



MOVING AWAY FROM LEGACY PBX WITH GRANDSTREAM

CALL PARK, SHARED LINE & CALL APPEARANCE TUTORIAL

Presented by
Abdel Jaibar

Hosted in partnership with
VoIP Supply



Let's Build a Strong Partnership

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We Are VoIP Supply

Reseller Benefits



Since 2002 VoIP Supply has delivered unparalleled service and expertise to over 125,000 customers worldwide.

VoIP Rental Program

our Device as a Service (DaaS) rental program gives your customers the widest variety of VoIP Products for a low monthly payment!

Hardware & Provisioning

featuring over 60 manufacturers that offer over 16,000 products and the ability to provision for you!

CloudSpan MarketPlace

a single place to shop various VoIP service providers - build up your MRR and receive discounts on hardware selling through VoIP Supply

Fulfillment

provisioning and professional services from multiple warehouse locations in North America; providing real-time access to manage your projects from order through delivery

Refresh & Reclaim

offering certified reconditioned devices at a fraction of the cost plus offering an outlet for selling off used and excess VoIP equipment

We Are VoIP Supply



Reseller Advantage



Are you struggling to be competitive in the marketplace?

VoIP Supply has partnered up with some of the top service providers to offer you a program you won't be able to find anywhere else!

Here are just a few key features:

- Earn High Residuals
- Equipment Discounts
- Expert Extended Sales Team - Combined experience of 50+ years

By partnering with us, you will be able to grow your business and strengthen your position in the marketplace.



We Are VoIP Supply

Join Our Team



Become a VoIP Supply Partner

- Exclusive Pricing Through VoIP Supply!
- Opportunity Support – Consulting & Solution Design



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A blue sign with a white border and a yellow dot at the top, hanging from a string. The text "Today's Agenda" is written in white, bold, sans-serif font.

**Today's
Agenda**

1 INTRODUCTION

2 SHARED LINE APPEARANCE

3 SHARED CALL APPEARANCE

4 CALL PARK

5 LIVE DEMO

6 Q & A

Shared Line Appearance allows mapping the line key on the phone to the POTS lines.

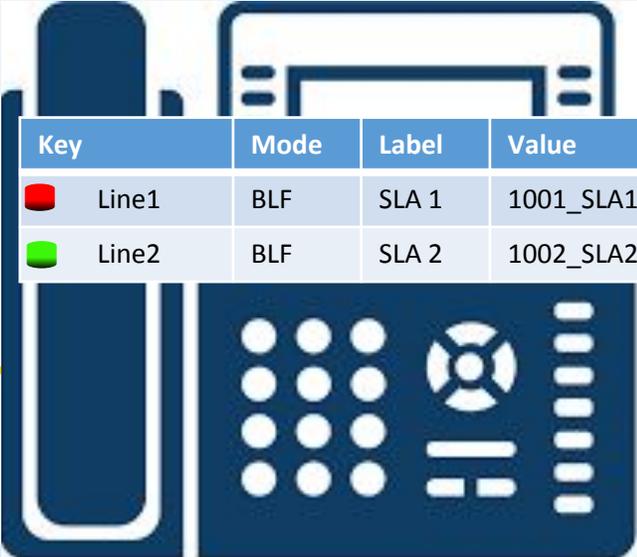
- 1. Incoming calls will trigger the line assigned on the phone to start blinking
- 2. Calls can be picked up from any phone that is configured with SLA
- 3. Users can choose which line to call from
- 4. SLA works only with analog trunks
- 5. Calls can be placed on hold on one phone and retrieved from another phone



