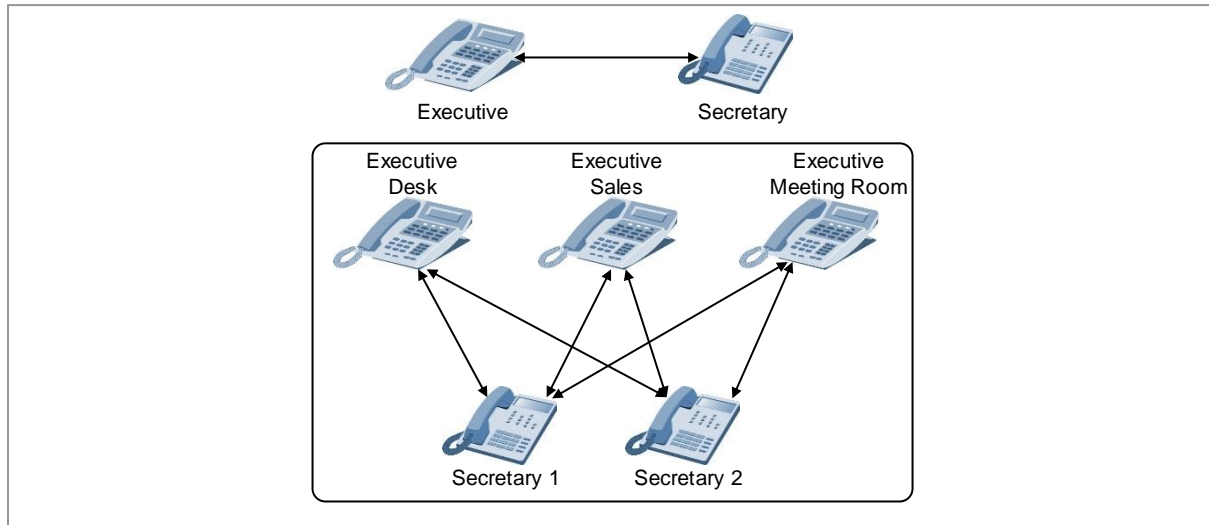


## Boss/Secretary

The boss/secretary feature allows a boss and a secretary to share one extension number while using their own individual numbers and the intercom feature.

Bosses and secretaries can be connected 1:1

*Figure 1. Boss/Secretary*



While configuration may vary by administrators, we recommend that you configure the feature in the following order for maximum efficiency:

### Scenario:

Boss' Extension = 4200

Secretary's Extension = 4201

Shared Extension=4202

## BOSS' phone:

1. Configure Multi Extension Phone = 4200 (Configuration > User > Multi-Extension Phone)
2. Phone Verification = MAC Address or IP Address
3. Enter the MAC Address or IP Address as required
4. Set User Type to Manager

The screenshot shows the 'Multi-Extension Phone - Change' configuration window. It has four tabs: 'Basic Configuration', 'Protocol', 'Number Translation', and 'Phone'. The 'Basic Configuration' tab is active. The form contains the following fields:

Field	Value
User Group	training
Language	English
Phone Type	Samsung-Desktop-Phone
License Phone Type	Samsung-Desktop-Phone
Profile Login ID	4200
Profile Login Passcode	*****
Phone Verification	IPAddress
MAC Address	
IP Address	192.168.73.101
Private IP Address	192.168.73.101
Use mVoIP	No
User Type	Manager

1. Configure Multi Phone User = 4200 (Configuration > User > Multi-Phone User)
2. Type your Extension number and Name
3. Set all User IDs and Passwords along with the PIN number

The screenshot shows the 'Multi-Phone User - Change' configuration window. It has four tabs: 'Basic Configuration', 'Number Translation', 'Service', and 'Interworking'. The 'Basic Configuration' tab is active. The form contains the following fields:

Field	Value
User Group	training
Service Group	training-SG1
Location	training-LOC1
Name	BOSS
Extension Number	4200
Use Mobile Phone Number	None
Mobile Phone Number	
Application User ID	4200@training.scm.com
Application Password	*****
Authentication User ID	4200
Authentication Password	*****
PIN Number	*****
Make Mailbox	Yes
VMS Extension Number	
A-A Primary Node	NODE 0
A-A Dual Registration	Enable
Multi Type	Multi Line
Call Appearance	

## SECRETARY's phone:

1. Configure Multi Extension Phone = 4201 (Configuration > User > Multi-Extension Phone)
2. Phone Verification = MAC Address or IP Address
3. Enter the MAC Address or IP Address as required
4. Set User Type to Secretary

