



Line Sharing in the Nx12, Hx6, and iQ6

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This family of Telos talk show systems can share analog telephone lines between two units. The systems will coordinate with each other to ensure the line is handled properly.

How it Works

In short, you will split the phone line and route it to two different talk show systems. These must be located on the same network, and configured to communicate with each other.

If you have used an Nx12 in two-studio mode, the following will look very familiar. Line sharing between devices is designed to work just like it does when two studios are active on one talk show system. For now, let's call our two devices "Studio A" and "Studio B".

An incoming call on a shared line will indicate a ring in both studios. If Studio A answers, it takes the line off hook and sends it the appropriate audio (hybrid, handset, or program on hold). At the same time, it tells Studio B that it is controlling the line. If Studio A has the line on air or on handset, Studio B will show the line as "in use elsewhere."

When a line is placed on hold, it will show as on hold in both Studio A and Studio B. You can use this to transfer a call to the other studio. However, keep in mind that the caller will hear the program on hold audio for whichever studio last controlled the line. By way of example, let's continue from above, where Studio A answered. When they put the call on hold, the caller hears A's program on hold, but B is told to indicate that the line is on hold. Now B can take the call to handset or hybrid. When it does, the line becomes unavailable on A. If B now puts the call back on hold, A is told this, and the line is shown as on hold in both studios. However, the caller now hears the program on hold for studio B.

Unlike hold, Screened Hold keeps ownership of the line on the studio that did the screening.

Busy All will busy out the line in both studios.

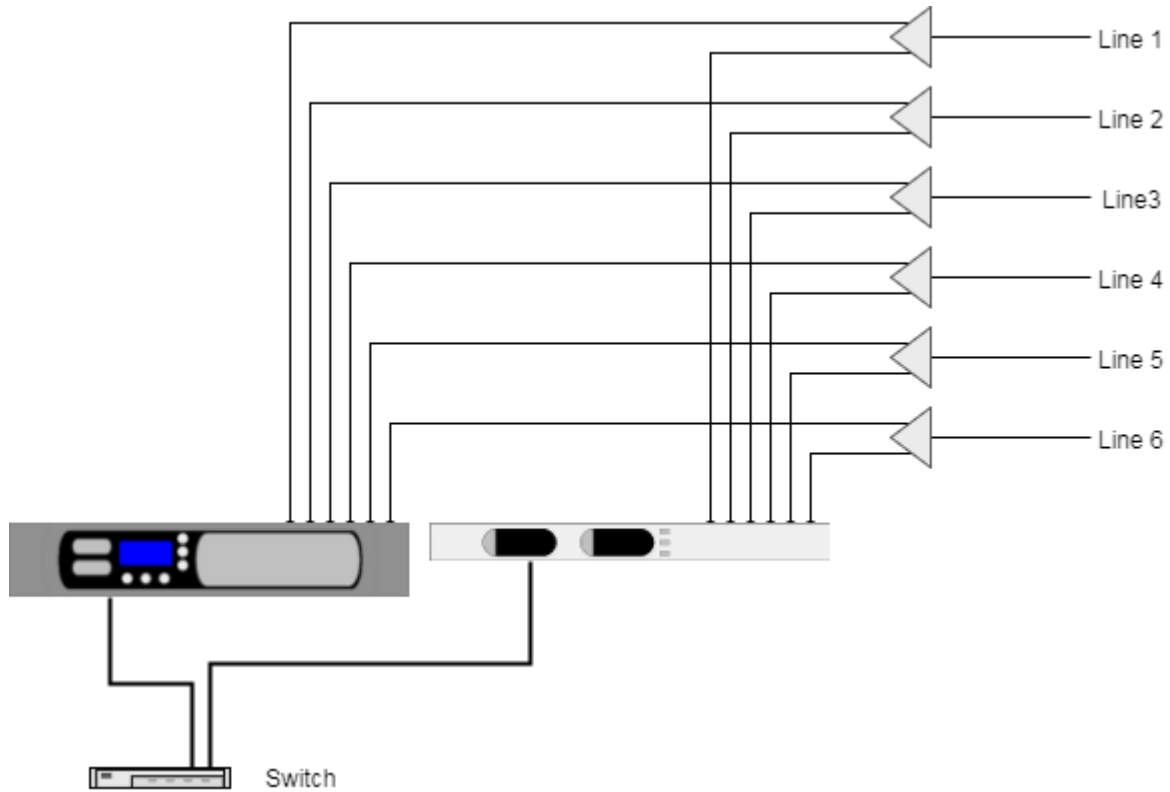
Configuration

Requirements

- An analog telephone line "Y" splitter
- An Ethernet network connection between the two talk show systems



Hardware Connections



Each phone line that you want to share must be run through a splitter, and then connected to both talk show systems. The split line must go to the same line position on each device. Therefore, an Nx12 when sharing lines can share any of its 12 analog line positions, but when sharing with an Hx6 or iQ6 can only share positions 1-6.

Software Settings

Line sharing is defined on the Show Line Configuration area of the Setup Wizard web page. Here is an example of an Nx12 that is configured to share a few lines with an Hx6:

Show Line Configuration ?				
Line	Name	Show	Priority	Share with 192.168.2.200
1:	Telton 101	Shared ▼	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2:	Telton 102	Shared ▼	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3:	Telton 103	Show 1 ▼	<input type="checkbox"/>	<input type="checkbox"/>
4:	Telton 104	Show 2 ▼	<input type="checkbox"/>	<input type="checkbox"/>
5:	Xport Test Line	Shared ▼	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6:	Hx1 Aux	Shared ▼	<input type="checkbox"/>	<input type="checkbox"/>
7:	ISDN 1	Shared ▼	<input type="checkbox"/>	<input type="checkbox"/>
8:	ISDN 2	Shared ▼	<input type="checkbox"/>	<input type="checkbox"/>
9:	ISDN 3	Shared ▼	<input type="checkbox"/>	<input type="checkbox"/>
10:	ISDN 4	Shared ▼	<input type="checkbox"/>	<input type="checkbox"/>
11:	ISDN 5	Shared ▼	<input type="checkbox"/>	<input type="checkbox"/>
12:	ISDN 6	Shared ▼	<input type="checkbox"/>	<input type="checkbox"/>

Lines shared with:

And this is the equivalent section on the Hx6:

Show Line Configuration ?				
Line	Name	State	Priority	Share with 192.168.2.116
1:	Telton101	Enabled ▼	<input type="checkbox"/>	<input checked="" type="checkbox"/>
2:	Telton102	Enabled ▼	<input type="checkbox"/>	<input checked="" type="checkbox"/>
3:		Enabled ▼	<input type="checkbox"/>	<input type="checkbox"/>
4:		Enabled ▼	<input type="checkbox"/>	<input type="checkbox"/>
5:	XportTestLine	Enabled ▼	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
6:		Enabled ▼	<input type="checkbox"/>	<input type="checkbox"/>

Lines shared with:

As you can see, each side has to be told the other's IP address, and the line numbers have to match. Beyond that, the local treatment of the line is the same as if it was not shared. You can even continue to split the line between both studios on an Nx12. In this way, with two Nx12s sharing lines, a single POTS line can appear at the same position in up to four different shows.