A MITEL
PRODUCT
GUIDE

MiVoice MX-ONE

Shared Call Appearance - Description

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Mitel
Powering connections

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General 1

This chapter contains the following sections:

The purpose of the feature *Shared Call Appearance (SCA)*, also called Shared Line, is to allow a group of SIP terminals (devices) to control the incoming and outgoing calls on a line, to/from several terminals as a ‘work group’.

While the function is active, the calls on one device will be indicated and monitored also on other devices that are defined as part of the SCA configuration. This allows a sharing device (an SCA group member) to monitor an SCA line’s status, to make or answer calls as necessary, and also provides a simple way to exchange/move calls between devices.

The lines on the SIP devices can be a mix of private non-shared and shared lines.

The SCA service can be activated and deactivated by management functions.

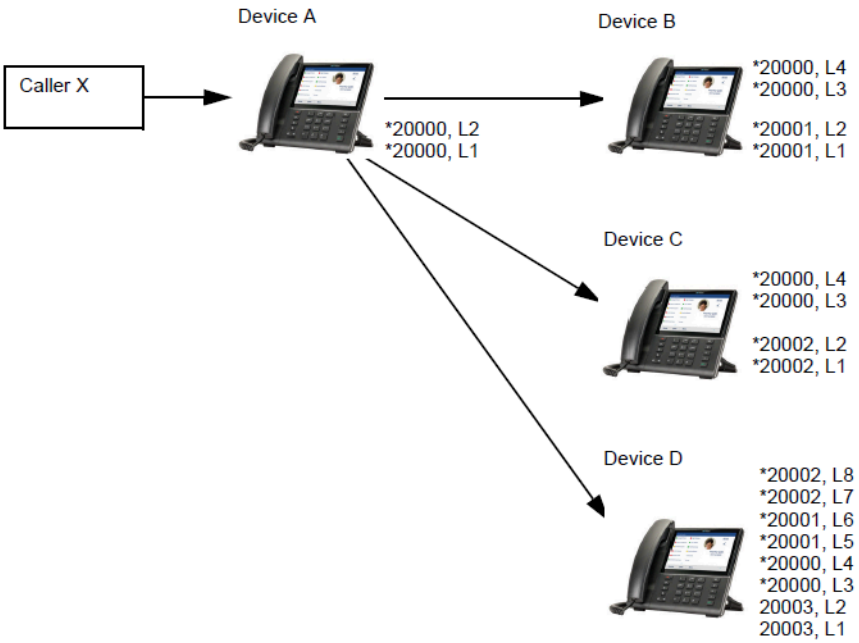
The feature is only supported for SIP terminals, because it requires certain feature key-, LED- and display-support that is not available for other extension types.

Note:

The feature is similar to MDN, Multiple Directory Numbers, on DTS terminals, but also has differences.

1.1 Example Scenario

Figure 1: Example scenario. The * indicates an SCA line



The shared lines in this use case example is directory number 20000, and it is shared on four Mitel 6900/6800/6700 terminals called device A, B, C and D. Also directory numbers 20001 and 20002 are shared, but only in one other device. The devices can have up to nine or more lines (L1 to L9/L24, model dependent), but here only some are used as shared lines. Device D's line 1 and 2 are private non-shared lines. The example configuration is shown in the table below:

Figure 2: Example with four devices (multi line)

	Line 1	Line 2	Line 3	Line 4	Line 5	Line 6	Line 7	Line 8	Line 9
Device A	20000	20000							
Device B	20001	20001	20000	20000					
Device C	20002	20002	20000	20000					
Device D	20003	20003	20000	20000	20001	20001	20002	20002	

Facilities for SCA 2

This chapter contains the following sections:

2.1 Capacity and Limitations for SCA

The user must have a SIP terminal with sufficient capabilities regarding feature keys and display. Mitel 6900/6800/6700 terminals support SCA. All appropriate SIP extensions in a system can have the SCA feature.

Mitel 6900/6800/6700 SIP extension have multiple lines, but the maximum varies per model (from 2 to 24). See the Mitel 6x00 Series SIP Phone Administrator guides for each model family.

Other than its ability to be shared, a shared line has the same capabilities and characteristics as a standard non-shared line.

A maximum of 8 call bridging participants can be supported.

The Mitel 6700/6800/6900 SIP terminal models can support this feature.

The SCA and SCABR feature requires a line key, and depending on terminal model, the maximum number of SCA/SCABR keys that can be initiated, varies per model. See the terminal documentation for details on the maximum number of lines. All capable SIP terminals are able to have this feature.