The screenshot shows the 'Multi-Extension Phone - Change' configuration window. It has four tabs: 'Basic Configuration', 'Protocol', 'Number Translation', and 'Phone'. The 'Basic Configuration' tab is active. The form contains the following fields:

Field	Value	Field	Value
User Group	training	Phone Name	SECRETARY
Language	English	License Phone Type	Samsung-Desktop-Phone
Phone Type	Samsung-Desktop-Phone	Profile Login Passcode	*****
Profile Login ID	4201	MAC Address	
Phone Verification	IPAddress	Private IP Address	192.168.100.139
IP Address	192.168.100.139	User Type	Secretary
Use mVoIP	No		

1. Configure Multi Phone User = 4201 (Configuration > User > Multi-Phone User)
2. Type your Extension number and Name
3. Set all User IDs and Passwords along with the PIN number

The screenshot shows the 'Multi-Phone User - Change' configuration window. It has four tabs: 'Basic Configuration', 'Number Translation', 'Service', and 'Interworking'. The 'Basic Configuration' tab is active. The form contains the following fields:

Field	Value	Field	Value
User Group	training	Service Group	training-SG1
Location	training-LOC1	Name	SECRETARY
Extension Number	4201	Use Mobile Phone Number	None
Mobile Phone Number		Application Password	*****
Application User ID	4201@training.scm.com	Authentication Password	*****
Authentication User ID	4201	Make Mailbox	Yes
PIN Number	*****	A-A Dual Registration	Enable
VMS Extension Number		Call Appearance	
A-A Primary Node	NODE 0		
Multi Type	Multi Line		

### Shared Line:

1. Configure Multi Phone User = 4202 (Configuration > User > Multi-Phone User)
2. Type your Extension number and Name
3. Set all User IDs and Passwords along with the PIN number
4. Set Multi Type to Multi Line & Multi Device
5. Set Call Appearance to SCA

The screenshot shows the 'Basic Configuration' tab of the 'Multi-Phone User - Change' dialog. The configuration is as follows:

Field	Value	Field	Value
User Group	training	Service Group	training-SG1
Location	training-LOC1	Name	SHARED LINE
Extension Number	4202	Use Mobile Phone Number	None
Mobile Phone Number		Application Password	*****
Application User ID	4202@training.scm.com	Authentication Password	*****
Authentication User ID	4202	Make Mailbox	Yes
PIN Number	*****	A-A Dual Registration	Enable
VMS Extension Number		Call Appearance	SCA
A-A Primary Node	NODE 0		
Multi Type	Multi Line & Multi Device		

### Assign the Shared Line to BOSS' phone:

1. Go back to Boss' Multi-Extension Phone: 4200
2. Make sure EXT 4200 and 4202 are assigned to the phone.

The screenshot shows the 'Basic Configuration' tab of the 'Multi-Extension Phone - Change' dialog. The configuration is as follows:

Field	Value	Field	Value
User Group	training	Phone Name	BOSS
Language	English	License Phone Type	Samsung-Desktop-Phone
Phone Type	Samsung-Desktop-Phone	Profile Login Passcode	*****
Profile Login ID	4200	MAC Address	
Phone Verification	IPAddress	Private IP Address	192.168.73.101
IP Address	192.168.73.101	User Type	Manager
Use mVoIP	No		

Below the configuration fields, there are two lists for assigning extensions to the phone:

- Phone User**: [ Selected ], 4200, 4202
- [ All ]**: 4201

A red circle highlights the 'Phone User' list, and a red arrow points from it to the 'Phone User' field in the configuration table above.

### Assign the Shared Line to SECRETARY's phone:

1. Go back to Secretary's Multi-Extension Phone: 4201
2. Make sure EXT 4201 and 4202 are assigned to the phone.

[DIALOG] Multi-Extension Phone - Change

**Basic Configuration** | Protocol | Number Translation | Phone

User Group	training	Phone Name	SECRETARY
Language	English	License Phone Type	Samsung-Desktop-Phone
Phone Type	Samsung-Desktop-Phone	Profile Login Passcode	*****
Profile Login ID	4201	MAC Address	
Phone Verification	IPAddress	Private IP Address	192.168.100.139
IP Address	192.168.100.139	User Type	Secretary
Use mVoIP	No		

**Phone User** [ Selected ]

- 4201
- 4202

**[ All ]**

- 4200

### Setup Intercom Service on Boss' phone (EXT 4200) to intercom with Secretary (EXT 4201)

1. Go to Configuration > Service > User Service > Intercom > Hit Create

[DIALOG] Intercom - Create

User Group	training	Extension Number	4200
Name	BOSS	Voice Only	

**Intercom**

[ Selected ]

