Grandstream Networks, Inc.

GRP260X Essential IP Phones

BroadWorks SCA Configuration Guide

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GRP260X BroadWorks SCA Guide

INTRODUCTION

Grandstream GRP260X SIP phones support BroadWorks Shared Call Appearance feature. Shared Call Appearance allows multiple phones to share one extension number and manage a call as a group. 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. Line keys 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.

This document serves as an end user guide on how to configure Grandstream GRP260X SIP phones for BroadWorks Shared Call Appearance feature. How to configure SCA on BroadWorks Application Server is out of the scope of this document. System Administrators shall check BroadWorks Partner Configuration Guide for more detailed information.

KEY CONCEPTS

Line – One address-of-record as defined in RFC3261 represents one line. Line can be classified as being either "Private" or "Shared".

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 to retrieve.

Private Hold – The held call can only be retrieved from the shared line that held the call.

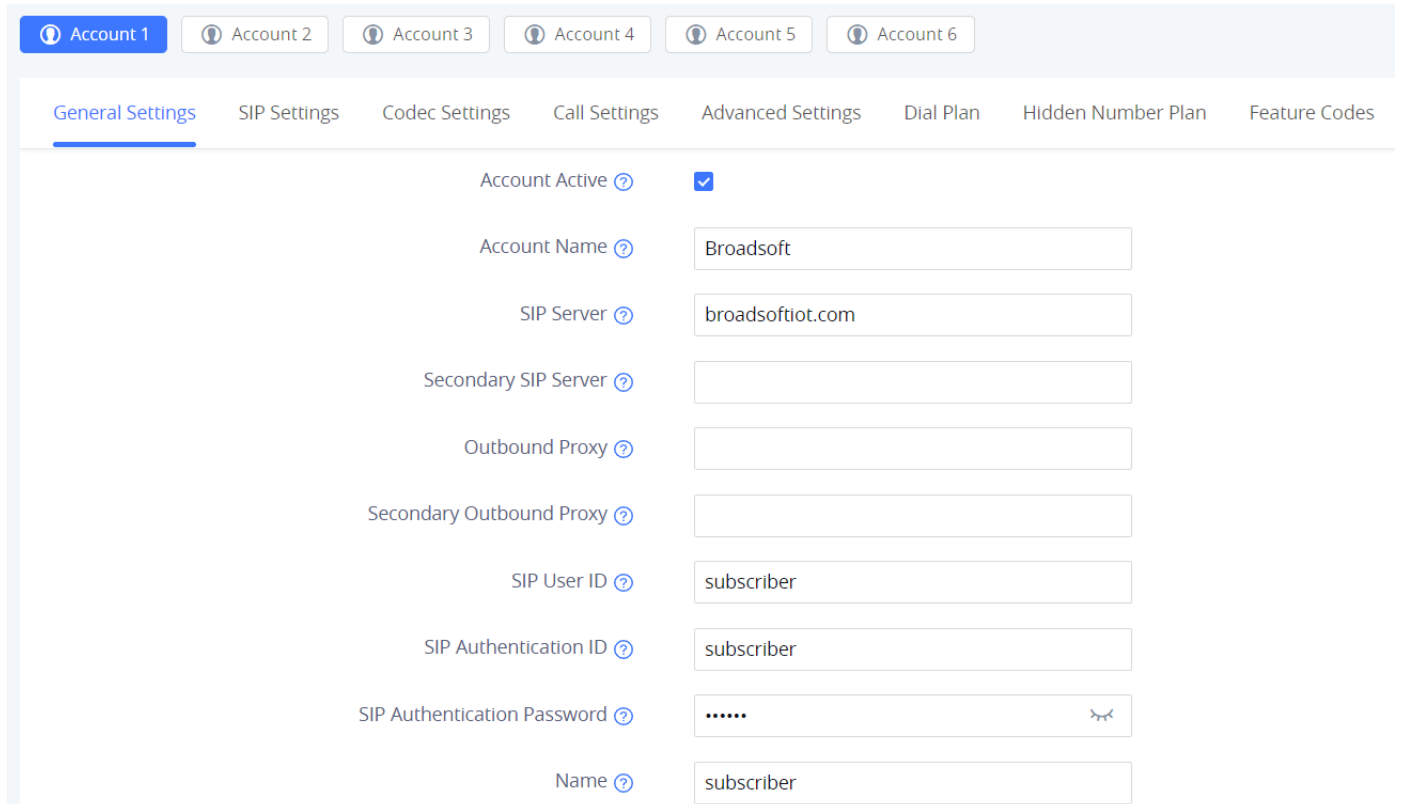**Bridging** – Join an active call to form a multi-party conference.

