



Grandstream Networks, Inc.

---

GRP260X Essential IP Phones

**Broadworks SCA Configuration Guide**



## Table of Content

<b>INTRODUCTION.....</b>	<b>3</b>
<b>KEY CONCEPTS.....</b>	<b>4</b>
<b>SCA CONFIGURATION ON GRP260X PHONES.....</b>	<b>5</b>
Primary Phone.....	5
Secondary Phone.....	7
<b>USE SCA ON GRP260X PHONES .....</b>	<b>10</b>
<b>VISUAL INDICATORS.....</b>	<b>12</b>

## Table of Figures

Figure 1: Configure Primary Phone ACCOUNT Settings.....	5
Figure 2: Configure Primary Phone Network Settings.....	6
Figure 3: Configure Primary Phone Special Feature Option .....	6
Figure 4: Configure Primary Phone Line Key Mode.....	7
Figure 5: Configure Secondary Phone Account Settings.....	7
Figure 6: Configure Secondary Phone Network Settings.....	8
Figure 7: Configure Secondary Phone Special Feature Option .....	8
Figure 8: Configure Secondary Phone Line Key Mode .....	9
Figure 9: SCA Account Registered.....	9
Figure 10: Shared Line Page.....	10
Figure 11: Configure multiple Line key Shared modes .....	10
Figure 12: Line Key LED status.....	11

