

Yealink IP Phones Deployment Guide for Broadsoft UC-One Enviroment

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About This Guide

BroadSoft UC-One is a complete Unified Communications solution, providing a comprehensive suite of services meeting both business and consumer requirements. The UC-One solution effectively leverages multiple BroadSoft products: BroadWorks, BroadTouch and BroadCloud, to provide the full UC-One User Experience.

This guide describes the BroadWorks device management interface and introduces how to deploy Yealink IP phones for the administrator using the BroadWorks device management interface. In addition, this guide provides the detailed instructions for BroadSoft integrated features. The BroadCloud features are available on the following Yealink IP phones:

- SIP-T58V/A and SIP-T56A IP phones running UC-One firmware version 80 or later.
- SIP-T54S, SIP-T52S, SIP-T48G/S, SIP-T46G/S and SIP-T29G IP phones running UC-One firmware version 81 or later.

These features require the support from the BroadSoft BroadWorks platform with patches and BroadSoft BroadCloud services. The BroadSoft BroadWorks features are available on the following Yealink IP phones:

- SIP-T58V/A, SIP-T56A and W52P IP phones running UC-One firmware version 80 or later.
- SIP-T54S, SIP-T52S, SIP-T48G/S, SIP-T46G/S, SIP-T42G/S, SIP-T41P/S, SIP-T40P/G, SIP-T29G, SIP-T27P/G, SIP-T23P/G, SIP-T21(P) E2, SIP-T19(P) E2 and W56P IP phones running UC-One firmware version 81 or later.

These features require the support from the BroadSoft BroadWorks platform.

Who should use this guide?

This deployment guide is intended for system and network administrators familiar with configuring and deploying Yealink IP phones and with the components of the BroadSoft environment.

Before reading this guide, you should be familiar with the following:

- Previous knowledge of and experience with BroadSoft UC-One components
- Access to BroadSoft UC-One product documentations and relevant firmware
- Previous knowledge of and experience with Yealink IP phones
- Access to Yealink IP phones documentations and relevant firmware

In This Guide

This deployment guide includes the following chapters:

- Chapter 1, "BroadWorks Device Management" describes BroadWorks device management.
- Chapter 2, "Configuring Device Management on BroadWorks" describes how to configure device management on BroadWorks.
- Chapter 3, "Configuring BroadSoft Integrated Features" describes how to configure BroadSoft integrated features on the BroadSoft server and IP phones.
- Chapter 4, "Upgrading Firmware" describes how to upgrade the firmware of IP phones.
- Chapter 5, "Downloading and Verifying Configurations" describes how to download boot files and configuration files and verify configurations.

Summary of Changes

This section describes the changes to this guide for each release and guide version.

Changes for Release 82, Guide Version 82.21

SIP-T58V/T58A/T56A IP phones running firmware version 58.80.193.30 make the following changes:

Add the following functions:

- BroadCloud Features
- Group Night Forwarding
- Automatic Call Distribution
- Flexible Seating
- Centralized Call Recording
- Executive and Assistant
- Security Classification
- BroadWorks Mobility
- Call Decline Policy

Update the following functions:

- Xtended Services Interface (XSI)
- BroadSoft Directory
- BroadSoft Call Log
- Call Waiting
- Calling Line ID Presentation

Voice Messaging/Video Voice Messaging

Changes for Release 82, Guide Version 82.20

Major updates have occurred to the following sections:

- BroadCloud Features
- Do Not Disturb
- Call Forward
- Feature Key Synchronization
- Shared Call Appearance
- Emergency Call

Changes for Release 81, Guide Version 81.90

Major updates have occurred to the following section:

• Centralized Call Recording

Changes for Release 81, Guide Version 81.71

Documentations of the newly released SIP-T54S/T52S and CP860 IP phones have also been added.

Changes for Release 81, Guide Version 81.70

Documentations of the newly released SIP-T58V/T58A/T56A/T40G, W52P and W56P IP phones have also been added.

The following section is new:

• Local Call Log

Major updates have occurred to the following sections:

- BroadSoft Directory
- Call Park
- Do Not Disturb
- Call Forward
- Busy Lamp Field List

Changes for Release 81, Guide Version 81.20

Documentations of the newly released SIP-T48S/T46S/T42S/T41S/T27G IP phones have also been added.

The following sections are new:

- Flexible Seating
- Centralized Call Recording
- Executive and Assistant
- Security Classification
- BroadWorks Mobility
- Call Decline Policy

Major updates have occurred to the following sections:

- Creating the Device Profile Type
- Uploading Device Template Files
- BroadCloud Features
- Xtended Services Interface
- BroadSoft Directory
- Call Waiting
- Feature Key Synchronization
- Shared Call Appearance
- Voice Messaging/Video Voice Messaging
- Automatic Call Distribution
- Hoteling

Table of Contents

About This Guide	iii
Who should use this guide?	iii
In This Guide	
Summary of Changes	
Changes for Release 82, Guide Version 82.21	
Changes for Release 82, Guide Version 82.20	
Changes for Release 81, Guide Version 81.90	
Changes for Release 81, Guide Version 81.71	
Changes for Release 81, Guide Version 81.70	V
Changes for Release 81, Guide Version 81.20	vi
Table of Contents	vii
BroadWorks Device Management	1
Overview	1
Key Concepts	
Network Architecture	
Configuring Device Management on BroadWo	orks5
Log in BroadWorks as System Administrator	5
Customizing BroadWorks Tags	5
Creating the Device Profile Type	9
Defining Device Profile Type Files	
Log in BroadWorks as Group Administrator	
Creating the BroadWorks Device Profile	
Customizing a Static Tag	
Uploading Device Template Files	
Uploading Static Files	
Assigning the Device Profile to the User	
Configuring BroadSoft Integrated Features	27
BroadCloud Features	
Configuring Yealink IP Phones	
Xtended Services Interface (XSI)	
Configuring Yealink IP Phones	

Simultaneous Ring Personal	
Configuring the BroadSoft Server	
Line ID Blocking	
Configuring the BroadSoft Server	
Anonymous Call Rejection	
Configuring the BroadSoft Server	
BroadWorks Anywhere	
Configuring the BroadSoft Server	
Remote Office	
Configuring the BroadSoft Server	
BroadSoft Directory	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
BroadSoft Call Log	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Local Call Log	
Configuring Yealink IP Phones	
Call Park	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Group Paging	
Configuring the BroadSoft Server	
Instant Group Call	
Configuring the BroadSoft Server	
Hunt Group	
Configuring the BroadSoft Server	
CommPilot Call Manager	
Authentication	
Configuring the BroadSoft Server	
Authorization/Account Codes	
Configuring the BroadSoft Server	
Call Waiting	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Diversion Inhibitor	
Configuring the BroadSoft Server	
Do Not Disturb	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Call Forward	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Group Night Forwarding	

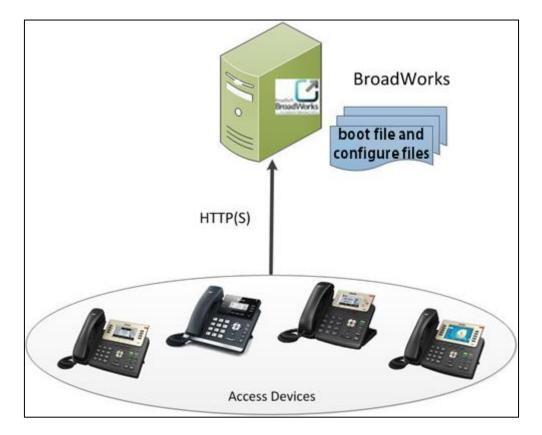
Configuring the BroadSoft Server	
Alternate Numbers	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Sequential Ring	
Configuring the BroadSoft Server	
Call Transfer	
Configuring the BroadSoft Server	
Feature Key Synchronization	
Configuring Yealink IP Phones	
Network Conference	
Configuring Yealink IP Phones	
Call Pickup	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Calling Line ID Presentation	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Calling Line ID Blocking Override	
Configuring the BroadSoft Server	
Connected Line Identification Presentation	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Connected Line Identification Restriction	
Configuring the BroadSoft Server	
Meet-Me Conferencing	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Busy Lamp Field List	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Shared Call Appearance	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Music/Video on Hold	
Configuring the BroadSoft Server	
Priority Alert	
Configuring the BroadSoft Server	
Voice Messaging/Video Voice Messaging	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Automatic Call Distribution	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	

Hoteling	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Flexible Seating	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Centralized Call Recording	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Executive and Assistant	
Configuring the BroadSoft Server	
Security Classification	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
BroadWorks Mobility	
Configuring the BroadSoft Server	
Call Decline Policy	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Emergency Call	
Configuring Yealink IP Phones	
pgrading Firmware	229
ownloading and Verifying Configuration	ıs231
Downloading Configuration Files	
Verifying Configurations	
oubleshooting	235
ppendix	237
BLF LED Mode	
Line Keys and Programable Keys	238
Configuring a Line Key	
Configuring a Programable Key	241

BroadWorks Device Management

Overview

The BroadWorks Device Management is a comprehensive solution for simplifying the integration, deployment, and maintenance of access devices in your network. Access devices connect to BroadWorks to download the boot file and configuration files, firmware, and other static files required to deliver services. The administrator can manage and control all aspects of device configuration centrally in the network.



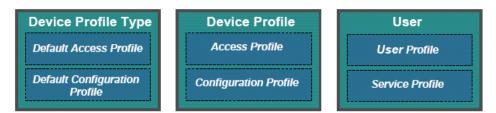
Key Concepts

To use device management, it is important to first understand a few key concepts and how they apply to the overall BroadWorks system.

BroadWorks uses the following three key concepts for delivering services and managing devices:

- The Device Profile Type
- The Device Profile
- The User

All of these concepts are modeled directly in the BroadWorks Application Server.



Device Profile Type

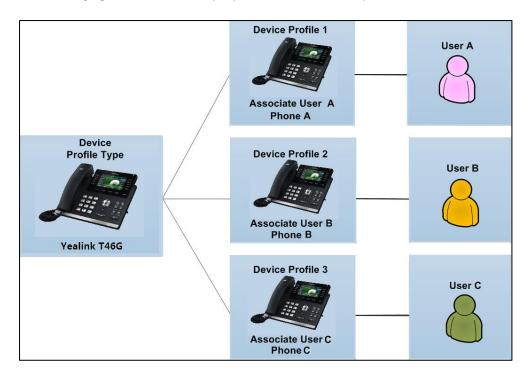
The device profile type is the foundation for Device Management. It is a temple for device profiles. When a new type of device is added to the network, a corresponding "device profile type" must be defined to model the characteristics of that device. The device profile type defines default (Default Access Profile) and configuration (Default Configuration Profile) settings for all devices in this type. Only the system administrator can add, modify and delete the device profile type. For more information on how to create a device profile type, refer to Creating the Device Profile Type.

Device Profile

When a new device is added to the network, a new device profile should be created on BroadWorks to manage that device. The device profile should be created from a given device profile type. This gives the device profile a set of predefined (Access Profile and Configuration Profile) settings that are consistent with other devices of the same type in the network. For more information on how to create a device profile, refer to Creating the BroadWorks Device Profile.

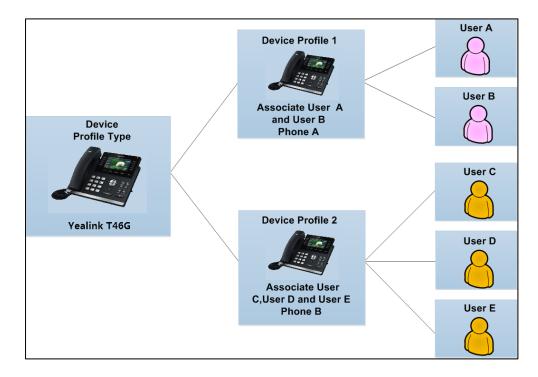
User

The administrator can assign a device profile to one user or multiple users. The number of ports attribute in the device profile type allows BroadWorks to control the maximum number of users who can be associated with a given device profile (User Profile and Service Profile). For more information on how to assign the device profile to the user, refer to Assigning the Device Profile to the User.



The following figure shows one user per phone device relationship:

The following figure shows multiple users per phone device relationship:

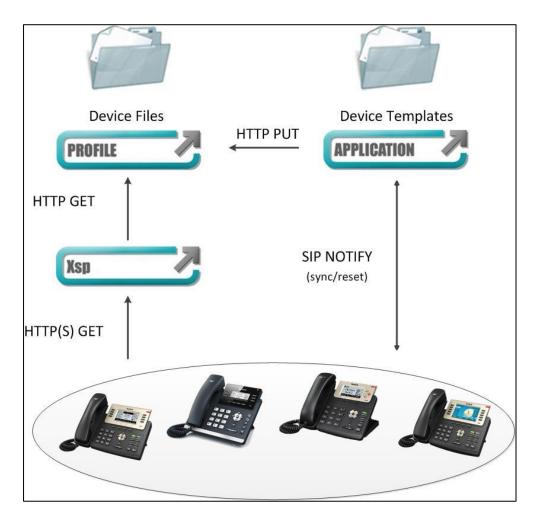


Network Architecture

The device management functionality is fully integrated into the BroadWorks platform. The Xtended Services Platform (XSP) hosts the access URL and authenticates all requests made by the device. Once authenticated, the XSP will request the configuration files from the Profile

server and download them to the device over HTTP(S). The Profile server stores the device configuration files which are built by the BroadWorks Application server.

The BroadWorks Application server supports ongoing device management by generating notifications to trigger the end device to synchronize its settings, and provide inventory control of devices in the field.



Configuring Device Management on BroadWorks

This chapter introduces the privileges of the system administrator and group administrator on BroadWorks. The following two sections provide a system administrator or a group administrator with step-by-step instructions on how to configure device management feature, such as customizing tags, uploading files and so on.

Log in BroadWorks as System Administrator

The following sections provide information on how to customize BroadWorks tags, create the device profile type and define the device profile type files at the system level. If you don't have the privilege of system administrator, proceed to the next section Log in BroadWorks as Group Administrator.

Customizing BroadWorks Tags

Service integration on BroadWorks is based on the concept of "Tags". Tags are variables that can be embedded in the configuration template files. When BroadWorks generates a configuration file from a configuration template, the tags are replaced with actual values. Tags are delimited with a beginning and ending % sign.

There are two types of tags:

 Dynamic Built-in Tags: These tags are predefined by BroadWorks. The value of each built-in tag is dynamically evaluated based on the context of the device profile. A built-in tag for one device is evaluated differently from another device. All built-in tags are prefixed with "BW".

For more information on dynamic built-in tags, refer to *BroadSoft Device Management Configuration Guide*.

• Static Tags: These tags are defined by the administrator. For example, system default tags and device type specific tags. The value of each static tag is assigned by the administrator.

Creating System Default Tags

To create system default tags:

- 1. Click on Resources->Device Management Tag Sets.
- 2. Select the System Default.

BR&ADSC			Help - Home
System	on coning.		Welcome Default Administrator [Logout]
Options: Profile Resources		ement Tag Sets Igement tag sets in the system. Tag sets can also be de	eleted.
Services Call Center	OK Apply	Add Cancel	
Communication Barring	Delete	Tag Set Name	Edit
Meet-Me Conferencing		System Default	Edit
<u>Utilities</u>		tagSetName	Edit
		[Page 1 of 1]	
	Tag SetName 🔻	Starts With 👻	Find Find All
	OK Apply	Add Cancel	

- 3. Click Add to add a new tag.
- 4. Enter the desired name in the Tag Name field.

The tag name must not start with "BW".

5. Enter the desired value in the Tag Value field.

The tag in the configuration template files can be replaced by the configured tag value.

BR®ADSC		Help - Home
<u>System</u>		Welcome Default Administrator [Logout]
Options: Profile Resources	Device Management Tag Sets Add Tag Add a new device management tag to an existing tag set.	
Services Call Center Communication Barring Meet-Me Conferencing Utilities	OK Cancel Tag Set Name: System Default Tag Name: % NEW_CUSTOM_STATIC_TAG %	
	Tag Value: value OK Cancel	

- 6. Click **OK** to accept the change.
- 7. Repeat steps 3 to 6 to add more system default tags.

The following table lists some system default tags required in the configuration template files.

Tag Name	Valid Value	Description
%SNTP_SERVER_1%	IP address/FQDN Example: time-a.nist.gov	The NTP server address
%SNTP_SERVER_2%	IP address/FQDN Example: time-b.nist.gov	The alternate NTP server address
%DNS_SERVER_1%	IP address	The DNS server address

Tag Name	Valid Value	Description
	Example: 199.19.193.12	
%DNS_SERVER_2%	IP address Example: 199.19.193.39	The alternate DNS server address
%USE_SBC_BOOLEAN%	Boolean	Enables or disables the outbound proxy server
%SBC_ADDRESS%	IP address/FQDN Example: 199.19.193.9	The outbound proxy server address
%SBC_PORT%	Integer Example: 5060	The outbound proxy server port

Creating Device Type Specific Tags

To create device type specific tags:

- 1. Click on Resources->Device Management Tag Sets.
- 2. Click Add.
- 3. Enter the tag set name in the Tag Set Name field (e.g., YealinkT46-Tags).
- 4. Click Add.
- 5. Enter the desired name in the Tag Name field.

The tag name must not start with "BW".

6. Enter the desired value in the Tag Value field.

The tag in the configuration template files can be replaced by the configured tag value.

- 7. Click **Apply** to accept the change.
- 8. Repeat steps 4 to 7 to add more device type specific tags.

The following table lists some device type specific tags required in the configuration template files.

Tag Name	Valid Value	Description
%LANGUAGEWEB%	English Chinese_S (not applicable to W52P/W56P IP DECT phones) Chinese_T (not applicable to W52P/W56P IP DECT phones) French German Italian	The language of the web user interface

Tag Name	Valid Value	Description
	Polish	
	Portuguese	
	Spanish	
	Turkish	
	Russian	
	English	
	Chinese_S (not applicable to W52P/W56P IP DECT	
	phones)	
	Chinese_T (not applicable	
	to W52P/W56P IP DECT	
	phones)	
	French	
	French_CA (not	
	applicable to	
	SIP-T56A/T58V/T58A,	
	W52P/W56P IP phones)	
	German	
	Italian	
	Polish	
	Portuguese	
%LANGUAGEGUI%	Portuguese_LA (not	The language of the phone user interface
	applicable to	
	SIP-T56A/T58V/T58A, W52P/W56P IP phones)	
	Spanish	
	Spanish_LA (not	
	applicable to	
	SIP-T56A/T58V/T58A,	
	W52P/W56P IP phones)	
	Turkish	
	Czech (only applicable to	
	W52P IP DECT phones)	
	Swedish (only applicable	
	to W52P/W56P IP DECT	
	phones)	
	Hebrew (only applicable	
	to W52P IP DECT phones)	
	Russian	

Tag Name	Valid Value	Description
% <i>PhoneModel_</i> FIRMWARE %	<x.x.x.x>.rom Example:</x.x.x.x>	The firmware version
(e.g., T46_FIRMWARE)	28.81.193.10.rom	
%FEATURE_KEY_SYN%	Boolean	Enables or disables feature key synchronization

Creating the Device Profile Type

Device profile types are the templates for device profiles. They can be created, modified and deleted at the system level. Creating device profile types is a crucial step in the initial planning and deployment. Device profile types should be defined in conjunction with the services being offered to the users. Device profile type can only be deleted when there is no any reference to the device profile type, for example, no device profile is associated with the device profile type. There are two primary steps to create a device profile type:

- **Defining the default access profile**: For the aspects related to the signaling and media interoperability with BroadWorks.
- **Defining the default configuration profile**: For the aspects related to the configurations of the device.

Defining the Default Access Profile

When adding a new device profile type to the system, the first step is to define the default access profile. The default access profile consists of attributes relating to the signaling and media integration with BroadWorks. These attributes tell BroadWorks how to interact with device profiles of this type. Another important configuration of the default access profile is the maximum number of ports available on the device. This attribute allows BroadWorks to control the number of users who can be associated with a given device. The other related configurations of the default access profile are encapsulated in the "Standard Options" and the "Advanced Options" fields.

Parameter	Value	Description
Identity/Device Profile Type	Yealink T46	
Cignaling Address Type	Intelligent Proxy	
Signaling Address Type	Addressing	
Standard Options		
Number of Ports	Limited To 6 Defines the number users who can be	Defines the number of
Number of Ports		users who can be

The following table shows an example of defining the default access profile. Parameters not identified in the following table can be usually left as the defaults.

Parameter	Value	Description
		associated with default
		device profile of a device
		profile type.
Ringback Tone/Early Media	Local Ringback - No Early	Determines SDP handing
Support	Media	for initial INVITE messages
Support	Media	sent to the device.
		Defines whether requests
Authentication	Enabled	for a device are
		authenticated.
		Defines whether a default
		device profile of this device
Registration Capable	Checked	profile type is allowed to
		register with the
		BroadWorks.
		Defines whether the 3264
RFC3264 Hold	Checked	hold mechanism is used in
		the SIP signaling.
Advanced Options		
		Determines which type of
		Notify event is sent to the
		device. BroadWorks
Reset Event	checkSync	reboots the remote device
		via a NOTIFY request with
		an event type of either
		reSync or checkSync.

Defining the Default Configuration Profile

When adding a new device profile type to the system, the system administrator must decide which level of configuration management is supported. There are three levels available for configuring:

- Not Supported: this is the default option. You don't need to make any configuration.
- **Device Management:** when the Device Management is marked, the parameters needing to be configured are summarized in the following table. Parameters not identified in the following table can usually be left as the defaults.

Parameter	Value	Description
Device Configuration Tags	Use Default System Tag Set and Tag Set. Select the tag set name (e.g., YealinkT46-Tags)	Selects the device tag set created in the section Creating Device Type Specific Tags.

Parameter	Value	Description
	from the pull-down list of Use Default System Tag Set and Tag Set.	
Allow Identity/Device Profiles to Configure Custom Tags	Checked	Determines whether new static tags can be customized at the profile level. For more information on how to customize static tags at the profile level, refer to Customizing a Static Tag.
Allow Groups to Configure Custom Tags	Checked	Determines whether new static tags can be customized at the group level. For more information on how to customize static tags at the group level, refer to Customizing a Static Tag.
Device Access Protocol	http	Determines the transfer protocol used by the device to get its files.
Device Access FQDN	<broadworks-xsp-cluste r-Address> Example: xsp.yealink.com</broadworks-xsp-cluste 	Represents the FQDN of the XSP used by the device to get its files.
Device Access Port	<broadworks-xsp-port> Example: 80</broadworks-xsp-port>	Represents the port number of the XSP used by the device to get its files.
Device Access Context Name	dms	Represents the name of the Broadworks DMS web application which has been predefined.
Device Access URI	<device-type-name> Example: YealinkT46</device-type-name>	Ensures the uniqueness of the URL for each device type. It typically contains the device type name.

• **Legacy:** when the Legacy is marked, the parameters needing to be configured are summarized in the following table:

Parameter	Value	Description
Legacy Configuration Type	3 Config File	Defines the number of configuration files for the device profile type.