SCA CONFIGURATION ON GRP260X PHONES

Configuring Grandstream GRP260X SIP 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 set the Line Key mode of the corresponding Line to be a Shared Line.

Primary Phone

1. Configure Account Settings:

Figure 1: Configure Primary Phone ACCOUNT Settings

2. Configure Network Settings:

- If DUT is put on a private network environment, it uses OBP. NAT Traversal should be set to "Auto" under Account X > General Settings.

- If DUT is put on a public network environment, you don't need to input "Outbound Proxy". NAT Traversal should be set to "STUN", and input a STUN server IP in web UI > Phone Settings > General Settings > STUN Server.
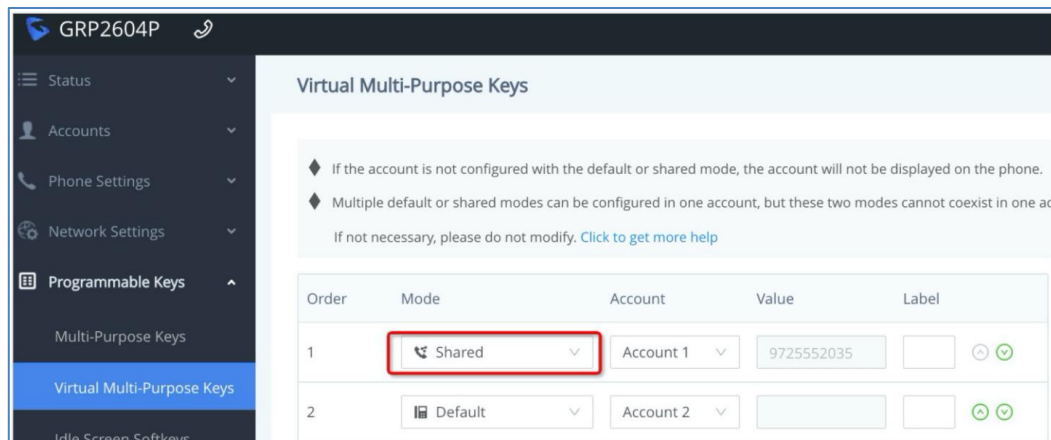
- DNS mode needs to be set to "SRV".
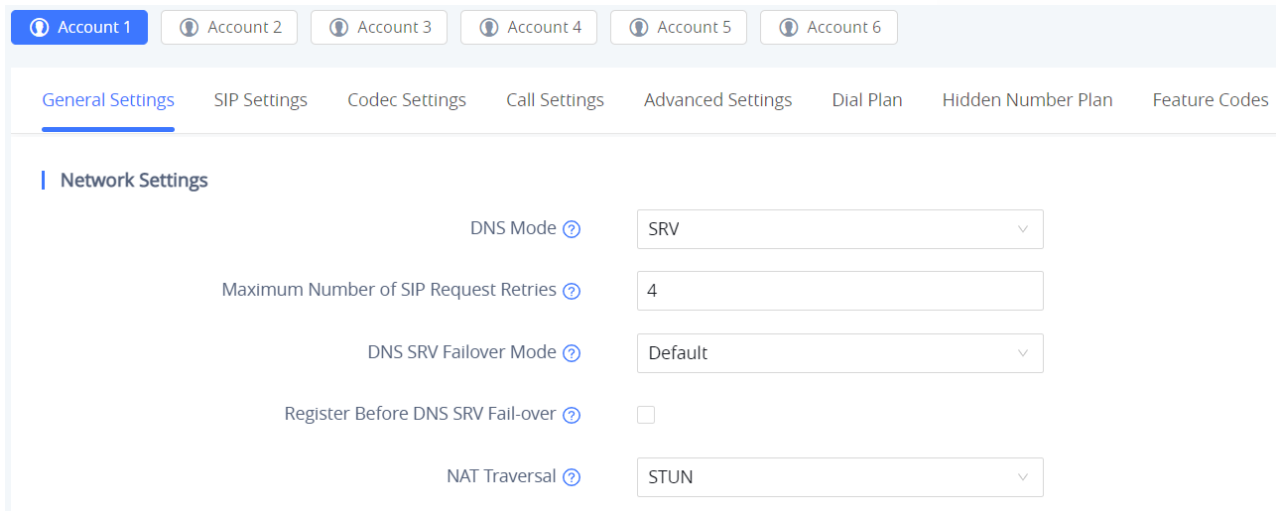
Figure 2: Configure Primary Phone Network Settings