## Table of Tables

Table 1: Indicator Status .....	12
---------------------------------	----



## 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.

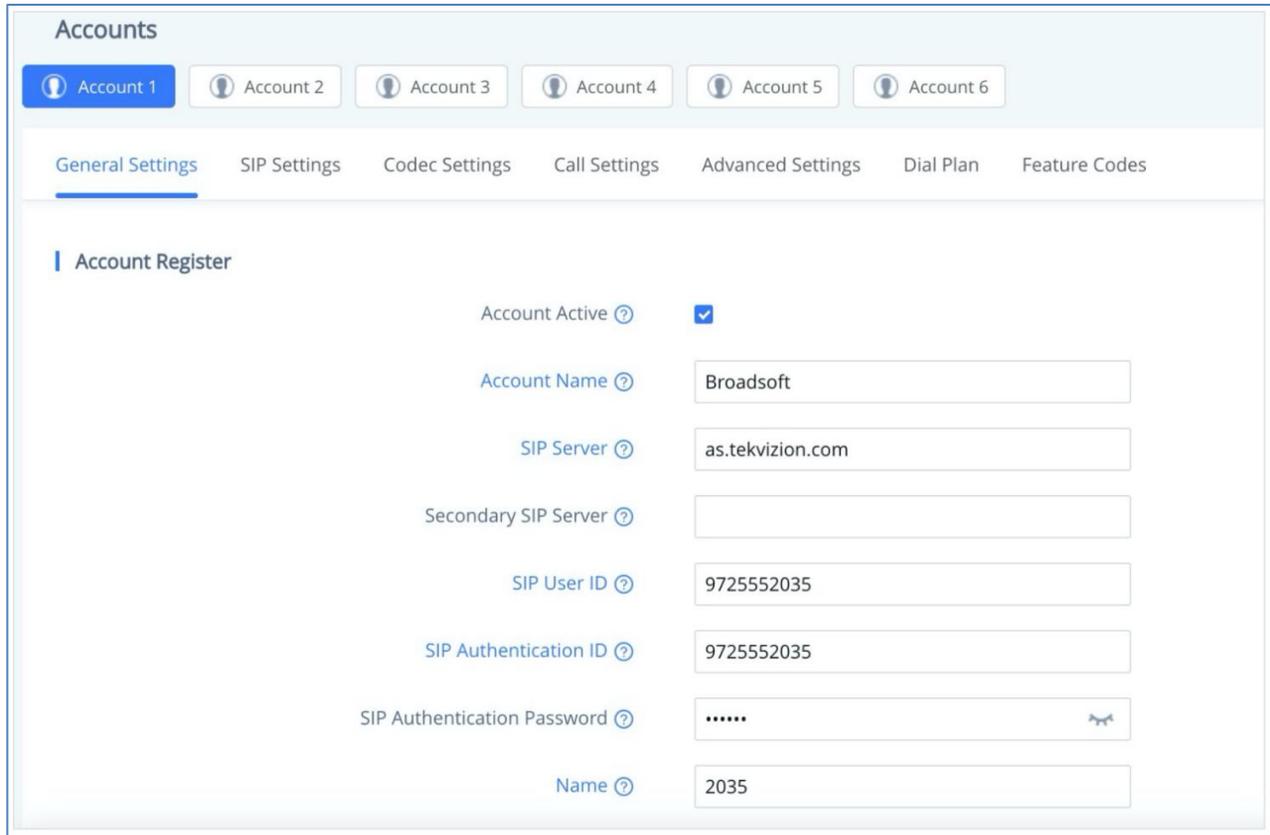


## SCA CONFIGURATION ON GRP260X PHONES

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:



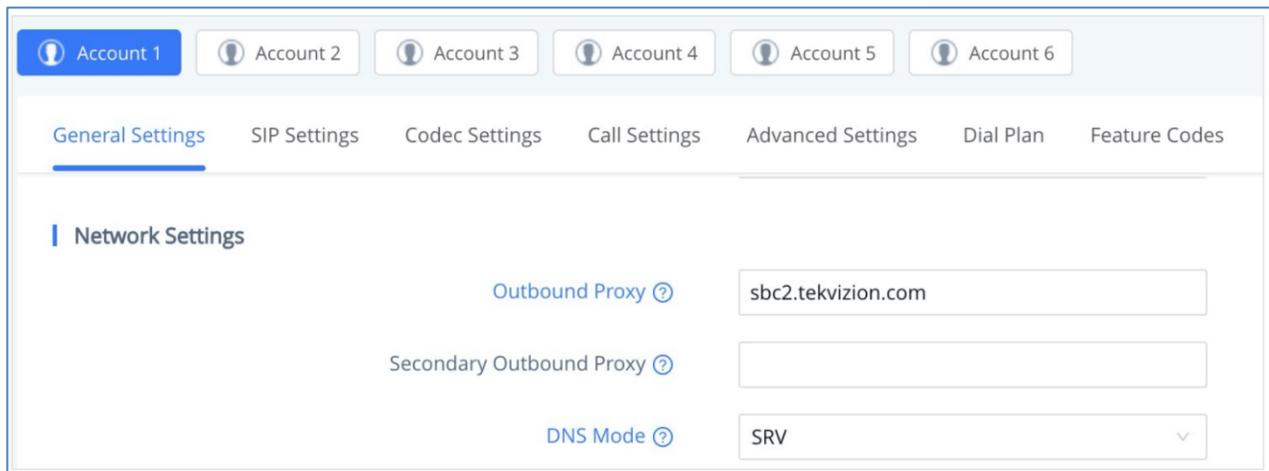
The screenshot shows the 'Accounts' configuration page. At the top, there are tabs for 'Account 1' through 'Account 6'. Below the tabs are navigation links: 'General Settings', 'SIP Settings', 'Codec Settings', 'Call Settings', 'Advanced Settings', 'Dial Plan', and 'Feature Codes'. The 'General Settings' tab is selected, and the 'Account Register' section is visible. The settings are as follows:

Field	Value
Account Active	<input checked="" type="checkbox"/>
Account Name	Broadsoft
SIP Server	as.tekvizion.com
Secondary SIP Server	
SIP User ID	9725552035
SIP Authentication ID	9725552035
SIP Authentication Password	.....
Name	2035