Parameter	Value	Description
		References configuration files
		in the boot file to be
Poot Filo	y000000000000.boot	acquired by all your phones
Boot File		and specify the download
		sequence of these
		configuration files.
		Specifies the system file
CPE System File Name	y00000000028.cfg	name requested by the
		device.
Device File Format		Specifies the device file name
	%BWMACADDRESS%.cfg	requested by the device.

Creating a Device Profile Type

To create a device profile type:

- 1. Click on Resources->Identity/Device Profile Types.
- 2. Click Add.

BReadSO	
System	Welcome Default Administrator [Logo
Options: Profile Resources	Identity/Device Profile Type Add Add a new identity/device profile type.
Services	OK Cancel
Call Center Communication Barring	
Meet-Me Conferencing	* Identity/Device Profile Type:
<u>Utilities</u>	Signaling Address Type: Non-intelligent Device Addressing 🔻
	- Standard Options
	Number of Ports:
	Ringback Tone/Early Media Support: Ringback Tone/Early Media Support: Ringback Tone/Early Media Sup
	© RTP - Early Session
	O Local Ringback - No Early Media
	Authentication:
	O Disabled
	© Enabled With Web Portal Credentials
	Registration Capable V Authenticate REFER
	Static Registration Capable RFC3264 Hold
	E164 Capable Video Capable
	Trusted Use History Info Header
	Advanced Options
	Route Advance Forwarding Override
	Wireless Integration Conference Device
	PBX Integration Mobility Manager Device
	AddP-Called-Party-ID Music On Hold Device
	Auto Configuration Soft Client Requires BroadWorks Digit Collection Requires BroadWorks Call Waiting Tone Requires MWI Subscription
	Advice of Charge Capable
	Support Emergency Disconnect Control Support Identity In UPDATE and Re-INVITE
	Enable Monitoring
	Reset Event: 🔘 reSync 🔘 checkSync 🖲 Not Supported
	Trunk Node: User Pilot Proxy
	Unscreened Presentation Identity Policy: Profile Presentation Identity
	C Unscreened Presentation Identity
	C Unscreened Presentation Identity With Profile Domain
	Web Based Configuration URL Extension:
	Device Configuration Options: Not Supported Device Management Legacy OK Cancel

- 3. Make the desired change.
- 4. Click **OK** to accept the change.

Defining Device Profile Type Files

This section describes how to define the configuration files and static files that IP phones download. There are two configuration files both of which are CFG formatted. We call them the system file and the device-specific file. The static files are required when employing some particular features on IP phones. The following provides detail information for these files.

System File

The system file will be effectual for all IP phones of the same model. The system file has a fixed name for each phone model. The names of the system files for different IP phone models are:

- T58V/A: y00000000058.cfg
- T56A: y00000000056.cfg
- T54S: y00000000070.cfg
- T52S: y0000000074.cfg
- T48S: y0000000065.cfg
- T46S: y0000000066.cfg
- T42S: y0000000067.cfg
- T41S: y0000000068.cfg
- T48G: y0000000035.cfg
- T46G: y0000000028.cfg
- T42G: y00000000029.cfg
- T41P: y0000000036.cfg
- T40P: y0000000054.cfg
- T40G: y000000000.76cfg
- T29G: y0000000046.cfg
- T27P: y00000000045.cfg
- T27G: y0000000069.cfg
- T23P/G: y0000000044.cfg
- T21(P) E2: y00000000052.cfg
- T19(P) E2: y00000000053.cfg
- W52P/W56P: y0000000025.cfg

The following table lists the parameters used to define the system file:

Parameter	Value	Description
Device Access File Format	<system-file-name>.cfg Example: y000000000028.cfg</system-file-name>	Specifies the name of the system file.
GRepository File Format	<system-file-name>.cfg Example: y000000000028.cfg</system-file-name>	Specifies the name of the system file stored in the Device Management repository.
File Category	Dynamic Per-Type	Specifies the type of the file.

Parameter	Value	Description
File Customization	Administrator	Identifies who can customize the system file.
Assign File	Custom	
Authentication Mode	User Name and Password	Defines the authentication method.
Device Access HTTP Authentication	Digest	

Device-Specific File

A device-specific file is only effectual for the specific IP phone. The device-specific file is named after the MAC address of the IP phone. The file name format of the device-specific file is as below:

<mac-address>.cfg

The following table lists the parameters used to define the device-specific file:

Parameter	Value	Description
Device Access File Format	%BWMACADDRESS%.cfg	Specifies the name of the
Device Access File Format	//////////////////////////////////////	device-specific file.
		Specifies the name of the
Papasitory Eila Format		device-specific file stored in
Repository File Format	%BWMACADDRESS%.cfg	the Device Management
		repository.
File Category	Dynamic Per-Device	Specifies the type of the file.
File Customization	Administrator and User	Identifies who can customize
File Customization	Auministrator and User	the device-specific file.
Assign File	Custom	
A the stretter Marile		Defines the authentication
Authentication Mode	User Name and Password	method.
Device Access HTTP		
Authentication	Digest	

Static File

In addition to configuration files, the IP phone may require static files before it can deliver service. The static files required may vary from different IP phone models. Tags cannot be added to the static files. The following lists the static files required for different IP phone models:

The Yealink

SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T46S/T46G/T42S/T42G/T41S/T41P/T40P/T40G/T2 9G/T27P/T27G/T23P/T23G/T21(P) E2/T19(P) E2, W52P and W56P IP phones require the following static files:

- <firmware-version>.rom
- Ring.wav (not applicable to W52P/W56P IP DECT phones)
- 000.GUI.English.lang (not applicable to W52P/W56P IP DECT phones)
- contact.xml
- AutoDST.xml
- dialplan.xml
- dialnow.xml

The following table lists the parameters used to define the static file:

Parameter	Value	Description
Device Access File Format	Example: 28.81.193.10.rom	Specifies the name of the
Device Access the format	Example: 20.01.193.10.1011	static file.
		Specifies the name of the
Repository File Format	Example: 28.81.193.10.rom	static file stored in the Device
		Management repository.
File Category	Static	Specifies the type of the file.
File Customization	Allow	Determines whether the
File Customization	Allow	static files can be customized.
Assign File	Custom	
Authentication Mode	Not set	The static file is not
Authentication Mode	Not set	authenticated.
Device Access HTTP Authentication	Basic	

Defining a Device Profile Type File

To define the device profile type files:

- 1. Click on Resources->Identity/Device Profile Types.
- 2. Select the desired device profile type (e.g., Yealink-T46G).
- 3. Click on Files and Authentication.
- 4. Click Add.
- 5. Make the desired change and upload the files.
- 6. Click Apply to accept the change.

Log in BroadWorks as Group Administrator

The following sections provide information on how to customize static tags, create the device profile, upload files and so on at the group level.

Creating the BroadWorks Device Profile

Device profiles represent the devices themselves. When a new device profile is created from a device profile type, it inherits a representation of the default access and default configuration profiles defined at the type level.

To create a device profile:

- 1. Click on Resources->Identity/Device Profiles.
- 2. Click Add.
- Select the desired device profile type (e.g., Yealink-T46G) from the pull-down list of Identity/Device Profile Type.
- 4. Set the following parameters:

Group		Welcome	[Logout]
Profile	Identity/Device Profile Add Add a new group identity/device profile. OK Cancel		
Service Scripts Acct/Auth Codess Call Center Calling Plan Meet-Me Conferencing Utilities	* Identity/Device Profile Name: Yealink_T46G_Test Identity/Device Profile Type: Yealink-T46G Protocol: SIP 2.0 V Host Name/IP Address: 001565456FC3 Port:		
	Transport: Unspecified MAC Address: Serial Number: Description: Outbound Proxy Server: STUN Server: Physical Location:		
	Authentication Use Identity/Device Profile Type Credentials Use Custom Credentials * Device Access User Name: Yealink_T46G_Test * Device Access Password * Re-type Device Access Password OK Cancel		

Parameter	Example Value	Description
Identity/Device Profile Name	Yealink_T46G_Test	Defines the device profile name.
MAC Address	001565456FC3	Specifies the MAC address of the device.
Authentication	Uses Custom Credentials	Specifies the authentication method.

Parameter	Example Value	Description
Device Access User Name	admin	Specifies the user name.
Device Access Password	admin-password	Specifies the password.

5. Click **OK** to accept the change.

Customizing a Static Tag

You can add a static tag at the group level for the specific device profile or the specific device profile type.

To add a static tag for the specific device profile:

- 1. Click on Resources->Identity/Device Profiles.
- 2. Click on Search to list all existing device profiles (Click Next to turn to the next page).

Group						We	lcome [Logout]
Options: Profile Resources Services Service Scripts Acct/Auth Codes	Identity/Device P Add or modify group level identity OK Add	/device profiles. Displays all Cancel	the identity/dev	ice profiles defined at g	roup level.	_	_	
Call Center	Identity/Device Profile Na		·			+	Sear	ch
Calling Plan Meet-Me Conferencing Utilities	Identity/Device Profile	Identity/Device Profile Type	Available Ports	Host Name/IP Address	MAC Address	<u>Status</u>	<u>Version</u>	Edit
Oundes	4604UC	Yealink_T48G	6			Online	Yealink Sl	Edit
	4608	Yealink-T29G	26			Online	Yealink SI	Edit
	4609	Yealink-T46G	5			Online	Yealink Sl	Edit
	4609_1	Yealink-T46G	5			Online	Yealink Sl	Edit
	w52pBLA Yealink_T46G_Test	2Wire HomePortal Yealink-T46G	1 6	001565456fc3		Online Online		<u>Edit</u> Edit
	YealinkT23	Yealink T23P Test2	2			Online	Yealink Sl	Edit
	Yealink T23-Test	Yealink T23	1			Online	Yealink W5	Edit
	Yealink T46-Test	2Wire HomePortal	2			Online		Edit
	Yealink-T48G-TEST	Yealink_T48G	6	10.3.20.9		Online	Yealink SI	Edit
	First Previou	<u>s</u>	[Page 2	of 2]				
	OK Add	Cancel						

- 3. Select the desired device profile (e.g., Yealink_T46G_Test) and then click Edit.
- 4. Click the **Custom Tags** tab.
- 5. Click Add to add a new tag.
- 6. Enter the desired tag name (e.g., LANGUAGEGUI) in the Tag Name field.
- 7. Enter the desired tag value (e.g., English) in the Tag Value field.

Group		Welcome	[Logout]
Options: <u>Profile</u> <u>Resources</u> Services	Identity/Device Profile Custom Tag Add Add a new custom device management tag to the Identity/Device Profile.		
Service Scripts Acct/Auth Codes Call Center Calling Plan Meet-Me Conferencing	OK Cancel Identity/Device Profile Name: Yealink_T46G_Test Identity/Device Profile Type: Yealink-T46G Tag Name: % LANGUAGEGUI %		
Utilities	Tag Value: English OK Cancel		

8. Click OK to accept the change.

After the above settings, the customized static tag will only be effectual for the device profile (e.g., Yealink_T46G_Test).

To add a static tag for the specific device profile type:

1. Click on Utilities->Device Configuration.

The interface lists all existing device profile types.

Group			Welcome [Logout]
Options: Profile Resources Services Service Scripts	Device Configuration Lists the configurable devices for the group.		
Acct/Auth Codes Call Center Calling Plan Meet-Me Conferencing Utilities	Identity/Device Profile Type (2Wire HomePortal Business Communicator - PC Yealink_T48G Yealink_T48G Yealink T23 Yealink T23 Yealink T23P Yealink T29 Yealink-T29G Yealink-T46G	Configure Device.	Edit Edit Edit Edit Edit Edit Edit Edit
	Identity/Device Profile Type OK	Starts With V	Find Find All

- 2. Select the desired device profile type (e.g., Yealink-T46G) and then click Edit.
- 3. Click the Custom Tags tab.
- 4. Click Add to add a new tag.
- 5. Enter the desired tag name (e.g., LANGUAGEGUI) in the Tag Name field.
- 6. Enter the desired tag value (e.g., English) in the Tag Value field.

Group		Welcome	[Logout]
Options: Profile Resources	Device Configuration Custom Tag Add Add a new custom device management tag for the Identity/Device Profile Type in this group.		
Services Service Scripts	OK Cancel		
Acct/Auth Codes			
Call Center Calling Plan	Identity/Device Profile Type: Yealink-T46G Tag Name: % LANGUAGEGUI		
Meet-Me Conferencing	Tag Value: English		
<u>Utilities</u>			
	OK Cancel		

7. Click **OK** to accept the change.

After the above settings, the customized static tag will be effectual for the device profile type (e.g., Yealink-T46G). All device profiles associated with this device profile type can also use the customized tag.

Uploading Device Template Files

Yealink provides two types of template configuration files (system and device-specific template configuration files) and a template boot file. The boot file is only applicable to the IP phones running new firmware version (new auto provisioning mechanism).

The boot file is a valid BOOT file that can be created or edited. The boot file is first downloaded when you provision the phones. You can reference some configuration files in the boot file to be acquired by all your phones and specify the download sequence of these configuration files. The boot file named y000000000000.boot, contains configuration files that will be downloaded by all the IP phones.

The following figure shows an example of boot file:

#!version:1.0.0.1	
#The header above must appear as-is in the first line	
include:config <y00000000028.cfg></y00000000028.cfg>	
include:config <001565456fc3.cfg>	
overwrite_mode = 1	

Before uploading the device template configuration files to BroadWorks, the built-in tags and static tags can be embedded in the configuration template files.

The following table describes system template configuration items that are generally required for SIP-T46G IP phone to work with BroadWorks.

Item	Description
System Template Configuration Ite	ms <e.g., y00000000028.cfg=""></e.g.,>
static.network.internet_port.type =0	Configures the WAN port to obtain IP
static.network.internet_port.type =0	address from DHCP server.
	Configures the primary and secondary NTP
local_time.ntp_server1	servers.
= %SNTP SERVER 1%	The tags %SNTP_SERVER_1%
local_time.ntp_server2	and %SNTP_SERVER_2% are created on
= %SNTP_SERVER_2%	BroadWorks.
	e.g.,%SNTP_SERVER_1%=time-a.nist.gov
	and %SNTP_SERVER_2%=time-b.nist.gov
coll weiting enable – 1	Enables or disables call waiting and call
call_waiting.enable = 1	waiting tone.
call_waiting.tone = 1	0 (Disable),1 (Enable)
	Enables or disables feature key
	synchronization.
features.feature_key_sync.enable	0 (Disable),1 (Enable)
= %FEATURE_KEY_SYN%	The tag %FEATURE_KEY_SYN% is
	customized on BroadWorks
	e.g., %FEATURE_KEY_SYN%=1
	or %FEATURE_KEY_SYN%=0
static.firmware.url =	Configures the access URL for downloading
http://%BWDEVICEACCESSFQDN%:	the firmware.
%BWDEVICEACCESSPORT%/%BWD	e.g., %BWDEVICEACCESSFQDN%=
MSCONTEXT%/%BWDEVICEACCESS	xsp.yealink.com,

Item	Description
URI%%T46_FIRMWARE%	%BWDEVICEACCESSPORT%=80,
	%BWDMSCONTEXT%=dms and
	%BWDEVICEACCESSURI%=YealinkT46
	These tags are dynamic built-in tags, which
	are predefined by BroadWorks.
	The tag %T46_FIRMWARE% is customized
	on BroadWorks.
	e.g., %T46_FIRMWARE%= 28.81.193.10.rom

The following table describes device-specific template configuration items that are generally required for SIP-T46G IP phone to work with BroadWorks.

Item	Description
Device-specific Template Configura	tion Items <%BWMACADDRESS%.cfg>
account.1.enable = %BWLINE-BINARY-1%	Enables or disables the first line. 0 (Disable),1 (Enable) "%BWLINE-BINARY-1%" identifies whether to assign a line port to the first user.
account.1.display_name = %BWCLID-1%	Configures the name to be displayed on the phone for the first line. The tag "%BWCLID-1%" will be replaced by the Calling Line ID (CLID) retrieved from the Calling Line ID First and Last Name fields in the first user's profile on BroadWorks.
account.1.user_name = %BWLINEPORT-1%	Configures the user ID for the first line. The tag "%BWLINEPORT-1%" will be replaced by the line/port setting in the first user's address on BroadWorks.
account.1.auth_name = %BWAUTHUSER-1% account.1.password = %BWAUTHPASSWORD-1%	Configures SIP authentication for the first line. If the authentication service is assigned on BroadWorks, the tags "%BWAUTHUSER-1%" and "%BWAUTHPASSWORD-1%" will be replaced by the first user's authentication settings on BroadWorks.
account.1.blf.blf_list_uri = %BWBLF-URI-1%	Configures the BLF List for the first line. The tag "%BWBLF-URI-1%" will be replaced by the Busy Lamp Field (BLF) List URI for the first user. e.g., %BWBLF-URI-1%=sip:myblf@pbx.yeali nk.com If BLF List feature is not configured for the

Item	Description
	first user, this will be left blank.
account.1.shared_line = %BWSHAREDLINE-BINARY-1%	Configures the first line as a private or shared line. 0 (Private),1 (Shared) %BWSHAREDLINE-BINARY-1% indicates whether the first line is shared.
account.1.conf_type = 2 account.1.conf_uri = %BWNETWORK-CONFERENCE-SI PURI-1%	Configures network conference for the first line. "%BWNETWORK-CONFERENCE-SIPURI-1% " will be replaced by the network conference SIP URI for the first user. e.g., %BWNETWORK-CONFERENCE-SIPURI- 1%=Conference01@pbx.yealink.com

You can upload device template configuration files at the profile level or at the group level.

To upload device template boot file or configuration files at the profile level:

1. Click on Resources->Identity/Device Profiles.

- 2. Click Search to list all existing device profiles.
- 3. Select the desired device profile (e.g., Yealink_T46G_Test) and then click Edit.
- 4. Click the Files tab.

The interface lists all existing template configuration files.

Group				v	leicome	[Logout]
Protections Services Acctivuth Codes Call Codes MetcMc Conferencing Utilities	Identity/Device Profile Modify View or modify files used by the Identity/Device Profile. OK Custom Tags Identity/Device Profile Name: Yealink_T48G_Test Identity/Device Profile Name: Yealink_T48G_Test Behald the files (After rebuilding the files, be sure to reset the phones for your changes to take effect) Rebuild the files forced Forces the upload of the files to the repository - After rebuilding the files, be sure to reset the phones for your changes to take effect) Reset the upload of the files to the repository - After rebuilding the files, be sure to reset the phones for your changes to take effect)				_	
	File Format	<u>ls</u> Authenticated	Access File	Repository File	Template File	Edit
	% BWMACADDRESS%.cfg	~	https://ykxp.yealink.com:443/dms/Yealink-T23/(%25BWMACADDRESS%25).cfg Note: this URL has undefined content. Validate it manually by replacing any content between {} with valid value(s).	Download	Download	Edit
	y00000000000.boot	~	http://xsp.yealink.com:80/dms/YealinkT46G/y0000000000.boot	Download	Download	Edit
	y00000000028.cfg	~	http://xsp.yealink.com:80/dms/YealinkT46G/y00000000028.cfg	Download	Download	Edit
			[Page 1 of 1]			
	OK					

- 5. Select the desired template configuration file (e.g., %BWMACADDRESS%.cfg) and then click **Edit**.
- 6. Mark the **Custom** radio box in the **Assign File** block.

7. Click **Browse** to upload the desired template configuration file.

Group		Welcome	[Logout]
Options:			
Profile	Identity/Device Profile File Modify		
	Modify an existing Identity/Device Profile file.		
Resources			_
Services Service Scripts	OK Apply Cancel		
Acct/Auth Codes	Identity/Device Profile Name: Yealink T46G Test		
Call Center	Identify/Device Profile Type: Yealink_T4GG		
Calling Plan	Television of the Format v0000000028.cfg		
Meet-Me Conferencing	Access File: http://xsp.vealink.com/80/dms/YealinkT46G/v0000000028.cfg		
Utilities	Repository File: Download		
Otilities	Template File: Download		
	Assign File		
	O Manual		
	ODefault		
	Custom		
	Upload Configuration File: Browser No file selected.		
	Currently using configuration file:/var/broadworks/lpDeviceConfig/type/Yealink-T46G/y0000000028.cfg.template		
	#!version:1.0.0.1		
	##File header "#!version:1.0.0.1" can not be edited or		
	deleted, and must be placed in the first line.##		
	##This template file is applicable to SIP-		
	T28P/T26P/T22P/T20P/T21P/T19P/T48G/T46G/T42G/T41P IP		
	phones running firmware version 72 or later.## ##For more information on configuration parameters,		
	refer to yeahs strong and the strong and the strong		
	T2 Series T19F T4 Series IF Phones Auto Provisioning Gu		
	Rebuild the files Reset the phones		
	(After rebuilding the files, be sure to reset the phones for your changes to take effect)		
	OK Apply Cancel		

8. Click Apply to accept the change.

After the above settings, template configuration files will only be effectual for the device profile (e.g., Yealink_T46G_Test).

To upload device profile type template boot file or configuration files at the group level:

1. Click on Utilities->Device Configuration.

The interface lists all existing device profile types.

- 2. Select the desired device profile type (e.g., Yealink-T46G) and then click Edit.
- 3. Click the Files tab.

The interface lists all existing template configuration files.

Group				۷	Velcome	[Logout]			
<u>Prome</u> <u>Resources</u> <u>Services</u>	Device Configuration Files Vew and modify files used by the identity/Device Profile Type in the group.								
Accl/Auh Codes Call Center Meet-Me Conferencing Utilities	Rebuild the files be sure to reset the phones for your changes to take effect) Rebuild the files (force) (Forces the upload of the files to the repository - After rebuilding the files, be sure to reset the phones for your changes to take effect) Reset the phones Device Type URL: http://xsp.yealink.com/80/drms/YealinkT46G/								
	Files Custom Tags Identity/Device Profile Type: Yealink-T23								
	File Format	ls Authenticated	Access File	Repository File	Template File	Edit			
	% BWMACADDRESS%.cfg	~	https://yksp.yealink.com:443/dms/Yealink-T23/(%25BWMACADDRESS%25).cfg Note: this URL has undefined content. Validate it manually by replacing any content between {} with valid value(s).	Download	Download	Edit			
	y00000000000.boot	~	http://xsp.yealink.com:80/dms/YealinkT46G/y0000000000.boot	Download	Download	_			
	y00000000028.cfg	http://xsp.yealink.com:80/dms/YealinkT46G/y0000000028.cfg	Download	Download	Edit				
			[Page 1 of 1]						
	ОК								

- 4. Select the desired template configuration file (e.g., y00000000028.cfg) and then click Edit.
- 5. Mark the Custom radio box in the Assign File block.
- 6. Click Browse to upload the desired template configuration file.
- 7. Click Apply to accept the change.

After the above settings, template configuration files will be effectual for the device profile type (e.g., Yealink-T46G). All device profiles associated with this device profile type can download the configuration files.

