



Grandstream Networks, Inc.

GRP260X Carrier-Grade Essential IP Phones

Zoom SLA and SLG Configuration Guide



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Shared Line Appearance

1) Introduction

Shared Line Appearance (also known as Call delegation) provides an easy way for phone users to assign others to handle calls on their behalf. For example, an executive can assign calling privileges to their assistant, allowing the assistant can make and receive calls on the executive's behalf.

The following terms are used in this article:

- The delegator (boss) is the phone user who assigns phone privileges to another phone user or common area phone.
- The delegate (assistant) is the phone user or common area phone that makes and receives calls on the delegator's behalf.

Shared Line Appearance Behavior:

1. Delegated users receive delegator's status update events from the server so that they can view delegator's status.
2. When a new call comes to a delegator who shares lines, delegated users will receive a ring message that indicates that the call is for delegator user. As part of the status update event, the ring event is also sent to the delegated user.
3. When receiving Ring message (INVITE), any line, no matter the designated callee or the monitoring lines, can answer the call.
4. When a connected call is placed in hold, all the shared lines are able to resume it.
5. The call is placed on hold by the designated callee (delegator user), and resumed by the delegated user
6. Delegated user can place call with a shared line number.
7. Delegator users will be able to view the call status by status update events.

2) Shared Line Appearance (SLA) Setup on Zoom Portal

For the test account designated as the "Boss", go on the Zoom Portal → Phone System Management → Users & Rooms → User_x → User Settings, find the Delegation & Assistant section and press the "Set" button.



Phone System Management

Users & Rooms
 Auto Receptionists

Monitored
 IOT TEST3 GS & Assistant(s) [View](#)

Delegation & Assistant
 Delegation ⓘ
 Assign delegation privileges to [Set](#)

Enter the extension that you want as the Secretary/Admin and then press the "Invite" button.

Users & Rooms
 Auto Receptionists
 Call Queues
 Shared Lines

Delegation & Assistant
 Delegation ⓘ
 Assign delegation privileges to
 User
 IOT TEST2 GS (gstestiot2@gmail)
 [Invite](#)
[Cancel](#)

Also you may enable "Privacy" for the Privacy test cases later, then press the "Save" button.

Delegation & Assistant
 Delegation ⓘ
 Assign delegation privileges to [Add](#)

IOT TEST2 GS
 Ext. 603

Delegation Privileges
☒ Place Calls
 ☒ Answer Calls
 ☐ Join and Merge Calls ⓘ
 ☐ Opt In/Out ⓘ
 ☒ Pick Up Hold Calls
 ☐ Override business hours ⓘ
 ☐ Reply to SMS ⓘ

Privacy
☒ Provide call locking option to prevent delegate(s) from picking up a held call or monitoring a call (when configured)

[Save](#)
[Cancel](#)

[Delete Delegation](#)

3) Shared Line Appearance (SLA) Setup on GRP260x Phones

Boss phone: From GRP260x WebUI—Programmable Keys—Virtual Multi-Purpose Keys, set the boss account (Default VPK1) key mode to "Shared".

Order	Mode	Account	Value (User ID)	Label
1	Shared	Account 1	4142182355145248	Boss

Admin phone: From GRP260x WebUI—Programmable Keys—Virtual Multi-Purpose Keys, set the boss account (Default VPK2) key mode to "Shared". VPK1 on Admin phone should be Admin's



account.

Order	Mode	Account	Value (User ID)	Label	
1	 Shared 	Account 1 	9534036572796100i	Admin	 
2	 Shared 	Account 2 	5942605167472639	Boss	 

Alias	Tooltips	Value Range	Default
<i>pks.vpk.1.keyMode</i>	Configure key mode for VPK1.	None, SpeedDial, BLF, PresenceWatcher, EventlistBLF, SpeedDialViaActiveAccount, DialDTMF, VoiceMail, CallReturn, Transfer, CallPark, Intercom, LDAPSearch, Conference, MulticastPaging, CallLog, MonitoredCallPark, Menu, XML Application, Information, Message, Forward, DND, Redial, MulticastListenAddress, GDSOpenDoor, EventListPresence, Provision, Line, SharedLine, Multicast Paging Address, HTTPCMD, CallFlip, VisualCallPark, SilentCall	Line
<i>pks.vpk.2.keyMode</i>	Configure key mode for VPK2.	None, SpeedDial, BLF, PresenceWatcher, EventlistBLF, SpeedDialViaActiveAccount, DialDTMF, VoiceMail, CallReturn, Transfer, CallPark, Intercom, LDAPSearch, Conference, MulticastPaging, CallLog, MonitoredCallPark, Menu, XML Application, Information, Message, Forward, DND, Redial, MulticastListenAddress, GDSOpenDoor, EventListPresence, Provision, Line, SharedLine, Multicast Paging Address, HTTPCMD, CallFlip, VisualCallPark, SilentCall	Line



Provision Template:

```
<item name="pks.vpk.1.keyMode">SharedLine</item>  
<item name="pks.vpk.2.keyMode">SharedLine</item>
```

4) How to use this feature on GRP260x phones

Test case example 1—outgoing call

Step 1: On the secretary's phone, place a call using the boss's shared line to another extension/PSTN User C.

