original endpoints as well as other authorized endpoints.
- **Public Hold** – The held call is available for any shared line that held the call.
- **Private Hold** – The held call can only be retrieved from the shared line that held the call.
- **Bridging** – Join an active call to form a multi-party conference.

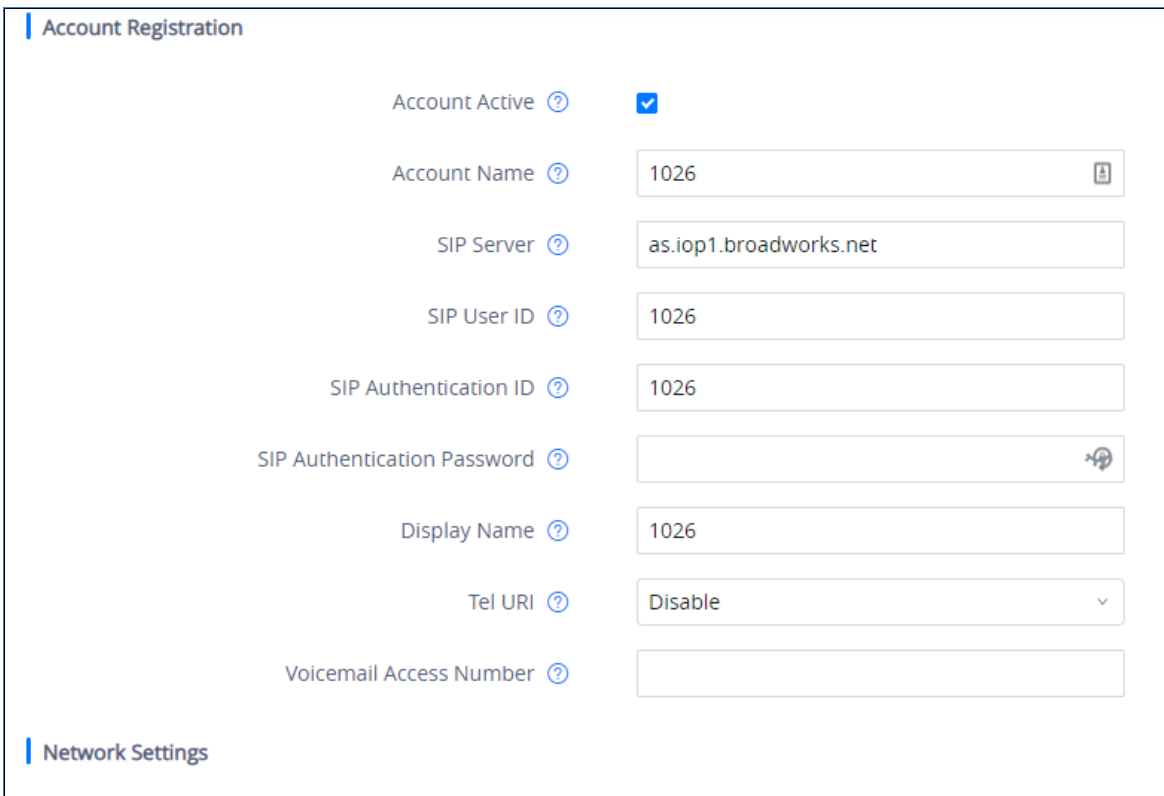


SCA CONFIGURATION ON GXV PHONES

Configuring the Grandstream GXV3370/3380/3350 Multimedia Phones to work with BroadWorks Shared Call Appearance feature is straightforward. First configure the SIP account settings just as you would for a normal SIP account. Then enable the Shared Call Appearance for this account. The Enable SCA setting is under each account's SIP setting page of the GXV phones web configuration UI.