**Figure 1: Configure Primary Phone ACCOUNT Settings**

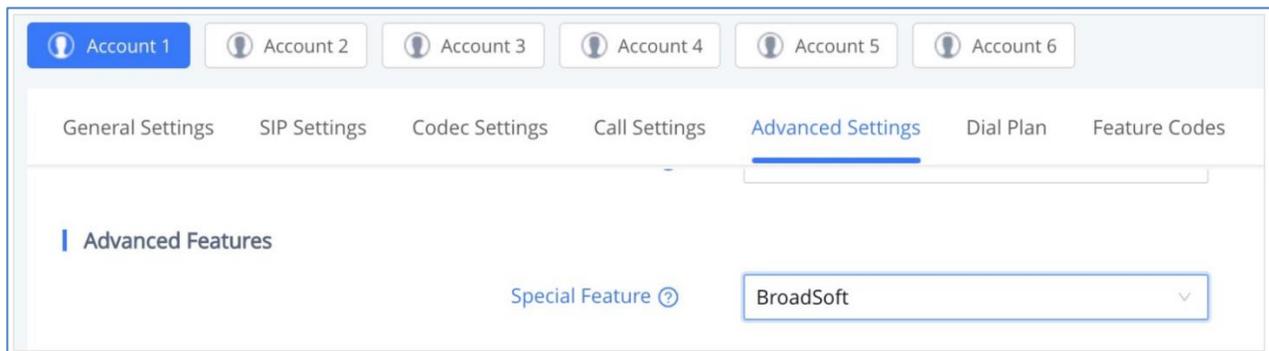
2. Configure Network Settings:





**Figure 2: Configure Primary Phone Network Settings**

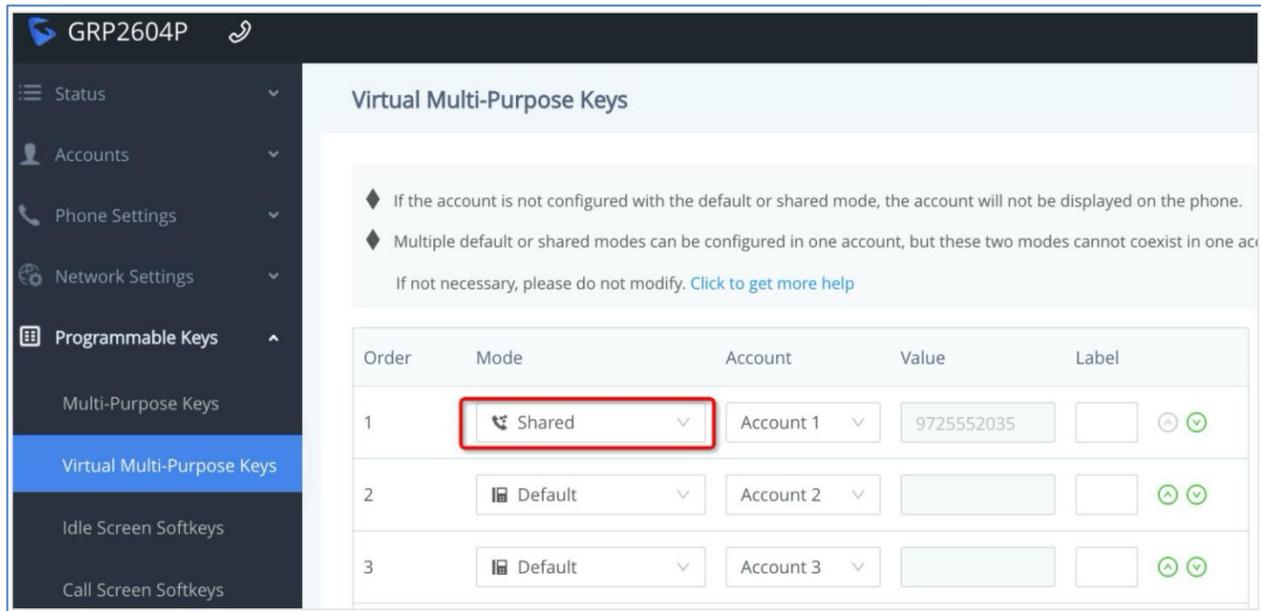
3. Set Special Feature to “BroadSoft”, under Account X > Advanced Settings > Advanced Features, see below:



