

Using Multiple Appearance Directory Number - Single Call Appearance with Polycom® Phones

Feature Profile 83102

Multiple Appearance Directory Number – Single Call Appearance (MADN-SCA) enables multiple phone users to control call activity on a single shared line. MADN-SCA enables members of a group to make calls, view the status of a call, resume a held call, and barge in on an active call on a single shared line.

The MADN-SCA feature described in this feature profile is available on the following Polycom® phones running UC software 4.0.5 or later registered with the GENBAND™ Call Server:

- VVX® 500 and 1500
- SoundPoint® IP 321, 331, 335, 450, 550, 560, 650, and 670
- SoundStation® IP 5000, 6000, 7000, and SoundStation Duo

System administrators must update all Polycom phones with UC software 4.0.5 or later and register the phones to work with the GENBAND Call Server before enabling MADN-SCA. See [Get Started](#) for functions of MADN-SCA that system administrators need to enable and configure. See [Get Help](#) for resources on updating Polycom phones with the latest UC software and configuring GENBAND features on Polycom phones.

The following table summarizes supported phone models, software, and license requirements.

MADN-SCA at a Glance

Released:	December 2013	Interoperability Issues:	None
Applies to models:	VVX 500 and 1500; SoundPoint IP 331, 321, 335, 450, 550, 560, 650, and 670; SoundStation® IP 5000, 6000, 7000, and SoundStation Duo	Supporting Documentation:	Polycom UC Software 4.0.5 Administrators' Guide Addendum for SoundPoint IP, SoundStation, and VVX 1500 Phones and Polycom UC Software 4.0.5 Administrator's Guide Addendum for VVX 500 Business Media Phone
Software version:	UC software 4.0.5	Limitations:	Only one active call allowed on shared lines.

Main business size:	Medium to large businesses	Maintenance:	None
Primary users:	Users and administrators	Dependencies:	GENBAND Call Server
Licenses Required:	None	Resources Required:	None
Supported server versions:	GENBAND Call Server	Security:	None

Get Started

There are many functions of MADN-SCA that system administrators can configure to work on Polycom phones. System administrators can enable the following settings and functions:

- **Privacy** Makes a shared line private. Enabling privacy disables bridging and prevents members from barging in on an active call on a shared line.
- **Privacy Soft Key** Creates a privacy soft key to display on the phone and enables privacy during an active call on private and non-private shared lines.
- **Privacy Codes** Enables and disables privacy during an active call on private and non-private shared lines.
- **Bridging** Enables group members to barge in on an active call on a shared line. System administrators can also set the maximum number of participants allowed in a bridge call.
- **Bridge Tone** Plays a notification tone alerting parties that a member is barging in on an active call.

For resources on configuring and enabling settings and functions for MADN-SCA, see the [Get Help](#) section of this feature profile.



Settings: Feature Conditions with MADN-SCA Enabled on Polycom Phones

The following conditions apply for Polycom phones enabled with MADN-SCA:

- Only one active call is allowed on a shared line.
- Call forwarding is disabled.
- When Do Not Disturb is enabled, incoming calls have a silent ring and rejecting calls is disabled.
- Transferring calls and conference calls are not allowed when two or more MADN members are on a call.
- Voicemail is only supported on the primary MADN member's phone.

Use Multiple Appearance Directory Number- Single Call Appearance

Users who share a single line are a member of a Multiple Appearance Directory Number (MADN) group. System administrators assign members to MADN groups, which can have a maximum of 32 members.

Any MADN group member can place, answer, hold, resume, or barge in on a call on a shared line. Additionally, all group members can view the status of a call on the shared line on their phones.

This section includes information and instructions on using the following functions:

- [Place a Call](#)
- [Answer Calls](#)
- [Barge In on an Active Call](#)
- [Hold and Resume Calls](#)
- [Enable Privacy](#)

Place a Call

Any MADN member can place a call on the shared line. When a member places a call on the shared line, the other members are notified with a steady red LED light on the members' phones. Note that any member can see the status of a call placed on the shared line and can barge in on an active call, if bridging is enabled.

To place a call:

- 1 Select **New Call** and dial a contact's number or choose a contact from the directory.
- 2 Lift the handset, press the speakerphone button , or press the headset button .

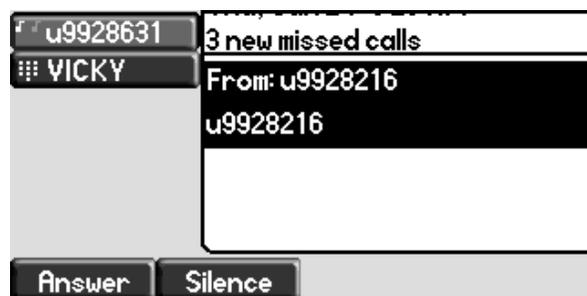
Note that only one call can be active on the shared line at one time. If a call is placed to the shared line with an active call in place, the incoming call is sent to voicemail.