Note Commonly, template configuration files for each phone model have been uploaded by the system administrator. At the group level, you can upload the new template configuration files for the specified phone to override the old template configuration files. For more information on how to define template configuration files, refer to Defining Device Profile Type Files.

Uploading Static Files

You can upload static files at the profile level or at the group level.

To upload static files at the profile level:

- 1. Click on Resources->Identity/Device Profiles.
- 2. Click Search to list all existing device profiles (Click Next to turn to the next page).
- 3. Select the desired device profile (e.g., Yealink_T46G_Test) and then click Edit.
- 4. Click the Files tab.

The interface lists all existing files.

- 5. Select the desired static file (e.g., 28.81.193.10.rom) and then click Edit.
- 6. Mark the Custom radio box in the Assign File block.
- 7. Click **Browse** to upload the desired static file.
- 8. Click **Apply** to accept the change.

After the above settings, the static files will only be effectual for the device profile (e.g., Yealink_T46G_Test).

To upload static files at the group level:

1. Click on Utilities->Device Configuration.

The interface lists all existing device profile types.

- 2. Select the desired device profile type (e.g., Yealink-T46G) and then click Edit.
- 3. Click the Files tab.

The interface lists all static files.

- 4. Select the desired static file to edit (e.g., 28.81.193.10.rom).
- 5. Mark the **Custom** radio box in the **Assign File** block.
- 6. Click **Browse** to upload the desired static file.
- 7. Click Apply to accept the change.

After the above settings, the static files will be effectual for the device profile type (e.g., Yealink-T46G). All device profiles associated with this device profile type can download the static files.

Note

Commonly, static files for each phone model have been uploaded by the system administrator. At the group level, you can upload the new static files for the specified phone to override the old static files. For more information on how to define static files, refer to Defining Device Profile Type Files.

Assigning the Device Profile to the User

To assign the device profile to the user:

- 1. Click on Profile->Users.
- 2. Click Search to list all existing users.
- 3. Select the desired user.
- 4. Click on Addresses.
- 5. Mark the Identity/Device Profile radio box.
- In the Identity/Device profile block, select the created device profile (e.g., Yealink_T46G_Test) from the pull-down list of Identity/Device Profile Name.
- 7. Enter the register's user name in the Line/Port field.
- 8. Select the domain name (e.g., pbx.yealink.com) from the pull-down list after the sign @.

Group >Users : 4603		Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls Call Control Calling Plans	Addresses Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls. OK Apply Cancel		
Client Applications Meet-Me Conferencing Messaging Service Scripts Utilities	Phone Number: 4603 ✓ Activated Extension: 4603 © Identity/Device Profile O Trunking O None Identity/Device Profile Name: Yealink_T46G_Test (Group) ✓ * Line/Port: Yealink_T46G_Test @ pbx.yealink.com ✓ AdvancedSettings	<u>8</u>	
	Aliases: sip: 4603@pbx.yealink.com sip: @ pbx.yealink.com v sip: @ pbx.yealink.com v sip: @ pbx.yealink.com v OK Apply Cancel		

9. Click Apply to accept the change.

To check the users assigned the device profile:

- 1. Click on Resources->Identity/Device Profiles.
- 2. Click Search to display all existing device profiles (Click Next to turn to the next page).
- 3. Select the desired device profile (e.g., Yealink_T46G_Test) and then click Edit.
- 4. Click the Users tab.
- 5. Click **Search** to display all users assigned to the device profile.

Group											We	lcome	[Logout]
Options: Profile Resources Services		Device Pro											
Service Scripts Acct/Auth Codes Call Center Calling Plan	Profile	User		Files	:	Cus	tom Ta	ıgs		-			
Meet-Me Conferencing Utilities	Line/Por	rch criteria below t User Part ✔	Starts With	~							+	Sear	ch
	Primary Line/Port	Line/Port	st@pbx vealin	Port 1	Endpoint Type Primary	<u>Dn</u> <u>Type</u> Main	User ID 4603	Last Name Yealink	First Name 4603	Phone Number 4603	Extension 4603	<u>Departmer</u>	<u>nt</u> Edit Edit
	[Page 1 of 1]												
	OK	Apply	Cancel										

As shown in the above figure, only the user 4603 has been assigned to the device profile Yealink_T46G_Test).

Configuring BroadSoft Integrated Features

This chapter provides the detail instructions and configurations for the following BroadSoft integrated features:

- BroadCloud Features
- Xtended Services Interface
- Simultaneous Ring Personal
- Line ID Blocking
- Anonymous Call Rejection
- BroadWorks Anywhere
- Remote Office
- BroadSoft Directory
- BroadSoft Call Log
- Local Call Log
- Call Park
- Group Paging
- Instant Group Call
- Hunt Group
- CommPilot Call Manager
- Authentication
- Authorization/Account Codes
- Call Waiting
- Diversion Inhibitor
- Do Not Disturb
- Call Forward
- Group Night Forwarding
- Alternate Numbers
- Sequential Ring
- Call Transfer
- Feature Key Synchronization
- Network Conference
- Call Pickup
- Calling Line ID Presentation

- Calling Line ID Blocking Override
- Connected Line Identification Presentation
- Connected Line Identification Restriction
- Meet-Me Conferencing
- Busy Lamp Field List
- Shared Call Appearance
- Music/Video on Hold
- Priority Alert
- Voice Messaging/Video Voice Messaging
- Automatic Call Distribution
- Hoteling
- Flexible Seating
- Centralized Call Recording
- Executive and Assistant
- Security Classification
- BroadWorks Mobility
- Call Decline Policy

To configure the above features on Yealink IP phones, check whether BroadSoft active feature is enabled and the SIP server type is set to BroadSoft. Contact Yealink field application engineer for more information.

BroadCloud Features

BroadCloud is an Extensible Messaging and Presence Protocol (XMPP)-based collaboration service. This service can interoperate with Yealink

SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T46S/T46G/T29G IP phones that support XMPP.

The following shows BroadCloud features available on SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T46S/T46G/T29G IP phones:

- **BroadCloud Buddies**: It enables users to share information of buddies with the BroadTouch Business Communicator (BTBC) client application.
- BroadCloud Favorites: It enables users to mark buddies as favorites with BroadTouch Business Communicator (BTBC) client application.
- **BroadCloud Presence**: It enables users to share presence information with the BroadTouch Business Communicator (BTBC) client application.

The BroadCloud features require the support from the BroadSoft BroadWorks platform with patches and BroadSoft BroadCloud services. You must set up the BroadWorks server and BroadCloud services. For more information, refer to

http://xchange.broadsoft.com/php/xchange/support.

All BroadCloud information are stored in the cloud and synchronized among all clients (BTBC and IP phones). When a client changes its BroadCloud information, it informs the cloud server of the changes, and then the cloud server notifies all clients.

Configuring Yealink IP Phones

To configure BroadCloud features:

1. Add/Edit BroadCloud parameters in the configuration template files:

Parameters	Permitted Values	Default					
bw.xmpp.enable	Boolean	0					
Description:							
Enables or disables UC feature. 0 -Disabled 1 -Enabled							
Note : If you change this parameter, the IP phone v effect.	vill reboot to make the o	change take					
features.uc_username	String within 99 characters	Blank					
Description:							
Configures the user name for UC authentication.							
features.uc_password	String within 32 characters	Blank					
Description:							
Configures the password for UC authentication.							
bw.xmpp.change_presence.enable	Boolean	0					
Description:							
Enables or disables to change your presence status on the IP phone. 0 -Disabled							
1-Enabled							
bw.xmpp.presence_icon.mode	Boolean	0					
Description:							
Enables or disables to display presence icon in new	v style.						

	Pe	rmitted Values	Default			
0 -Disabled						
1-Enabled						
Note: For more detail on the presence icon, refer	to					
Yealink_IP_Phone_Features_Integrated_with_Broad	lSoft_l	UC-One_User_Guid	de.			
bw.xmpp.change_presence.force_manual.enab	le	Boolean	1			
Enables or disables to synchronize the presence st	atus to	o BroadWorks serv	ver when you			
change your presence status manually on the IP p	hone.					
0-Disabled						
1-Enabled						
phone_setting.dsskey_directory_auto.enable		Boolean	1			
Enables or disables the Auto Favorite feature.						
0-Disabled						
1-Enabled						
If it is set to 1 (enabled), the IP phone will downloa	ad info	ormation of favorit	tes from the			
cloud server and automatically configure UC Favo	rite ke	ys from the first u	nused line			
key (the line key type is configured as N/A). If a lir	ie key	is used, the IP pho	one will skip			
key (the line key type is configured as N/A). If a lir to the next unused line key.	ie key	is used, the IP pho	one will skip			
	-					
to the next unused line key.	-					
to the next unused line key. Note: It works only if the value of the parameter "	bw.xm					
to the next unused line key. Note: It works only if the value of the parameter " (Enabled).	bw.xm	npp.enable" is set t	to 1			
to the next unused line key. Note: It works only if the value of the parameter " (Enabled). features.uc_dir.match_tail_number	bw.xm Ir tha	npp.enable" is set t nteger greater nn or equal to 0	to 1 4			
to the next unused line key. Note: It works only if the value of the parameter " (Enabled). features.uc_dir.match_tail_number Description:	bw.xm Ir tha	npp.enable" is set t nteger greater on or equal to 0 bers of BroadClou	to 1 4 d Buddy.			
to the next unused line key. Note: It works only if the value of the parameter " (Enabled). features.uc_dir.match_tail_number Description: Configures the minimum matched digits of the tail	bw.xm	hpp.enable" is set in Steger greater In or equal to 0 bers of BroadClou uddy in the buddy	d Buddy. directory,			
to the next unused line key. Note: It works only if the value of the parameter " (Enabled). features.uc_dir.match_tail_number Description: Configures the minimum matched digits of the tail When entered number matches the tail numbers of	bw.xm	hpp.enable" is set in Steger greater In or equal to 0 bers of BroadClou uddy in the buddy	d Buddy. directory,			
to the next unused line key. Note: It works only if the value of the parameter " (Enabled). features.uc_dir.match_tail_number Description: Configures the minimum matched digits of the tail When entered number matches the tail numbers of the IP phone will automatically display the matches	bw.xm	hpp.enable" is set to teger greater in or equal to 0 bers of BroadClou uddy in the buddy ults on the LCD scr	d Buddy. directory, reen when			
to the next unused line key. Note: It works only if the value of the parameter " (Enabled). features.uc_dir.match_tail_number Description: Configures the minimum matched digits of the tail When entered number matches the tail numbers of the IP phone will automatically display the matched placing a call.	bw.xm	hpp.enable" is set to teger greater in or equal to 0 bers of BroadClou uddy in the buddy ults on the LCD scr	d Buddy. directory, reen when			
to the next unused line key. Note: It works only if the value of the parameter " (Enabled). features.uc_dir.match_tail_number Description: Configures the minimum matched digits of the tail When entered number matches the tail numbers of the IP phone will automatically display the matches placing a call. If it is set to 0, the entered number must exactly m	bw.xm	hpp.enable" is set in teger greater in or equal to 0 bers of BroadClou uddy in the buddy ults on the LCD scr the number of Bro	d Buddy. directory, reen when adCloud			
to the next unused line key. Note: It works only if the value of the parameter " (Enabled). features.uc_dir.match_tail_number Description: Configures the minimum matched digits of the tail When entered number matches the tail numbers of the IP phone will automatically display the matched placing a call. If it is set to 0, the entered number must exactly m Buddy.	bw.xm	hpp.enable" is set in teger greater in or equal to 0 bers of BroadClou uddy in the buddy ults on the LCD scr the number of Bro	d Buddy. directory, reen when adCloud			
to the next unused line key. Note: It works only if the value of the parameter " (Enabled). features.uc_dir.match_tail_number Description: Configures the minimum matched digits of the tail When entered number matches the tail numbers of the IP phone will automatically display the matches placing a call. If it is set to 0, the entered number must exactly m Buddy. If it is set to other values (e.g., 4), the entered num	bw.xm	hpp.enable" is set in teger greater in or equal to 0 bers of BroadClou uddy in the buddy ults on the LCD scr the number of Bro	d Buddy. directory, reen when adCloud			
to the next unused line key. Note: It works only if the value of the parameter " (Enabled). features.uc_dir.match_tail_number Description: Configures the minimum matched digits of the tail When entered number matches the tail numbers of the IP phone will automatically display the matched placing a call. If it is set to 0, the entered number must exactly m Buddy. If it is set to other values (e.g., 4), the entered num match with the BroadCloud contact.	bw.xm Ir tha I num of a bu ed resu natch t	hpp.enable" is set in teger greater in or equal to 0 bers of BroadClou uddy in the buddy ults on the LCD scr the number of Bro ss than 4 digits wo	to 1 4 d Buddy. directory, reen when adCloud puld not			
to the next unused line key. Note: It works only if the value of the parameter " (Enabled). features.uc_dir.match_tail_number Description: Configures the minimum matched digits of the tail When entered number matches the tail numbers of the IP phone will automatically display the matched placing a call. If it is set to 0, the entered number must exactly m Buddy. If it is set to other values (e.g., 4), the entered num match with the BroadCloud contact. Example:	bw.xm Ir tha I num of a bu ed resu natch t nber le	hpp.enable" is set in teger greater in or equal to 0 bers of BroadClou uddy in the buddy ults on the LCD scr the number of Bro ss than 4 digits wo he number "78565	to 1 4 d Buddy. directory, reen when adCloud buld not 6" and the			
to the next unused line key. Note: It works only if the value of the parameter " (Enabled). features.uc_dir.match_tail_number Description: Configures the minimum matched digits of the tail When entered number matches the tail numbers of the IP phone will automatically display the matched placing a call. If it is set to 0, the entered number must exactly m Buddy. If it is set to other values (e.g., 4), the entered num match with the BroadCloud contact. Example: If there is a BroadCloud Buddy name "Sunmy" with	bw.xm Ir tha I num of a bu ed resu hatch t aber le	hpp.enable" is set in teger greater in or equal to 0 bers of BroadClou uddy in the buddy ults on the LCD scr the number of Bro ss than 4 digits wo he number "78565 "4", " 5656 ", "8 565	to 1 4 d Buddy. directory, reen when adCloud buld not 6" and the 6 " or			

bw.xmpp.enable = 1

features.uc_username = abc@demo.bc.im

features.uc_password = a123

bw.xmpp.change_presence.enable = 1

The user can access BroadCloud features using phone menu or pressing DSS keys. The user can change his/her presence status using a My Status key. For more information, refer to *Yealink_IP_Phone_Features_Integrated_with_BroadSoft_UC-One_User_Guide*.

2. Add/Edit DSS key parameters in the configuration template files:

You can configure a line key as a Network Favorite/UC Favorite/Buddies/My Status key.

The "X" is an integer which specifies the sequence number of the line key. For SIP-T48S/T48G, X = 1-29; for SIP-T58V/T58A/T56A/T54S/T46S/T46G/T29G, X = 1-27; for SIP-T52S, X = 1-21.

Parameters	Permitted Values		
linekey.X.type	Integer		
Description:			
Configures the line key type.			
62-Network Favorite			
63 -UC Favorite (It is configurable only when th	e parameter		
"phone_setting.dsskey_directory_auto.enable" i	s set to 0 (Disabled).)		
64 -Buddies			
65 -My Status (It is configurable only when the	parameter		
"bw.xmpp.change_presence.enable" is set to 1			
linekey.X.line	Refer to the following content		
Description:			
Configures the line to apply to UC Favorite key			
Permitted Values:			
1 to 16 (For SIP-T58V/T58A/T56A/T54S/T48S/T	48G/T46S/T46G/T29G)		
1 to 12 (For SIP-T52S)			
1-Line1			
2 -Line2			
3 -Line3			
16 -Line16			
linekey.X.label	String within 99 characters		
Description:			
(Optional.) Configures the label displayed on th	ne LCD screen for each line key.		

Parameters	Permi	tted Values
linekey.X.shortlabel	String within	Disala
(X ranges from 1 to 21)	99 characters	Blank
Description:		

(Optional.) Configures the short label displayed on the LCD screen for line key.

Note: It is only applicable to SIP-T52S IP phones.

The following shows an example of a Buddies key configuration in a template configuration file (e.g., y00000000028.cfg):

linekey.1.type = 64

You can configure a programable key as a Buddies/My Status key.

The "X" is an integer which specifies the sequence number of the programable key. For SIP-T58V/T58A/T56A, X=12-14; for SIP-T54S/T48S/T48G/T46S/T46G, X=1-10, 12-14; for SIP-T52S, X=1-10, 13; for SIP-T29G, X=1-14.

Parameters	Permitted Values				
programablekey.X.type	Refer to the following content				
Description:					
Configures the programable key type.					
64 -Buddies					
65-My Status (It is configurable only when	n the parameter				
"bw.xmpp.change_presence.enable" is set	to 1 (Enabled).)				
programablekey.X.label (X ranges from 1 to 4)	String within 99 characters				
Description:					
(Optional.) Configures the label displayed	on the LCD screen for each soft key.				
Note: It is not applicable to SIP-T58V/T58A/T56A IP phones.					

The following shows an example of a Buddies key configuration in a template configuration file (e.g., y00000000028.cfg):

programablekey.5.type = 64

3. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After successful update, user can find the web user interface of the SIP-T46G IP phone is similar to the ones shown as below:

Yealink 1466								En	Log Out gish(English) 🗸
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Applications
Broadsoft XSI	XMPP Account					NOTE			
Broadsoft XMPP		XMPP UserNa		abc@d	lemo.bc.im	0		Broadsoft XI	ИРР
			Confirm		Canc	el		You can c more guides.	lick here to get

ealink 1460								En	Log 0 glish(English)
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Applications
Line Key 1-9	Enable Page 1	Fips Disabled	•	Label L	ength Default	-		NOTE	
Une Key 10, 10	Кеу	Туре	V	alue	Label	Line	Extension		
Line Key 10-18	Line Key1	Line	▼ Default	• 4	1603	Line 1 🔹 🗍			vyou to quickly
Line Key 19-27	Line Key2	Buddies	•		[N/A v		access features such as recall and voice mail.	
Programable Key	Line Key3	Line	▼ Default	•		Line 3 👻			
Ext Key	Line Key4	Line	▼ Default	•		Line 4 🔹		You can d more guides.	ick here to get
	Line Key5	Line	▼ Default	•		Line 5 👻			
	Line Key6	Line	▼ Default	•		Line 6 👻			
	Line Key7	Line	▼ Default	•		Line 7 👻			
	Line Key8	Line	▼ Default	•		Line 8 👻			
	Line Key9	Line	▼ Default	•		Line 9 🔹			

alink 1466								E	nglish(English)
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Applications
Forward&DND		General Inform	mation					NOTE	
General		Call Waiting		Enabled	i	- 0		Call Waiting	
Information		Auto Redial		Disable	d	• 🕜		It allows IP p	nones to receive a
Audio		Auto Redial Ir	nterval (1~300s)	10		0		already an ac	call when there i tive call.
Intercom		Auto Redial T	imes (1~300)	10		0		Auto Redial It allows IP p	
Intercom		Key As Send		#		- 0		automatically	redial a busy
Transfer		Reserve # in	User Name	Enabled	1	- 0			the first attempt.
Call Pickup								Key As Send Assigns "#" o key.	i r ``*" as the send
Remote Control								Hotline	
Phone Lock								IP phone will	automatically dial e number when
Thome Lock		Reboot in Tal	king	Disable	d	- 🕜		lifting the har	dset, pressing the
ACD		Enable Auto F	Favorite	Enabled	ł	- 🕜		1 C C	e key or the line ke
SMS		Hide Feature	Access Codes	Disable	d	- 0			s to monitor the
Action URL		Display Metho	od on Dialing	User Na	ame	• 🕜			d establish a call y party becomes
Bluetooth		Auto Linekeys	5	Disable	d	• 🕜			
Binetootu		_	Confirm					You can more guides	click here to get

When Auto Favorite feature is enabled, the IP phone will download information of favorites from the cloud server and automatically configure UC Favorite keys from the first unused line key (the line key type is configured as N/A). If a line key is used, the IP phone will skip to the next unused line key.

	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Application
Line Key 1-9	Enable Page T	ips Disabled	•	Label I	Length Default	•		NOTE	
	Кеу	Туре	١	/alue	Label	Line	Extension		
Line Key 10-18	Line Key10	Line	✓ Default	•		Line 10 🔹			w you to quickly
Line Key 19-27	Line Key11	Line	▼ Default	•		Line 11 🔹		access features such as recall and voice mail.	
Programable Key	Line Key12	Line	▼ Default	•		Line 12 🔹			
Ext Key	Line Key13	Line	▼ Default	•		Line 13 🔹		You can of more guides.	click here to get
	Line Key14	Line	▼ Default	•		Line 14 🔹			
	Line Key15	Line	▼ Default	•		Line 15 🔹			
	Line Key16	Line	▼ Default	•		Line 16 🔹			
	Line Key17	UC Favorite	-			Line 1 🔹			
	Line Kev18	UC Favorite	•			Line 1 👻			

Xtended Services Interface (XSI)

The Xtended Services Interface (XSI) is an HTTP-based, REST-ful Application Programming Interface (API) available over BroadWorks, targeted to end-user functionalities such as call control, call log lists, directories and end-user service configurations. IP phones interoperate with BroadWorks XSI using HTTP messages.

IP phones interoperating with BroadWorks XSI support the following features:

- Simultaneous Ring Personal
- Line ID Blocking
- Anonymous Call Rejection
- BroadWorks Anywhere
- Remote Office
- BroadSoft Directory
- BroadSoft Call Log
- Call Park Feature via XSI Mode
- Call Waiting Feature via XSI Mode
- Voice Messaging/Video Voice Messaging
- Centralized Call Recording
- Executive and Assistant
- BroadWorks Mobility
- Group Night Forwarding

The W52P/W56P IP phones can only implement BroadWorks XSI to access the following XSI features: BroadSoft Directory, BroadSoft Call Log and Call Park.

Note Before configuring the features above, make sure that the authentication information for XSI access has been properly configured on IP phones.

For the IP phone to access XSI features, the Xtended Services Platform (XSP) must first authenticate the XSI user.

The

SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T46S/T46G/T42S/T42G/T41S/T41P/T40P/T40G/T2 9G/T27P/T27G/T23P/T23G/T21(P) E2/T19(P) E2, W52P and W56P IP phones running new firmware version, support two XSI authentication methods:

- User Login Credentials for XSI Authentication: The IP phone uses the XSI user login credentials (web portal login user ID and password) for XSI authentication. If no custom tag is configured for the XSI user password, the XSI user password will be not available from the Device Management configuration file. In this case, the end user needs to manually configure it on the IP phone or enter the password in the login screen.
- **SIP Credentials for XSI Authentication**: As of BroadWorks release 20.0, the IP phone can use the XSI user ID along with SIP authentication credentials for XSI authentication. SIP authentication credentials are the register name and password of the SIP account registered on the phone, which can be obtained through Device Management configuration file. No end user input or manual configuration is required.

You can configure the authentication method the phone uses for XSI access. For more information on how to configure the phone, refer to the following section.