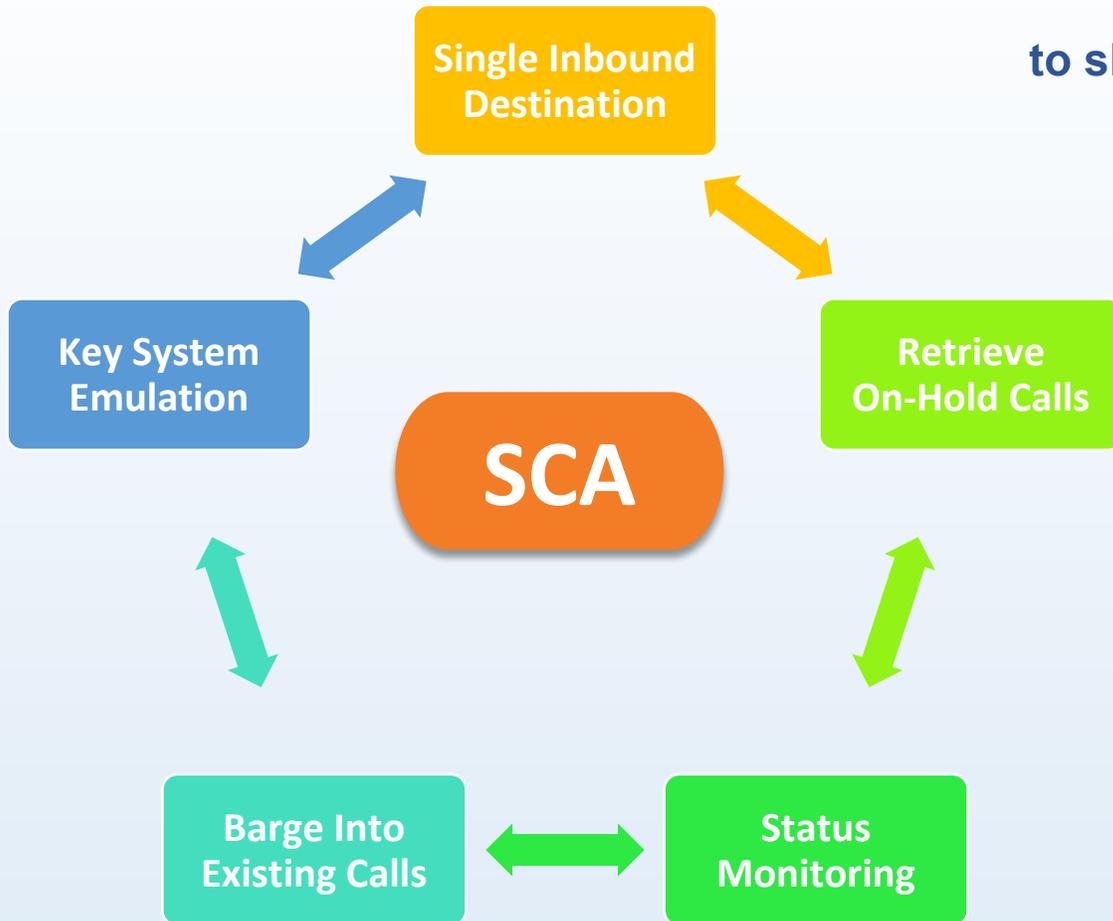
Key	Mode	Label	Value
Line1	BLF	SLA 1	1001_SLA1
Line2	BLF	SLA 2	1002_SLA2



Key	Mode	Label	Value
Line1	BLF	SLA 1	1001_SLA1
Line2	BLF	SLA 2	1002_SLA2



Shared Call Appearance (SCA) is an optimal service that enables users to emulate a key system because it allows multiple phones to share the same extensions and services.



1. Incoming calls will ring all the private extensions that are members of the same shared line
2. Calls can be placed on hold on one phone and retrieved from another phone
3. The status of the shared line will be displayed on all the private extensions
4. When enabled, shared line members can barge into an existing call
5. SCA is a perfect alternative for a key system where users can select the line to call from

UCM Web UI > Extensions > Basic Settings

General

* Extension: CallerID Number:

* Permission:

AuthID:

* Voicemail Password: * SIP/IAX Password:

Voicemail:

Skip Voicemail Password:

Verification:

Send Voicemail to Email: Keep Voicemail after Emailing:

Enable Keep-alive: * Keep-alive Frequency:

Disable This Extension: **Enable SCA:**

Enable SCA must be checked on the shared line extension

UCM Web UI > Call Features > SCA

SCA

SCA Number Group SCA Line Status

Status	Shared Line	Role	IP and Port	Subscribed
<input type="checkbox"/> Unavailable	1000	shared	--	no
<input checked="" type="checkbox"/> Idle	3330	private	172.16.0.119:5064	yes
<input checked="" type="checkbox"/> Idle	3331	private	172.16.0.161:5060	yes
<input checked="" type="checkbox"/> Idle	3332	private	172.16.0.185:5064	yes

Once Enable SCA is checked, the extension will show up on SCA page configuration

Use the + icon to add Private Extensions that will monitor the shared line



GXP Web UI > Account > General Settings

General Settings

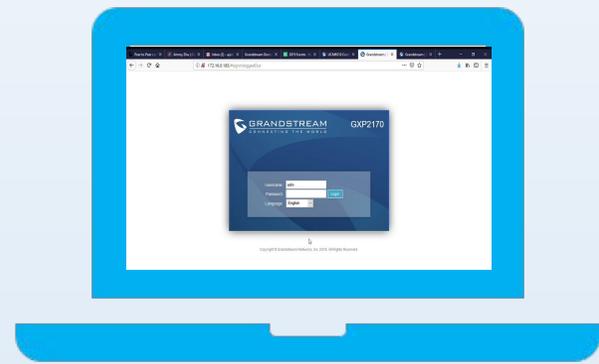
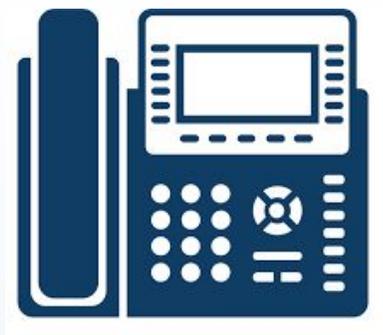
Account Active	<input type="radio"/> No <input checked="" type="radio"/> Yes
Account Name	3332
SIP Server	172.16.0.105
Secondary SIP Server	
Outbound Proxy	
Backup Outbound Proxy	
BLF Server	
SIP User ID	3332
Authenticate ID	1000
Authenticate Password	

Configure the account name to be displayed on the LCD screen

The private extension is used as the SIP User ID

The shared line is used as the Authenticate ID

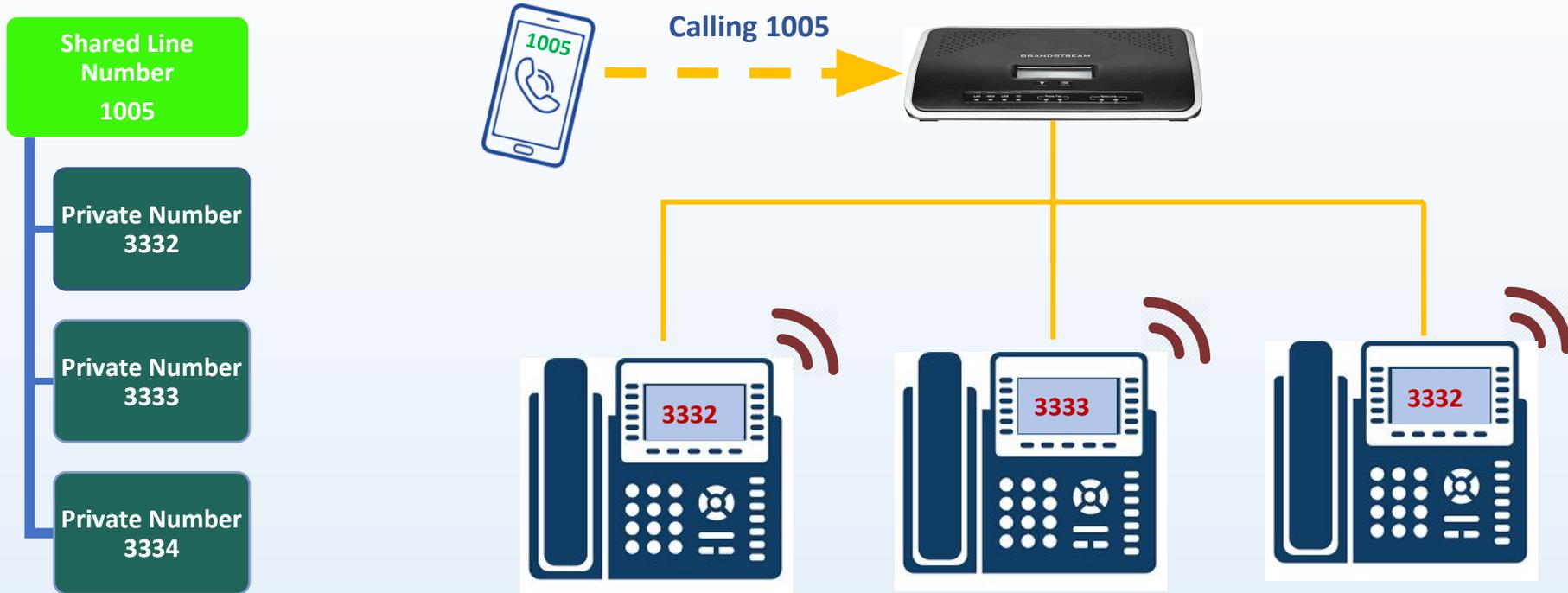
The SIP password for the shared line is used for the Auth Password