Answer Calls

Any incoming call to the shared line rings on all group members' phones simultaneously. Incoming calls also display on all members' screens and a green LED light flashes on the phones.

The following figure shows an incoming call on a MADN member's phone.

Incoming Call on MADN-SCA Line on a SoundPoint IP 650 Phone



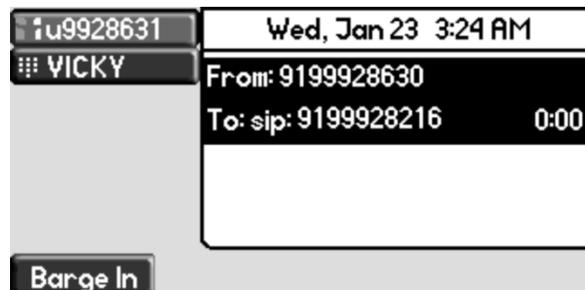
Any MADN member can respond to an incoming call to the shared line in the following ways:

- Select **Answer**.
- Lift the handset.
- Press the speakerphone button .

- Press the headset button .
- Select **Silence**.

When an MADN member answers an incoming call, the LED indicator on all phones changes to a steady red light to indicate the call was answered. Members can also view the status of a call on the shared line by pressing and holding the corresponding line key for one second. The call's status and the Barge In soft key display for five seconds. The following figure shows an active call on the shared line with the Barge In soft key.

Call Status and Barge In Soft Key on SoundPoint IP 650



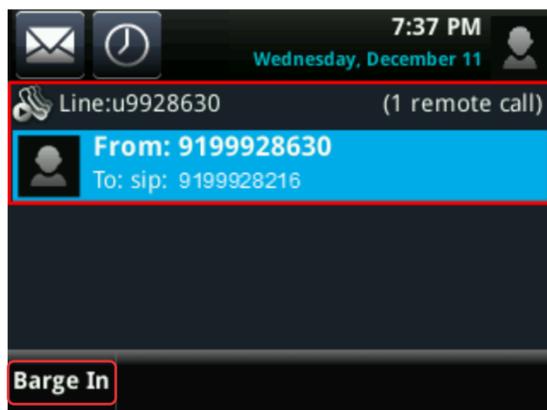
Note that if bridging is disabled and privacy is enabled, you cannot barge in on active calls answered by other MADN members.

Barge In on an Active Call

After a call is answered, any group member can barge in on an active call on a non-private shared line, which becomes a bridge call—a call between two or more MADN members and another party. Note that system administrators can set the maximum number of participants allowed on a bridge call on the GENBAND Call Server.

To barge in on an active call:

- 1 Press and hold the corresponding line key for the shared line for one second.
- 2 Select the **Barge In** soft key, as shown next, and lift the handset.



A bridge tone plays notifying the other call participants that you are barging in on the call.

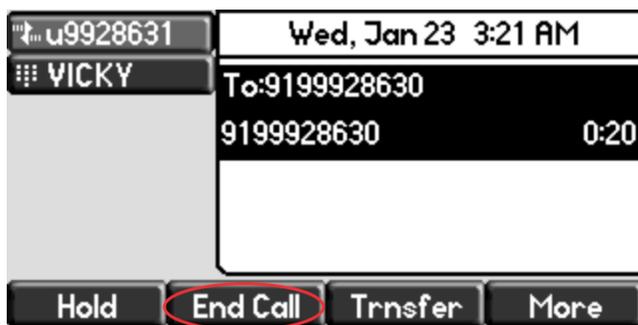
**User Tip: Barging In on an Active Call**

You can also barge in on an active call by picking up the handset, pressing the speakerphone button, or pressing the headset button.

Any member in a bridge call can leave the call while the call remains active.

To leave a bridge call:

- » Select the **End Call** soft key, as shown next, or place the handset in the cradle.



Your connection to the bridge call is ended and the other call participants remain on the call.

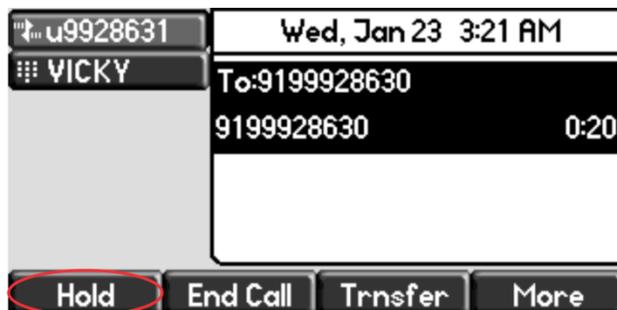
You can rejoin a bridge call after leaving by pressing and holding the corresponding line key and selecting the **Barge In** soft key.