3. Set Special Feature to "BroadSoft", under Account X > Advanced Settings > Advanced Features, see below:
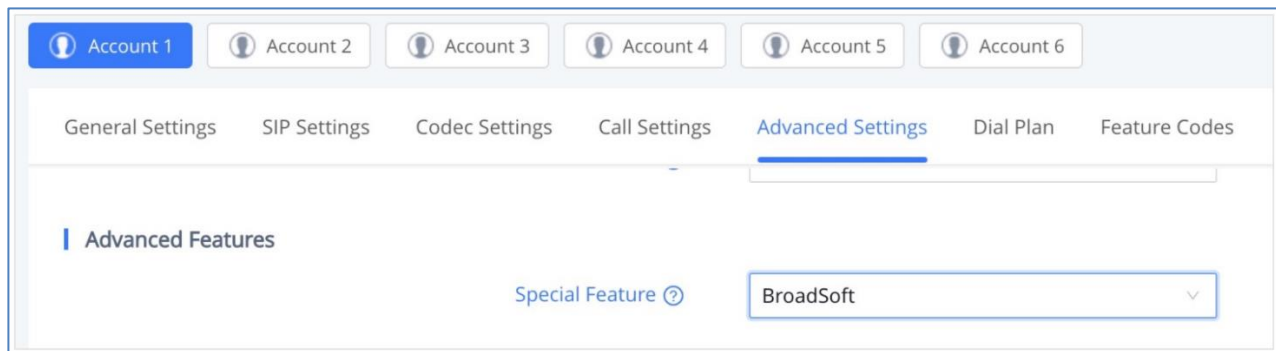
Figure 3: Configure Primary Phone Special Feature Option

4. Configure the Virtual Multi-Purpose Key mode under Programmable Keys > Virtual Multi-Purpose Keys page:
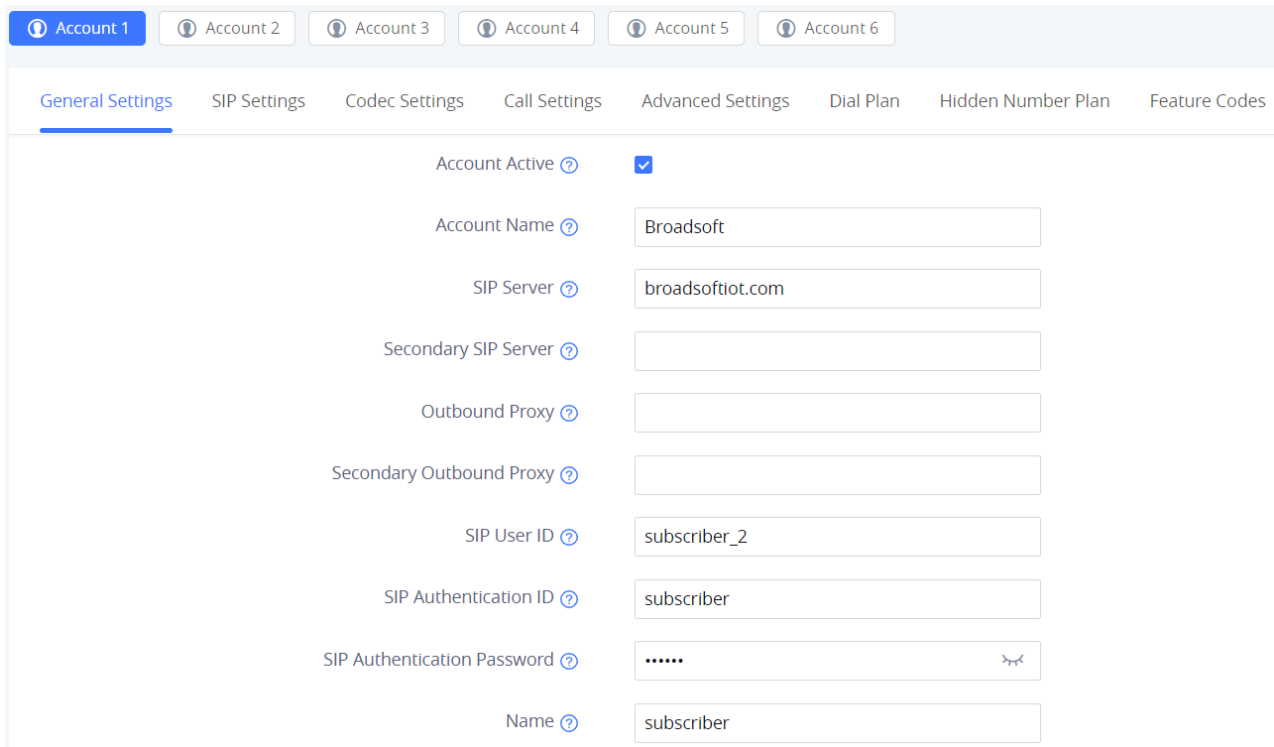

