

Broadsoft 的 SCA 服务器及终端 配置使用说明

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1 介绍

1.1 概述

共享通话实现一组账号之间通话状态信息的共享,方便组内成员接听和拨打电话。有 来电时所有的 Shared Line 分组内的已注册的话机都会收到来电请求并振铃,任何一个话机 接听后,其他的话机停止振铃,且不会标记其为未接来电。Private Line 与 Shared Line 相 对应,该状态下只有通话的双方知道该路通话的状态的线路。

1.2 适用型号

本文档适用于 Fanvil X3S、X4 、X5S、X6、 X7、 X7C、 X210、 X210i 、X3U、X4U、X5U、X6U 等型号

1.3 目标受众

本文档面向使用方位话机 Broadsoft SCA 功能的用户。

1.4 术语表

- Private Line: 只有通话的双方知道该路通话的状态的线路。
- Shared Line: 通话状态可以在一定的范围内共享的线路。
- Call Appearance: 一个 SIP 线路上的一路通话就是一个 call appearance。
- Shared Call Appearance (SCA): Shared line 上的通话状态。
- Public Hold: Public Hold 状态时,其他话机都可以按对应的 Shared Line Key 取回该路 通话,并解除 Hold 开始通话。可以实现一台话机上 Hold 通话转移到了另外一台话机 上继续通话。
- Private Hold: Private Hold 状态时,是不允许从其他话机上取回的。此时其他话机按对 应的 Line 键应视为 Barge。
- Active/Bridge-active/Bridge-held:此状态时,其他话机可以按对应 shared line key 的通话加入到对应的通话中建立三方通话,称为 Barge。

2 Shared Call Appearance (SCA) 说明

2.1 服务器端配置

使用该功能需要建立一个共享组, Broadsoft 提供了方便的创建方式, 登录 BroadWorks 管理网站, 进入 Group > User > Call Control > Shared Call Appearance, 点击 Add 创建一个 或多个共享组(如果之前已创建过,也可以使用现有账号)如图:

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Client Applications	_			and a District District		
Messaging Celleborate	_		Alert all appea	Irances for Click-to-Dial calls		
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创建好组以后,可以在多个终端上注册新建的账号,注册时用户名和密码都是用主账号的用户名和密码,注册的 SIP User 采用新建的 SCA 账号名注册即可,实际上组内的所有

成员都共享了主账号的配置信息和属性.

2.2 话机端配置

● Fanvil 话机注册到 BroadSoft 服务器,可以在多个终端注册上面创建的号码。

	SIP	号规则 基本设定	RTCP-XR	SIP热点		
› 系统						
> 网络	线路 SIP 1 ▼	合心 中的 C	C A 早 田	broa	dsoft SIP服务	务器地址
> 线路	线路状态		SIP代理服	务器地址	FOED	.net 🕜
› 电话设置	用广告 显示名 验证用户名	Fermilian	③ SIPULE ③ 备用代理 ④ 备用代理	安離納口 發务器地址 發冬器進口	5060	0
> 电话本	验证密码服务器名称	•••••	 Outbound Outbound 	山服务器地址 山服务器端口		0
> 通话记录	启用		域	叱号的田白	夕宓印	0
› 快速键	编码设定 >> 🕜 高级设定 >>		MEDEDI		10 10 HJ	
	全局设置 >>	提交				

 Fanvil 话机注册到 BroadSoft 服务器后,要设置服务器类型:登录话机 web 网页, 进入线路 > SIP > 高级设定,指定服务器类型为 BroadSoft,如图:

	SIP 收号规则	基本设定	RTCP-XR	SIP热点	
> 系统	启用无条件转接 启用忙线转接				0
> 网络	启用无应答转接 启用拒接匿名来电		停用无应答转接 <t< th=""><th></th><th>0</th></t<>		0
> 线路	允许匿名呼出 允许呼叫等待		② 禁止匿名呼出 ② 禁止呼叫等待		0
> 电话设置	指定服务器类型	BroadSoft V	DNS 模式	A	• •
> 电话本	注册有效期 使用VPN	3600 📂 🥑	保持联机要型保持联机周期	30	1 0 0
> 通话记录	使用STUN URI转换		同步话们时间 启用通话计时 演乐#20th20ch		
> 快捷鍵	DTMF英型 DTMF SIP INFO模式 传输协议	AUTO V 发送10/11 V UDP V 2	通话趋则设定 启用Rport 启用PRACK	0 2 0 2 0	P
	SIP版本 来电显示头域	RFC3261 V 🕐 PAI-RPID- V 🕜	保持认证 自动使用TCP传输		