Hold and Resume Calls

When an active call is placed on hold on the shared line, all group members are notified of the call's new status by a flashing red LED light on all members' phones, if enabled by your system administrator. Any MADN member can resume a held call on the shared line.

To hold a call on the shared line:

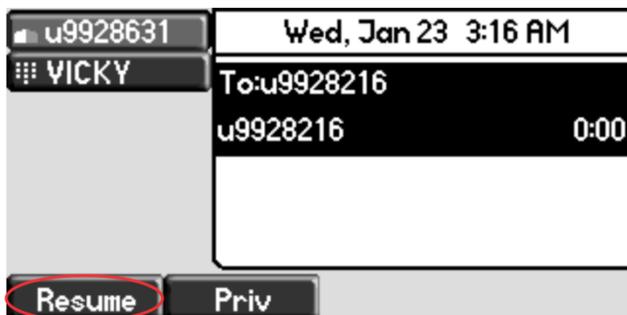
- » Select the **Hold** soft key, as shown next.



A flashing red LED light indicates that a call is on hold on the shared line.

To resume a call on the shared line:

- » Do one of the following:
 - Select the corresponding line key and lift the handset.
 - Press and hold the corresponding line key and select **Resume**, as shown next.



When a held call is resumed by another MADN member, the other group members are notified of the call's new status with a steady red LED light on the members' phone.

Enable Privacy

Any MADN member can temporarily enable privacy for an active or bridge call on a non-private shared line using privacy codes or privacy soft keys configured by system administrators. Additionally, MADN members can use privacy codes and soft keys to temporarily disable privacy on an active call on a private shared line.

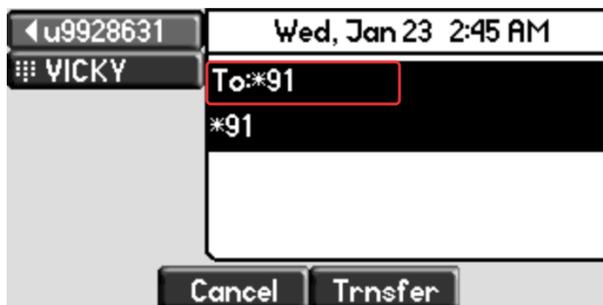
The following are three types of privacy codes that you can use to enable and disable privacy on shared lines:

- **Privacy Access (PRV) code** Enables privacy on an active call on non-private lines.
- **Privacy Release Activation (PRLA) code** Disables privacy on an active call on private shared lines.
- **Privacy Release Cancel (PRLC) code** Re-enables privacy for an active call on private shared lines.

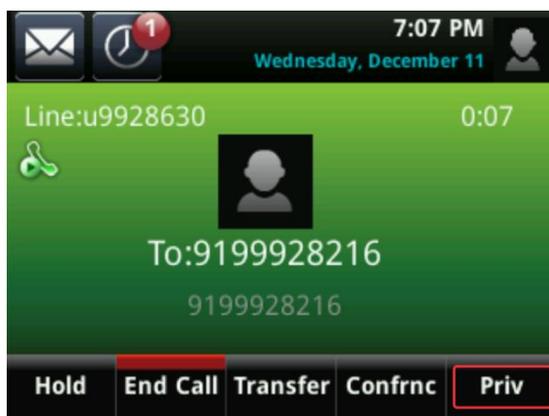
When a shared line is configured as private or privacy is enabled on an active call, bridging is disabled and other MADN members cannot barge in on an active call on the shared line.

To enable privacy for an active call on a non-private line:

- » During an active call, do one of the following:
 - Select **Transfer** and dial the PRV code given to you by your administrator, as shown next.



- Select the **Privacy** soft key, if enabled, as shown next.



A confirmation tone plays, and the call is resumed automatically.

Note that after you have enabled privacy for an active call on a non-private shared line, you cannot disable privacy for the call. You can allow other MADN members to join an active call by transferring the call or initiating a conference call.

You can temporarily disable privacy for an active call on private shared lines to allow other MADN members to join the call.

To temporarily disable privacy on a private shared line:

- 1 During an active call, select **Transfer** and dial the PRLA code given to you by your administrator.
A confirmation tone plays, and the call is resumed automatically. Privacy is disabled for the call and any member can barge in on the call.
- 2 After other MADN members have joined the call, select **Transfer** and dial the PRLC code.
A confirmation tone plays, and the call is resumed automatically.

