

# Admin Portal – Shared Call Appearance (Sharing)

 [carrier.webex.com/configure\\_sharing\\_REP/](http://carrier.webex.com/configure_sharing_REP/)

January 11, 2019

[Home](#) | [Administrator Guides](#) | Admin Portal - Shared Call Appearance (Sharing)

[Introduction](#)[Configuring sharing](#) [back to top](#)

## Introduction

You can configure Shared Call Appearance on a physical phone. This will enable users to receive calls placed to another user's extension (from their own phone), to place calls from another user's extension (from their own phone), and to see the status of that extension from the line key on their own phone. An example of this is an executive assistant who wants to be able to make and receive calls from the boss's line.

## Configuring sharing on your physical phone (VoIP desk phone)

1. Log in to the admin portal.
2. Select your site from the drop-down menu.
3. Go to the **Users** tab.
4. Choose the user you would like to share out and select the **Actions** drop-down. Then select **Edit**. Example: If Justin wants to be able to place and receive calls from Tyler's line, you would select Tyler's phone number.

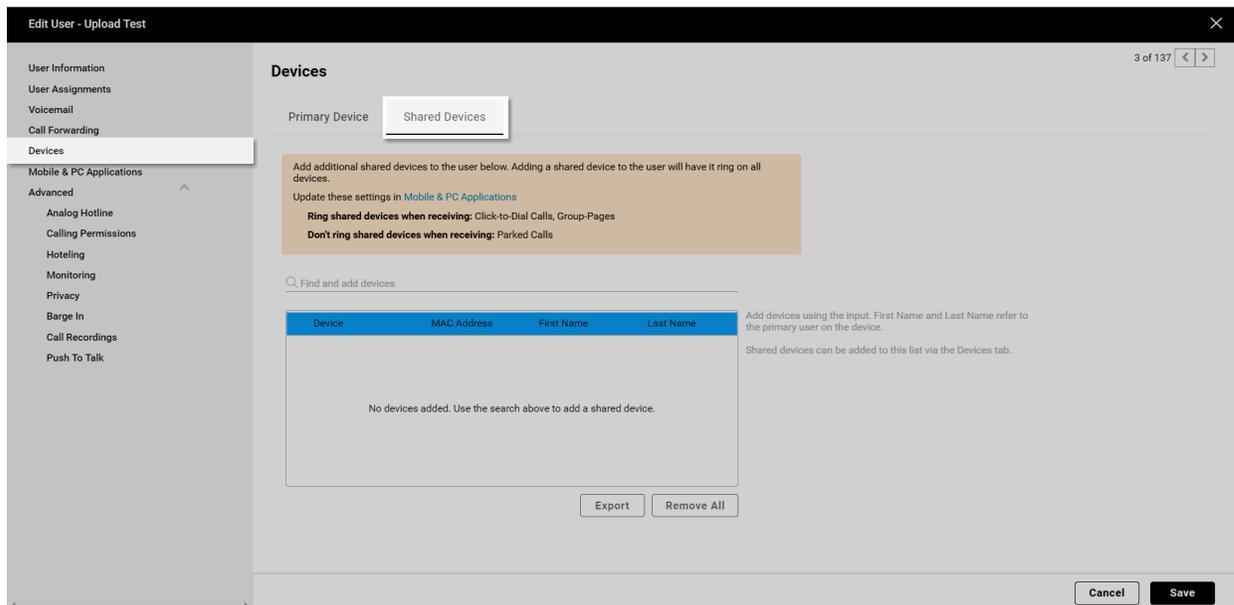


The screenshot shows the 'Users' page in the Admin Portal. The page has a dark sidebar on the left with navigation options: Dashboard, SIP Trunking, Numbers (535), Devices (299), Users (197), Advanced Services, Analytics, Reports, Call Recording, and Profile. The main content area is titled 'Users' and includes a 'Site: All Sites' dropdown. Below the title is a table with columns: First Name, Last Name, Phone Number, Extension, Station, Primary Device, and Site. An 'Actions' dropdown menu is open for the user 'Upload Test', showing options: Edit, Reset Password, Reboot Device, Reset Voicemail PIN, Go to My Phone, and Remove User.