Fanvil 话机使用 SCA 功能, 需要开启 SCA 功能: 登录话机 web 网页, 进入线路 > SIP > 高级设定, 开启 SCA (如果 SCA 未开启,则注册线路为 Private Line), 如 图:

	SIP 收号规则	基本设定	RTCP-XR SIP热点	
> 系统	允许匿名呼出 允许呼叫等待		 	Ø
> 网络	指定服务器类型 注册有效期	BroadSoft 🔻 🥝	DNS 模式 保持联机类型	
> 线路	使用VPN 使用STUN		保持联机周期	30
> 电活设置	URI转换 DTMF类型		启用通话计时 通话超时设定	
> 电话本	DTMF SIP INFO模式 传输协议	发送10/11 ▼ 🕜	启用Rport 启用PRACK	
· 通话记录	SIP版本 来电显示头域	RFC3261 V	保持认证 自动使用TCP传输	
> 快捷鍵	配置兼容特殊服务器 开启user=phone	0 0	开启Feature Sync 开启GRUU	• Ø
	开启SCA 开启BLF List	© ©	BLF服务器 BLF List 号码	Ø

 配置好账号并注册成功后,为了方便查看组内通话的状态,可以到 Function key 页面配置 Dsskey 为启用 Shared Call Appearance 的 Line,每一个 Line 键都可以代 表一个 Call Appearance,可以参考 2.3 节 Line 键灯了解通话的状态。
 为了方便进行 private hold,可以到 Function key 页面 配置 Dsskey 为 private hold
 键。注意 public hold 键为通话中的 softkey-hold。

	快捷键	Softkey设置					
> 系统							
> 网络	DSS Page Settings DSS LCD Page	Settings	新增第二屏页面	删除		页2	¥
> 线路	DSS Home Pag	e	None ▼ 提交				
> 电话设置	快捷键设置						
> 电话本	重置BLF Transfe 按键	ir类型 类型	建立新通话 姓名	▼ 提交 值	子类型	线路	抢接号码
> 通话记录	DSS Key 1-1 DSS Key 1-2	线路 线路	• • • •		无 天 て	SIP1 V SIP2 V	
> 快捷键	DSS Key 1-3 DSS Key 1-4	线路	▼		元 无 て	SIP3 V	
	DSS Key 1-5	功能鏈	T		Private Hold 🔻	Auto 🔻	
	DSS Key 1-6	功能鏈	•		耳机 ▼	Auto 🔻	
	DSS Key 2-1	无	T		无 🔻	Auto 🔻	
	DSS Key 2-2	无	T		无 🔻	Auto 🔻	
	DSS Key 2-3	无	Y		无 【	Auto 🔻	

● 注意每台注册到 BroadSoft 服务器的话机都要按照如上步骤配置好,就可以使用 SCA 功能了。

2.3 指示灯状态

为了方便查看组内通话的状态,可以配置 DSSKEY 为启用 SCA 的线路,不同状态下 Line LED 状态如下:

State&direction	Local	Remote
Idle	灭	灭
Seized	绿灯常亮	红灯常亮
Progressing (outgoing call)	绿灯快闪	红灯快闪

Alerting (incoming call)	绿灯快闪	绿灯快闪
Active	绿灯常亮	红灯常亮
Public Held (hold)	绿灯慢闪	红灯慢闪
Held-private (private hold)	绿灯慢闪	红灯常亮
Bridge-active (Barge-in)	绿灯常亮	红灯常亮
Bridge-held	绿灯常亮	红灯常亮

2.4 Shared Call Appearance(SCA)场景实例

为了便于用户理解,这里介绍几个场景实例。

情景中,经理和秘书注册了相同的 SCA 账号,并按照上述步骤配置好。

场景 1: 当这个账号有一通来电时,经理和秘书的话机都会收到该来电并振铃。如果 经理很忙,他可以直接拒接来电,停止振铃;而秘书的话机仍会一直振铃直到她拒接/应答 通话或来电超时。

场景 2: 当这个账号有一通来电时,假如秘书接起通话后需要经理接听,他可以按下 public hold 键保持该通话,并通知经理,经理按下相同的 SCA 对应的 Line 键即可接听该 通话。

场景 3: 当前经理与客户建立一路重要的通话,需要离开一段时间,如果他不想其他 人取回该通话,他可以按下 private hold 功能键。

场景 4: 当前经理与客户建立一路通话,需要秘书参与记录,秘书可以按下对应的 SCA line 键 bargin-in 该通话。