Primary Phone

1. Configure the **SIP Account Settings** under **Account Settings** → **General Settings**:



Account Registration

Account Active  ☒

Account Name  1026 

SIP Server  as.iop1.broadworks.net

SIP User ID  1026

SIP Authentication ID  1026

SIP Authentication Password  

Display Name  1026

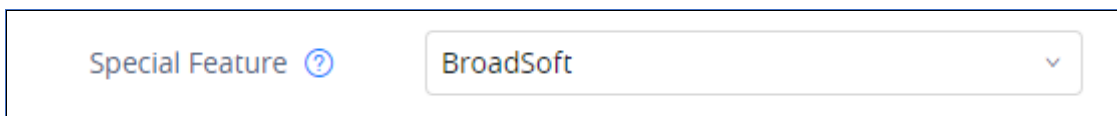
Tel URI  Disable 

Voicemail Access Number 

Network Settings

Figure 1: Configure the SIP Account Settings

2. Configure **Special Feature** to **BroadSoft** under **Account** → **Advanced Settings**, as the figure shows below:



Special Feature  BroadSoft 

Figure 2: Configure Special Feature



3. Enable the **Shared Call Appearance** under **Value-added Service** → **Broadsoft Settings** → **SCA** page:



Figure 3: Enable SCA

4. If the BroadWorks server enables the **Bridging Feature** and the SCA user wants to attend an active SCA user's session, please enable the **BargeIn Setting** under the **SCA** page and tap the **SCA account icon** on the LCD widget to enter the active session. As the figure shows below:



Figure 4: Enable BargeIn Setting

5. After enabling the SCA feature, the account icon in the widget will turn blue.

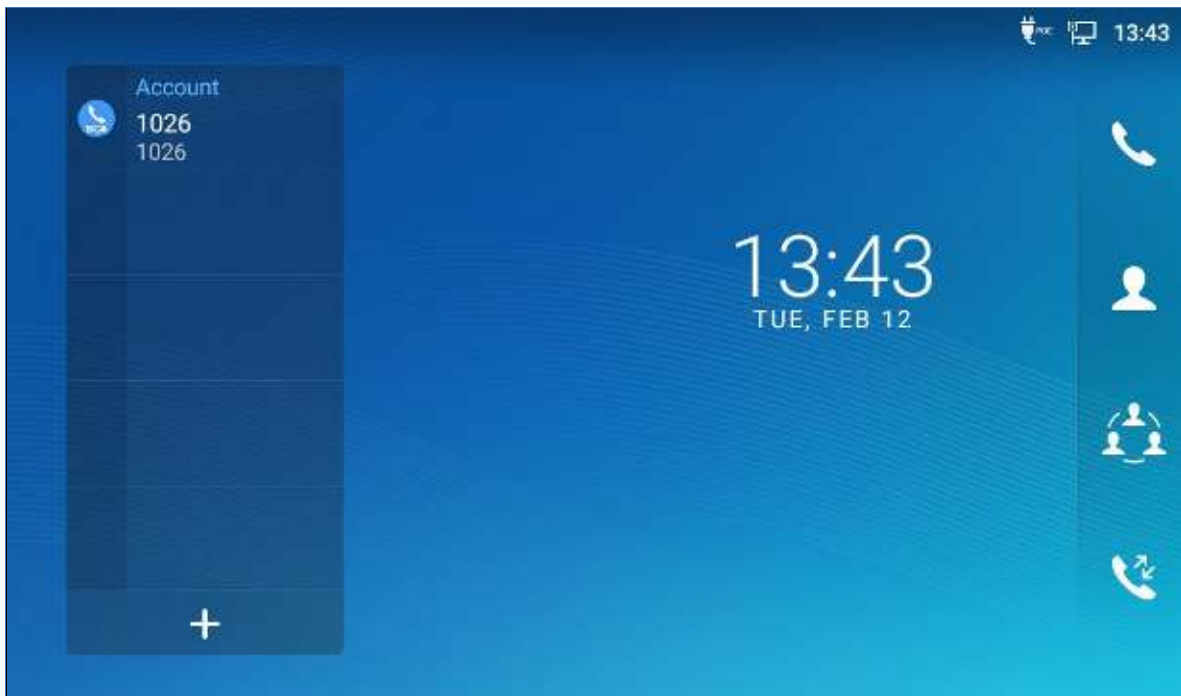
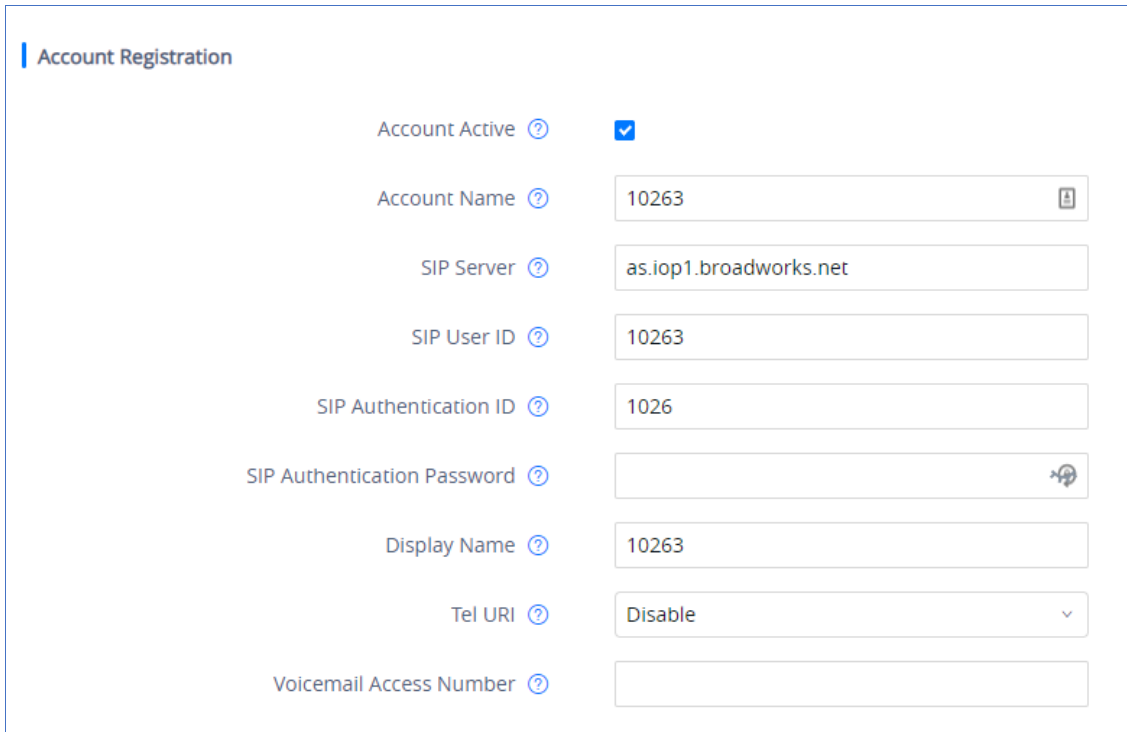