First Name	Last Name	Phone Number	Extension	Station	Primary Device	Site	Actions
Very Basic	User	9183335151	5151	Basic Station		JHS	Actions
User	Test	9184988118		Basic Station		JHS	Actions
Upload	Test	9184987714	7714	Premium User Station	00:90:8F:60:1E:60 (AudioCodes 420HD)	JHS	Actions
turnk	CC Test	9186657713	7713	Standard Trunk		R17 SIP Trunk Site 2	Actions
Trunk	Calling Test	9184459800	9800	Premium Trunk	65:44:56:12:39:87 (Mitel MiVoice BG w/Office 250)	Trunk Pricing Test	Actions
Tony	Bortles	9189419936		Analog Station	21:54:61:67:41:06 (TAA Polycom VVX 300 Phone PS)	R16.1 QA Test	Actions
Test	Test1	9184987736		Premium User Station	65:41:59:35:78:52 (TAA Polycom VVX 500 Phone PS)	JHS	Actions
Test	User3	9184987725	7725	Basic Station	65:98:74:56:32:14 (AudioCodes MP-114)	JHS	Actions
Susan	Robinson	9184988112	88112	Premium User Station		JHS	Actions

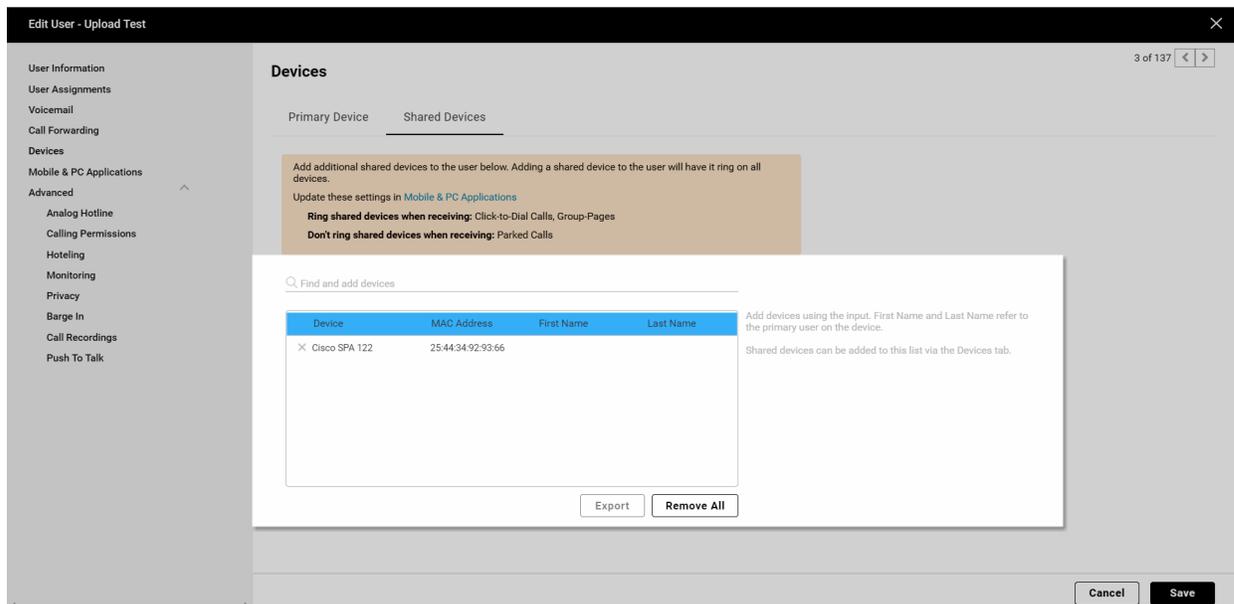
Click image for large view 

5. The Edit User window will appear. From here, go to the **Devices** tab in the left-hand navigation and then select the **Shared Devices** tab at the top of the page.



Click image for large view 

6. Click in the **Find and add devices** search bar and a list of available devices will appear. Select the device you would like to add as a shared line.
7. Then select **Save** to save your changes.



Click image for large view 

8. Adding a shared device to a user will have it ring on all devices. However, you can enable or disable the following ring settings for shared devices on the **Mobile & PC Applications** tab in the Edit User window:

- Ring all shared devices and applications when Click to Dial Calls are received.
- Ring all shared devices and applications when group Pages are received.
- Ring all shared devices and applications when a call is parked on a line.

Click image for large view 

- Select **Save** to save your changes.
- Lastly, you will need to reboot the shared device for the shared line to show. You can use Device Management to do that, or have the user power-cycle/reboot the phone.

Copyright© 2018 Cisco Systems, Inc. All rights reserved.