Step 2: User C answers.

Step 3: Confirm that the line status is active on both the secretary's and boss's phones. And confirm that the secretary's phone LED is solid green, and boss's phone LED is solid red.

Step 4: Secretary phone ends the call.

Step 5: Confirm that the line status is idle on both secretary's and boss's phone.

And confirm that the LEDs on both the secretary's and boss's phones are off.

Test case example 2—incoming call

Step 1: From another extension/PSTN User C, make an incoming call to the Boss's extension.

Step 2: From the secretary's phone, answer the incoming call on behalf of the boss.

Step 3: Confirm that the line status is active on both the secretary's and boss's phones. And confirm that the secretary's phone LED is solid green, and boss's phone LED is solid red.

Step 4: Secretary phone ends the call.

Step 5: Confirm that the line status is idle on both secretary's and boss's phone.

And confirm that the LEDs on both the secretary's and boss's phones are off.

Test case example 3—hold the call

Step 1: On the secretary's phone, place a call using the boss's shared line to User C.

Step 2: User C answers.

Step 3: Confirm that the line status is active on both the secretary's and boss's phones. And confirm that the secretary's phone LED is solid green, and boss's phone LED is solid red.

Step 4: Secretary phone put the call on hold.

Step 5: Confirm on both secretary's and boss's phone that the line status is held. And confirm that the LED on the secretary's phone is blinking green, the LED on the boss's phone is blinking red.

Step 6: On the secretary's phone, resume the call.

Step 7: Confirm on both secretary's and boss's phone, the line status is active. And confirm that the secretary's phone LED is solid green, and boss's phone LED is solid red.

Step 8: Secretary phone ends the call.

Step 9: Confirm that the line status is idle on both secretary's and boss's phone. And confirm that the LEDs on both the secretary's and boss's phones are off.

Note: The same behavior is observed when the Boss phone and Secretary phones are swapped.



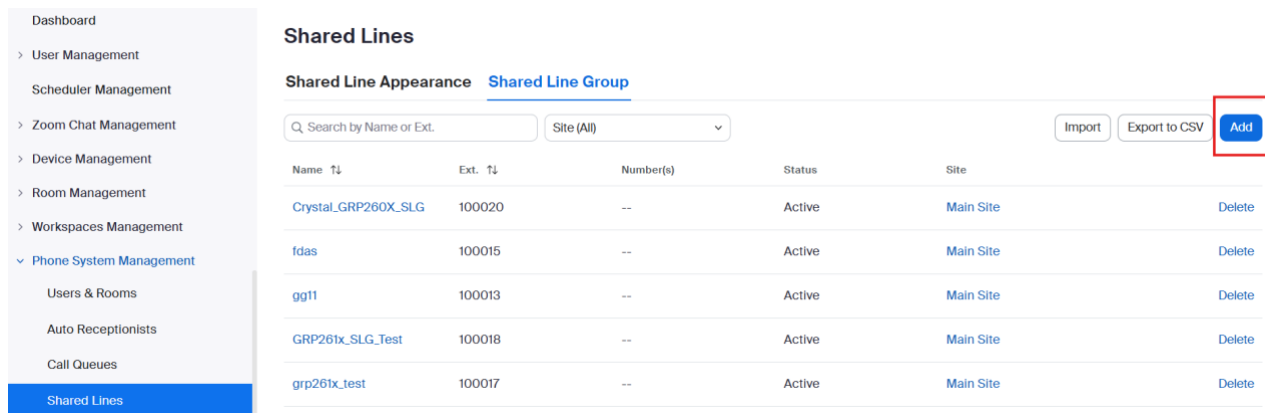
Shared Line Group

1) Introduction

Shared Line Group allows Zoom Phone admins to share a phone number and extension with a group of phone users or common area phones. All members of the shared line group have access to the group's direct phone number and voicemail. You can apply custom business, closed, and holiday hours to shared line groups and set routing rules.

2) Shared Line Group (SLG) Setup on Zoom Portal

Go on the Zoom Portal → Phone System Management → Shared Lines→ Shared Line Group, select Add.



