### Admin Portal – Shared Call Appearance (Sharing)

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## Introduction

You can configure Shared Call Appearance on a physical phone. This will enable users to receive calls placed to another user's extension (from their own phone), to place calls from another user's extension (from their own phone), and to see the status of that extension from the line key on their own phone. An example of this is an executive assistant who wants to be able to make and receive calls from the boss's line.

# Configuring sharing on your physical phone (VoIP desk phone)

- 1. Log in to the admin portal.
- 2. Select your site from the drop-down menu.
- 3. Go to the Users tab.
- 4. Choose the user you would like to share out and select the Actions drop-down. Then select Edit. Example: If Justin wants to be able to place and receive calls from Tyler's line, you would select Tyler's phone number.

	Dashboard	Users						Site	All Sites +
ß	SIP Trunking	↓ First Name	Last Name	Phone Number	Extension	Station	Primary Device	Site	۵
••••	Numbers (535)	Very Basic	User	9183335151	5151	Basic Station		JHS	Actions -
Ś	Devices (299)	User	Test	9184988118		Basic Station		JHS	Actions -
ශී	Users (137)	Upload	Test	9184987714	7714	Premium User Station	00:90:8F:60:1E:60 (AudioCodes 420HD)	JHS	Edit
×	Advanced Services	turnk	CC Test	9186657713	7713	Standard Trunk		R17 SIP Trunk Site 2	Reset Password Reboot Device
~	Analytics	Trunk	Calling Test	9184459800	9800	Premium Trunk	65:44:56:12:39:87 (Mitel MiVoice BG w/Office 250)	Trunk Pricing Test	Reset Voicemail PIN Go to My Phone
<ul><li>✓</li></ul>	Reports Call Recording	Tony	Bortles	9189419936		Analog Station	21:54:61:67:41:06 (TAA Polycom VVX 300 Phone PS)	R16.1 QA Test	Actions •
llo	Profile	Test	Test1	9184987736		Premium User Station	65:41:59:35:78:52 (TAA Polycom VVX 500 Phone PS)	JHS	Actions -
		Test	User3	9184987725	7725	Basic Station	65:98:74:56:32:14 (AudioCodes MP-114)	JHS	Actions -
		Susan	Robinson	9184988112	88112	Premium User Station		JHS	Actions -

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5. The Edit User window will appear. From here, go to the **Devices** tab in the left-hand navigation and then select the **Shared Devices** tab at the top of the page.

Edit User - Upload Test		×
User Information	Devices	3 of 137 < >
Voicemail Call Forwarding	Primary Device Shared Devices	
Devices Mobile & PC Applications Advanced Analog Holine	Add additional shared devices to the user below. Adding a shared device to the user will have it ring on all devices. Update these settings in Mobile & PC Applications Ring shared devices when receiving: Click-to-Dial Calls, Group-Pages	
Caung Permissions Hoteling Monitoring Privacy	Don't ring shared devices when receiving: Parked Calls	
Barge In Call Recordings Push To Talk	Device         MAC Address         First Name         Last Name         Add devices using the input. First Name and Last Name refer to the primary user on the device.           Shared devices can be added to this list via the Devices tab.         Shared devices can be added to this list via the Devices tab.	
	No devices added. Use the search above to add a shared device.	
	Export Remove All	
4		Cancel

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- 6. Click in the **Find and add devices** search bar and a list of available devices will appear. Select the device you would like to add as a shared line.
- 7. Then select **Save** to save your changes.

Edit User - Upload Test							×
User Information	Devices						3 of 137 🔍 义
Voicemail Call Forwarding	Primary Device	Shared Devices					
Devices Mobile & PC Applications	Add additional shared de devices.	vices to the user below. A	Adding a shared device t	o the user will have it rin	g on all		
Advanced ^ Analog Hotline	Update these settings in Ring shared devices v	Mobile & PC Applications when receiving: Click-to-D	ial Calls, Group-Pages				
Calling Permissions Hoteling Monitoring	Don't ring shared devi	ces when receiving: Park	ed Calls				1
Privacy Barge In	C Find and add devices	MAC Address	Eiret Name	Laet Nama	Add device:	s using the input. First Name and Last Name refer to	
Call Recordings Push To Talk	× Cisco SPA 122	25:44:34:92:93:66	That Name	Last Name	the primary Shared devi	user on the device. ices can be added to this list via the Devices tab.	
			Expo	rt Remove All	_ _		
					_		
4							Cancel Save

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 Adding a shared device to a user will have it ring on all devices. However, you can enable or disable the following ring settings for shared devices on the Mobile & PC Applications tab in the Edit User window:

- Ring all shared devices and applications when Click to Dial Calls are received.
- Ring all shared devices and applications when group Pages are received.
- Ring all shared devices and applications when a call is parked on a line.

Edit User - Upload Test			×
User Information User Assignments	Mobile & PC Applications		3 of 137 🔍 🗲
Voicemail	View and enable access to user applica		
Call Forwarding			
Devices	Settings	These settings also apply to shared devices.	
Mobile & PC Applications	Ring all shared devices and applicat	tions when Click to Dial Calls are received.	
Analog Hotline	Ring all shared devices and applicat	tions when group Pages are received.	
Calling Permissions	Ring all shared devices and applicat	tions when a call is parked on a line.	
Hoteling			
Monitoring	Applications	If applications are unchecked they will not be given to the user.	
Privacy	BCPBX UC-Mobile Client UC		
Barge In	CRM Connect	CRM connect is a PC and Mac Application which	
Call Recordings	0/8 licenses remaining	integrates with third party applications such as	
Push To Talk	Application Add-ons	Salesforce, to help manage customer contacts.	
	Collab Bundle 0/0 licenses remaining	Collaborate Bundle enables IM&P and My Room Audio Conferencing.	
	Video Conference 0/0 licenses remaining	Video conferencing Add-on requires Collaborate Bundle.	
4			Cancel Save

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- Select **Save** to save your changes.
- Lastly, you will need to reboot the shared device for the shared line to show. You can use Device Management to do that, or have the user power-cycle/reboot the phone. Copyright© 2018 Cisco Systems, Inc. All rights reserved.