

Technical Bulletin 33230

Shared Call Appearance Bridging on SoundPoint® IP and SoundStation® IP Phones



This technical bulletin provides detailed information on how to configure the shared call appearance (SCA) bridging on the SoundPoint IP and SoundStation IP phones. It also provides step-by-step instructions for users who want to use the SCA bridging feature.

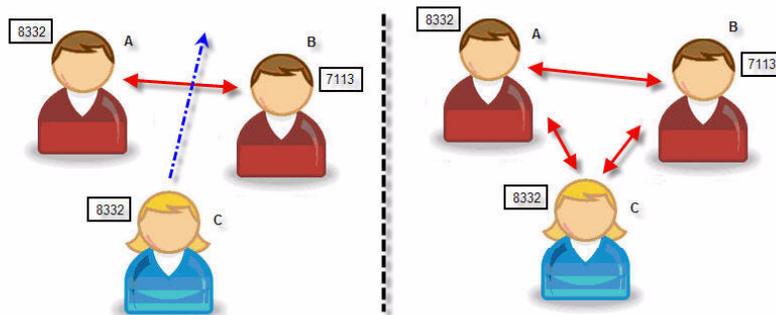
This information applies to SoundPoint IP phones running SIP application version 3.0 or later.

Introduction

On SoundPoint IP and SoundStation IP phones, calls and lines on multiple phones can be logically related to each other. A call that is active on one phone will be presented visually to phones that share that call appearance. The SCA feature requires configuration changes at the BroadSoft® call server.

In SIP 3.0, the SCA feature has been enhanced to provide users at different location the ability to interrupt an active call at another location.

In the example, party A and party C share extension 8332. Party A and party B are talking (left side). Party C can interrupt the call using the SCA bridging feature. The result is conference call of parties A, B, and C (right side).



The changes are described in the following sections:

- Administrators should read [What Administrators Need to Know](#)
- Administrators and users should read [What Users Need to Know](#)

What Administrators Need to Know

Before you make changes to the configuration file, it is important to understand how the SCA feature has changed.

On SoundPoint IP phones, the user interrupts a remote active call by pressing the line key – either a short or long press:

- If the phone with the remote shared appearance has only one call and it is active, both the short and long press will result in the display of the **Barge In** and **New Call** soft keys. Pressing the **Barge In** soft key interrupts the active call on the remote phone. The idle display reappears after the timeout period if no selection is made.
- If the phone with the remote shared appearance has one or more calls on hold and one active call, a long press will cause a list of calls to be displayed. Pressing  or  highlights the different calls. The **Barge In** and **New Call** soft keys appear when the remote active call is highlighted. The idle display reappears after the timeout period if no selection is made. A short press on the line key will resume the first call from the list of held calls.

On SoundStation IP phones, the user interrupts by pressing a soft key:

- If the phone with the remote shared appearance has only one call and it is active, the **Barge In** and **New Call** soft keys appear. Pressing the **Barge In** soft key interrupts the active call on the remote phone.
- If the phone with the remote shared appearance has one or more calls on hold and one active call, the **Resume** and **New Call** soft keys appear. The first press of the **Resume** soft key causes a list of calls to be displayed. Pressing  or  highlights the different calls. The **Barge In** and **New Call** soft keys appear when the remote active call is highlighted. The idle display reappears after the timeout period if no selection is made.

After the **Barge In** soft key is pressed, a warning tone may be heard. The user is now in a conference call with the parties of the remote active call. The **Hold** and **End Call** soft keys appear.

Note

If the user or the party who shares the line presses the **End Call** soft key, the remote called party is still connected to the remaining party. If the remote called party presses the **End Call** soft key, the call ends.

Using the example in [Introduction](#) on page 1:

- If party C presses the **End Call** soft key, then party A and B are still connected.
- If party A presses the **End Call** soft key, then party B and C are still connected.
- If party B presses the **End Call** soft key, then call ends.

Configuration file changes for SIP 3.0 are described in [Configuration File Changes](#) on page 3.

Configuration File Changes

Configuration changes can be performed centrally at the boot server:

Central (boot server)	Configuration file: phone1.cfg	Specify per-registration line type (private or shared), barge-in capabilities, and line-seize subscription period if using per-registration servers. A shared line will subscribe to a server providing call state information. <ul style="list-style-type: none">For more information, refer to the next section, Registration <reg/>.
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Registration <reg/>

The new configuration attribute is defined as follows:

Attribute	Permitted Values	Interpretation
reg.x.bargeInEnabled	0 (default), 1	Allow remote user of SCA to interrupt call. (Works in a similar way to resume.) If set to 1, barge-in is enabled for line x. If set to 0 or Null, barge-in is disabled for line x.

What Users Need to Know

This section provides step-by-step instructions on how to interrupt a remote call on a shared line with and without calls on hold at the remote end.

The behavior described in this document enhances that described in the appropriate SoundPoint IP or SoundStation IP User Guide, which can be found at <http://www.polycom.com/support/voicedocumentation/>.

For SoundPoint IP Phones

To interrupt an active call on a remote phone without held calls:

1. Press and hold the appropriate line key.

The **Barge In** and **New Call** soft keys appear.

2. Press the **Barge In** soft key to interrupt the active call on the remote phone.

A warning tone may be heard. You are now in a conference call with the parties of the remote active call.

3. Press **Hold** or **End Call** soft key.
 - If you or the party who shares the call appearance presses the **End Call** soft key, the remote called party will still be connected to the remaining party. If the remote called party presses the **End Call** soft key, the call ends.
 - If you press the Hold soft key, the remote called party will still be connected to the remaining party and you can place another call. If the other party who shares the call appearance presses the Hold soft key, the remote called party is still connected to you.

To interrupt an active call on a remote phone with held calls:

1. Press and hold the appropriate line key.

The list of calls from the remote end appears.
2. Press  or  to search for the remote active call.

The **Barge In** and **New Call** soft keys appear when the remote active call is highlighted.

A short press will resume the first call from the list of held calls.
3. Press the **Barge In** soft key to interrupt the active call on the remote phone.

A warning tone may be heard. You are now in a conference call with the parties of the remote active call.
4. Press **Hold** or **End Call** soft key.

For SoundStation IP Phones

To interrupt an active call on a remote phone without held calls:

1. Look at the graphic display.

The **Barge In** and **New Call** soft keys appear for the remote active call.
2. Press the **Barge In** soft key to interrupt the active call on the remote phone.

A warning tone may be heard. You are now in a conference call with the parties of the remote active call.
3. Press **Hold** or **End Call** soft key.
 - If you or the party who shares the call appearance presses the **End Call** soft key, the remote called party will still be connected to the remaining party. If the remote called party presses the **End Call** soft key, the call ends.

- If you press the Hold soft key, the remote called party will still be connected to the remaining party and you can place another call. If the other party who shares the call appearance presses the Hold soft key, the remote called party is still connected to you.

To interrupt an active call on a remote phone with held calls:

1. Look at the graphic display.

The **Resume** and **New Call** soft keys appear for the active call.

The first press of the **Resume** soft key causes a list of call appearances to be displayed.

2. Press  or  to search for the remote active call.

The **Barge In** and **New Call** soft keys appear when the remote active call is highlighted.

3. Press the **Barge In** soft key to interrupt the active call on the remote phone.

A warning tone may be heard. You are now in a conference call with the parties of the remote active call.

4. Press **Hold** or **End Call** soft key.

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