Note The lock state of SIP credentials is not taken into account for the SIP credentials for XSI authentication scheme. For example, the IP phone can be locked out for signaling but can still use its locked SIP credentials for XSI authentication and to be authenticated successfully.

To use SIP Credentials for XSI Authentication, ensure that the SIP register name and password of the corresponding user are properly pre-configured on the phone.

Configuring Yealink IP Phones

To configure the XSI:

1. Add/Edit XSI parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for W52P/W56P, X=1-5; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1.

Parameters	Permitted Values	Default				
bw.xsi.enable	Boolean	0				
Description:						
Enables or disables the Broadsoft XSI featur	e.					
0-Disabled						
1-Enabled						
Note: If you change this parameter, the IP p	phone will reboot to make the ch	ange take				
effect. For W52P/W56P IP DECT phones, the	e default value is 1 (Enabled).					
sip.authentication_for_xsi	Boolean	0				
Description:						
Configures the authentication mechanism f	or the XSI.					
0-User Login Credentials for XSI Authentica	tion					
1-SIP Credentials for XSI Authentication						
If it is set to 0 (User Login Credentials for XS	5I Authentication), the IP phone (uses the				
XSI user ID and password for XSI authentica	ation.					
If it is set to 1 (SIP Credentials for XSI Authe	entication), the IP phone uses the	XSI user				
ID, the register name and password of the c authentication.	corresponding SIP account for XS	SI				
Note: It works only if the value of the parar	neter "bw.xsi.enable" is set to 1 (Enabled).				
account.X.xsi.user	%BWLOGIN-ID-X%	Blank				
Description:						
Configures the user ID for XSI access auther	ntication.					
Note: It works only if the value of the parar	neter "bw.xsi.enable" is set to 1 (Enabled).				
account.X.xsi.password	%XSIPASSWORD-X%	Blank				
Description:						
Configures the password for XSI access aut	hentication.					
Note : It works only if the value of the paran		Enabled)				
and it is required only when the value of the						
set to 0 (User Login Credentials for XSI Auth						
account.X.xsi.host	%XSP_ADDRESS%	Blank				

Parameters	Permitted Values	Default				
Description:						
Configures the IP address of the Xtended Se	ervices Platform server for accou	nt X.				
Note: It works only if the value of the param	neter "bw.xsi.enable" is set to 1 (Enabled).				
account.X.xsi.server_type	http or https	http				
Description:						
Configures the access protocol of the Xtend	led Services Platform server for a	account X.				
Note: It works only if the value of the param	neter "bw.xsi.enable" is set to 1 (Enabled).				
account.X.xsi.port	Integer from 1 to 65535	80				
Description:						
Configures the port of the Xtended Services	Platform server for account X.					
Note: It works only if the value of the param		Enabled).				
he following shows example configurations f	or user login credentials for XSI					
uthentication for account 1 in the template c	onfiguration file					
e.g., %BWMACADDRESS%.cfg):						
w.xsi.enable = 1						
p.authentication_for_xsi = 0						
account.1.xsi.user = %BWLOGIN-ID-1%						
ccount.1.xsi.password = %XSIPASSWORD-1%	6					
ccount.1.xsi.host = %XSP_ADDRESS%						
account.1.xsi.server_type = http						
ccount.1.xsi.port = 80						

2. Customize the static tags on BroadWorks.

The following table shows an example:

Tag Name	Value
%BWLOGIN-ID-1%	4602@pbx.yealink.com
%XSIPASSWORD-1%	yealink
%XSP_ADDRESS%	xsp.yealink.com

For more information, refer to Customizing a Static Tag.

Please contact your BroadSoft reseller for the actual values of these tags.

3. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After the above configurations, the tags in the template file will be replaced by the actual parameter values. An example for the XSI authentication mechanism is shown as below:

account.1.xsi.user = 4602@pbx.yealink.com

account.1.xsi.password = yealink

account.1.xsi.host = xsp.yealink.com

After successful update, user can find the web user interface of the SIP-T46G (running firmware 81 or later) IP phone is similar to the one shown as below if the user selects the XSI authentication mechanism:

Yealink 1466		Log Out → Englich(Englich) →						
	Status	Account	twork Dss	skey Features	Settings	Directory	Security	Applications
Broadsoft XSI	3	(SI Account					NOTE	
Broadsoft XMPP		Allow SIP Authentica	tion for XSI	Disabled xsp.yealink.com	· 0		Broadsoft X	si
		Port		80	0		You can on more guides.	lick here to get
		XSI Server Type		http	• 0			
		User ID		4602@pbx.yealink.com	0			
		Password		•••••	0			
		Туре	Enabled	Display Name				
		Group	Enabled -	Yealink	0			
		Enterprise	Enabled -	Interoperability	0			
		Group Common	Enabled 👻	GroupCommon	0			
		Enterprise Common		EnterpriseCommon	0			
		Personal	Enabled 💌	Personal	0			

The following shows example configurations for SIP credentials for XSI authentication for account 1 in a template configuration file (e.g., %BWMACADDRESS%.cfg):

bw.xsi.enable = 1

sip.authentication_for_xsi = 1

account.1.xsi.user = %BWLOGIN-ID-1%

account.1.auth_name = %BWAUTHUSER-1%

account.1.password = %BWAUTHPASSWORD-1%

account.1.xsi.host = %XSP_ADDRESS%

account.1.xsi.server_type = http

account.1.xsi.port = 80

After editing the configuration file, upload it to BroadWorks. The tags in the template file will be replaced by the actual parameter values. An example is shown as below:

account.1.xsi.user = 4602@pbx.yealink.com

account.1.auth_name = 4602

account.1.password = yealink#1105

account.1.xsi.host = xsp.yealink.com

After successful update, user can find the web user interface of the SIP-T46G (running firmware 81 or later) IP phone is similar to the one shown as below if the user selects the SIP authentication mechanism:

Yealink 1466										E	Log Out
	Status	Account Ne	twork	Dss	key	Features	Set	ttings	Directory	Security	Applications
Broadsoft XSI	xs	SI Account								NOTE	
Broadsoft XMPP		Allow SIP Authentica	ation for XSI		Enabled xsp.yealii	ak com		0 0		Broadsoft X	SI
		Port			80			0		Vou can more guides	click here to get
		XSI Server Type			http		•	0			
		User ID			4602@pt	x.yealink.com		0			
	Ne	etwork Directory		_			_				
		Туре	Enabled		(Display Name					
		Group	Enabled	•	Yealink			0			
		Enterprise	Enabled	•	Interope	rability		0			
		Group Common	Enabled	•	GroupCo	mmon		0			
		Enterprise Common	Enabled	•	Enterpris	seCommon		0			
		Personal	Enabled	•	Persona			0			

Simultaneous Ring Personal

Simultaneous Ring Personal allows a user to have up to 10 secondary locations to be alerted simultaneously in addition to the user's primary location, when receiving an incoming call that matches the pre-defined criteria. The call is connected to the user who answers the call first. The enhancement, Answer Confirmation, allows simultaneous ringing personal to prompt the callee to enter a digit to confirm the acceptance of the call. This feature is not applicable to W52P/W56P IP DECT phones.

Note

Before configuring Simultaneous Ring Personal feature, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the Simultaneous Ring Personal configurations can be synchronized between the IP phone and the BroadWorks server. For more information on BroadWorks XSI, refer to Xtended Services Interface.

Configuring the BroadSoft Server

You can configure the following for Simultaneous Ring Personal:

- Assign Simultaneous Ring Personal service.
- Configure the Simultaneous Ring Personal feature:
- Configure the selective criteria. You can define and activate/deactivate selective criteria entries. The criteria for each Simultaneous Ring entry can be a list of up to 12 phone numbers or digit patterns, a specified time schedule, and a specified holiday schedule.

To assign the Simultaneous Ring Personal service to a user:

1. Log into the web portal as a group administrator.

- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4609).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Simultaneous Ring Personal and then click Add>.

BROADSOFT						p - <u>Home</u>
Group >Users : 4609					Welcome	[Logout]
Options: Profile Insoming Calls Outgoing Calls			rvice packs for a user. If a service or service pack is unassig	ned the service data that has been filled out will be lost.		
Call Control	OK Apply	Cancel				
Calling Plans		Available Service Packs		User Service Packs		
Client Applications Meet-Me Conferencing						
Messaging			Add >			
Service Scripts			Remove <			
Utilities						
			Add All >>			
			Remove All			
		Available Services		User Services		
	ſ	call Center - Premium	Add > Remove < Add All >> Remove All	Stared Call Appearance 30 Stared Call Appearance 35 Shared Call Appearance 5 Simultaneous King Personal Speed Dal 100 Third Party Vice Mall Support Third-Party Vice Mall Support Third-Party Vice Mall Support Twoe-Wag Call	Ŷ	
	OK Apply	Cancel				

7. Click Apply to accept the change.

To configure Simultaneous Ring Personal for a user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4609), who has been assigned the Simultaneous Ring Personal service.
- 5. Click on Incoming Calls->Simultaneous Ring Personal.

BRADSOFT						Help - Home
Group »Users : 4609						Welcome [Logout]
Options: Profile Incoming Calls Outcoing Calls Call Control Calling Plans	Simultaneous Ring P not at your phone but a list of up to 12 phor day of week and time	you would like your cell p the numbers or digit pattern of day). If the criteria do	to 10 phone numbers or SIP-URI addresses you would hone to ring when you get a call. You can also turn of the is, a specified must schedule, and a specified holding sch tol mathr, the call continues as if this service was not turn on your cell phone messaging system!	multaneous ring when you are at your desk on edule. All criteria for an entry must be satisfied	a call. The criteria for each Sin for the call to enter Simultaneo	nultaneous Ring entry can be ous Ring (phone number and
Client Applications	ОК	Apply Add	Cancel			
Meet-Me Conferencing						
Messaging						
Service Scripts	Simultaneous	Ring Personal: On	Off			
Utilities		Do not ring	my Simultaneous Ring Numbers if I'm already on a call			
	Answer confirm	nation required	Phone Number / SIP-URI	Answer confirmation required	Phone Number / SIP-U	RI
			4607	V	4608	
	Active	Description	Ring Simultaneously		Calls from	Edit
		R-entry1	Yes		All calls	Edit
	OK	Apply Add	Cancel			

6. Configure the following parameters for Simultaneous Ring Personal.

Parameter	Description		
Simultaneous Ring Personal	Specifies whether to use the simultaneous ring personal service.		

Parameter	Description
Do not ring my Simultaneous Ring Numbers if I'm already on a call	Specifies whether secondary phone numbers or URIs should be alerted while the primary location is already on a call.
Answer confirmation required	Allows simultaneous ring personal to prompt the answering party to enter a digit to confirm the acceptance of the call.
Phone Number / SIP-URI	Specifies the phone number or SIP URI of the location.

The following shows an example:

Simultaneous Ring Personal: Selected

Do not ring my Simultaneous Ring Numbers if I'm already on a call: Selected

Continue the search process if the base location is busy: Selected

Enable caller to skip search process: Selected

Answer confirmation required: Selected

Phone Number / SIP-URI:

7. Click **Apply** to accept the change.

To configure the Selective Criteria:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4609), who has been assigned the Simultaneous Ring Personal service.

4607 4608

- 5. Click on Incoming Calls->Simultaneous Ring Personal.
- 6. Click Add to add a new Simultaneous Ring Personal entry.

BRADSOFT	Hele - Home
Group >Users : 4609	Welcome Locout
Options: Profile Incoming Calls Quitating Calls Quitating Calls Gall Control Calling Plans Callent Availations	Simultaneous Ring Personal Modify Simultaneous Ring Penny allows you to list up to 10 phone numbers of SIP-URI addresses of family numbers you would like to ring in addition to your primary family phone number when you receive a call. This feature is helpful when you would like a proper of related phones to ring when numbers and a part of the second second like to ring and the property can be all of up to 12 phone number when you receive a call. This feature is helpful when you would like a proper of related phones to ring when numbers are extended. The rithma for each Simultaneous Ring ethy can be all of up to 12 phone number when you receive a call. This match, the call continues as if this service was not turned on. OK Deteke Cancel
Meel-Me Conferencing Messaging Service Scripts Utilines	* Description: Rentry 1 © Use simultaneous ring personal O to not use simultaneous ring personal Selected Time Schedule: Every Day AII Day A Selected Time Schedule: None A Calls form © Any ry one number
	C Following phase number:

7. Set the parameters of the Simultaneous Ring Personal criteria.

The following shows an example:	
Description:	R-entry1

•	
Use simultaneous ring personal:	Selected
Selected Time Schedule:	Every Day All Day
Selected Holiday Schedule:	None
Calls from:	Any phone number

8. Click **OK** to accept the change.

For more information on Simultaneous Ring Personal, refer to *BroadWorks Web Interface Administrator Guide*.

Line ID Blocking

Line ID Blocking allows a user to block his identity from showing up when placing a call. When a user with this feature enabled places a call, the BroadWorks sends an INVITE to the callee with From header: From: "Anonymous" <sip:anonymous@anonymous.invalid>. The callee's phone LCD screen presents "anonymous" instead of the caller's identity. This feature does not apply to calls from within a group. This feature is not applicable to W52P/W56P IP DECT phones.

Note Before configuring Line ID Blocking feature, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the Line ID Blocking configurations can be synchronized between the IP phone and the BroadWorks server. For more information on BroadWorks XSI, refer to Xtended Services Interface.

Configuring the BroadSoft Server

You can configure the following for Calling Line ID Blocking:

- Assign Calling Line ID Delivery Blocking service.
- Activate/Deactivate the Line ID Blocking feature.

To assign the Calling Line ID Delivery Blocking service to a user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4609).
- 5. Click on Assign Services.

 In the Available Services box, select Calling Line ID Delivery Blocking and then click Add>.

BROADSOFT			lp - <u>Home</u>
Group >Users : 4609	W	Welcome	[Logout]
Options: Profile Incoming Cells	Assign Services Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.		
Outgoing Calls Call Control	OK Apply Cancel		
Calling Plans Client Applications	Available Service Packs User Service Packs		
Meet-Me Conferencing Messaging Service Scripts Utilities	Add > Remove <		
	Add All >> Remove All		
	Available Services User Services		
	Call Center - Premium Add> Call Forwarding Not Ansater Call Forwarding Not Assater Calling Lane Delivery Calling Lane Retrieval Calling Number Delivery Calling Number Delivery Calling Number Delivery Call Notify Call Notif	^ ~	
	OK Apply Cancel		

7. Click **Apply** to accept the change.

To activate Line ID Blocking for a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4609), who has been assigned the calling line ID delivery blocking service.
- 5. Click on Outgoing Calls->Line ID Blocking.
- 6. Mark the On radio box in the Block Calling Line ID on Outgoing Calls field.

BREADSOFT	Help - Home
Group >Users : 4609	Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls	Calling Line ID Delivery Blocking Calling Line ID Delivery Blocking allows you to block your number from being shown where calling other numbers. Members of your group can still see your number when they are called. You have the choice of numing it on or off for all calls and then selectively turning it back on or off using the feature access codes.
Call Control	OK Apply Cancel
Calling Plans Client Applications Meet-Me Conferencing Messsging	Block Calling Line ID on Outgoing Calls: 🗐 On 🔿 Off
Service Scripts Utilities	OK Apply Cancel

7. Click **Apply** to accept the change.

For more information on Line ID Blocking, refer to *BroadWorks Web Interface Administrator Guide*.

Anonymous Call Rejection

Anonymous Call Rejection allows a user to automatically reject incoming calls from callers who deliberately block their identities (phone number and name) from showing up. This feature is not applicable to W52P/W56P IP DECT phones.

Note

Before configuring Anonymous Call Rejection feature, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the Anonymous Call Rejection configurations can be synchronized between the IP phone and the BroadWorks server. For more information on BroadWorks XSI, refer to Xtended Services Interface.

Configuring the BroadSoft Server

You can configure the following for BroadWorks Call Rejection:

- Assign Anonymous Call Rejection service. This service does not apply to calls from within a group.
- Activate/Deactivate the BroadWorks Call Rejection feature.

To assign the Anonymous Call Rejection service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4608).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Anonymous Call Rejection and then click Add>.

BRADSOFT					Help - Home
Group >Users : 4608					Welcome (Logout)
Options: Profile Incoming Calls		sign or unassign services and ser	rvice packs for a user. If a service or service pack is unassigne	ad the service data that has been filled out will be lost.	
Outgoing Calls Call Control Calling Plans Oliging Plans	OK Apply	Cancel Available Service Packs		User Service Packs	
Client Applications Meet-Me Conferencing Messagling Service Scripts Utilities			Add > Remove <		
			Add All >> Remove All		
		Available Services		User Services	
		Basic Call Logs Call Center - Premium	Add > Remove < Add All >> Remove All	Alternate Numbers Aufhentication Aufhentication Automatic Caliback Automatic Caliback Bargen Touch Business Bargen Touch Business Communicator Desktop Broad York Mobile I.v. BroadWorks Anywhere BroadWorks Mobile I.v.	Vídeo v
	OK Apply	Cancel			

7. Click Apply to accept the change.

To activate Anonymous Call Rejection for a user:

1. Log into the web portal as a group administrator.

- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4608), who has been assigned the Anonymous Call Rejection service.
- 5. Click on Incoming Calls->Anonymous Call Rejection.
- 6. Mark the On radio box in the Anonymous Call Rejection field.

BROADSOFT	Help - Home
Group >Users : 4608	Welcome Loganti
Options: Profile Incoming Calls Outdoins Calls Call Control	Anonymous Call Rejection Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number: Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that you are not accepting calls from unidertified callers. Your phone does not fing and you do not receive any indication that they called. However, this does not apply to call white you group.
Calling Plans Client Applications Meet-Me Conferencing Messaging Service Scripts	OK Apply Cancel Anonymous Call Rejection: Con O off
Utilities	OK Apply Cancel

7. Click Apply to accept the change.

For more information on Anonymous Call Rejection, refer to *BroadWorks Web Interface Administrator Guide*.

BroadWorks Anywhere

BroadWorks Anywhere is useful for users demanding the flexibility with their fixed and mobile devices. This feature allows users to designate a single phone number for incoming and outgoing calls, regardless of which phone they are currently using. For example, IP desk phone, mobile phone or home phone. This feature is not applicable to W52P/W56P IP DECT phones.

Note Before configuring the BroadWorks Anywhere feature, make sure that Remote Office (refer to Remote Office) is turned off and the XSI (refer to Xtended Services Interface) has been configured. If the BroadWorks XSI is configured on the IP phone, the BroadWorks Anywhere configurations can be synchronized between the IP phone and the BroadWorks server.

Configuring the BroadSoft Server

You can configure the following for BroadWorks Anywhere:

- Create a BroadWorks Anywhere portal. The BroadWorks Anywhere portal is a virtual user service that handles incoming calls from the BroadWorks Anywhere locations and prompts users for the destination address. You can create one or more BroadWorks Anywhere portals, each with its own characteristics.
- Change the portal password for BroadWorks Anywhere. This portal password is used for authentication when a user use BroadWorks Anywhere feature. It is also apply for BroadWorks Hoteling.

- Assign BroadWorks Anywhere service to a user. The BroadWorks Anywhere service cannot be assigned to virtual users.
- Specify BroadWorks Anywhere locations.

To create a BroadWorks Anywhere portal:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->BroadWorks Anywhere.
- 3. Click Add.
- 4. Set the BroadWorks Anywhere portal parameters.

The following shows an example:

BroadWorks Anywhere ID: Portal1

Name: Anywhere Portal1

Calling Line ID Last Name: Portal1

Calling Line ID First Name: Anywhere

BRADSOFT		Help - Home
Group		Welcome [Logout]
Options: Profile Resources	BroadWorks Anywhere Add Create a BroadNors Anywhere Portal	
<u>Services</u>	OK Cancel	
Acct/Auth Codes		
Call Center	* BroadWorks Anywhere ID: Portal1 @ pbx.yealink.com V	
Calling Plan	* Name: Anywhere Portal1	
Meet-Me Conferencing Utilities	* Calling Line ID Last Name: Portal * Calling Line ID First Name: Anywhere	
Utilities	Department: None V	
	Time Zone: [GMT+06:00] Asia/Shanghai	
	Can Be Used By: O Users in Enterprise O Users in Group	
	Prompt to Confirm Calling Location: O Never Prompt	
	Always Prompt	
	Prompt If Not Available	
	Silent Prompt Mode	
	✓ Prompt For Passcode	
	OK Cancel	

- 5. Click **OK** to accept the change.
- 6. Select the anywhere portal added above and then click Edit.
- 7. Click on Addresses.
- 8. Select the phone number from the pull-down list of **Phone Number**.
- 9. Enter the extension in the **Extension** field.

BRADSOFT		Hel	lo - <u>Home</u>
Group >BroadWorks Anywhere : Portal	1	Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls	BroadWorks Anywhere Addresses Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.		
<u>Call Control</u> Messaging Utilities	Phone Number: 4604 V Activated		
	Allese: sip: @ [pbxysalink.com \] sip: @ [pbxysalink.com \] sip: @ [pbxysalink.com \]		
	OK Apply Cancel		

10. Click Apply to accept the change.

To change portal password for BroadWorks Anywhere:

1. Log into the web portal as a group administrator.

- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4607), who has been assigned BroadWorks Anywhere locations.
- 5. Click on Profile->Passwords.
- 6. Mark the Set portal password radio box.
- 7. Enter the new password in the **Type new password** field.
- 8. Re-enter the new password in the Re-type new password field.

BRADSOFT		He	lp - Home
Group >Users : 4607		Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls	Passwords Passwords allows you configure your passwords for the web portal and/or portal.		
Call Control Call Control Calling Plans Client Applications Meet-Me Conferencing Messaging	OK Apply Cancel This user's password expired		
Wesseding Service Scripts Utilities	Rest Passard * Type new passard * Re-type new passard * Re-type new passard OK Apply Cancel		

9. Click Apply to accept the change.

To assign the BroadWorks Anywhere service to a user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4609).
- 5. Click on Assign Services.
- 6. In the Available Services box, select BroadWorks Anywhere and then click Add>.

BRMADSOFT					Hel	lp - <u>Home</u>
Group >Users : 4609					Welcome	[Logout]
Options: Profile Incoming Calls Quitgoing Calls	Assign Services Assign Services allows you to assign or un OK Apply Canc		te packs for a user. If a service or service pack is unassigned the	e service data that has been filled out will be lost.		
Call Control Calling Plans Client Applications		lable Service Packs		User Service Packs		
Meet-Mc Conferencing Messaging Service Scripts Utilities			Add > Remove <			
			Add All >> Remove All			
	Av	vailable Services		User Services		
	Call C	Center - Premium	Remove < Br	ssic Call Logs cad Touch Business Communicator Desktop - cad Touch Business Communicator Mobile - Vi cad Touch MobileLink cadWorks Anywhere cadWorks Mobility usy Lamp Field II Forwardina Alwavs	Video ^ deo	
	OK Apply Canc		Remove All Ca	all Forwarding Always all Forwarding Busy all Forwarding No Answer all Forwarding Not Reachable	~	

7. Click Apply to accept the change.

To specify BroadWorks Anywhere locations for a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.

- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4609), who has been assigned the BroadWorks Anywhere service.
- 5. Click on Call Control->BroadWorks Anywhere.
- 6. Check the Alert all locations for Click-to-Dial calls checkbox.
- 7. Check the Alert all locations for Group Paging calls checkbox.

BR©ADSOFT					Help - Home
Group >Users : 4609				Welcor	ne [Logout]
Options: Profile Incoming Calls	BroadWorks Anywhere Configure the fixed and mobile phones you would like to linit	ik to this account.			
Outgoing Calls Call Control Calling Plans Client Applications Meet-Me Conferencing	OK Apply Add Cance	el			
Messaging Service Scripts Utilities	View Available Portal List	Desc	ription	Edit	
	No Entries Present	[Page 1 of 1]			
	OK Apply Add Cance	Starts With V		Eind	Eind All

- 8. Click Apply to accept the change.
- 9. Click Add to add a BroadWorks Anywhere location.
- 10. Enter the phone number (e.g., a mobile phone number) in the Phone Number field.
- 11. Enter the description (e.g., John Mobile) in the Description field.
- **12.** Check the **Enable this Location** checkbox, which enables this location for BroadWorks Anywhere.
- 13. Configure the advanced options:
 - **Outbound Alternate Phone Number/SIP URI**: Enter the phone number/SIP URI in this field and this phone number will ring when the IP phone rings.
 - **Enable Diversion Inhibitor**: Checking this checkbox prevents a call from being forwarded to another location if you have call forward activated.
 - **Require Answer Confirmation**: Checking this checkbox enables the Broadworks server to prompt an answer confirmation when a call to this anywhere location is answered by the user.
 - Use BroadWorks-based Call Control Services: Checking this checkbox enables call control services to be performed by BroadWorks Anywhere location.

BRADSOFT		Help - Home
Group >Users : 4609		Welcome [Loqout]
Options: Profile Incoming Calls	BroadWorks Anywhere Phone Number Modify Allows BroadWorks Anywhere Phone Number to be configured along with multiple selective criteria for each phone number	
Outgoing Calls Call Control	OK Apply Delete Cancel	
Calling Plans <u>Client Applications</u> Meet-Me Conferencing	Phone Number Selective Criteria	
Messaging Service Scripts Utilities	* Phone Number: 13673254333 Description: John Mobile	
	Advanced Options -	
	Outbound Alternate Phone Number/SIP UR: C Enable Diversion Inhibitor Require Answer Confirmation C Use BroadVoints-based Call Control Services	
	OK Apply Delete Cancel	

- 14. Click on the Selective Criteria tab.
- 15. Click Add to add the criterion for the phone number.

Group >Users : 4609	Weic	Help - Home
Group - Users : 4609	BroadWorks Anywhere Criteria Add Alex yoo to add a selective criteria for a BroadWorks Anywhere phone number. OK Cance Prone Number 1597254333 * Description: John Criteria * Description: John Criteria @ Use broadworks anywhere	ome Loopuli
	OK Cancel	

- 16. Click OK to accept the change.
- **17.** Repeat steps 14 to 15 to add more criteria for the phone number.

For more information on BroadWorks Anywhere, refer to *BroadWorks Web Interface Administrator Guide*.

Remote Office

Remote Office is especially useful for telecommuters and mobile workers, as it enables them to use all of their phones' features while working remotely (for example, extension dialing, transfers, conference calls, Outlook Integration, directories and so on). This feature is not applicable to W52P/W56P IP DECT phones.

Note Before configuring Remote Office feature, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the Remote Office configurations can be synchronized between the IP phone and the BroadWorks server. For more information on BroadWorks XSI, refer to Xtended Services Interface.

Configuring the BroadSoft Server

You can configure the following for Remote Office:

- Assign Remote Office service.
- Configure the Remote Office feature. You can activate/deactivate the Remote Office feature and assign a remote phone number.

To assign the Remote Office service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.

- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4609).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Remote Office and then click Add>.

BRMADSOFT					He	lp - Home
Group >Users : 4609					Welcome	[Logout]
Options:			ervice packs for a user. If a service or service pack is unassig	ned the service data that has been filled out will be lost.		
Call Control Calling Plans Client Applications	OK Apply	Available Service Packs	_	User Service Packs	-	
Meet-Me Conferencing Messaging Service Scripts Utilities			Add > Remove <			
			Add All >> Remove All			
		Available Services		User Services		
		Call Center - Premium	Add > Remove < Add All >> Remove All	Protervard Carner User Priority Alex Protory Alex Pranto 1 and Remote State Remote State Remote State States Ver Call Service Scripto User Shared Call Appearance Shared Call Appearance 10	~	
	OK Apply	Cancel				

7. Click Apply to accept the change.

To configure Remote Office for the user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4609).
- 5. Click on Call Control->Remote Office.
- 6. Mark the On radio box in the Remote Office field.
- 7. Enter the remote phone number in the Remote Phone Number/SIP-URI field.

BRADSOFT	Helo - Home
Group >Users : 4609	Welcome [Locout]
Options: Profile Incoming Calls Outcoing Calls	Remote Office Remote Office allows you buile your home phone, your cell phone or even a hotel phone as your business phone. By using the CommPilot Call Manager, you can make phone calls from this remote phone and have them billed to your business. This service also cirects all calls coming to your business phone to ring the remote office phone.
<u>Call Control</u>	OK Apply Cancel
Callina Plans Ciliant Applications Meet-Me Conferencing Messaging Service Scripts	Remote Office: @ on ○ Off * Remote Phone Number / SIP-JIRI: [4507 x]
Utilities	OK Apply Cancel

8. Click Apply to accept the change.

For more information on Remote Office, refer to *BroadWorks Web Interface Administrator Guide*.

BroadSoft Directory

IP phones support to access the BroadSoft Directory locally. The BroadWorks server provides six types of directories: Enterprise Directory, Group Directory, Enterprise Common Directory, Group Common Directory, Personal Directory and Custom Directory.

- Enterprise Directory: It contains a list of all users in the enterprise. Each entry in the enterprise directory contains the name, user ID, extension, group, department, etc. The enterprise directory is created automatically from BroadWorks. The user has just read-only access.
- Group Directory: It contains a list of all users in the group. Each entry in the group directory contains the name, user ID, extension, department, etc. The group directory is created automatically from BroadWorks. The user has just read-only access.
- Enterprise Common Directory: It contains a list of common contacts in the enterprise. Each entry in the directory contains the name and phone number. Only the enterprise administrator can add a new contact to the enterprise common directory. The enterprise common directory is shared with all users within the same enterprise. The user has just read-only access.
- Group Common Directory: It contains a list of common contacts in the group. Each entry in the directory contains the name and phone number. The group administrator can add a new contact to the group common directory. The group common directory is shared with all users within the same group. The user has just read-only access.
- Personal Directory: It contains a list of personal contacts of the user. Each entry in the directory contains the name and phone number. The user can add a new contact to the personal directory.
- Custom Directory: It contains a subset of the users in the group or enterprise. The administrator can add a custom directory, such as an Executive Directory, containing the desired users.
- **Note** Before configuring BroadSoft Directory feature, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the BroadSoft Directory can be synchronized between the IP phone and the BroadWorks server. For more information on BroadWorks XSI, refer to Xtended Services Interface.

Configuring the BroadSoft Server

You can use the following on BroadSoft server:

- View the Group Directory.
- Add contacts to the Group Common Directory.
- Import a Comma-delimited text list.
- Add a contact to the Personal Directory.
- Add a custom directory.

To view the group directory:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Utilities->Group Directory.

3. Click Search to display a list of all users in the group.

BREADSOF									Help - Hom
Group	ing.							Welco	ome <u>ILogo</u>
ptions:									
	Group Directory								
Profile	Displays the group directory listing. A summ	ary of the group directory can be	e generated, which can be	e easily printed ar	nd a detailed phone	e list can be	senerated.		
Resources									
Services	OK								
Service Scripts									
Acct/Auth Codes	Group Directory Summary Group	Directory Detail							
Call Center	Group Directory Summary Group	Directory Detail							
Calling Plan									
Meet-Me Conferencing	Enter search criteria below								
Utilities	Last Nane 💌	Starts With 🛩					+		Search
	Name 🛋	User ID	Phone Number	Extension	Department	Mobile	E-mail Address	YahoolD	IM&P ID
	3514,3514	2413333514	+44-2413333514	3514					
	Anywhere Portal1 (BroadWorks	Portal1							
	CallCenter (Call Center)	CallCenter	+44-2413333511	3511					
	Hunt Group (Hunt Group)	HuntGroup1							
	Ins (Instant Group Call)	2413333650	+44-2413333515	3515					
	Instant Group (Instant Group	Instantgroup1							
	Meet-MeConference (Meet-Me C	Meet-Me-Conference	+44-2413333512	3512					
	Paging Group1 (Group Paging)	1234567	+44-2413333501	3501					
	Paging Group2 (Group Paging)	PagingGroup2							
	Pgroup (Group Paging)	2413333701							
	Voice Portal (Voice Portal)	232319244_VMR	+44-2413333513	3513					
	yealink,3501	2413333501							
	yealink,3502	2413333502	+44-2413333502	3502					
	yealink,3503	2413333503	+44-2413333503	3503					
	yealink,3504	2413333504							
	yealink,3505	2413333505	+44-2413333505	3505					
	yealink,3506	2413333506	+44-2413333506	3506					
	yealink,3507	2413333507	+44-2413333507	3507					
	vealink,3508	2413333508	+44-2413333508	3508					
	yealink,3509	2413333509	+44-2413333509	3509					
			(0	e 1 of 2]			Next L	4	

4. To display the summary of group directory, click **Group Directory Summary**. A printable summary page appears in a separate browser window.

Phone List									
Name	User Id	Number	Extension	Department	Mobile	Email Address	IMP Id		
3514,3514	2413333514	+44-2413333514	3514						
Anywhere Portal1 (BroadWorks Anywhere)	Portal1								
CallCenter (Call Center)	CallCenter	+44-2413333511	3511						
Hunt Group (Hunt Group)	HuntGroup 1								
Ins (Instant Group Call)	2413333650	+44-2413333515	3515						
Instant Group (Instant Group Call)	Instantgroup 1								
Meet-MeConference (Meet-Me Conferencing)	Meet-Me-Conference	+44-2413333512	3512						
Paging Group1 (Group Paging)	1234567	+44-2413333501	3501						
Paging Group2 (Group Paging)	PagingGroup2								
Pgroup (Group Paging)	2413333701					[
Voice Portal (Voice Portal)	232319244_VMR	+44-2413333513	3513						
yealink,3501	2413333501								
yealink,3502	2413333502	+44-2413333502	3502						
yealink,3503	2413333503	+44-2413333503	3503						
yealink,3504	2413333504								
yealink,3505	2413333505	+44-2413333505	3505						
yealink,3506	2413333506	+44-2413333506	3506						
yealink,3507	2413333507	+44-2413333507	3507						
yealink,3508	2413333508	+44-2413333508	3508						
yealink,3509	2413333509	+44-2413333509	3509						
yealink,3510	2413333510	+44-2413333510	3510						

5. To display the details of group directory, click **Group Directory Detail**. A printable detail page appears in a separate browser window.

Phone List				
3514,3514		Anywhere Portal1 (BroadWorks Anywhere)		
2413333514	Vaice: +44-2413333514 Extension: 3514	Portal1		
CallCenter (Call Cer	nter)	Hunt Group (Hunt Group)		
CallCenter	Vaice: +44-2413333511 Extension: 3511	HuntGroup1		
Ins (Instant Group	Call)	Instant Group (Instant Group Call)		
2413333650	Voice: +44-2413333515 Extension: 3515	Instantgroup1		
Meet-MeConferenc	e (Meet-Me Conferencing)	Paging Group1 (Group Paging)		
Meet-Me-Conference	Voice: +44-2413333512 Extension: 3512	1234567 Voice: +4+-2413233501 Extension: 3501		
Paging Group2 (Gro	oup Paging)	Pgroup (Group Paging)		
PagingGroup2		2413333701		
Voice Portal (Voice	Portal)	yealink,3501		
232319244_VMR	Voice: +44-2413333513 Extension: 3513	241333501		
yealink,3502		yealink,3503		
2413333502	Voice: +44-2413333502 Extension: 3502	241333503 Voice: +44-241333503 Extension: 3503		
yealink,3504		yealink,3505		
2413333504		241333505 Voice: +44-241333505 Extension: 3505		
yealink,3506		yealink,3507		
2413333506	Voice: +44-2413333506 Extension: 3506	241333507 Voice: +44-241333507 Extension: 3507		
yealink,3508		yealink,3509		
2413333508	Voice: +44-2413333508 Extension: 3508	241333509 Voice: +44-241333509 Extension: 3509		
yealink,3510				
2413333510	Voice: +44-2413333510 Extension: 3510			

To add a contact to the group common directory:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Utilities->Common Phone List.
- 3. Click Add.
- 4. Enter the name in the **Name** field.
- 5. Enter the phone number in the **Phone Number** field.

BROADSOFT	Hele - Home
Group	Welcome [Legeut]
Options: Profile Resources Services Service Scripts Acctivuth Codes	Common Phone List Add Add a common phone number to the list. OK Cuest
Call Center Calling Plan Meet-Me Conferencing Utilities	* Name Bob * Phone Number 0123223 0K Cwcel

6. Click **OK** to accept the change.

Then the contact appears in the group common directory.

You can also import common contacts from an existing comma-delimited text file (file format must be *.csv). To produce a comma-delimited text file, refer to the instructions for a program such as TXT.

To import a comma-delimited text file:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Utilities->Common Phone List.
- 3. Click on Import Phone List.
- **4.** Click **Browse** to locate the CSV file from your local system. The first line of the CSV file must define two columns: *Name* and *Number*.

		He	lp - <u>Home</u>
Group		Welcome	[Logout]
Options:	Common Phone List Import		
Profile	Import common phone list entries from a CSV file. For details about the CSV file, click on the Help link for this page.		
Resources	Import common phone list entries from a CSV life. For details about the CSV life, circk on the resp link tot this page.		
Services	OK Apply Cancel		
Service Scripts			
Acct/Auth Codes			
Call Center	Select a Phone List File: Browse		
Calling Plan			
Meet-Me Conferencing	OK Apply Cancel		
Utilities	on Apply Galles		

5. Click Apply to accept the change.

Then the contacts in the CSV file appear in the group common directory.

The following shows an example of the contacts in an import list created in a text file before the file is converted to a CSV file. Each value in an import list created in a text file must enclose in quotation marks and separate by a comma.

"Name","Number"
"Bob","8003"
"Jony","8001"
"Jane","8005"
"John","8009"

You can add contacts to the Personal Directory manually. You can also import personal contacts from an existing comma-delimited text file (file format must be *.csv). For more information, refer to the introduction above.

To add a contact to the personal directory:

- 1. Log into the web portal with the user credential.
- 2. Click on Outgoing Calls->Personal Phone List.
- 3. Click Add.
- 4. Enter the name in the Name field.

5. Enter the phone number in the Phone Number field.

	Laurch 💌 - Hains - Hanna Welcome 3502 yealink Laurad
Options: Profile Incoming Calls • Outgoing Calls	Personal Phone List Add Add a personal phone entry
Call Control Calling Plans Client Applications Meet-Me Conferencing	0X Casel *Name [_1]y *Phone Number [08][23]
Messaging Service Scripts Utilities	CE Cecci

6. Click **OK** to accept the change.

Then the contact appears in the user's personal directory.

To add a custom directory:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Utilities->Custom Contact Directories.
- 3. Click Add.
- 4. Enter the name in the **Directory Name** field.
- 5. Click Search to display all available users.
- In the Available Users box, select the desired user and then click Add> to assign the user to the directory.
- 7. Repeat the step 6 to add more users.

BRADSOFT		Help - Home
Group		Welcome (Logout)
Options: Profile Resources Servic	Custom Contact Directory Add Create a new custom contact directory. OK Cancel * Directory Name: Executive × Enter search criteria below	
Utilities	User ID Starts With + Available Users Assigned Users 1111gq, 111gq, 135566) 1235 BioadWork Anywhere (2413334666) 1245 BioadWork Anywhere (2413334666) 12241, 12341 (12414) Add = Vreaint, 4602 (4602) 12241, 12341 (12414) Remove Vreaint, 4602 (4602) 124, 12341 (12414) Remove Vreaint, 4602 (4602) 124, 12341 (12414) Remove Vreaint, 4602 (4607) 120, 4206 (4203) Vreaint, 4602 (4607) Vreaint, 4602 (4607) 120, 4206 (4203) Vreaint, 4602 (4607) Vreaint, 4603 (4603) 120, 4206 (4203) Vreaint, 4603 (4603) Vreaint, 4603 (4603) 120, 4206 (4203) Vreaint, 4603 (4603) Vreaint, 4603 (4603) 120, 4206 (4203) Vreaint, 4603 (4603) Vreaint, 4603 (4603) 120, 4206 (4203) Vreaint, 4603 (4603) Vreaint, 4603 (4603) 120, 4206 (4203) Vreaint, 4603 (4603) Vreaint, 4603 (4603) 120, 4206 (4203) Vreaint, 4603 (4603) Vreaint, 4603 (4603) 120, 4206 (4203) Vreaint, 4603 (4603) Vreaint, 4603 (4603) 120, 4206 (4203) Vreaint, 46	Search

8. Click **OK** to accept the change.

For more information on BroadSoft Directory, refer to *BroadWorks Web Interface Administrator Guide*.

Configuring Yealink IP Phones

To configure the BroadSoft Directory:

1. Add/Edit BroadSoft Directory parameters in the configuration template files:

Parameters	Permitted Values	Default		
bw.xsi.directory.enable	Boolean	0		
Description:				
Enables or disables the Broadsoft Directory feature. 0- Disabled				
1-Enabled				
Note: It works only if the value of the parameter "bw.xsi	.enable" is set to 1	(Enabled). For		
W52P/W56P IP DECT phones, the default value is 1 (Ena		``		
bw_phonebook.group_enable	Boolean	1		
Description:				
Enables or disables the IP phone to display the group d	irectory.			
0-Disabled				
1-Enabled				
Note: It works only if the value of the parameter "bw.xs	i.directory.enable" i	s set to 1		
(Enabled).	r			
bw_phonebook.group_displayname %BWGROUP-1% Group				
Description:				
Configures the group directory name displayed on the I	P phone.			
Note: It works only if the values of the parameters "bw.	xsi.directory.enable	" and		
"bw_phonebook.group_enable" are set to 1 (Enabled).		I		
bw_phonebook.group_common_enable	Boolean	1		
Description:				
Enables or disables the IP phone to display the group common directory.				
0-Disabled				
1-Enabled				
Note: It works only if the value of the parameter "bw.xsi.directory.enable" is set to 1				
(Enabled).				
bw_phonebook.group_common_displaynameString withinGroup99 charactersr				

Parameters	Permitted Values	Default			
Description:					
Configures the group common directory name displayed	d on the IP phone				
Note: It works only if the values of the parameters "bw.	-	" and			
"bw_phonebook.group_common_enable" are set to 1 (E	-				
bw_phonebook.enterprise_enable Boolean 1					
Description:					
Enables or disables the IP phone to display the enterpris	e directory.				
0-Disabled					
1-Enabled					
Note: It works only if the value of the parameter "bw.xsi (Enabled).	.directory.enable" i	is set to 1			
bw_phonebook.enterprise_displayname %BWENTERPR ISE-1% Enterpri					
Description:					
Configures the enterprise directory name displayed on t	he IP nhone				
Note: It works only if the values of the parameters "bw.	·	" and			
"bw_phonebook.enterprise_enable" are set to 1 (Enabled	-	unu			
bw_phonebook.enterprise_common_enable	Boolean	1			
Description:					
Enables or disables the IP phone to display the enterpris	e common directo	iry.			
0-Disabled					
1-Enabled					
Note: It works only if the value of the parameter "bw.xsi	.directory.enable" i	s set to 1			
(Enabled).					
bw_phonebook.enterprise_common_displayname	String within 99 characters	EnterpriseC ommon			
Description:					
Configures the enterprise common directory name displayed on the IP phone.					
Note: It works only if the values of the parameters "bw.xsi.directory.enable" and					
"bw_phonebook.enterprise_common_enable" are set to 1 (Enabled).					
bw_phonebook.personal_enable Boolean 1					
Description:					
Enables or disables the IP phone to display the personal	directory.				

Parameters	Permitted Values	Default		
0-Disabled				
1-Enabled				
Note: It works only if the value of the parameter "bw.xsi.	directory.enable" is	set to 1		
(Enabled).				
bw_phonebook.personal_displaynameString within 99 charactersPerson				
Description:				
Configures the personal directory name displayed on the	e IP phone.			
Note: It works only if the values of the parameters "bw.x	si.directory.enable"	and		
"bw_phonebook.personal_enable" are set to 1 (Enabled).				
bw_phonebook.custom	Boolean	0		
Description:				
Enables or disables custom directory feature.				
0-Disabled				
1-Enabled				
Note: It works only if the value of the parameter "bw.xsi.	directory.enable" is	set to 1		
(Enabled).				
	Integer from 60			
directory.update_time_interval	to 43200	60		
Description:				
Configures the interval (in minutes) for the IP phone to u	pdate the data of th	e BroadSoft		
Directory from the BroadSoft server.				
Note: It works only if the value of the parameter "bw.xsi.	directory.enable" is	set to 1		
(Enabled).				
bw.xsi.directory.alphabetized_by_lastname.enable	Boolean	0		
Description:				
Specifies the call ID (first name and last name) display method when the phone receives an incoming call, places an outgoing call or is during an active call. 0 -First name Last name 1 -Last name, First name				
The following shows an example of BroadSoft Directory configurations in a template file (e.g., %BWMACADDRESS%.cfg):				

bw.xsi.enable = 1

bw.xsi.directory.enable = 1

bw_phonebook.group_enable = 1

bw_phonebook.group_displayname = %BWGROUP-1%
bw_phonebook.group_common_enable = 1
bw_phonebook.group_common_displayname = GroupCommon
bw_phonebook.enterprise_enable = 1
bw_phonebook.enterprise_displayname = %BWENTERPRISE-1%
bw_phonebook.enterprise_common_enable = 1
bw_phonebook.enterprise_common_displayname = EnterpriseCommon
bw_phonebook.personal_enable = 1
bw_phonebook.personal_displayname = Personal
bw_phonebook.custom = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After the above configurations, the tags in the template file will be replaced by the actual parameter values. An example is shown as below:

bw_phonebook.group_displayname = Group

bw_phonebook.enterprise_displayname = Enterprise

After successful update, user can access the BroadSoft Directory by tapping \mathbf{L} , pressing the **Directory** soft key or pressing **Menu->Directory->Network Directory** via phone user interface. The following shows an example of network directory list:

Network Directory					
1. All Contacts					
2. Yealink					
3. Interoperability					
4. GroupCommon					
5. EnterpriseCommon					
Back	Update	Search	Enter		

For W52P/W56P IP DECT phones, you can access the BroadSoft Directory by pressing **OK**->**Directory**->**Network Dir** on the handset.

