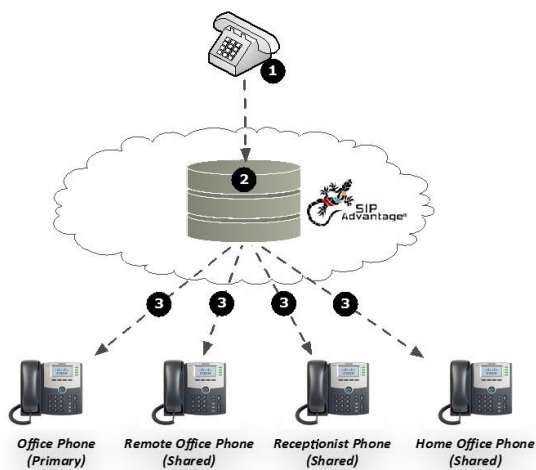# Sharing

Feature Overview

Business moves on regardless of where you are. You may be at home, traveling, in a different office, but you still need to handle calls. At the very least you may want someone to answer calls on your behalf.

The Shared Line Appearance service allows users to receive calls placed to another user's line, place calls from another user's line, and see the status of that line from the line key on their own phone (up to 35 different phones). For example, your main phone at your office, one at your home and another on your receptionist's phone.

1. Caller dials the user's number
2. The BroadCloud PBX network receives the call and sees that this user has Shared their appearance to three other phones
3. All related (primary and shared) BroadCloud PBX phones ring at the same time
4. Call is connected by the first phone to be picked up

Note: Outbound calls are governed by the same logic, in reverse.

Notes

- Configuration settings allow the admin to enable or disable the following functions for shared devices:
  - Alert all shared devices for click-to-dial calls
  - Alert all shared devices for Group Pages
  - Notify for parked calls

- Even if a Primary device has Multiple Line Appearances, the shared call appearance appears as a single line appearance on the shared device.

Feature Prerequisites

Before the Sharing feature can be used, the following conditions must be met:

- The primary user must have a phone number assigned to a Premium, Hosted PRI – User, or Standard station. **Note:** the Standard station is limited to 5 shared-call appearances, including clients.
- All endpoints the user shares to must be certified devices assigned to the site within the BroadCloud PBX dashboard (do not need to be assigned to another user)
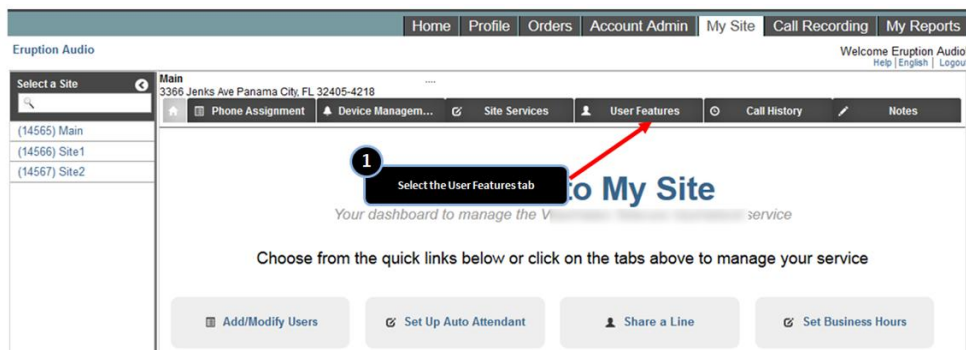
CenturyLink Business