SCA/SCABR may have up to 40 members, that is supervising SIP extensions. All the supported 15000 SIP terminals (models) can have the SCA/SCABR feature.

The following services are not allowed on an SCA line: MNS, Parallel Ringing/Forking, and Hospitality Room class.

2.2 Activation and Deactivation of SCA

Provisioning of the Shared Call Appearance is done per sharing SIP device, via management functions.

2.3 Line Status Visibility

The SCA group members (sharing devices) have visibility of the shared line's status at all times. The status is reflected by flash rate and lamp color of the line key, and may also include Caller/Connected party Identity displays. The status indication is used to monitor the call activity of a specific user, determine the availability of a shared line, and aid the move of calls between the sharing devices.

Note:

A line on hold is usually indicated by slow flashing lamp, an active line (in speech) is indicated by fix lamp. A waiting call can for example be indicated by fast flashing lamp. Colors (red, green) may be used to indicate private non-shared or shared line. See Mitel 6900/6800/6700 Administrator Guide and Mitel 6900/6800/6700 Quick Reference Guides for each phone model for details.

2.4 Multiple Answering Positions

Any of the SCA group members (sharing devices) may answer an incoming call to the shared line. This allows the sharing members to provide backup for each other on a shared line, to split duty answering calls, or to 'compete' for incoming calls.

2.5 Simple Call Move/Exchange

A call on a shared line can be moved/exchanged between the sharing devices through the use of simple hold and retrieve methods. Retrieve can be done by any SCA group member.

2.6 Call Ownership Mediation

Sharing a line creates a situation where the SCA group members (sharing devices) may compete for line ownership. Control of the shared line is generally determined on a 'first-come-first-served' basis.

2.7 Call Waiting with Line Active or Held

Note:

Call waiting is supported for Mitel 6900/6800/6700 as called party, since it has multiple lines, but cannot be requested as calling party. If all SCA lines are busy, Call waiting cannot be executed.

Call waiting to a line that is active

An incoming call to an active shared line can result in a Call Waiting condition if settings allow. The device currently in control of the shared line is the only device that receives call waiting indication, and is able to answer the incoming/waiting call. All the other SCA group members (sharing devices) continue to show the shared line as busy.

Call waiting to a line that is on hold

An incoming call to a shared line that has been placed on hold (parked) results in the call ringing the device that initiated the hold.

2.8 Call Bridging (Conferencing)

An active call on a shared line can be ‘bridged’ (barged into, or conferenced) by another device sharing the line. Each shared line can be provisioned to allow/disallow the bridging operation, and whether conference tones are to be used.

In certain situations or call states, for example Intrusion/Conference states, the Call Bridging request can be rejected.

2.9 Multiple Active Calls on Shared Line

The Shared Call Appearance feature supports a single extension having several distinct and unconnected active calls on separate sharing devices.

For example in the Example scenario above, device A may have one call in speech on line 1, and get a second call (on the same number), which will alert line 2. If both lines 1 and 2 are busy, a third call would be indicated on devices B, C and D, if they have free SCA lines for the same number. There is also a ‘free on busy’ option that can be configured per device.

2.10 Multiple Line Interaction

When a sharing device has multiple lines, they are treated autonomously and without any loss of functionality. The SCA group members maintain separate call status and displays for each shared line. With a mix of private non-shared and shared lines on a device, there are a number of status transition cases.

2.11 Display information on SCA Devices

The sharing devices will in alerting states basically show the same number, name, softkey label and similar identity information regarding the shared line. Depending on the terminal model, there may be restrictions on what can be displayed.

In active or parked states and when originating a call, only the active/acting device will get display information about the shared line. (LEDs/status information is however updated to all SCA group members).

2.12 Call from SCA to MNS

If a SCA group member is trying to call/transfer using MNS key configured on that terminal, the call will be initiated to the MNS monitored directory. But for fetching the alternate number (--key- sequence) of the MNS, MiVoice MX-ONE will try to check the MNS key configured on the main SCA terminal (line 1 terminal).

In this case, the main SCA terminal also should have the MNS key configured with same monitored directory and key-sequence. Then the call will be redirected to the alternate number specified in the key-sequence.

If the MNS key is not found on the main terminal, the call will be sent to the MNS key monitored directory specified for the group member instead of the alternate number.

Hardware 3

There is no extra hardware for these facilities.