Shared Lines

Shared Line Appearance Shared Line Group

Q Search by Name or Ext. Site (All) Import Export to CSV **Add**

Name ↑↓	Ext. ↑↓	Number(s)	Status	Site	
Crystal_GRP260X_SLG	100020	--	Active	Main Site	Delete
fdas	100015	--	Active	Main Site	Delete
gg11	100013	--	Active	Main Site	Delete
GRP261x_SLG_Test	100018	--	Active	Main Site	Delete
grp261x_test	100017	--	Active	Main Site	Delete

Then input Display Name and press “Save”.

Shared Lines > Shared Line Group > Add

Add Shared Line Group

Site

Display Name

Description (Optional)

Extension Number

Save Cancel



Assign the members you want into the group by clicking "View or Edit" next to Member(s).

[Shared Lines](#) > [Shared Line Group](#) > Test_SLG

Test_SLG [Rename](#) [Transfer description](#) (Not Added)

No description

Profile Policy Voicemail

Site Main Site (Main Site)

Extension Number ⓘ 100024 [Edit](#)

Number(s) [Assign](#)

Primary Number ⓘ --

Member(s) [View or Edit](#)

Time Zone (GMT-5:00) Central Time (US and Canada) ▼

Department [Set](#)

Cost Center [Set](#)

Click "Add Members" and choose member(s) from the Users List, and press "OK" to confirm.

Choose Member(s)

Users Common Areas

Site (All) ▼

☒	Name	Email	Ext.	User Status	Site
☒	IOT TEST2 GS	gstestiot2@gmail.com	603	Active	Main Site

Page 1 of 1
 < >
 15 per page ▼
 1 result(s)

Selected

- IOT TEST3 GS ×
- IOT TEST2 GS ×

[OK](#) [Cancel](#)

3) Shared Line Group (SLG) Setup on GRP260x Phones

For the users that's in the same Shared Line Group, from GRP260x WebUI—Programmable Keys—Virtual Multi-Purpose Keys, set the Test_SLG VPK mode to "Shared".



Order	Mode	Account	Value (User ID)	Label	
1	 Shared ▼	Account 1 ▼	4142182355145248	IOT TEST3 G	⬆️ ⬆️
2	 Shared ▼	Account 2 ▼	9872189512862955	Test_SLG	⬆️ ⬆️

Alias	Tooltips	Value Range	Default
<i>pks.vpk.1.keyMode</i>	Configure key mode for VPK1.	None, SpeedDial, BLF, PresenceWatcher, EventlistBLF, SpeedDialViaActiveAccount, DialDTMF, VoiceMail, CallReturn, Transfer, CallPark, Intercom, LDAPSearch, Conference, MulticastPaging, CallLog, MonitoredCallPark, Menu, XML Application, Information, Message, Forward, DND, Redial, MulticastListenAddress, GDSOpenDoor, EventListPresence, Provision, Line, SharedLine, Multicast Paging Address, HTTPCMD, CallFlip, VisualCallPark, SilentCall	Line
<i>pks.vpk.2.keyMode</i>	Configure key mode for VPK2.	None, SpeedDial, BLF, PresenceWatcher, EventlistBLF, SpeedDialViaActiveAccount, DialDTMF, VoiceMail, CallReturn, Transfer, CallPark, Intercom, LDAPSearch, Conference, MulticastPaging, CallLog, MonitoredCallPark, Menu, XML Application, Information, Message, Forward, DND, Redial, MulticastListenAddress, GDSOpenDoor, EventListPresence, Provision, Line, SharedLine, Multicast Paging Address, HTTPCMD, CallFlip, VisualCallPark, SilentCall	Line



Provision Template:

```
<item name="pks.vpk.1.keyMode">SharedLine</item>  
<item name="pks.vpk.2.keyMode">SharedLine</item>
```

4) How to use this feature on GRP260x phones

Note: In the following test cases, User A and User B are in the same SLG group.

Test case example

Step 1: From another extension/PSTN User C, make an incoming call to the SLG's extension.

Step 2: Confirm both User A and User B rings.

Step 3: From DUT A's phone, answer the call.

Step 4: Confirm call is established between DUT A and User C. And confirm that User A's LED is solid green, and User B's LED is solid red.

Step 5: DUT A put the call on hold.

Step 6: Confirm that the LED on User A is blinking green, the LED on User B is blinking red.

Step 7: DUT B resumes the held call.

Step 8: Confirm call is established between DUT B and User C. And confirm that User B's LED is solid green, and User A's LED is solid red.

Note: The same behavior is observed when the DUT A and DUT B roles are swapped.



Supported Devices

Device Name	SLA support	SLG Support
GRP2601/P/W	Not supported	Not supported
GRP2602/P/G/W	1.0.7.64 or higher	1.0.7.64 or higher
GRP2603/P	1.0.7.64 or higher	1.0.7.64 or higher
GRP2604/P	1.0.7.64 or higher	1.0.7.64 or higher