Feature Setup

Sharing
To use this service, log into to My Account, and then simply follow the steps detailed below.
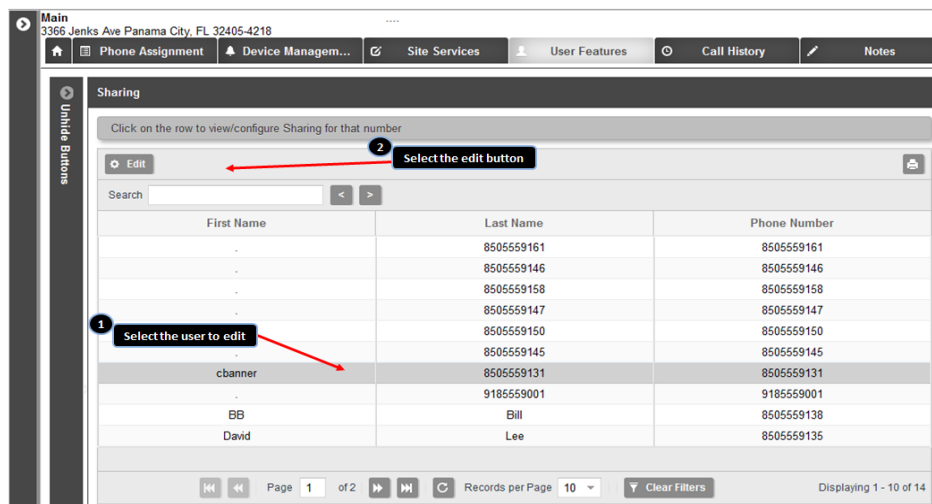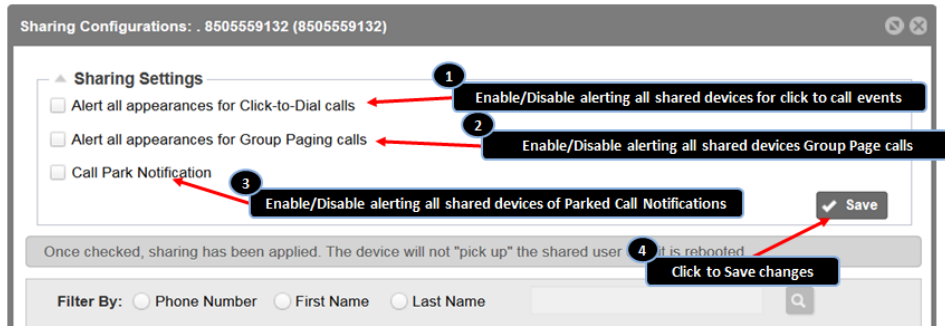
Step 1: Go to My Site and Select a Site

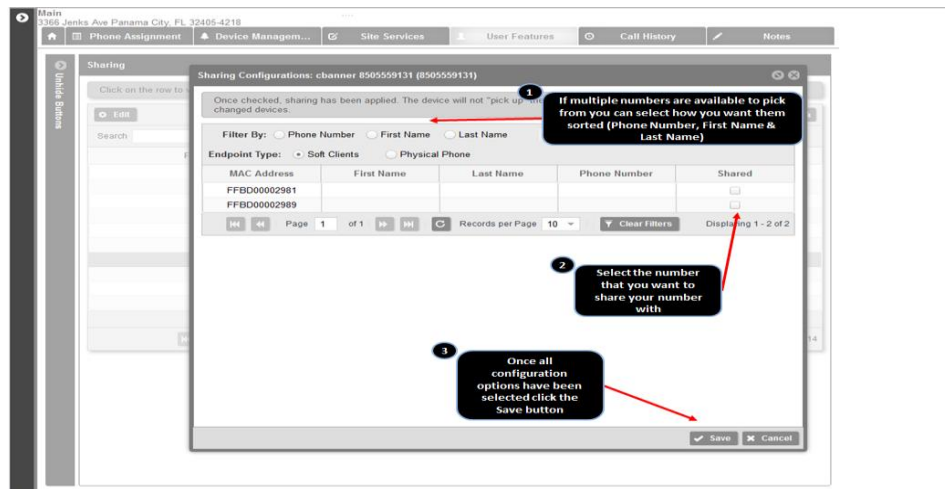**Step 2: Select User Features and then the Sharing Tab**

Step 3: Select the User to edit and then select the Edit button

Step 4: Configure the Sharing Settings

Step 5: Complete all of the configuration options and select Save

Clicking Save saves the selection and automatically reboots the phone with which the selected line is shared. Once the phone has rebooted, the new line appearance will be visible.