Figure 4: Configure Primary Phone Line Key Mode

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Secondary Phone

1. Configure Account Settings:
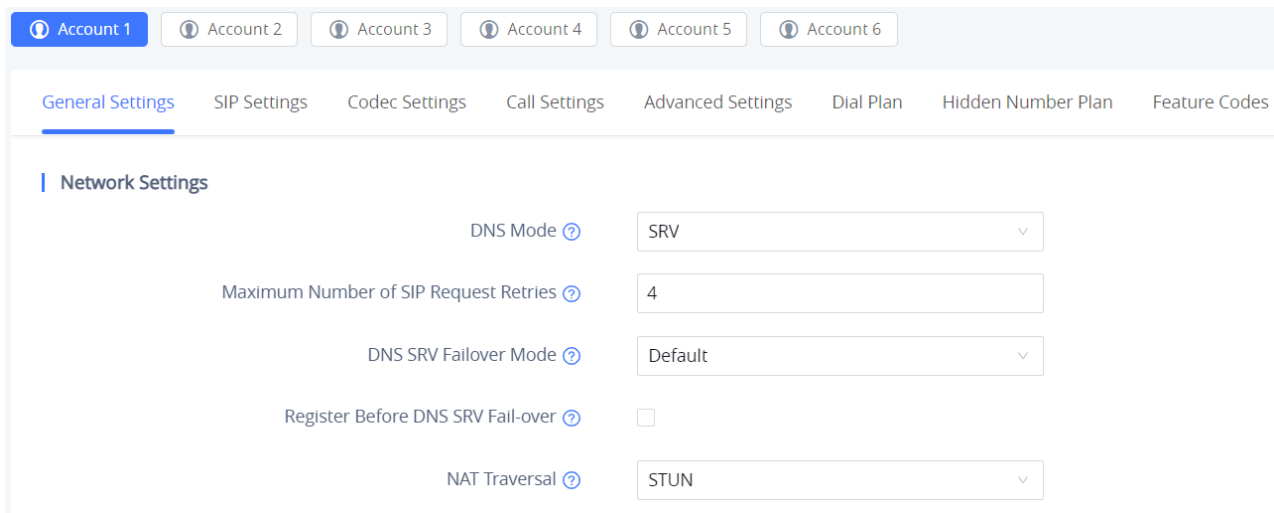
Figure 5: Configure Secondary Phone Account Settings

