



# eSIP Evolution Series

## How to Use SLA

### Introduction

Shared Line Appearance (SLA) feature helps users share SIP trunks and FXO trunks. It also helps monitor the status of the shared line. SLA feature works with BLF key on IP phones.

- When an incoming call is received, all the SLA stations are informed of it and may join it if the shared line allows barging in.
- When an outgoing call is made by one SLA station, all members shared with the same line are informed about the call, and will be blocked from this line appearance until the line goes back to idle or the call is put on hold.

### To use SLA, you need do the following:

- Enable SLA feature on a FXO trunk or VoIP trunk.
- Create SLA Stations.
- Configure BLF keys for the shared line on the stations' IP phones. The BLF key value is "extensionnumber\_trunkname".

### *SLA Sample Configuration*

You need at least two IP phones to set up SLA. In a boss-assistant scenario, the boss will share the FXO trunk 8675309 with the assistant. If the boss's phone is extension 1001 and the assistant's phone is 1002, then you can set up a shared line by following these steps:

1. Go to **Settings > PBX > Trunks**, edit the FXO trunk, check the option **Enable SLA** and configure SLA options.

**Edit FXO Trunk ( 8675309 )** ✕

Basic    Advanced    Adapt Caller ID

**General**

Name ⓘ:

RX Volume ⓘ:  TX Volume ⓘ:

Enable SLA ⓘ *If enabled, this trunk will not be available in routes or other channels.*

Allow Barge ⓘ

Hold Access ⓘ:  Open     Private

Failover Destination ⓘ:

- **Allow Barge:** check this option, the other SLA station shared the same line could press the BLF key to join the conversation.
  - **Hold Access:** if set to open, other stations that share the line could retrieve the call; if set to private, the call can be retrieved only by the station that previously put the call on hold, not by others sharing the same line.
2. Go to **Settings > PBX > Call Control > SLA** to create SLA stations to monitor and share the FXO trunk 8675309. Here we create two stations, one for extension 1001, one for extension 1002

**Add SLA Station** ✕

Station Name ⓘ:

Station ⓘ:

Associated SLA Trunks ⓘ:

Available	Selected
	8675309 (FXO)

Ring Timeout(s) ⓘ:

Ring Delay(s) ⓘ:

Hold Access ⓘ:  Open     Private

### Edit SLA Station ( Secretary )

Station Name

Station

Associated SLA Trunks

**Available**

**Selected**

8675309 (FXO)

Ring Timeout(s)

Ring Delay(s)

Hold Access  Open  Private

- Configure BLF key on the boss's IP phone (extension 1001). If the configuration is correct, you can see the BLF key LED is green.

Account	Function Key Settings	MCAST Settings	Features	LDAP	Preference	Codec
Key	Type	Name	Value	Line	Subtype	Pickup Number
<input checked="" type="checkbox"/>	Line	Line 1		AUTO	None	
<input checked="" type="checkbox"/>	Line	Line 2		AUTO	None	
<input checked="" type="checkbox"/>	Memory Key	8675309	1001_8675309	SIP1	Presence	

- Configure BLF key on the assistant's IP phone (extension 1002). If the configuration is correct, you can see the BLF key LED is green.

Memory Key	8675309	1002_8675309	SIP1	Presence	
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All the configurations are done. You can now utilize the SLA feature.

## **SLA Operations**

### ***Making Outgoing Calls***

- If the BLF key shows the shared line is idle, the boss or the assistant could press the BLF key to use the line. After hearing a dial tone, he/she could dial the external number to call out.
- If the BLF key LED turns red, which indicates the line is in use now. The other SLA station could not use the line to make outgoing call now.

### ***Handle Incoming Calls***

When an external call reaches the shared line, all the SLA stations will ring. Any of the stations could pick up the call.

### ***Barging-in an Active Call***

When there is an active call between an SLA station and an external number through the shared line, other SLA stations could join the call by pressing the BLF key if "Allow Barge" is enabled for the shared line.

### ***Hold and Retrieve Calls***

During the call, the SLA station could press the BLF key to hold the call.

- If Hold Access is set to "open", other stations that share the line could retrieve the call;
- If Hold Access is set to "private", the call can be retrieved only by the station that previously put the call on hold.