



SCOPSERV
INTERNATIONAL INC.

ScopTEL™ IP PBX Software
Shared Users For Devices

Description: Shared Users for Devices

In many cases it is desirable to have an extension shared across multiple devices. For example you have an extension 100 and you want it registered to multiple SIP User Agents such as: SIP Soft Phone, Wireless SIP Phone (DECT, WiFi), SIP Desk Phone. When someone calls extension 100 you want all devices to ring or ring with unique ring tones or just blink because you are monitoring extension 100 for someone else.





Pre-Requisites

- Minimum Release scopserv-telephony25-5.8.27.0.20151130-1
- Prior knowledge of the ScopTEL Automatic Provisioning System
- Software License for each Device that will share an extension

Example: Extension 100 primary desk phone shared with SIP Smart Phone and WiFi SIP Phone requires 2 device licenses (you do not need a shared device license for the primary extension).



Before you begin

- Upgrade your software to latest packages to meet the required software packages.

Packages Manager Cleanup Database Update Now

Configuration **Version Informations**

Version Informations: ScopServ Packages [1 to 17 of 17]

Search: Search

Name	Description	Installed	Last	Status
scopserv-core	The Core module used by all ScopServ Applications.	5.1.0.30.20150916	5.1.0.30.20150916	Ok
scopserv-framework	Framework System: common code, and inter-application communication.	5.0.0.16.20150805	5.0.0.16.20150805	Ok
scopserv-gollem	Web-based File Manager, providing the ability to fully manage a hierarchical file system.	5.0.0.3.20150317	5.0.0.3.20150317	Ok
scopserv-ioncube	ionCube Loaders (encoded PHP files)	4.6.1	4.6.1	Ok
scopserv-network	Network Configuration, Firewall and Traffic Manager (Shaper)	5.1.3.10.20150504	5.1.3.10.20150504	Ok
scopserv-nic	Network Tools: basic network service monitoring.	5.0.2.0.20150707	5.0.2.0.20150707	Ok
scopserv-passwd	Password changing module	5.0.0.2.20150311	5.0.0.2.20150311	Ok
scopserv-realtime	A Realtime Monitor in AJAX	5.0.70.0.20151124	5.0.71.0.20151130	Click to Update
scopserv-reports	ScopSTATS (Reports module for ScopServ)	5.0.71.0.20151022	5.0.71.0.20151022	Ok
scopserv-server	Backup/Restore, Packages Manager and Certificate Manager (SSL) functionalities	5.1.1.9.20151126	5.1.1.9.20151126	Ok
scopserv-telephony	Telephony Manager for Asterisk (GUI)	5.4.20140912	5.4.20140912	Ok
scopserv-telephony-extra	Extra utilities for Telephony	2.1	2.1	Ok
scopserv-telephony-sounds	Additional sounds for Asterisk used by ScopServ	2.0.3	2.0.3	Ok
scopserv-telephony14	Telephony Manager 1.4 for Asterisk (GUI)	1.4.93	1.4.93	Toggle Version
scopserv-telephony20	Telephony Manager 2.0 for Asterisk (GUI)	2.0.40	2.0.40	Toggle Version
scopserv-telephony21	Telephony Manager 2.1 for Asterisk (GUI)		2.1.22	Click to Install
scopserv-telephony25	Telephony Manager 2.5 for Asterisk (GUI)	5.8.27.0.20151130	5.8.27.0.20151130	Ok

Columns to display: Select

- Purchase the required number of Shared Users for Device licenses from your ScopServ Partner.
- Download your new License Key to activate your new license

License Options

Options: ScopTEL Professional
 Customer Portal
 Shared Users for 10 devices
 ScopTEL with Active Directory
 Station Message Detail Recording (SMDR)
 Hospitality Management System (PMS)
 External Reporting Server
 Network and Firewall

Supported Version(s): 1.4 to 2.x

Maximum Users: 500

Maximum Tenants: 5

Change Download License



Edit Telephony>Extensions

- Create a new or edit an existing SIP extension and navigate to the Authentication tab to 'Enable Shared SIP support' for the extension.
- The Authentication name for each device will be unique and have characters appended as in this example. Make sure to use the shared Username for each SIP device when it is configured for authentication. Each device will share the same Password. The Dial Plan will be automatically built and all registered SIP extensions will ring simultaneously when 100 is called.

The screenshot shows the configuration page for a SIP extension in the ScopTEL IP PBX web interface. The 'Authentication' tab is selected, and the 'Enable Shared SIP support?' checkbox is checked. The 'Number of SIP devices?' is set to 3. The 'Shared Username' is 100 (Main Account), 100_2 (Account #2), and 100_3 (Account #3). The 'Security (ACL) Mode' is set to -- Disabled --.