You can also enable privacy on a bridge call to prevent additional MADN members from barging in to the call.

To enable privacy on a bridge call on a non-private line:

- » During a bridge call, select **Transfer** and dial the PRV code or select the **Privacy** soft key, if enabled.
A confirmation tone plays when privacy is enabled, and the call is resumed automatically. The bridge call is now private and additional MADN members are not allowed to join the call.

Get Help

This section provides a list of Polycom documents referred to in this guide as well as partner resources you can use. For more information on using and configuring Polycom phones, view the following resources on [Polycom Voice Support](#).

- To update Polycom phones with the latest UC software, see the [Latest Polycom® UC Software Release](#) page on the [Polycom Voice Support](#) Web site.
- For details on how to provision your Polycom phones with the latest UC software, see the [Polycom UC Software 4.0.5 Administrator's Guide](#).
- For instructions on how to configure GENBAND features with Polycom VVX 500 phones, see [Polycom UC Software 4.0.5 Administrator's Guide Addendum for VVX 500 Business Media Phone](#).

If you are looking for help or technical support for your Polycom phones, the following types of documents are available on the [Polycom Voice Support](#) site:

- Quick Start Guides, which show you how to assemble your phone.
- Quick User Guides, which describe basic phone features.
- User Guides, which describe both basic and advanced phone features.

Polycom and Partner Resources

For more information about installing, configuring, and administering Polycom products, refer to Documents and Downloads on [Polycom Support](#).

The Polycom Community

The [Polycom Community](#) gives you access to the latest developer and support information. Participate in discussion forums to share ideas and solve problems with your colleagues. To register with the Polycom Community, create a Polycom online account. When logged in, you can access Polycom support personnel and participate in developer and support forums to find the latest information on hardware, software, and partner solutions topics.

Learn, Share, Connect
The Polycom Community

Community Home Register Sign In Help Contact Us

Community Homepage

Hello and Welcome to the Polycom Community!
We've created this community site so you can connect and interact with your colleagues and industry experts to exchange ideas, post questions, answers and share information. Come join the discussions! Happy Posting!

Support Community

- Voice
- PSTN
- VoIP
- SpectraLink
- DECT
- Audio / Video
- Video Endpoints
- Telepresence
- Integrated Audio
- RealPresence Mobile

Developer Community

Click on one of the Forum links below to sign in or register and accept our SDK Agreement.

- Polycom Infrastructure Forum
- Polycom End Points Forum

Top Kudoed Posts

Re: Updated 4000 - now can't access?	2
Re: Updated 4000 - now can't access?	2
Re: Telepresence M100 not working	2
[FAQ] VoIP frequently asked questions	2
Re: Browser Environment error for RMX	1

[View All](#)

Copyright ©2013, Polycom, Inc. All rights reserved.
6001 America Center Drive
San Jose, CA 95002
USA

No part of this document may be reproduced or transmitted in any form or by any means, electronic or mechanical, for any purpose, without the express written permission of Polycom, Inc. Under the law, reproducing includes translating into another language or format.

As between the parties, Polycom, Inc., retains title to and ownership of all proprietary rights with respect to the software contained within its products. The software is protected by United States copyright laws and international treaty provision. Therefore, you must treat the software like any other copyrighted material (e.g., a book or sound recording).

Every effort has been made to ensure that the information in this manual is accurate. Polycom, Inc., is not responsible for printing or clerical errors. Information in this document is subject to change without notice.

Trademarks

Polycom[®], the Polycom logo and the names and marks associated with Polycom products are trademarks and/or service marks of Polycom, Inc. and are registered and/or common law marks in the United States and various other countries. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Polycom.

Disclaimer

While Polycom uses reasonable efforts to include accurate and up-to-date information in this document, Polycom makes no warranties or representations as to its accuracy. Polycom assumes no liability or responsibility for any typographical or other errors or omissions in the content of this document.

Limitation of Liability

Polycom and/or its respective suppliers make no representations about the suitability of the information contained in this document for any purpose. Information is provided "as is" without warranty of any kind and is subject to change without notice. The entire risk arising out of its use remains with the recipient. In no event shall Polycom and/or its respective suppliers be liable for any direct, consequential, incidental, special, punitive or other damages whatsoever (including without limitation, damages for loss of business profits, business interruption, or loss of business information), even if Polycom has been advised of the possibility of such damages.

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocumentationFeedback@polycom.com.



Visit the [Polycom Support Center](#) for software downloads, product documents, product licenses, troubleshooting tips, service requests, and more.