You can also configure BroadSoft Directory via web user interface at the path

Applications->Broadsoft XSI.

The IP phone connects to load the desired directory, and then displays contacts of this directory on the LCD screen.

BroadSoft Call Log

IP phones support to access the BroadSoft Call Log locally. The BroadSoft Call Log allows users to view and dial the stored numbers in the following lists: Missed Calls, Received Calls, Placed

Calls and All Calls. Each call log entry contains call information such as remote party identification, time and date.

Note Before configuring BroadSoft Call Log feature, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the BroadSoft Call Log can be synchronized between the IP phone and the BroadWorks server. For more information on BroadWorks XSI, refer to Xtended Services Interface.

Configuring the BroadSoft Server

You can configure the following for BroadSoft Call Log:

- Assign BroadSoft Call Log service.
- View the call logs. You can view a maximum of 20 of the most recent logs per call type (placed, received, and missed) with Basic Call Log service.

To assign the call log service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4603).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Basic Call Logs and then click Add>.

BRADSOFT		Help - Home
Group >Users : 4603		Welcome [Logout]
Options:	Assign Services Assign Services allows you to assign or unassign services and service will be lost.	packs for a user. If a service or service pack is unassigned the service data that has been filled out
Call Control	OK Apply Cancel	
Calling Plans Client Applications	Available Service Packs	User Service Packs
Messaging Service Scripts Utilities	×	Add > Remove < Add All >> Remove All
	Available Services	User Services Add >> Barge-in Exempt Basic Call Logs BroadTouch Business Communicator Desktop - Video BroadTouch Business Communicator Mobile - Video BroadTouch Business Communicator Mobile - Video BroadTouch Business Communicator Mobile BroadTouch Business Communicator Mobile - Video BroadTouch Business Communicator Mobile FordTouch Business BroadTouch Business Comminicator Mobile BroadTouch Business Call Forwarding Busy Call Forwarding Busy Call Forwarding Busy Call Forwarding Busy Answer +

7. Click **Apply** to accept the change.

To view the call logs:

1. Log into the web portal as a group administrator.

- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4603).
- 5. Click on Utilities->Basic Call Logs.

BROADSOF	Г			Help - Home
Group >Users : 4603				Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls	Basic Call Logs of to see the desire	displays the most recent	lly received, missed, or placed calls and	also allows deletion of call logs. Click on the appropriate tab
Call Control Calling Plans Client Applications Messaging Service Scripts	OK Select	Apply Canc	el	
▶ <u>Utilities</u>	Placed C	Alls Received Calls	Missed Calls Phone Number	Date/Time
		4604 Yealink	4604	11/27/14 11:41 AM
	ОК	Apply Canc	el	

Configuring Yealink IP Phones

To configure the BroadSoft Call Log:

1. Add/Edit BroadSoft Call Log parameters in configuration template files:

Parameters	Permitted Values	Default		
bw.xsi.call_log.enable	Boolean	0		
Description:				
Enables or disables the BroadSoft Call Log feature. 0 -Disabled				
1-Enabled				

The following shows an example of the BroadSoft Call Log configuration in a template configuration file (e.g., %BWMACADDRESS%.cfg):

bw.xsi.call_log.enable = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After successful update, user can access the BroadSoft call log list by tapping $\langle \cdot \rangle$, pressing the **History** soft key or pressing **Menu->History->Network CallLog** via phone user interface. The following shows an example of call log list:

All	Placed Calllog	Missed	Calllog	1/4 🕨
🛹 Unavailable		Today	15:19	ľ
👃 Unavailable		Today	15:00	
☆ 4605		Today	14:59	
∲ 4605		Today	14:56	
₽ 4603	Today 14:56			
Back	0	ption	Sei	nd

For W52P/W56P IP DECT phones, you can access the BroadSoft call log by pressing **OK**->**Directory**->**Network CallLog** on the handset.

The IP phone connects to load the desired call log list, and then displays call log entries of this list on the LCD screen.

You can also configure BroadSoft call log via web user interface at the path **Applications**->**Broadsoft XSI**.

Local Call Log

You can back up the local call log of IP phone to BroadWorks. The back-up local call log files named <MAC>-calllog.xml, are classified by the MAC address of the IP phone.

It is also useful in flexible seating. When a guest user creates an association with a host, the host device can download the guest's local call log after provisioning. For more information on flexible seating, refer to Flexible Seating. This feature is not applicable to W52P/W56P IP DECT phones.

Configuring Yealink IP Phones

You can configure a backup path where the phone can upload and download the call log. The path can be absolute or relative address, or null. If it is set to null, the phone will back up the call log to the provisioning server. You can also configure the interval to back up the local call log.

To configure call log backup feature:

1. Add/Edit call log backup parameters in the configuration template files:

Parameters	Permitted Values	Default
static.auto_provision.local_calllog.backup.enable	Boolean	0

Parameters	Permitted Values	Default
Description:		
Enables or disables the IP phone to upload the <mac>-callog each time the call logs update, and download the <mac>-call server during auto provisioning. 0-Disabled</mac></mac>		
1-Enabled	1	
static.auto_provision.local_calllog.backup.path	String	Blank
Description:		
Configures a path or URL for the IP phone to upload/download	d the	
<mac>-calllog.xml file.</mac>		
<pre></pre>	<mac>-callloq</mac>	g.xml file
If it is left blank, the IP phone will try to upload/download the	<mac>-calllog</mac>	g.xml file
If it is left blank, the IP phone will try to upload/download the to/from the provisioning server.		g.xml file
If it is left blank, the IP phone will try to upload/download the to/from the provisioning server. Note: It works only if the value of the parameter		g.xml file
If it is left blank, the IP phone will try to upload/download the to/from the provisioning server. Note: It works only if the value of the parameter "auto_provision.local_calllog.backup.enable" is set to 1 (Enabled	d). Integer from 10	
If it is left blank, the IP phone will try to upload/download the to/from the provisioning server. Note: It works only if the value of the parameter "auto_provision.local_calllog.backup.enable" is set to 1 (Enabled static.auto_provision.local_calllog.write_delay.terminated	d). Integer from 10 to 600	

file (e.g., y00000000028.cfg):

static.auto_provision.local_calllog.backup.enable = 1

static.auto_provision.local_calllog.backup.path = http://10.2.3.123/log

static.auto_provision.local_calllog.write_delay.terminated = 60

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

Call Park

Call Park allows a user to park a call against an extension and then retrieve it on another phone. Group Call Park hunts for the first available user in the call park group and parks the call there. If a parked call is not retrieved after the pre-configured time, the BroadWorks server will alert the designated user depending on the server configurations.

IP phones support Call Park Notification using a SUBSCRIBE/NOTIFY mechanism for communicating to the BroadWorks server when a call is parked against the extension of the IP

phone. The IP phone provides a visual indicator for the parked call and turns off the indicator after the parked call is retrieved. This feature is not applicable to W52P IP DECT phones.

Configuring the BroadSoft Server

You can configure the following for Call Park:

- Assign Call Park service. This service allows a user to use Call Park and Group Call Park feature.
- Configure the Call Park feature. You can configure the settings for Call Park, Group Call Park and all parked calls.
- Create a Call Park group. You can define a call park group as a subset of the users in the group. The users can park calls to the users in this call park group.
- Assign alternate recall user. You can select a hunt group as the alternate user to recall. Make sure the hunt groups have been created on the BroadWorks server. For more information on how to add a hunt group, refer to Hunt Group.

To assign the Call Park service to the group:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Resources->Assign Group Services.
- 3. In the Available Services box, select Call Park and then click Add>.

		Help - Home Welcome [Locood]
Options: Profile Resources Services Service Scripts	Assign Group Services Assign or unassign group services for the group. OK Apply Cancel	
Arstikult Codes Call Conter Calling Tim Meet Me Conferencing Unities	Available Services	Add >

4. Click Apply to accept the change.

To configure the Call Park Feature

1. Log into the web portal as a group administrator.

Note Before configuring Call Park feature under XSI mode, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the Call Park configurations can be synchronized between the IP phone and the BroadWorks server. For more information on BroadWorks XSI, refer to Xtended Services Interface.

2. Click on Services->Call Park.

		Help - Home Welcome [Logout]
Options: Publie Passutes Passutes Service Studie Service Studie Service Studie Call Context Call Context Call Context Mentione United Service Studie Service Stud	Call Park Create a new call park group and manage existing call park groups. Defining call park groups allows users in these groups to park calls on that group. Can also configure Call Park settin OK Apply Add Cancel Statings for Call Park Add Cancel Statings for Call Park Add Cancel Statings for Call Park Statings for Call Park Add Attender Recall User Next parking user first. Site nationation Recall User Ox Apply Add Cancel Statings for Call Park Stating stor first. Site nationation Recall User Oxid Park Alternate Recall User Oxid Park Stating stor first. Site nationation user Oxid Park Statings for All Parked Calls Statings for All Parked Calls Site Stating Call Park Statings for All Parked Calls Site Stating Call Park Statings for All Parked Calls Site Stating Call Park Aller Alternate Recall User Wait Time 45 seconds	
	Group Call Park Name (a) Edit cal park 1 Edit Group Edit Test11 Edit	
	OK Apply Add Cancel	

The call park parameters are described as below:

Parameter	Description
	Determines which user to be altered if the parked call is not retrieved when the recall timer expires.
	Alert parking user only: Only alerts the user who parked the call.
Settings for Call Park	Alert parking user first, then alternate user: First alerts the user who parked the call, and then alerts the alternate user if the parking user does not answer the recall.
	Alert alternate user only: Only alerts the alternate user.
	The setting is initially set to Alert parking user only . You can only change the setting after you assign an alternate recall user.
	Display Timer : Specifies how long the server waits before automatically releasing the call. It is used to park a call on the call park group.
Settings for Group Call Park	Enable Parked Destination Announcement : Determines whether to notify the parking user of the destination extension against which the call has been parked.
Settings for All Parked Calls	Ring Pattern for Recalled Calls : Specifies the ring tone for the recall calls, which allows users to distinguish between new and recall calls. Recall Timer : Configures the time after which the
	parked call is recalled. Alert Alternate Recall User Wait Time:

Parameter	Description
	Configures the time after which the alternate user
	(if configured) is called.

- **3.** Make the desired change.
- 4. Click **Apply** to accept the change.

To create a Call Park group:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Call Park.
- 3. Click Add.
- 4. Enter the desired group name in the Group Name field.
- 5. Click Search to display all available users.
- **6.** In the **Available Users** box, select the desired user and then click **Add>** to assign the user to the call park group.
- 7. Repeat the step 7 to add more users.

BROADSOFT		Help - Home
Group	W	/elcome [Logout]
Options:	Group Call Park Modify Modify the selected Group Call Park group. OK Apply Delete Cancel Profile Attenuate Recall User	
<u>Caling Plan</u> <u>Meet-Me Conferencing</u> Unifies	* Group Name Coroup Park Recal To:	
	Enter search criteria below User ID V Starts With V ++++++++++++++++++++++++++++++++++++	
	User ID V Starts With V +	Search
	Available Users Assigned Users	
	Add = Vealink-4600 (4600) Vealink-4600 (4600) Vealink-4600 (4600) Remove Vealink-4600 (4600) Vealink-4601 (4601) Vealink-4601 (4601) Add All >> Vealink-4601 (4601) Remove All Vealink-4601 (4602) Remove All Move Up.	
	OK Apply Delete Cancel	

8. Click Apply to accept the change.

To assign alternate recall users:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Call Park.
- 3. Select the desired call park group and then click **Edit**.
- 4. Click on the Alternate Recall User tab.
- 5. Click Search to display all available hunt groups.

6. In the Available Hunt Groups box, select the desired hunt group and then click Select>.

				Help - Home Welcome [Logout]
Options: Profile Resources Servic	Group Call Park Modify Select a hunt group as the alternate user to recall. OK Apply Cancel Profile Atternatio Recall User Enter search criteria below (Let Name V) (Starts With V)			Search
Utilities	Available Hunt Groups		Selected Hunt Group	Dearen
	Hunt Group (24133465) Hunt Group (24133465) Hunt Group (244062) HuntGroup (HuntGroup1) HuntGroup2 (HuntGroup1) James Lest (James Lest) my hunt group (4365) Heat (HuntGroup2) TEST-hunt group (4387)	Select > Remove <	HUNTGROUP (4530)	
	OK Apply Cancel			

7. Click **Apply** to accept the change.

For more information on Call Park, refer to BroadWorks Web Interface Administrator Guide.

Configuring Yealink IP Phones

You can configure Call Park feature on the phone using the FAC mode or the XSI mode. If the XSI mode is used, you need configure XSI feature on the phone in advance. In the XSI mode, Call Park can be performed via the call park soft key successfully when the IP phone passes the XSI authentication. The FAC mode is designated for the user to park a call using the call park soft key when XSI feature is not configured on the phone. Call park key can be used under the FAC mode and XSI mode.

Note

If the call park code or park retrieve code has been configured for the call park soft key or the retrieve park soft key in the FAC mode, you don't need to configure the call park code or the park retrieve code for the call park key or the retrieve park key.

To configure Call Park:

- **1.** Add/Edit Call Park mode parameter in the configuration template files to decide the Call Park mode:
 - a) For SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T46S/T46G/T42S/T42G/T41S/T41P/

T40G/T29G/T27P/T27G/T23P/T23G/T21(P) E2/T19(P) E2:

Parameters	Permitted Values	Default
features.call_park.park_mode	Boolean	0
Description:		
Configures the call park mode.		
0-XSI		
1-FAC		

Parameters	Permitted Values	Default
features.call_park.enable	Boolean	0
Description:		
Enables or disables the IP phone to display the	Park soft key during a call.	
0 -Disabled		
1-Enabled		
Note: If it is set to 1 (Enabled), the Retrieve so	ft key will also be displayed o	on the
dialing screen.		[
features.call_park.group_enable	Boolean	0
Description:		
Enables or disables the IP phone to display the	GPark soft key during a call.	
0 -Disabled		
1-Enabled		
Note: If it is set to 1 (Enabled), the Retrieve so	ft key will also be displayed o	on the
dialing screen.	-	r
features.call_park.park_visual_notify_enable	Boolean	0
Description:		
Enables or disables the IP phone to display a vi	sible notification when a call	is parked
against its line.		
0 -Disabled		
1-Enabled		
Note: It works only if the value of parameter "a (BroadSoft).	ccount.X.sip_server_type" is :	set to 2
features.call_park.park_ring	Boolean	0
Description:		1
Enables or disables an audio notification when	a call is parked against its lin	e.
0 -Disabled	. –	
1-Enabled		
Note: It works only if the value of the parameter	er "account.X.sip_server_type	' is set to 2
(BroadSoft) and the value of the parameter		
"features.call_park.park_visual_notify_enable" is	set to 1 (Enabled).	
fostures call park park code	String within 32	Blank
features.call_park.park_code	characters	ыапк

Parameters	Permitted Values	Default
Description:		
Configures the call park code for the Park soft	key.	
This call park code will also apply to the call pa	•	
Note: It works only if the value of the paramet	-	ode" is set
to 1 (FAC).	_, , _	
features.call_park.group_park_code	String within 32 characters	Blank
Description:		
Configures the group call park code for the GF	a rk soft key.	
This group call park code will also apply to the		
Note: It works only if the value of the paramet		ode" is se [.]
to 1 (FAC).		
	String within 32	
features.call_park.park_retrieve_code		Blank
	characters	
Descriptions	characters	
Description:		
Configures the retrieve park code for the Retri	eve soft key.	
Configures the retrieve park code for the Retri This park retrieve code will also apply to the pa	eve soft key. Irk retrieve key.	do" is co
Configures the retrieve park code for the Retri This park retrieve code will also apply to the pa Note: It works only if the value of the paramet	eve soft key. Irk retrieve key.	ode" is set
Configures the retrieve park code for the Retri This park retrieve code will also apply to the pa	eve soft key. Irk retrieve key.	ode" is set
Configures the retrieve park code for the Retri This park retrieve code will also apply to the pa Note: It works only if the value of the paramet	eve soft key. Irk retrieve key.	ode" is set
Configures the retrieve park code for the Retri This park retrieve code will also apply to the pa Note: It works only if the value of the paramet to 1 (FAC).	eve soft key. Irk retrieve key. er "features.call_park.park_mo	
Configures the retrieve park code for the Retri This park retrieve code will also apply to the pa Note: It works only if the value of the paramet to 1 (FAC). features.call_park.direct_send.enable	eve soft key. Irk retrieve key. er "features.call_park.park_mo Boolean	1
Configures the retrieve park code for the Retri This park retrieve code will also apply to the para Note: It works only if the value of the paramet to 1 (FAC). features.call_park.direct_send.enable Description:	eve soft key. Irk retrieve key. er "features.call_park.park_mo Boolean e call park code/park retrieve	1
Configures the retrieve park code for the Retri This park retrieve code will also apply to the para Note: It works only if the value of the paramet to 1 (FAC). features.call_park.direct_send.enable Description: Enables or disables the IP phone to dial out the directly when pressing the Park/Retrieve soft	eve soft key. Irk retrieve key. er "features.call_park.park_mo Boolean e call park code/park retrieve	1
Configures the retrieve park code for the Retri This park retrieve code will also apply to the para Note: It works only if the value of the paramet to 1 (FAC). features.call_park.direct_send.enable Description: Enables or disables the IP phone to dial out the directly when pressing the Park/Retrieve soft	eve soft key. Irk retrieve key. er "features.call_park.park_mo Boolean e call park code/park retrieve	1
Configures the retrieve park code for the Retri This park retrieve code will also apply to the para Note: It works only if the value of the paramet to 1 (FAC). features.call_park.direct_send.enable Description: Enables or disables the IP phone to dial out the directly when pressing the Park/Retrieve soft 0 -Disabled 1 -Enabled	eve soft key. Irk retrieve key. er "features.call_park.park_mo Boolean e call park code/park retrieve key.	1 code
Configures the retrieve park code for the Retri This park retrieve code will also apply to the para Note: It works only if the value of the paramet to 1 (FAC). features.call_park.direct_send.enable Description: Enables or disables the IP phone to dial out the directly when pressing the Park/Retrieve soft 0 -Disabled 1 -Enabled If it is set to 0 (Disabled), the IP phone will enter	eve soft key. Irk retrieve key. er "features.call_park.park_mo Boolean e call park code/park retrieve key. er the pre-dialing screen whe	1 code
Configures the retrieve park code for the Retri This park retrieve code will also apply to the para Note: It works only if the value of the paramet to 1 (FAC). features.call_park.direct_send.enable Description: Enables or disables the IP phone to dial out the directly when pressing the Park/Retrieve soft 0 -Disabled 1 -Enabled	eve soft key. Irk retrieve key. er "features.call_park.park_mo Boolean e call park code/park retrieve key. er the pre-dialing screen whe he specific extension manuall	1 code n pressing y or press
Configures the retrieve park code for the Retri This park retrieve code will also apply to the para Note: It works only if the value of the paramet to 1 (FAC). features.call_park.direct_send.enable Description: Enables or disables the IP phone to dial out the directly when pressing the Park/Retrieve soft 0 -Disabled 1 -Enabled If it is set to 0 (Disabled), the IP phone will enter the Park/Retrieve soft key. And you can dial the	eve soft key. Irk retrieve key. er "features.call_park.park_mo Boolean e call park code/park retrieve key. er the pre-dialing screen whe he specific extension manuall	1 code n pressing y or press
Configures the retrieve park code for the Retri This park retrieve code will also apply to the paramet Note: It works only if the value of the paramet to 1 (FAC). features.call_park.direct_send.enable Description: Enables or disables the IP phone to dial out the directly when pressing the Park/Retrieve soft 0 -Disabled 1 -Enabled If it is set to 0 (Disabled), the IP phone will ente the Park/Retrieve soft key. And you can dial the the BLF/BLF List key to park the call to the spece	eve soft key. Irk retrieve key. er "features.call_park.park_mo Boolean e call park code/park retrieve key. er the pre-dialing screen whe he specific extension manuall ific user or retrieve the call p	1 code n pressing y or press arked from
Configures the retrieve park code for the Retri This park retrieve code will also apply to the para Note: It works only if the value of the paramet to 1 (FAC). features.call_park.direct_send.enable Description: Enables or disables the IP phone to dial out the directly when pressing the Park/Retrieve soft 0 -Disabled 1 -Enabled If it is set to 0 (Disabled), the IP phone will ente the Park/Retrieve soft key. And you can dial the the BLF/BLF List key to park the call to the specific user.	eve soft key. Irk retrieve key. er "features.call_park.park_mo Boolean e call park code/park retrieve key. er the pre-dialing screen whe he specific extension manuall ific user or retrieve the call p er "features.call_park.park_mo	1 code n pressing y or press arked from
Configures the retrieve park code for the Retri This park retrieve code will also apply to the paramet Note: It works only if the value of the paramet to 1 (FAC). features.call_park.direct_send.enable Description: Enables or disables the IP phone to dial out the directly when pressing the Park/Retrieve soft 0 -Disabled 1 -Enabled If it is set to 0 (Disabled), the IP phone will enter the Park/Retrieve soft key. And you can dial the the BLF/BLF List key to park the call to the speci- the specific user. Note: It works only if the value of the paramet	eve soft key. Irk retrieve key. er "features.call_park.park_mo Boolean e call park code/park retrieve key. er the pre-dialing screen whe he specific extension manuall ific user or retrieve the call p er "features.call_park.park_mo	1 code n pressing y or press arked from

features.call_park.park_mode

0

Boolean

Parameters	Permitted Values	Default
Description:		
Configures the call park mode.		
0-XSI		
1-FAC	1	1
features.call_park.enable	Boolean	0
Description:		
Enables or disables the IP DECT phone to display	Park option during a call.	
0-Disabled		
1-Enabled		
features.call_park.group_enable	Boolean	0
Description:		
Enables or disables the IP DECT phone to display	CDark option during a cal	
0-Disabled	GPark option during a car	1.
1-Enabled		
features.call_park.park_visual_notify_enable	Boolean	0
	Boolean	0
features.call_park.park_visual_notify_enable Description:		
features.call_park.park_visual_notify_enable		
features.call_park.park_visual_notify_enable Description: Enables or disables the IP DECT phone to display a		
features.call_park.park_visual_notify_enable Description: Enables or disables the IP DECT phone to display a parked against its line.		
features.call_park.park_visual_notify_enable Description: Enables or disables the IP DECT phone to display a parked against its line. 0-Disabled	a parked indicator when a	call is
features.call_park.park_visual_notify_enable Description: Enables or disables the IP DECT phone to display a parked against its line. 0-Disabled 1-Enabled	a parked indicator when a	call is
features.call_park.park_visual_notify_enable Description: Enables or disables the IP DECT phone to display a parked against its line. 0-Disabled 1-Enabled Note: It works only if the parameter "account.X.sig	a parked indicator when a o_server_type" is set to 2 (I	call is BroadSoft
features.call_park.park_visual_notify_enable Description: Enables or disables the IP DECT phone to display a parked against its line. 0-Disabled 1-Enabled Note: It works only if the parameter "account.X.sig features.call_park.park_ring	a parked indicator when a p_server_type" is set to 2 (I Boolean	call is BroadSoft
features.call_park.park_visual_notify_enable Description: Enables or disables the IP DECT phone to display a parked against its line. 0-Disabled 1-Enabled Note: It works only if the parameter "account.X.sig features.call_park.park_ring Description:	a parked indicator when a p_server_type" is set to 2 (I Boolean	call is BroadSoft
features.call_park.park_visual_notify_enable Description: Enables or disables the IP DECT phone to display a parked against its line. 0-Disabled 1-Enabled Note: It works only if the parameter "account.X.sig features.call_park.park_ring Description: Enables or disables the IP DECT phone to play a w	a parked indicator when a p_server_type" is set to 2 (I Boolean	call is BroadSoft
features.call_park.park_visual_notify_enable Description: Enables or disables the IP DECT phone to display a parked against its line. 0-Disabled 1-Enabled Note: It works only if the parameter "account.X.sip features.call_park.park_ring Description: Enables or disables the IP DECT phone to play a w against its line.	a parked indicator when a p_server_type" is set to 2 (I Boolean	call is BroadSoft
features.call_park.park_visual_notify_enable Description: Enables or disables the IP DECT phone to display a parked against its line. 0-Disabled 1-Enabled Note: It works only if the parameter "account.X.sig features.call_park.park_ring Description: Enables or disables the IP DECT phone to play a w against its line. 0-Disabled	a parked indicator when a p_server_type" is set to 2 (I Boolean	call is BroadSoft 0 parked
features.call_park.park_visual_notify_enable Description: Enables or disables the IP DECT phone to display a parked against its line. 0-Disabled 1-Enabled Note: It works only if the parameter "account.X.sig features.call_park.park_ring Description: Enables or disables the IP DECT phone to play a w against its line. 0-Disabled 1-Enabled	a parked indicator when a o_server_type" is set to 2 (I Boolean arning tone when a call is	call is BroadSoft 0 parked