Figure 5: Account Icon in the Widget When Turn on SCA Feature

Secondary Phone

1. Configure the **SIP Account Settings** under **Account Settings** → **General Settings**:





Account Registration

Account Active  ☒

Account Name 

SIP Server 

SIP User ID 

SIP Authentication ID 

SIP Authentication Password 

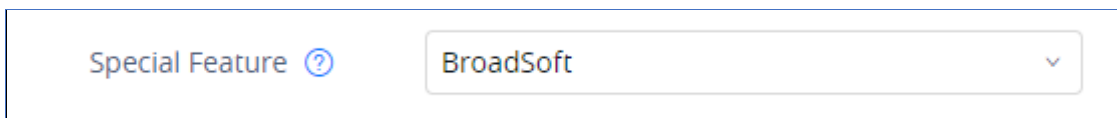
Display Name 

Tel URI 

Voicemail Access Number 

Figure 6: Configure SIP Account Setting for Secondary Phone

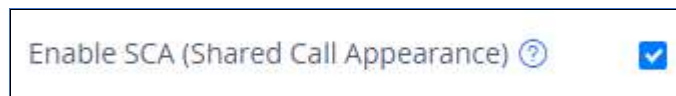
2. Configure **Special Feature** to **BroadSoft** under **Account** → **Advanced Settings** for secondary phone, as the figure shows below:



Special Feature 

Figure 7: Configure Special Feature for Secondary Phone

3. Enable the **Shared Call Appearance** under **Value-added Service** → **Broadsoft Settings** → **SCA** page for secondary phone:



Enable SCA (Shared Call Appearance)  ☒

Figure 8: Enable SCA for Secondary Phone

4. If the BroadWorks server enables the **Bridging Feature** and the SCA user wants to attend an active SCA user's session, please enable the **BargeIn Setting** under the **SCA** page and tap the **SCA account icon** on the LCD widget to enter the active session. As the figure shows below:



Enable Barge-in  ☒

Figure 9: Enable BargeIn Setting



VISUAL INDICATORS

GXV3370/3380/3350 can provide the visual indications of call appearance. The indicator is the account icon at the left of the widget. The red icon includes the indicator on the screenshot below:

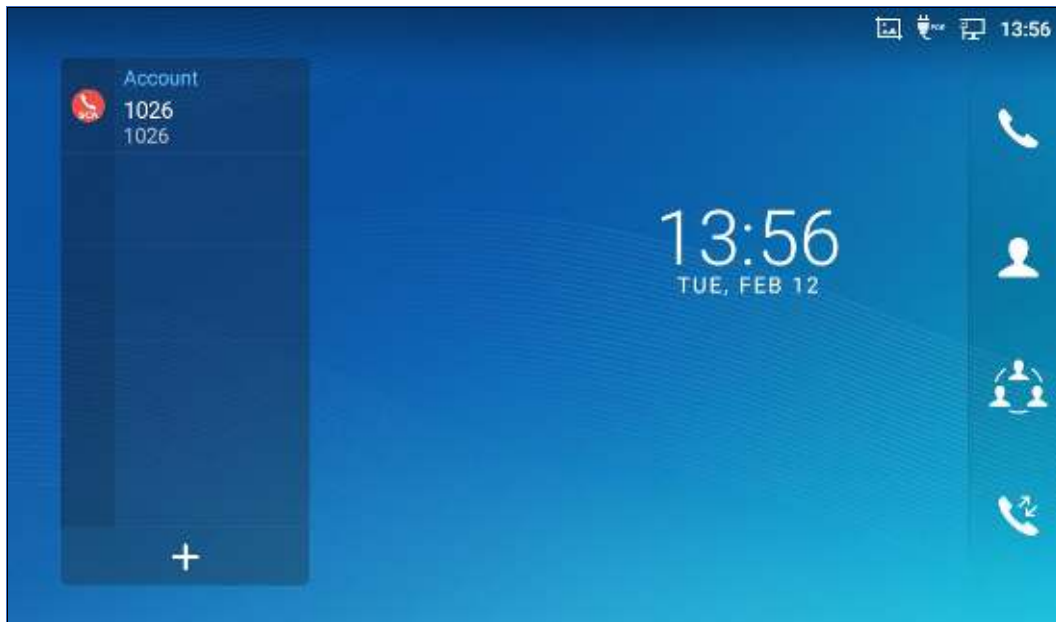


Figure 10: Visual Indicators

In the following table, we assume the Primary Location initiates/picks up a call, and it is the location that puts a call on hold (Private and Public). The indicator status for Multiply Call Arrangement is defined the same.

Table 1: Different Kinds of Indicators Status

Call Status	Indicator Status	
	Primary Location	Secondary Location
Idle	LED off	LED off
Ringing	Blinking red	Blinking red
Initiate a call	Blinking green	Blinking red
During a call	Solid green	Solid red
Public hold	Blinking orange	Blinking orange
Private hold	Blinking orange	Solid red



PUT A CALL ON HOLD

In the BroadWorks system, there are 2 kinds of methods of putting an active call on hold: Public hold and Private Hold. If the phone A, which registered with a SCA account, put an active call on hold in public mode, the holding call can retrieve not only from the phone A, but from other SCA account as well. If the phone A put an active call on hold in private mode, the holding can be retrieved phone A only. If other SCA accounts try to retrieve the private holding call, the BroadWorks will response with error message.