SHARED CALL APPEARANCE

Single Inbound Destination

Live Demo Shortly



When the shared line extension is configured as the Default Destination in the Inbound Routes, incoming calls will ring all the private extensions that are members of the shared line

SHARED CALL APPEARANCE

On-Hold Calls Retrieval



Private Extension 1



Private Extension 2

Press the blinking line button to retrieve the call on hold



SCA supports the capability to put calls on hold on one phone to be retrieved from any other phone that is a member of the shared line appearance



Shared Line Appearance

- » Maps POTS lines to lines on the phone
- » Monitors the status of the POTS line
- » Works only with analog trunks
- » Cannot work with other call features like transfer, forward, call park,..
- » Can be configured only on certain phone models
- » Calls be put on hold and retrieved from another phone with SLA



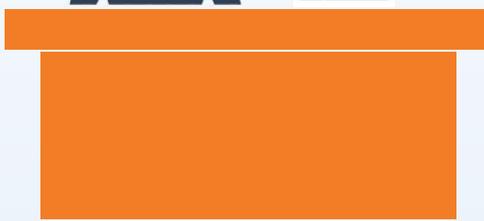
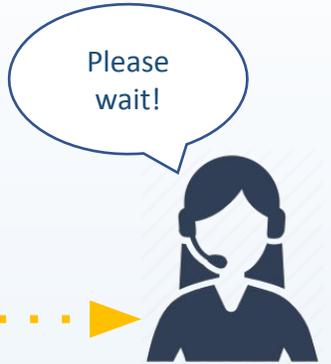
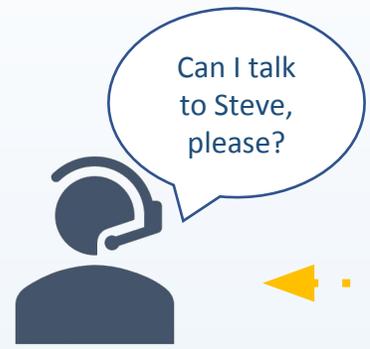
Shared Call Appearance

- » Works with both analog and SIP trunks
- » Monitors the status of the shared line number
 - » Private extensions can call each other
- » Works with other call features like transfer, forward, call park,..
 - » Allows barging into active calls with a tone
 - » Allows retrieving on-hold calls on another phone with SCA

CALL PARK

Process

Live Demo Shortly



Request to park the call #72

701



Park call on lot 701

Parking Lot	Status
701	Busy
702	Idle
703	Idle
704	Idle

SIP NOTIFY (There is a call parked on 701)