Step 1. Enabled Shared SIP Support with checkbox
Step 2. Set number of SIP devices to 3 to enable this shared user for 2 additional devices (SIP SmartPhone and SIP WiFi device).
Step 3. Click on Save



Configuring Automatic Provisioning System to Support Shared Devices

- Use case Number 2: configuring extension 100 to ring a backup phone (backup receptionist example).
- Extension 101 is the backup receptionist and extension 100 is the receptionist extension.

The screenshot shows the 'Phone Provisioning' configuration page. The 'DSS Keys' tab is selected and highlighted with a red box. Below the navigation tabs, the 'Enable extended DSS Keys label ?' checkbox is checked. The 'Deal Type' is set to 'Blind Transfer' with a default of 'Blind Transfer'. The 'Expansion Module' is set to 'LCD Expansion Module (EXP39)' and the 'Number of Expansion Module' is set to '0'.

The 'Memory Keys' section shows a table of 10 keys, all currently set to 'N/A'.

The 'Line Keys' section shows configuration for two keys:

Key	Line	Label
Key 1	Line 1	101
Key 2	Line 2	100

Yalink APS Template Example:
In this example Key 1 is the Line assignment of extension 101 (Line 1)
Key 2 will have the 100_2 shared extension assignment (Line 2)



Configuring Automatic Provisioning System to Support Shared Devices

Use case Number 1: Assigning shared user Extension 100_2 to the Secondary SIP Device

Auto Provisioning System (APS): Phone Provisioning

Phone Provisioning Gateway Provisioning Firmware

Phone Provisioning

General Lines Network PBX Services

Line 1

Line 1: 100: 100 (Account #2) (SIP)

Label (Phone Display): 100

Display Name:

Ring Type: Ring 1
Default: Common

Caller ID Source: PAI-FROM

Transport: UDP

Local SIP Port: 5060

DTMF Mode: RFC2833
Default: RFC2833

Enable Voice Encryption (SRTP)?

Enable Auto-Answer?

Customize Voicemail Button?

In this example Line 1 Extension 100 (primary extension 100) has already been assigned to another MAC address. A new MAC address is selected for the Secondary assignment using Extension 100_2 (Account #2). This method allows Extension 100 to be assigned to two different Yealink Phones.

Use case Number 1: Assigning shared user Extension 100_3 to the Thirdary SIP Device

Auto Provisioning System (APS): Phone Provisioning

Phone Provisioning Gateway Provisioning Firmware

Phone Provisioning

General Lines Network PBX Services

Line 1

Line 1: 100: 100 (Account #3) (SIP)

Label (Phone Display): 100

Display Name:

Ring Type: Ring 1
Default: Common

Caller ID Source: PAI-FROM

Transport: UDP

Local SIP Port: 5060

DTMF Mode: RFC2833
Default: RFC2833

In this example Line 1 Extension 100 (primary extension 100) has already been assigned to another MAC address. Another new MAC address is selected for the Thirdary assignment using Extension 100_3 (Account #3). This method allows Extension 100 to be assigned to three different Yealink Phones.



Configuring Automatic Provisioning System to Support Shared Devices, cont'd

Use Case Number 2: Editing the MAC address configuration for a backup reception phone.

Auto Provisioning System (APS): Phone Provisioning

Phone Provisioning | Gateway Provisioning | Firmware

Phone Provisioning

General | **Lines** | Network | PBX Services

Line 1

Line 1 [X]: 101: 101 (SIP) [v]
Label (Phone Display): 101
Display Name:
Ring Type: Ring 1 [v]
Default: Common

Line 1 is the phone's primary extension and extension 101 is the backup receptionist. Calls to extension 101 will ring on this button.

Caller ID Source: PAI-FROM [v]
Transport: UDP [v]
Local SIP Port: 5060
DTMF Mode: RFC2833 [v]
Default: RFC2833

Enable Voice Encryption (SRTP)? [X]
Enable Auto-Answer?:
Customize Voicemail Button? [X]

Line 2

Line 2 [X]: 100: 100 (Account #2) (SIP) [v]
Label (Phone Display): 100
Display Name:
Ring Type: Ring 2 [v]
Default: Common

Line 2 is the Secondary appearance of extension 100 configured to ring on this device. Calls to extension 100 will ring on this button.

Caller ID Source: PAI-FROM [v]
Transport: UDP [v]
Local SIP Port: 5060

1. Commit all of your Telephony Changes
2. Commit all of your APS changes
3. Reboot all phone hardware to download the new APS configuration files.

NOTE: Smart Phone SIP Accounts must be configured manually using the application's proprietary settings.