Parameters	Permitted Values	Default
Description:		
Configures the call park code for Park option whe FAC.	n call park mode is config	jured as
Note: It works only if the value of the parameter "to 1 (FAC).	features.call_park.park_mo	ode" is set
features.call_park.group_park_code	String within 32 characters	Blank
Description:		
Configures the group call park code for GPark opt configured as FAC.	tion when call park mode	is
configured as FAC. Note: It works only if the value of the parameter "i		
configured as FAC. Note: It works only if the value of the parameter "to 1 (FAC).		ode" is set
configured as FAC. Note: It works only if the value of the parameter "i	features.call_park.park_mc	
configured as FAC. Note: It works only if the value of the parameter "to 1 (FAC).	features.call_park.park_mc	ode" is set
configured as FAC. Note: It works only if the value of the parameter "to 1 (FAC). features.call_park.park_retrieve_code	features.call_park.park_mc String within 32 characters	ode" is set Blank
configured as FAC. Note: It works only if the value of the parameter "to 1 (FAC). features.call_park.park_retrieve_code Description:	features.call_park.park_mc String within 32 characters	ode" is set Blank
<pre>configured as FAC. Note: It works only if the value of the parameter " to 1 (FAC). features.call_park.park_retrieve_code Description: Configures the park retrieve code for Retrieve sof</pre>	features.call_park.park_mo String within 32 characters t key when call park mode "features.call_park.park_m	ode" is set Blank e is ode" is se

features.call_park.park_mode = 0

features.call_park.enable = 1

features.call_park.group_enable = 1

features.call_park.park_visual_notify_enable = 1

features.call_park.park_ring = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After successful update, user can find the web user interface of the IP phone is similar to the one shown as below:

Yealink 1466								E	Log Out nglish(English) -
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security	Applications
Forward&DND		Call Pickup						NOTE	
General Information		Directed Call Directed Call		Disable	d	0 - 0		Directed Ca Picks up an i specific exte	ncoming call on a
Audio		Group Call Pic		Disable	d	• 0		Directed Ca	
Intercom		Visual Alert fo		Disable	d	- 0		pre-defined You can con	group.
Transfer Call Pickup	Audio Alert for BLF Pickup			Disabled 🗸 🕜			directed/gro	up call pickup he IP phone.	
Remote Control		Call Park Mod		XSI		• 0		It allows the to display a v	for BLF Pickup supervisor's phone isual prompt when
Phone Lock		Call Park Group Call Pa	rk	Enable	-	• 0 • 0		incoming cal	
ACD		Visual Alert fo		Enable		• 0		It allows the to play an al	for BLF Pickup supervisor's phone ert tone when the
SMS Action URL			or Parked Call	Enable		○		monitored u incoming cal	ser receives an
Bluetooth			Confirm		Can	cel		You can more guides	click here to get

The following shows an example of call park configurations using the FAC mode in a T46G template configuration file (e.g., %BWMACADDRESS%.cfg):

- features.call_park.park_mode = 1
- features.call_park.enable = 1

features.call_park.park_code= *68

features.call_park.group_enable = 1

features.call_park.group_park_code = #58

features.call_park.park_retrieve_code = *88

features.call_park.park_visual_notify_enable = 1

features.call_park.park_ring = 1

Upload template boot and configuration files to BroadWorks. After successful update, user can find the web user interface of the IP phone is similar to the one shown as below:

ealink 1466	Status	Account	Network	DSSKey	Features	Settings	Directory	Security Applications
Forward&DND		Call Pickup				_		NOTE
General Information		Directed Call F Directed Call F		Disabled	-	0		Directed Call Pickup Picks up an incoming call on a
Audio		Group Call Pic		Disabled	•			specific extension. Directed Call Pickup
Intercom		Group Call Pic Visual Alert fo		*98 Disabled	•	0		Picks up incoming calls within a pre-defined group.
Transfer		Audio Alert fo	r BLF Pickup	Disabled	•	0		You can configure directed/group call pickup feature for the IP phone.
Call Pickup		Call Park 🛛 🕜						Visual Alert for BLF Pickup
Remote Control		Call Park Mod	е	FAC	•			It allows the supervisor's phone to display a visual prompt when the monitored user receives an
Phone Lock								incoming call.
ACD		Call Park Code Group Call Par	-	*68 Enabled		0		Audio Alert for BLF Pickup It allows the supervisor's phone to play an alert tone when the
SMS		Group Call Pa	rk Code	#58		0		monitored user receives an incoming call.
Action URL		Park Retrieve	Code	*88		0		You can click here to get
Bluetooth		Visual Alert fo		Enabled	-			more guides.
Power LED		Audio Alert for	r Parked Call	Enabled	-	0		

User can park a call using the **Park** soft key or the call park key (refer to Line Keys and Programable Keys) and retrieve the parked call using the **Retrieve** soft key or the retrieve park key (refer to Line Keys and Programable Keys). When a call is parked against the extension of the IP phone and the visual alert is enabled, the IP phone LCD screen is similar to the one shown as below:



Call park is also configurable via web user interface at the path Features->Call Pickup.

Group Paging

Group Paging allows authorized users (originators) to broadcast one-way audio announcements to a group of users (targets) by dialing a paging group number or extension. Group paging originator is the subscriber who may originate pages for this paging group. Group paging target is the subscriber whom the pages from this group will be sent to.

Configuring the BroadSoft Server

You can configure the following for Group Paging:

- Assign Group Paging service to the group. This is a virtual user service that allows for unidirectional paging to a group of users.
- Create a Group Paging group. Paging groups are virtual users and must have the Group Paging service assigned. You need to configure basic information (such as name), phone number and/or extension when creating a group paging group.
- Assign originator and targets for a Group Paging group. You can assign any user within a
 group or enterprise to be an originator/target in a paging group. Only the originators are
 allowed to use the phone number assigned to the paging group. When an originator dials
 the paging group phone number, all the targets are paged.

To assign the Group Paging service to the group:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Resource->Assign Group Services.
- 3. In the Available Services box, select Group Paging and then click Add>.

BRADSOFT			Help - Home
Group			Welcome [Logout]
Options: Profile Resources Services	Assign Group Services Assign or unassign group services for the group.		
Service Scripts Acct/Auth Codes Call Center Calling Plan	Available Services	Call Pickup	ned Services
Meet-Me Conferencing Utilities		Add > Custom Ringb Custom Ringb Remove < Emergency Zo	ack Group - Video nes going Calling Plan
		Add All >> Incorring Call Instant Group Remove All Inventory Report	Call
	OK Apply Cancel		

4. Click Apply to accept the change.

To create a paging group:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Group Paging.
- 3. Click Add.
- 4. Set the parameters of paging group.

The following shows an example:

Paging Group ID:	Group1
Name:	Paging
Calling Line ID Last Name:	Group
Calling Line ID First Name:	Paging

BRADSOFT		Hel	lp - <u>Home</u>
Group		Welcome	[Logout]
Options: Profile Resources Services	Paging Group Add Create a new paging group OK Cancel		
Scritca Scritota Acctl/Auth Codes Call Center Calling Plan Meet-Me Conferencing Utilities	*Paging Group ID: Group 1	x	
	Time Zone (CMIT-108.00) Asia/Shanghai Cating Line ID to deliver: Onginating user with prefix Onfimation tone sending timeout I veconds OK Cancel		

- 5. Click **OK** to accept the change.
- 6. Select the paging group added above and then click **Edit**.
- 7. Click on Addresses.
- 8. Select the phone number from the pull-down list of **Phone Number**.
- 9. Enter the extension in the **Extension** field.

Group >Paging Groups : Group1		Hel Welcome	lp - <u>Home</u> [Logout]
options: ▶ Profile	Paging Group Addresses Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls. OK Apply Cancel Phone Number: dE04 Attesses : sip @ pbx.yealink.com v sip: @ pbx.yealink.com v sip: @ pbx.yealink.com v		
	OK Apply Cancel		

10. Click **Apply** to accept the change.

To assign the originator and targets for the paging group:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Group Paging.
- **3.** Select the paging group added above and then click **Edit**.
- 4. Click on Originators/Targets.
- 5. Click Search to display all available users.

 In the Available Originators/Available Targets box, select the desired user and then click Add>.

BRADSOFT		Help - Home
Group >Paging Groups : Group1		Welcome [Logout]
Options: Profile	Paging Group Originators Create and manage the list of subscribers who may originate calls to the paging group.	
	OK Apply Cancel	
	Enter search criteria below	
	User ID V Starts With V	Search
	Available Originators Assigned Originators	
	1111eq.1114eq.(335586) Add > 12341.12341 (12341) Add > 21.43 (4321) Remove <	
	4202 4200 (4200) 4301 Value, 122 (4311) 4302 4302 (4302) 78 Remove All	
	OK Apply Cancel	
BR®ADSOFT		Help - Home
Group >Paging Groups : Group1		Welcome [Logout]
Options: Profile	Paging Group Targets Create and manage the list of subscribes who will be paged upon calls to the paging group.	
	OK Apply Cancel	
	Enter search criteria below	
	User ID V Starts With V +	Search
	Available Targets Assigned Targets	
	111qq,111qq (335566) Add > Yealink,4007 (4007) 1234,1234 (1234) Add > Yealink,4009 (4000490) 22,24 (1235) Remove < 40004981,40004980 (40004990) 40004981) 40004981,40004981 (40004981) Add al >> 40004981,40004981 (40004981) Remove All	
	OK Apply Cancel	

7. Click **Apply** to accept the change.

For more information on Group Paging, refer to *BroadWorks Web Interface Administrator Guide*.

Instant Group Call

Instant Group Call allows you to define a group of user to be alerted simultaneously when a call is made to the group. These members can be part of the same group or external users. Users can instantly call a pre-defined group of users for an ad hoc conference call by dialing a phone number or an extension. The originators can be part of the same group or external users.

Configuring the BroadSoft Server

You can configure the following for Instant Group Call:

- Assign Instant Group Call service to the group.
- Create an Instant Group Call and sets its attributes. You need to configure basic information (such as name), instant group phone number and/or extension when creating an instant group call.

To assign the Instant Group Call service to the group:

1. Log into the web portal as a group administrator.

- 2. Click on Resource->Assign Group Services.
- 3. In the Available Services box, select Instant Group Call and then click Add>.

BRADSOFT			Help - Home
Group			Welcome [Logout]
Options: Profile Resources	Assign Group Services Assign or unassign group services for the group.		
Services Service Scripts	OK Apply Cancel		
Act/Auth Codes Call Center	Available Services		Assigned Services
Calling Plan Meet-Me Conferencing Utilities		Add > Remove <	Hund Group Incoming Caling Plan Instant Group Cali Intercept Group Intercept Group Intercept Group Meet-Me Conferencing
	OK Apply Cancel	Add All >> Remove All	Meet-Me Conferencing Music On Hold Music On Hold - Video Outgoing Calling Plan Beoformed Carsier Group

4. Click Apply to accept the change.

To add an instant group call:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Instant Group Call.
- 3. Click Add.
- 4. Set the parameters of the instant group.

The following shows an example:				
Instant Group Call ID:	Instantgroup1			
Name:	Instant Group			
Calling Line ID Last Name:	Group			
Calling Line ID First Name:	Instant			
Instant Group Call User List:	4607			
	4608			
	4609			

		Hels Welcome	lp - <u>Home</u> [Loqout]
Group Options: Paolia Resources Services Services Services Callio Cate Callio Cate Utilities	Instant Group Call Add Create a new Instant group all. OK Cancel * Instant Group Call (Instantgroup) * Oaling Line ID List Name (Instant Group * Calling Line ID List Name (Group) * Calling Line ID List Name (Group) * Calling Line ID List Name (Instant Croup) * Calling Line ID List Name (Instant Group) * Calling Line ID List Name (Instant Calling) * Calling Line ID List Name (In	Welcome	
	CK Cancel		

- 5. Click **OK** to accept the change.
- 6. Select the instant group call added above and then click Edit.
- 7. Click on Addresses.

- 8. Select the phone number from the pull-down list of Phone Number.
- 9. Enter the extension in the **Extension** field.

BRMADSOFT		Hel	p - <u>Home</u>
Group >Instant Group Call : Instantgroup	p1	Welcome	[Logout]
Options: Profile Calling Plans	Instant Group Call Addresses Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.		
	OK Apply Cancel		
	Phone Number: [4604 V] Activated Extension: [4604		
	Aliases : sip:@ pbx yealink.com ¥ sip:@ pbx yealink.com ¥		
	sip: @ pbx yealink com V		
	OK Apply Cancel		

10. Click Apply to accept the change.

For more information on Instant Group Call, refer to BroadWorks Web Interface Administrator Guide.

Hunt Group

Hunt Group allows incoming calls to a central phone number to be distributed among a group of users according to a hunting policy.

Configuring the BroadSoft Server

You can configure the following for Hunt Group:

- Assign Hunt Group service to the group.
- Create a Hunt Group.
- Configure the weighted call distribution. Agents with a higher weight are assigned more incoming calls than agents with lower weights.

To assign the Hunt Group service to the group:

- 1. Log into the web portal as a group administrator.
- 2. Click on Resources->Assign Group Services.
- 3. In the Available Services box, select Hunt Group and then click Add>.

BRADSOFT		Help - Home
Group		Welcome (Logout)
Options: Profile Resources Continue	Assign Group Services Assign or unassign group services for the group.	
Services Service Scripts Acct/Auth Codes	OK Apply Cancel Available Services	Assigned Services
Call Center Calling Plan Meet-Me Conferencing Utilities		Add > Emergency Zones Enhanced Outgoing Calling Plan A Group Paging
VIIIIIE		Remove < Huri Goup Incoming Caling Plan Instant Group Caling Plan Instant Group Caling Instant Group Caling Plan
		Remove All LDAP Integration Meet-Mo Conferencing v Music On Hold v
	OK Apply Cancel	

4. Click Apply to accept the change.

To create a hunt group:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Hunt Group.
- 3. Click Add.
- 4. Set the parameters of hunt group:

The following shows an example:

Hunt Group ID:	HuntGroup1
Name:	Hunt Group
Calling Line ID Last Name:	Group

Calling Line ID First Name: Hunt

- 5. Mark the desired radio box in the Group Policy field.
 - **Circular**: Sends incoming calls to users according to their position in a list. After a call has been sent to the last user in the list, the next call is sent to the user at the top of the list.
 - **Regular**: Sends incoming calls to the next available user in the hunt group.
 - **Simultaneous**: Sends incoming calls to all users at the same time. The call is connected to the user who answers the call first.
 - **Uniform**: Sends incoming call to the user who has been idle for the longest time. The user who has answered a call will be moved to the bottom of the call queue.
 - Weighted Call Distribution: Sends incoming calls randomly to users according to their relative weight. Users with a higher weight are assigned more incoming calls than users with lower weights.
- 6. Click Search to display all available users.

7. In the **Available Users** box, select the desired user and then click **Add**> to assign it to the hunt group.

BRADSOFT			Help - Home
Group			Welcome ILogouti
Options: Profile Resources	Hunt Group Add Create a new front group.		
Services Service Scripts	OK Cancel		
Identia Sutha Antikak Loda Cali Canta Cali Canta Mettak Cofferencina Unitea	* Hert Group ID: "HurtGroup 1 * Barte HurtGroup 1 * Cating Live ID Last Hanse Group * Cating Live ID Setting * Cating Live ID Setti	j Line ID First Name: Hunt Language English ✓ om ○ Weighted Call Distribution	
	Enter search criteria below		
	User ID V Starts With V		Assigned Users
	1110q 1110q (355566) 12341;2341 (1234) 2143;4321 2243;4221 2441;2341 2443;421 2443;4221 2400450;400550;4000550;40004501 4000450;4000550;40004501; 4000450;4000550;40004501; 4000450;40004501;40004501; 4000450;40004501;40004501; 4000450;40004501;40004501; 4302;4302;4302;	Add > Remove < Add All >> Remove AB	Vacilink. 4502 (4502) Yaalink. 463 (4633) Yaalink. 463 (4634) Yaalink. 463 (4635) Yaalink. 4650 (4635) Yaalink. 4630 (4636) Yaalink. 4630 (4636)

- 8. Click **OK** to accept the change.
- 9. Select the hunt group added above and then click Edit.
- 10. Click on Addresses.
- **11.** Select the phone number from the pull-down list of **Phone Number**.
- 12. Enter the extension in the Extension field.

BRADSOFT		He	lp - Home
Group >Hunt Groups : HuntGroup1		Welcome	[Logout]
Options: Profile Calling Plans	Hunt Group Addresses Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.		
	OK Apply Cancel Phone Number: 4602 Activated Extension: 4602 @ [pbx yealink com v] Allases: sip:		

13. Click Apply to accept the change.

To configure weighted call distribution:

- 1. Log into the web portal as a group administrator.
- 2. Click on Services->Hunt Group.
- 3. Select the hunt group added above and then click Edit.
- **4.** Click on **Profile**->**Weighted Call Distribution**. This link appears only if you enabled the weighted call distribution policy for this hunt group.

5. Enter the desired percentage values in the corresponding fields.

BRADSOFT	Help - Home
Group >Hunt Groups : HuntGroup1	Welcome Looout
Options: Profile Calling Plans	Weighted Call Distribution Configure suspend users' weighted call distribution allocation. With weighted call distribution, any incoming calls to the Hunt Group are dispatched to the agents randomly according to specified percentage weight of each segant.
	OK Apply Cancel
	* Yealink, 4602 (4602); 12 %, * Yealink, 4603 (4603); 12 %
	* Yealink, 4604 (4604), 12 % * Yealink, 4605 (4605), 12 %
	* Yealink, 406 (400); 12 % * Yealink, 4007 (4007); 12 %
	* Yealink, 4605 (4005), 12 % * Yealink, 4605 (4005), 16 %
	100%
	OK Apply Cancel

6. Click Apply to accept the change.

For more information on Hunt Group, refer to BroadWorks Web Interface Administrator Guide.

CommPilot Call Manager

CommPilot Call Manager allows users to use a web-based tool for service invocation and call control. It provides users with a visual, graphical user interface to initiate, manipulate, and release calls. It also provides the following functions:

- Navigation, support, help Useful links include support (to send an e-mail to the applicable support service), help (to display a context-sensitive help web page), and configure (to jump to the CommPilot Personal web portal).
- User information Presents the name, phone number, and extension of the user of the CommPilot Call Manager.
- Service link area Provides status and configuration for commonly used services.
- Call display Presents the user with information on active calls and allows the user to select calls with the mouse.
- Directories Provides access to the user directories, including the group and the personal.
- Call History Provides access to the user call log.
- Settings Allows the user to configure the CommPilot Call Manager.

To log into the call manager:

- 1. Log into the web portal with the user credential.
- Select the Call Manager/Attendant Console from the pull-down list on the upper right corner.

The CommPilot Call Manager is shown as below:

BROADSOFT					P 📃 Help Configure
4609 Yealink 4609 Ext: 4609			Servic	e Status: DM	ID CFA RO
Enter Phone Number				Dial	Redial
					Answer
Enterprise	Personal	Call History	Outlook	Setti	ngs

Note Before logging into the call manager, check whether the version of web browser and flash player installed on your computer is proper. For more information, contact your BroadSoft reseller.

To initiate, manipulate and release a call via the call manager:

- 1. Enter the phone number in the Enter Phone Number field.
- 2. Click Dial to make a call.

The caller's IP phone is alerted first. After the caller answers the incoming call on his IP phone, the callee's IP phone is altered. After the callee answers the incoming call on his phone, the two-way voice is established between two parties.

- 3. Click Hold to place the active call on hold.
- 4. Click Answer to retrieve the held call.
- 5. Click End to release the call.

For more information on CommPilot Call Manager, refer to *BroadWorks Web Interface Administrator Guide*.

Authentication

Authentication provides authentication of sessions for SIP IP phones to prevent unauthorized access to the system. Authentication is performed on registrations (SIP REGISTERs), redirections (SIP REFERs) as well as incoming calls (SIP INVITEs). Standard MD5 digest authentication is used.

Configuring the BroadSoft Server

You can configure the following for Authentication:

- Assign the Authentication service.
- Configure the user ID and password.

To assign the Authentication service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.

- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4608).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Authentication and then click Add>.

BROADSOFT				Help - Home
Group >Users : 4608				Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls	Assign Services Assign Services allows you to assign or unassign services and s	ervice packs for a user. If a service or service pack is una	assigned the service data that has been filled out will be lost.	
Call Control Calling Plans Client Applications	OK Apply Cancel Available Service Packs		User Service Packs	
Meet-Me Conferencing Messaging Service Scripts Utilities		Add > Remove <		
		Add All >> Remove All		
	Available Services		User Services	
	Basic Call Logs Call Center - Premum	Ad> Remove < Add All >> Remove All	Alternate Numbers Anonymous Call Rejection Automatic Callback Automatic Callback Automatic Callback Automatic Callback Automatic Callback Automatic Callback BroadTouch Business Communicator Desktop BroadTouch Business Communicator Mobile - V BroadTouch Mobile Int BroadYords Mobile BroadYords Mobile	- Video Video
	OK Apply Cancel			

7. Click Apply to accept the change.

To configure the user ID and password for a user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4608), who has been assigned the authentication service.
- 5. Click on Utilities->Authentication.
- 6. Enter the user ID in the Authentication User Name field.
- **7.** Enter the password in the Type new authentication password and Re-type new authentication password fields.