**Figure 3: Configure Primary Phone Special Feature Option**

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

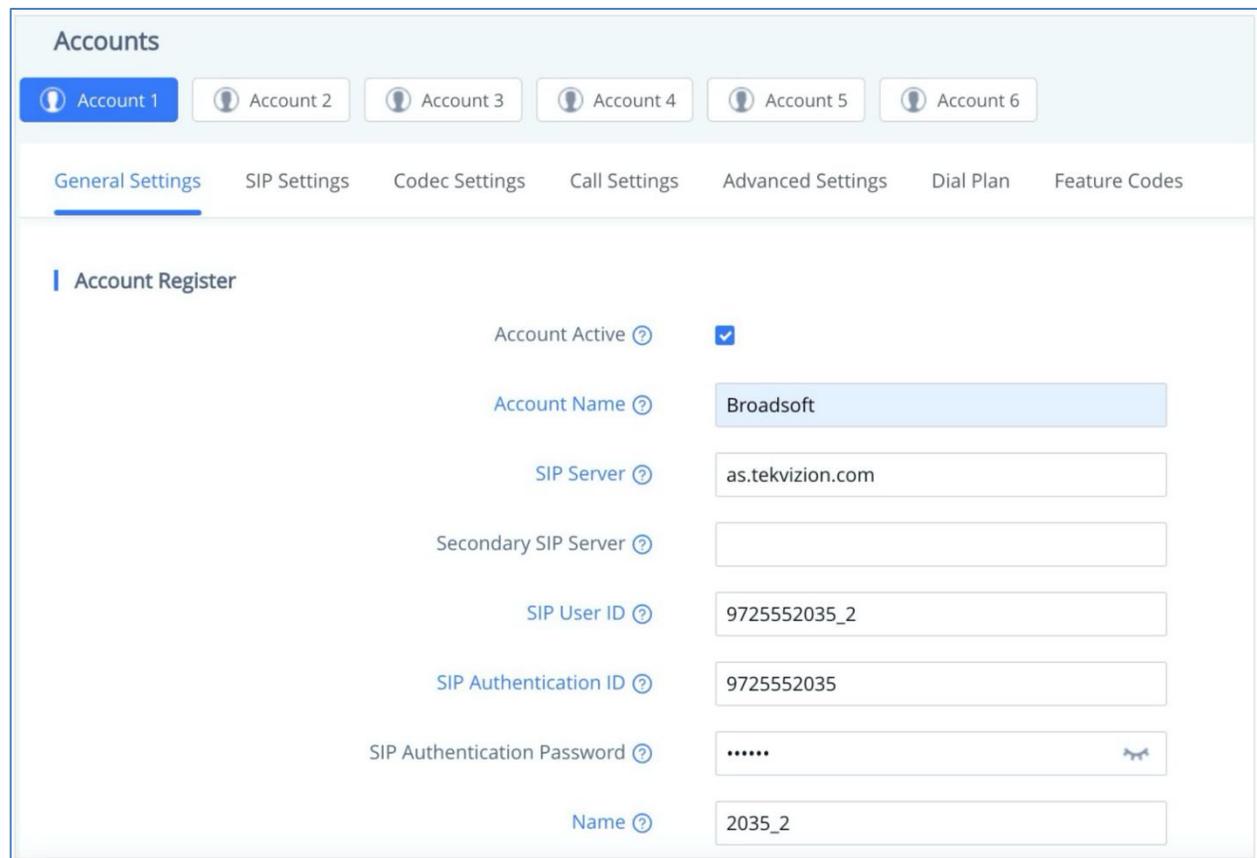




**Figure 4: Configure Primary Phone Line Key Mode**

## Secondary Phone

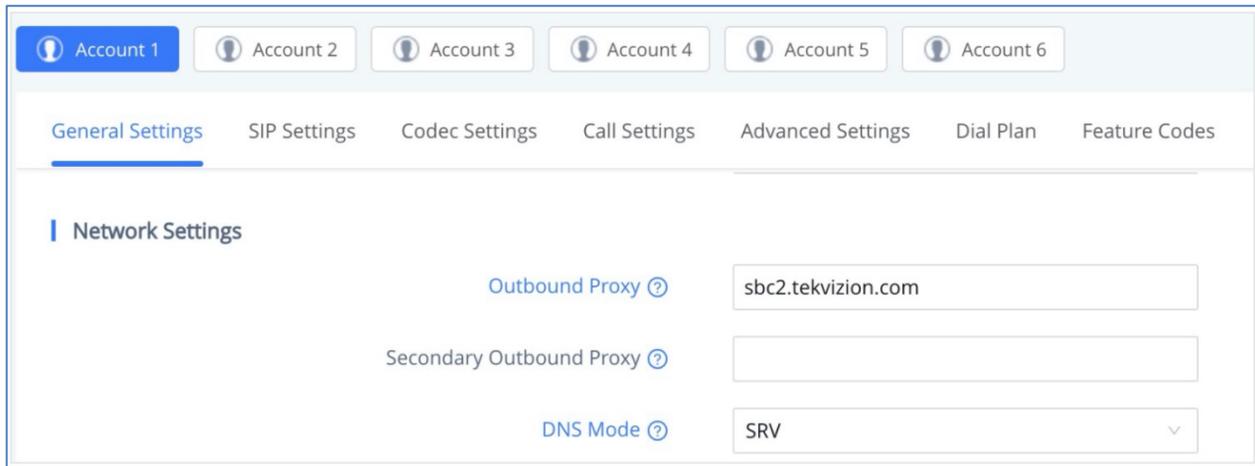
### 1. Configure ACCOUNT Settings:



**Figure 5: Configure Secondary Phone Account Settings**

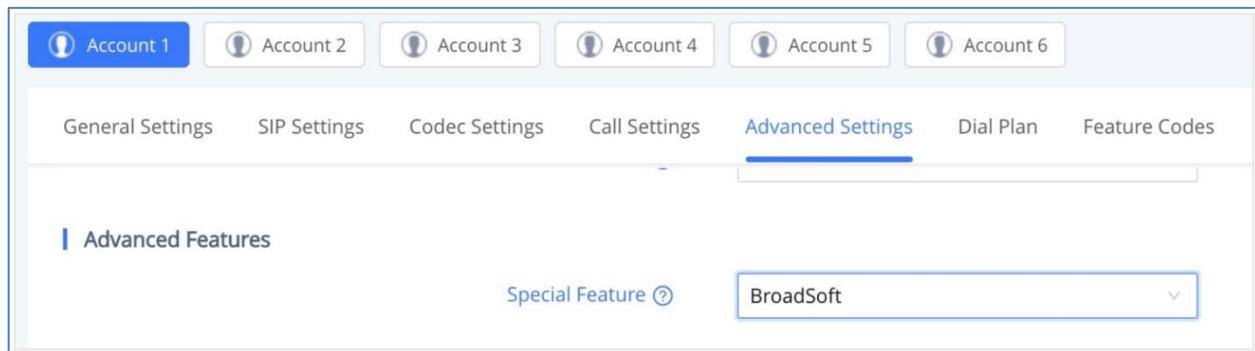


2. Configure Network Settings:



**Figure 6: Configure Secondary Phone Network Settings**

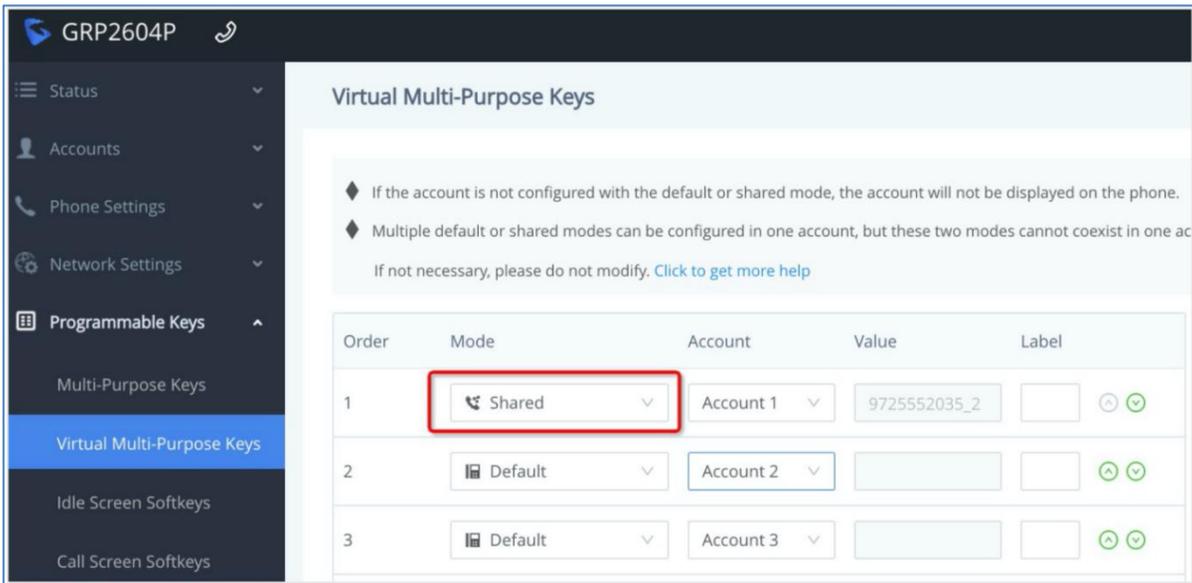
3. Set Special Feature to “BroadSoft”, under Account X > Advanced Settings> Advanced Features, see below:



**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 :

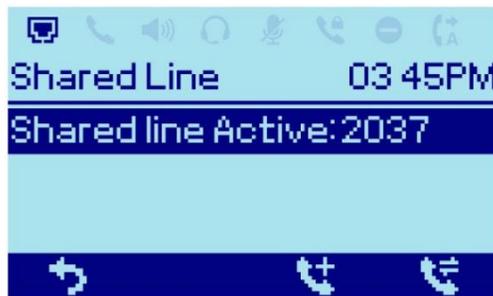


Figure 10: Shared Line Page

- 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 :

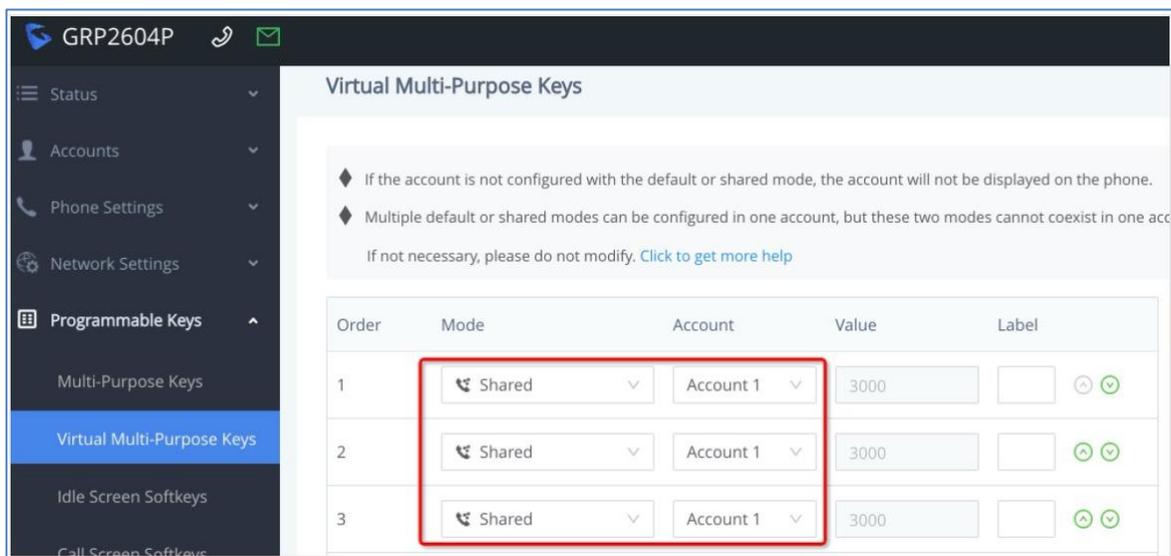


Figure 11: Configure multiple Line key Shared modes



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
<b>Idle</b>	LED Off	LED Off
<b>Ringling</b>	Fast Blinking Red	Fast Blinking Red
<b>Initiate a Call</b>	Solid Green	Solid Red
<b>During a Call</b>	Solid Green	Solid Red
<b>Public Hold</b>	Slow Blinking Green	Slow Blinking Red
<b>Private Hold</b>	Slow Blinking Green	Solid Red