- 4201

[ All ]

- 4202
- 4203

Create Apply Close

Search

## Setup Intercom Service on Secretary's phone (EXT 4201) to intercom with Boss (EXT 4200)

1. Go to Configuration > Service > User Service > Intercom > Hit Create

[DIALOG] Intercom - Create

User Group: training Extension Number: 4201

Name: SECRETARY Voice Only: ☐

Intercom

[ Selected ]

4200

[ All ]

4202  
4203

Search

Create Apply Close

## Setup Phone Key Programming on Boss' Phone

1. Go to Configuration > User > Phone Key Programming > Hit Change on Boss' phone
2. Button 1 = .Call Key with EXT 4200
3. Button 2 = .Line Key with EXT 4202
4. Button 3 = .Intercom Key with Value of 4201 to Intercom with Secretary

[DIALOG] Phone Key Programming - Change

User Group: training Phone Name: BOSS

#	Display Name	Key	Value	Extension Number
1	BOSS	.Call		4200
2	SHARED	.Line		4202
3	To Sec	.Intercom	4201	4200
4				4200
5				4200

## Setup Phone Key Programming on Secretary's Phone

1. Go to Configuration > User > Phone Key Programming > Hit Change on Secretary's phone
2. Button 1 = .Call Key with EXT 4201
3. Button 2 = .Call Key with EXT 4202
4. Button 3 = .Intercom Key with Value of 4200 to Intercom with Boss

[DIALOG] Phone Key Programming - Change

User Group: training Phone Name: SECRETARY

#	Display Name	Key	Value	Extension Number
1	SECRETARY	.Call		4201
2	SHARED	.Call		4202
3	To BOSS	.Intercom	4200	4201
4				4201
5				4201
6				4201

## Setup No Ring on Boss' Phone (Optional):

If you do not want Boss' shared line (EXT 4202) to ring, you can setup No Ring on Boss' phone for that particular shared line.

1. Go to Configuration > User Group > Change User Group > Options > Hit Change on your User Group
2. Enable "No Ring for Multi-Device" field

User Group	training	Transfer RingBack Tone	MOH
Operator Recall	Disable	Auto Answer Attention Tone	Bellcore 1
Auto Answer Tone Count	0	Chain Forwarding	First Callee
Call Authentication	Disable	CSTA Port	6001
Maximum Call Forward Count	3	Long Duration Call Auto Release	Disable
Park Announcement ID	1100	Push Service Announcement ID	
Wake-Up Announcement ID	1049	Wake-Up Announcement Iteration	3
Wake-Up No Answer Retry Count	3	Wake-Up Ring Type	None
Callback Ring Type	None	Recall Ring Type	None
Paging On Answer Ring Type	None	Dispatch Conf. Ring Type	Siren 1
Predefined Conf. Ring Type	Siren 1	Line Seize Option	None
Transfer Recall	Enable All	Application Server Service Group	training-APPGRP1
Node1 App Server Service Group		Missed Call by Multi-Device	Display Disable
Missed Call by Hunt Answer	Display Disable	Missed Call by Multiring Answer	Display Disable
Missed Call for Pickup	Display Disable	System Speed Dial Display	Speed Number
Transfer Target Display for Recall	Enable Operator Only	CSTA Node Code	0
No Ring for Multi-Device	Enable	Minimum Number Translation Length	10
Hunt Group Member Service	Disable	Smart Routing Service	Enable
Use Default Access Code Use List	No	All Hot Desking Logout	Disable
All Hot Desking Logout Time	00:00:00	Multi-ring Member Display	Multi-ring
LDAP Server Update Option	Not use	Dialing Number Display for Outgoing	Peer Info
Mobile Phone Location Service	No	Nurse Call Delimiter	

3. Go to Configuration > User > Multi-Extension Phone Setting > Hit Change on Boss' phone
4. Set No Ring on Boss' Shared Line

#	Extension Number	Extension Name	No Ring
1	4200	BOSS	Ring
2	4202	SHARED LINE	No Ring
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			

#### TEST:

Redirect an incoming call to the Shared Line (EXT 4202).

Boss and Secretary have shared the same SCA number (EXT 4202) and each have its own private number.

A call is incoming to the SCA number (EXT 4202) and after the Secretary answered the call, Secretary using his/her private number (EXT 4201) makes an intercom call to the private number of Boss (EXT 4200) to explain who is calling to the Boss.

If the Boss wants to talk, Secretary hangs-up the call on his/her phone and the Boss picks up the held SCA call by pressing SCA line button (Button#2) on the Boss's Phone.