If the SCA feature has been enabled, the GXV3370/3380/3350 user can press the **More → Hold** key below on the LCD screen to put the call on hold in public mode.

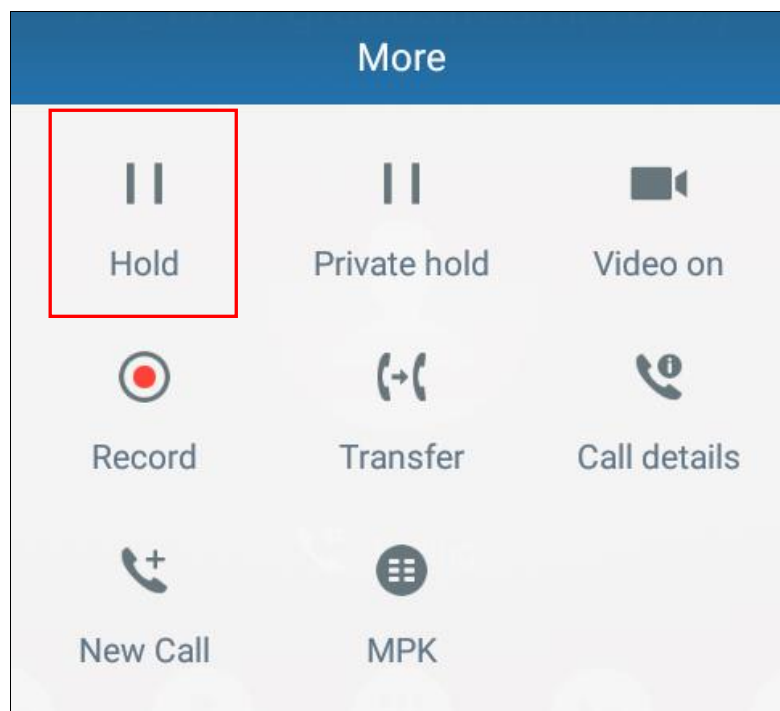


Figure 11: Put a Call on Public Hold

If the user needs to put the call on hold in private mode, it needs to tap the **More** icon on the call interface to trigger the **Private hold** selection. Tap the **Private hold** icon to put the call on hold in private mode. The following screenshot will show the **Private hold** icon.

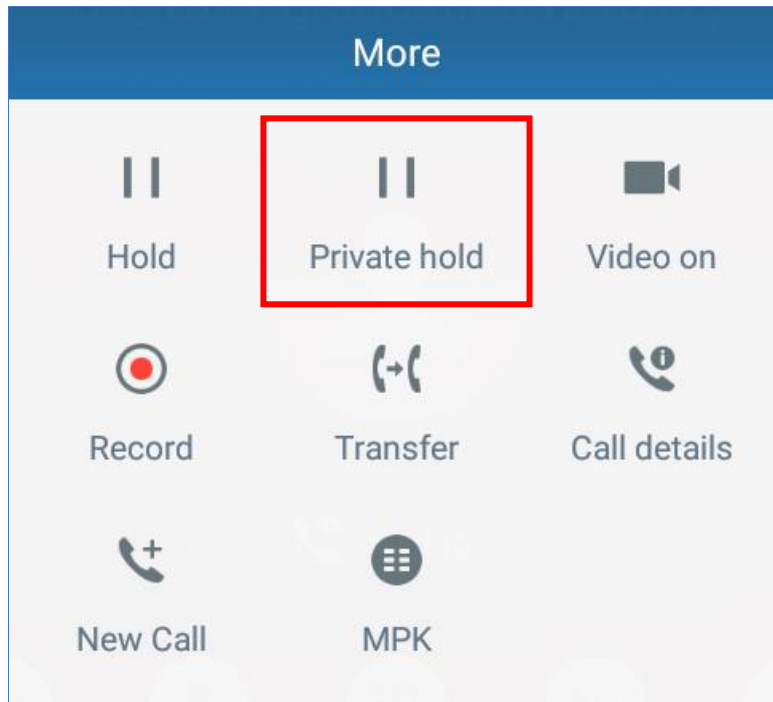


Figure 12: Put a Call on Private Hold

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