2. Configure Network Settings:

Figure 6: Configure Secondary Phone Network Settings

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3. Set Special Feature to "BroadSoft", under Account X > Advanced Settings> Advanced Features, see below:
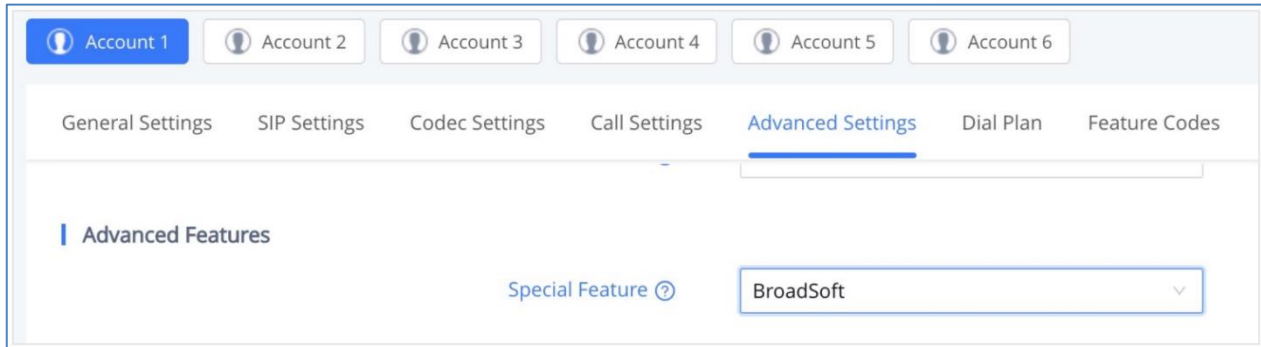
Figure 7: Configure Secondary Phone Special Feature Option

4. Configure the Virtual Multi-Purpose Key mode under Programmable Keys > Virtual Multi-Purpose Keys page:
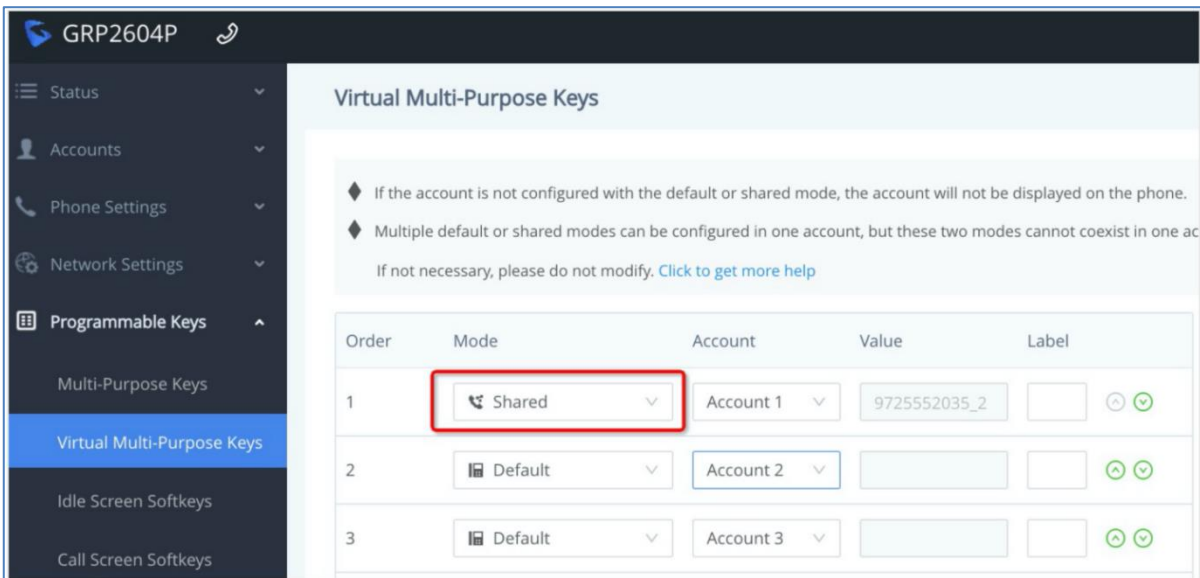
Figure 8: Configure Secondary Phone Line Key Mode

After completing the configuration, the LCD will show as follows:

Figure 9: SCA Account Registered

USE SCA ON GRP260X PHONES

GRP260X supports two SCA usage methods:

1. Configure only one Line key as Shared mode on a phone：

- When the SCA account is idle: Press Line key to enter the dialing interface to initiate a new call.