Steve



CALL PARK

Parking Timeout



Caller ID	Channel	Extension	Timeout
1003	PJSIP/1003-000000af	701	285

Request to park the call #72

701



SIP NOTIFY (There is a call parked on 701)

After Parking Timeout, the UCM will call back the extension that parked the call. If the latter is **busy**, it will ring the failover extension

* Parking Lot Extension:	700	* Parking Lot Name:	DefaultLot
* Parking Slots:	701-720	Use parklot as extension:	<input checked="" type="checkbox"/>
* Parking Timeout (s):	300	Music On Hold Classes:	Default
Failover Destination:	1012	Ring-All Callback on Timeout:	<input type="checkbox"/>
Forward to Destination on Timeout:	<input type="checkbox"/>		

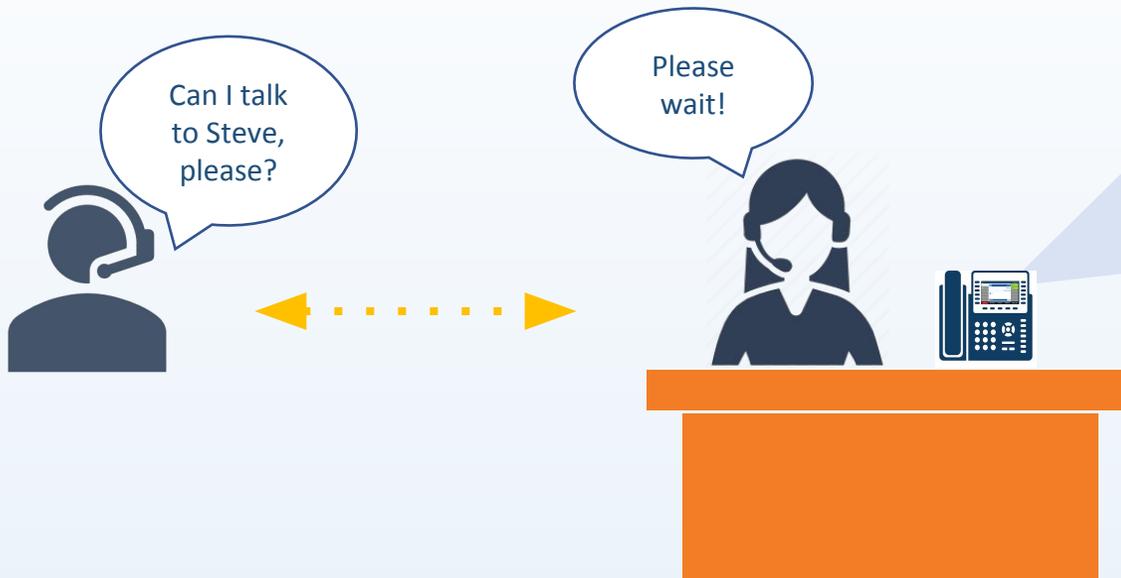


Failover



CALL PARK

Parklot as Extension



The user can select the park lot extension during an active call

UCM Web UI > Call Features > Parking Lot

* Parking Lot Extension:	<input type="text" value="700"/>	* Parking Lot Name:	<input type="text" value="DefaultLot"/>
* Parking Slots:	<input type="text" value="701-720"/>	Use parklot as extension:	<input checked="" type="checkbox"/>
* Parking Timeout (s):	<input type="text" value="300"/>	Music On Hold Classes:	<input type="text" value="Default"/>
Destination When Time Out Call	<input type="text"/>	Timeout Callback Ringing All:	<input type="checkbox"/>
Busy:	<input type="text"/>		

GXP Web UI > Settings > Programmable Keys

Edit VPK

Mode:

Accounts:

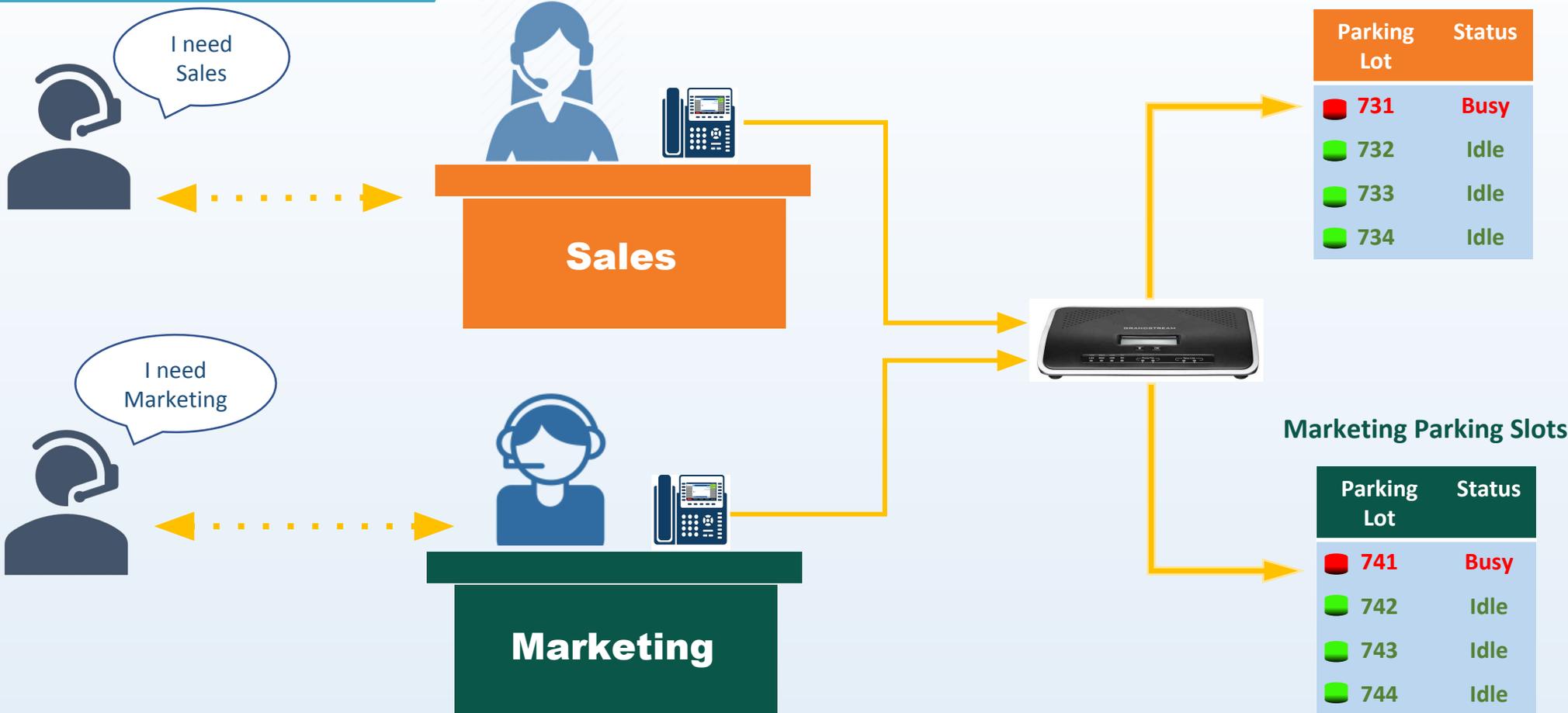
Description:

Value:

Locked:

7	Call Park	1	Park 1	701
8	Call Park	1	Park 2	702

CALL PARK
Multitenant Environment



In a multitenant environment, the UCM supports the option to dedicate parking lot slots to each department

+ Add Parking Lot		
Extension	Name	Slots
700	DefaultLot	701-720
730	Sales	731-739
740	Marketing	741-749



GRANDSTREAM
CONNECTING THE WORLD



Live Demo





GRANDSTREAM
CONNECTING THE WORLD



**Any questions?
Submit via the Q&A box**

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