- When the SCA account have call in progress:

    i) Short press Line key: Enter the Shared Line page to view and operation the SCA Line. See below：
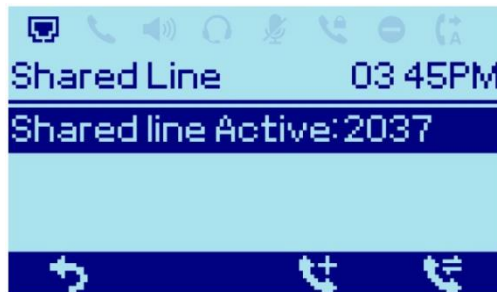

Figure 10: Shared Line Page

    ii) Long press Line key: Initiate a new Call. You can also press Softkey on the Shared Line page.

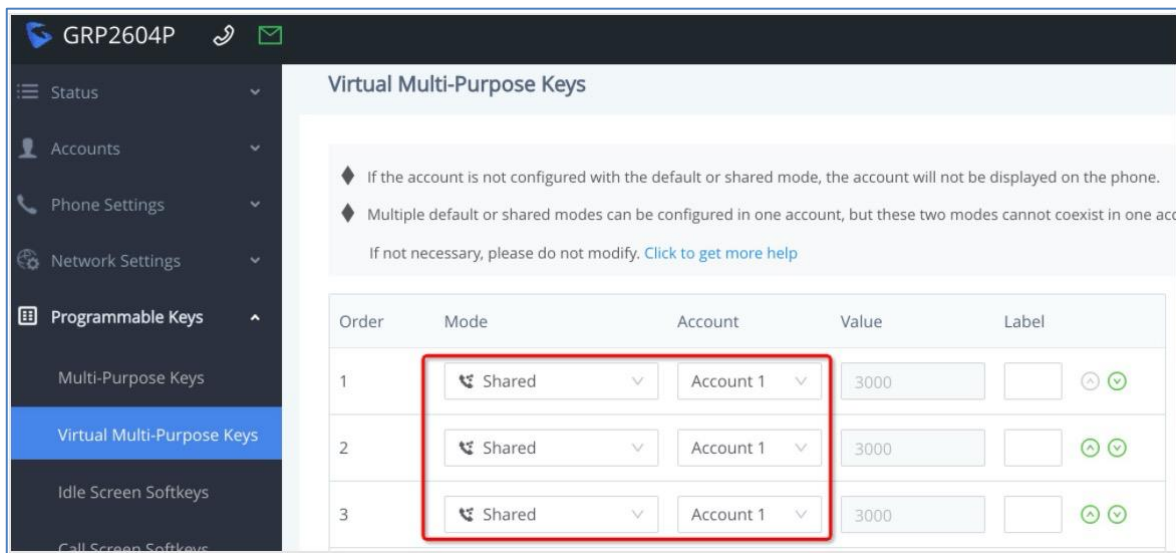2. Configure multiple Line key as Shared mode for one account, see below：

Figure 11: Configure Multiple Shared Line Keys

Check the Line Key LED status, and press to complete relevant operations. See below：

Figure 12: Line Key LED status

Specific LED status are shown in table 1: Indicator Status.

Note: Versions before do not support method B. Version 1.0.1.50 or higher supports both A and B methods. You can choose one to use SCA according to your preferences or habits.

VISUAL INDICATORS

GRP260X Line key LEDs provide visual indications of call appearances. In the following table, we assume the Primary Location initiates/picks up a call, and it is the location that puts a call on Public/Private Hold. The Line LED status for Multiply Call Arrangement is defined the same.

Table 1: Indicator Status

Call Status	Line Key LED Status	
	Primary Location	Other Locations
Idle	LED Off	LED Off
Off-hook	Solid Green	Solid Red
Dialing	Solid Green	Solid Red
Ringing	Fast Blinking Red	Fast Blinking Red
During a Call	Solid Green	Solid Red
Public Hold	Slow Blinking Green	Slow Blinking Red
Private Hold	Slow Blinking Green	Solid Red