BROADSOFT	Halp - Home
Group >Users : 4608	Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls	Authentication Authentication allows you buse encryption to safely determine that the user at a given phone is who they say they are. This helps prevent hijscking of service in hosted communications networks. The user name and password must match the user name and password configured on your phone; or in your phone's configuration file.
Call Control	OK Apply Cancel
Calling Plans Client Applications Meet-Me Conferencing Messaging	* Authentication User Name. 4608
Service Scripts Utilities	* Re-type new suthentication password:
	OK Apply Cancel

8. Click **Apply** to accept the change.

For more information on authentication, refer to *BroadWorks Web Interface Administrator Guide*.

Authorization/Account Codes

Authorization/Account Codes allow users to use authorization and account codes for outgoing calls. Authorization code allows authorization of calls made outside the group by prompting

users for an authorization code. Calls are not connected unless a valid code is entered. Account code allows tracking of calls made outside the group by prompting users for an account code. Account codes have a fixed length, as configured by the group administrator. When prompted for an account code, the user is informed of the digits to enter, which match the length of the account codes.

Configuring the BroadSoft Server

You can configure the following for Authorization/Account Codes:

- Assign the Authorization/Account Codes service.
- Configure the type of code.
- Configure the Authorization codes.

To assign the Authorization/Account Codes service to the group:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Resources->Assign Group Services.
- 3. In the Available Services box, select Authorization/Account Codes and then click Add>.

BROADSOFT		Help - Hen
Group		Welcome [Logov
Options: Profile Resources	Assign Group Services Assign or unassign group services for the group.	
Services Service Scripts	OK Apply Cancel	
AsstAuft.Codes Call.Center Callen Zhan Meet.Ma Conferencina Utilites	Available Services	Add >
	OK Apply Cancel	

4. Click Apply to accept the change.

To configure the type of code for the group:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Acct/Auth Codes->Administration.
- 3. Set the parameters of account/authorization codes.

The following shows an example:

Туре:	Authorization Code
Number of Digits:	4

Allow Local and Toll-Free Calls without Account/Authorization Code: Selected

Restricted Users: 4602@pbx.yealink.com

4604@pbx.yealink.com

4605@pbx.yealink.com

BRADSOFT					Help - Home
Group					Welcome [Logout]
Options: Profile Resources Service Screde Service Screde AcctAuth Codes Call Center Calling Plan Mest Ma Conferencing Utiling	Uking account codes enables the track read-only screen on their CommPlot Po Authorization codes are used to perform CK Apply Ca Type: O.Account Co Number of Digits: 4 v	ortal.	mpting users for an account code. However, codes a group by prompting users for an authorization code. (re presented to the user in a
	Enter search criteria below				
	User ID 🗸	Starts With V		+	Search
	· · · · · · · · · · · · · · · · · · ·	Ion-restricted Users		Restricted Users	
	₩.	alink,4608 (4608)	Add > Remove < Add All >> Remove Aal	Yealink 4602 (4602) Yealink 4604 (4604) Yealink 4605 (4605)	
	OK Apply Ca	ancel			

4. Click Apply to accept the change.

To configure the authentication code:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Acct/Auth Codes->Codes Management.
- 3. Click Add to add the authentication codes.
- 4. Enter the configured number of digits in the Account/Authentication Code field.
- 5. Enter the desired description in the **Description** field.

BROADSOFT	Helo - Ham
Group	Welcome Loopy
Options: Profile Resources	Codes Management Add Add new account or authorization codes.
Services Service Scripts	OK Cancel
Acct/AuthCodes Call Center Calling Plan Meet-Me Conferencing Utilities	*Account/Authorization Code: 1111 Description: code 1
	OK Cancel

6. Click **OK** to accept the change.

For more information on Authorization/Account Codes, refer to *BroadWorks Web Interface* Administrator Guide.

Call Waiting

Call Waiting allows users to receive another call while already engaged in a call. Call Waiting Tone enables the IP phone to play a short tone when receiving another incoming call during a call. Call Waiting Tone works only if call waiting is enabled.

Note

Before configuring Call Waiting feature, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the call waiting can be synchronized between the IP phone and the BroadWorks server. For more information on BroadWorks XSI, refer to Xtended Services Interface.

Configuring the BroadSoft Server

You can configure the following for Call Waiting:

- Assign the Call Waiting service.
- Activate/Deactivate Call Waiting feature.

To assign the Call Waiting service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4609).
- 5. In the Available Services box, select Call Waiting and then click Add>.

BROADSOFT					Hel	lp - <u>Home</u>
Group >Users : 4609					Welcome	[Logout]
Options: Profile Incoming Calls			trvice packs for a user. If a service or service pack is unassign	ned the service data that has been filled out will be lost.		
Outgoing Calls Call Control Calling Plans Operations Calling Plans	OK Apply	Cancel Available Service Packs		User Service Packs	_	
Client Applications <u>Meet-Me Conferencing</u> <u>Messaging</u> <u>Service Scripts</u> <u>Utilities</u>			Add > Remove <			
			Add All >> Remove All			
	_	Available Services		User Services		
		Call Center - Premium	Add > Remove < Add All >> Remove All	Call Net Now Call Netly Call Return Call Transfer Call Transfer Charge Number Classrawik CommPilet Call Manager CommPilet Dayress CommPilet Dayress	Ŷ	
	OK Apply	Cancel				

6. Click Apply to accept the change.

To configure Call Waiting for the user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.

- 4. Select the desired user (e.g., 4609), who has been assigned the call waiting service.
- 5. Click on Call Control->Call Waiting.
- 6. Mark the **On** radio box in the **Call Waiting** field.

Group >Users : 4609		Hel Welcome	lp - <u>Home</u> [Logout]
Options: Profile Incomine Calls Quitoping Calls Call Control	Call Waiting Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the feature access codes.		10000001
Calling Plans Citent Applications Meet-Me Conferencing Messaging Service Scripts Utilities	Call Watting: On Orf Disable Calling Line ID Delivery on Call Watting OK Apply Cancel		

7. Click **Apply** to accept the change.

For more information on Call Waiting, refer to BroadWorks Web Interface Administrator Guide.

Configuring Yealink IP Phones

To configure call waiting:

1. Add/Edit Call Waiting parameters in the configuration template files:

Parameters	Permitted Values	Default			
call_waiting.mode	Boolean	0			
Description:					
Configures the call waiting mode. 0 -Local					
1-XSI					
If it is set to 1 (XSI), the call waiting status and the BroadWorks server.	will be synchronized between the	IP phone			
call_waiting.enable	%CALL_WAITING_BINARY%	1			
Description:					
Enables or disables call waiting.					
0 -Disabled					
1-Enabled					
Note: It works only if the value of the para	ameter "call_waiting.mode" is set t	o 0 (Local).			
call_waiting.tone Boolean 1					
Description:					
Enables or disables call waiting tone.					

Parameters	Permitted Values	Default
0 -Disabled		
1-Enabled		

The following shows an example of call waiting configurations in a template configuration file (e.g., y00000000028.cfg):

call_waiting.mode = 0

call_waiting.enable = %CALL_WAITING_BINARY%

call_waiting.tone = 1

2. Customize the static tag on BroadWorks. The tag name is %CALL_WAITING_BINARY% and the tag value is 1.

For more information, refer to Customizing a Static Tag.

3. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After the above configurations, the tag in the template file will be replaced by the actual parameter value. An example is shown as below:

call_waiting.enable = 1

After successful update, user can find the web user interface of the IP phone is similar to the one shown as below:

Yealink 1466	Status Account Network	k DSSKey Features	Settings Direc	Log Out English(English) - tory Security Applications
Forward&DND	General Information	DSSRey	Settings Direc	NOTE
General Information	Call Waiting Auto Redial	Enabled	• 0 • 0	Call Waiting It allows IP phones to receive a
Audio	Auto Redial Interval (1~30	0s) 10	0	new incoming call when there is already an active call.
Intercom	Auto Redial Times (1~300) Key As Send) 10 #	• 0	Auto Redial It allows IP phones to automatically redial a busy
Transfer	Reserve # in User Name	Enabled	• 0	number after the first attempt.
Call Pickup	Hotline Number		0	Assigns "#" or "*" as the send

Diversion Inhibitor

Diversion Inhibitor prevents calls from being redirected by the callee. When receiving the INVITE message sent by BroadWorks with "diversion-inhibited" in the diversion or history-info header, the callee is forbidden to forward the call even if call forward is enabled on the callee's phone. The user can activate diversion inhibitor by dialing the feature access code (FAC) as a dial prefix when making a call.

The following services can be inhibited with the Diversion Inhibitor feature access code:

- Call Forwarding Always, Busy, No Answer, and Selective
- Voice Mail (BroadWorks and external)
- Simultaneous Ringing (Personal)

• Sequential Ringing

The following redirection services cannot be inhibited:

- Remote Office
- Hunt Group
- Call Center
- Call Pickup (all variations)

Configuring the BroadSoft Server

To assign the Diversion Inhibitor service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4609).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Diversion Inhibitor and then click Add>.

BRADSOFT					Help - Home
Group >Users : 4609					Welcome [Logout]
Options:	Assign Services				
Profile			rvice packs for a user. If a service or service pack is unassic	and the service data that has been filled out will be lost	
Incoming Calls	Assign Services blows you to t	isaigh of unusaigh activices and ac	inter packa for a case, in a service of activice pack is difasar	ned the service data that has been miled out will be lost.	
Outgoing Calls	OK Apply	Cancel			
Call Control					
Calling Plans		Available Service Packs		User Service Packs	
Client Applications.	_		7		
Meet-Me Conferencing			Add >		
Messaging					
Service Scripts			Remove <		
Utilities					
			Add All >>		
			Remove All		
		Available Services		User Services	
		Call Center - Premium		Custom Ringback User - Call Waiting	
		Call Center - Tremium	Add >	Custom Ringback User - Video	~
				Custom Ringback User - Video Directed Call Pickup	
			Remove <	Directed Call Pickup with Barge-in	
				Diversion Inhibitor Do Not Disturb	
				External Calling Line ID Delivery	
			Add All >>	External Calling Line ID Delivery External Custom Ringback	
			Aug pares	Fax Messaging Flash Call Hold	
			Remove All	Flash Call Hold	~
				Group Night Forwarding	
	OK Apply	Cancel			
	OK Apply	Gancer			

7. Click Apply to accept the change.

To check the Diversion Inhibitor FAC:

- 1. Log into the web portal as a group administrator.
- 2. Click on Utilities->Feature Access Codes.
- 3. Check the Diversion Inhibitor FAC.

Administrator can modify the code in the **Main (Required)** field or enter an alternate code in the **Alternate (Optional)** field.

For more information on Diversion Inhibitor, refer to *BroadWorks Web Interface Administrator Guide*.

Do Not Disturb

Do Not Disturb (DND) allows all incoming calls to be rejected automatically. The BroadWorks server provides an option to play a ring splash reminder on the IP phone when the incoming call is rejected.

Configuring the BroadSoft Server

You can configure the following for DND:

- Assign the DND service
- Activate/Deactivate DND feature.

To assign the DND service to a user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4609).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Do Not Disturb and then click Add>.

BR&ADSOFT						He	lp - Home
Group >Users : 4609						Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls	Assign S Assign Services a OK		sign or unassign services and se Cancel	ervice packs for a user. If a service or service pack is	unassigned the service data that has been filled out will be lost.		
CallContol Callen Apolications Claint Apolications Meta-Me.Conferencing Messaging Service Scroth Utilities			Available Service Packs	Add > Remove < Add AB >> Remove AB	User Service Packs		
			Available Services		User Services		
			Call Center - Premium	Add > Remove < Add All >> Remove All	Oustom Rengback User - Call Wolting Oustom Rengback User - Call Wolting Directed Call Pickup with Barge-in Diversion Inhibitor I Status - Call Pickup with Barge-in Diversion Inhibitor I Status - Call Pickup With Barger External Custom Ringback Fax Messaging Flash Call Field Group Migh Forwarding	~	
	ОК	Apply	Cancel				

7. Click Apply to accept the change.

To configure DND for the user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4609), who has been assigned the DND service.
- 5. Click on Incoming Calls->Do Not Disturb.
- 6. Mark the On radio box in the Do Not Disturb field.

7. Check the Play Ring Reminder when a call is blocked checkbox.

BROADSOFT	Help - Home
Group >Users : 4609	Welcome Leased
Options: Profile Incoming Calls Outgoing Calls	Do Not Disturb Allows you to send your calls directly to your volce messaging box without ringing your phone. In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to volce messaging by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are all your phone waiting to receive calls.
Call Control	OK Apply Cancel
Calling Plans Client Applications Meet-Me Conferencing Messaging Service Scripts	Do Not Disturb: 'ඔ On ○ Off ☑ Pisy Ring Reminder when a call is blocked
Utilities	OK Apply Cancel

8. Click Apply to accept the change.

For more information on DND, refer to BroadWorks Web Interface Administrator Guide.

Configuring Yealink IP Phones

You can enable or disable the DND feature. If the DND feature is enabled, the user can directly press the **DND** soft key or the DND key (refer to Line Keys and Programable Keys) to activate or deactivate DND on the Idle screen. There are two DND modes: Phone (default) and Custom. A user can activate or deactivate DND feature on the IP phone using the **DND** soft key or a DND key.

To configure DND:

1. Add/Edit DND parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for W52P/W56P, X=1-5; for SIP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X=1-2).

If the user (e.g., 4609) is the second user assigned to the device profile, replace "X" by "2".

Parameters	Permitted Values	Default					
features.dnd.allow	Boolean	1					
Description:							
Enables or disables the DND feature.	Enables or disables the DND feature.						
0 -Disabled							
1-Enabled							
Note: It is not applicable to SIP-T58V/T58A/T5	6A, W52P and W56P IP phon	es.					
features.dnd.feature_key_sync.enable	Boolean	1					
Description:							
Enables or disables the DND feature synchroniz	zation.						
0-Disabled							

Parameters Permitted Values Defau							
 1-Enabled If it is set to 1 (Enabled), a user changes the DND status on BroadWorks, the BroadWorks server notifies the phone of synchronizing the status. Conversely, if the user changes DND status on the phone, the IP phone notifies the BroadWorks server of synchronizing the status. Note: It works only if the value of the parameter "features.feature_key_sync.enable" is set to 1 (Enabled). It is not applicable to SIP-T58V/T58A/T56A, W52P and W56P IP phones. 							
features.dnd.feature_key_sync.local_processing.enable Boolean 0							
 Description: Enables or disables the local DND when DND is activated on BroadWorks server. O-Disabled 1-Enabled Note: It works only if the value of the parameters "features.feature_key_sync.enable" and "features.dnd.feature_key_sync.enable" are set to 1 (Enabled). This feature configured on a per-line basis takes precedence over that configured on a phone basis. It is not applicable to SIP-T58V/T58A/T56A, W52P and W56P IP phones. 							
features.dnd_mode	Inte	eger	0				
Description:							
Configures the mode for the IP phone to hand 0 -Phone, DND is effective for the phone system 1 -Custom, DND can be configured for each or For all IP phones except SIP-T58V/T58A/T56A I "features.dnd.feature_key_sync.enable" is set to parameter "features.dnd_mode" is set to 0 (Pho will be synchronized to all registered accounts status of specific account is changed on Broad will be changed. Note : It works only if the value of the parameter (Enabled). It is not applicable to SIP-T19(P) E2,	n all accounts P phones, if the o 1 (Enabled) ar one), the DND on BroadWork Works server, t er "features.dne	nd the value of status changed s server; but if he DND status d.allow" is set t	the d on local the DND on local				
0 -Phone, DND is effective for the phone system 1 -Custom, DND can be configured for each or For all IP phones except SIP-T58V/T58A/T56A I "features.dnd.feature_key_sync.enable" is set to parameter "features.dnd_mode" is set to 0 (Pho will be synchronized to all registered accounts status of specific account is changed on Broad will be changed.	n all accounts P phones, if the o 1 (Enabled) ar one), the DND s on BroadWork Works server, t Works server, t er "features.dne W52P/W56P IF	nd the value of status changed s server; but if he DND status d.allow" is set t	the d on local the DND on local				

Parameters	Permitted Values	Default
1 -On		
Note: It works only if the value of the parameter	er "features.dnd.allow" is set t	to 1
(Enabled) and the value of the parameter "featu	ures.dnd_mode" is set to 0 (P	hone). It i
not applicable to W52P/W56P IP phones.		
account.X.dnd.enable	%BWDND-BINARY-X%	0
Description:		
Triggers the DND feature to on or off for accou	int X.	
0 -Disabled		
1-Enabled		
Note: It works only if the value of the parameter	er "features.dnd.allow" is set t	to 1
(Enabled) and the value of the parameter "featu	ures.dnd_mode" is set to 1 (C	ustom). If
is not applicable to SIP-T19(P) E2 IP phones.		
account.X.features.dnd.feature_key_sync.l	Boolean	Blank
ocal_processing.enable		
Description:		
Enables or disables the local DND when for acc	ount X DND is activated on	
BroadWorks server for account X.		
0-Disabled		
1-Enabled		
Note: It works only if the values of the parame	ters "features.feature_key_syr	nc.enable
and "features.dnd.feature_key_sync.enable" are		pplicable
to SIP-T58V/T58A/T56A, W52P and W56P IP ph	iones.	
features.dnd.large_icon.enable	Boolean	0
Description:		
Enables or disables the IP phone to display a la	rge DND icon on the idle scr	een.
0 -Disabled		
1-Enabled		
Note: It works only if the value of the parameter	er "features.dnd.allow" is set t	to 1
· · ·		

configuration file (e.g., y00000000028.cfg):

 $features.dnd_mode = 1$

account.2.dnd.enable = %BWDND-BINARY-2%

2. Upload template boot and configuration files.

After the above configurations, the tags in the template file will be replaced by the actual parameter values. An example is shown as below:

account.2.dnd.enable = 1

After successful update, user can find the web user interface of the IP phone is similar to the one shown as below:

Yealink 1466								E	Log Out nglish(English) 🗸
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security	Applications
Forward&DND		Forward						NOTE	
General Information		Forward Eme Forward Auth	rgency orized Numbers	Disable	ed	• 0 • 0			I s to redirect an to a third party.
Audio		Mode		© Ph	one 🖲 Custom	0		Call Forward	
Intercom		Account Always Forv	vard	4603 © On	Off (2)	• 🕜		effective for the Custom: Call	forward feature
Transfer		Target		4609	•	0		can be configured for each or accounts.	
Call Pickup		Busy Forwa	rd	On	Off			Do Not Distu	Irb (DND) nones to ignore
Remote Control		Target		4607		0		incoming calls	
Phone Lock		No Answer I	Forward	On	🖲 Off 🕜				feature is effective
ACD		After Ring	Time(0~120s)	12		• 🕜) feature can be
SMS		Target		4607		0		configured for accounts.	r each or all
5115		DND 🕜						🛽 You can d	click here to get
Action URL		DND Emerger	icy	Disable	ed	- 0		more guides.	
Bluetooth		DND Authoriz	ed Numbers			0			
Power LED		Mode		O Ph	one 🍳 Custom	0			
Notification Popups		Account DND Status		4603	© off 🍞	• 0			
			Confirm		Cano	el			

Call Forward

Call Forward allows users to redirect incoming calls to another destination. When an incoming call is forwarded, the BroadWorks server sends the INVITE request containing the Diversion or History-info header to the destination party. The following describes three call forward behaviors:

- Call Forwarding Always: Incoming calls are immediately forwarded.
- Call Forwarding Busy: Incoming calls are immediately forwarded if the IP phone is busy.
- **Call Forwarding No Answer**: Incoming calls are forwarded if not answered after a period of time.

Configuring the BroadSoft Server

You can configure the following for Call Forward:

- Assign the Call Forward service.
- Configure the Call Forwarding Always feature.
- Configure the Call Forwarding Busy feature.
- Configure the Call Forwarding No Answer feature.

To assign the Call Forward service to a user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4609).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Call Forwarding Always, Call Forwarding Busy and Call forwarding No Answer and then click Add>.

BREADSOFT				Help - Home
Group >Users : 4609				Welcome [Logout]
Options: Profile Incoming Calls Qutaoing Calls	Assign Services Assign Services allows you to assign or unassign services a OK Apply Cancel	nd service packs for a user. If a service or service pack is u	nassigned the service data that has been filled out will be lost.	
Call Control Calling Plans	Available Service Pac	ks	User Service Packs	
Clean Apple Bloss Meet Me. Contracting Messaulio Service Scrate Utilities		Add > Remove < Add All >> Remove All		
	Available Services		User Services	
	Call Center - Premun	Add > Remove < Add All >> Remove All	Broad/Works Anywhere Broad/Works Mobility Busy Lamp Field Call Forwarding Aways Call Forwarding Not Acab Call Forwarding Not Reachable Call Forwarding Not R	<pre></pre>
	OK Apply Cancel			

7. Click **Apply** to accept the change.

To configure Call Forwarding Always for a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4609), who has been assigned the call forward service.
- 5. Click on Incoming Calls->Call Forwarding Always.
- 6. Mark the On radio box in the Call Forwarding Always field.
- **7.** Enter the destination number or SIP-URI in the **Calls Forward to phone number / SIP-URI** field.
- 8. Check the Play Ring Reminder when a call is forwarded checkbox.

BRGADSOFT	Help - Home
Group >Users : 4609	Welcome (Locout)
Options: Profile Incoming Calls Cutations Calls Callian Lonitol Callian Plans Ciliant Applications Mett-Life Conferencing Metsacing	Call Forwarding Alaways Call Forwarding Alaways Call Forwarding Alaways up to forward all your incoming calls to a different phone number or SIP-URI. Such as your home office or call phone. You can also mate your primary phone within a to the phone up of your and to you and to you and and you calls to make your primary phone within a call or call phone. You can also set the phone number or SIP-URI to forward to using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your primary phone watking to receive calls. Note that the address (phone number or SIP-URI) to forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI to forward to using the vice portal or the phone using the facture access one. OK Apply Cancel Call Forwarding Alaways: @ Con O pri
Service Scripts Utilities	* Calls Forward to phone number / SIP-URL (4608

9. Click **Apply** to accept the change.

To configure Call Forwarding Busy for a user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4609), who has been assigned the call forward service.
- 5. Click on Incoming Calls->Call Forwarding Busy.
- 6. Mark the On radio box in the Call Forwarding Busy field.
- **7.** Enter the destination number or SIP-URI in the **Calls Forward to phone number / SIP-URI** field.

BRADSOFT	Help - Home
Group >Users : 4609	Welcome Locauti
Options: Profile Incoming Calls Qutacing Calls	Call Forwarding Busy Call Forwarding Busy allows you to forward all your incoming calls to a different phone number or SIP-URI if your phone is currently busy. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your vice messaging boo. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also set the phone number or SIP-URI how and to write the extent access.
Call Control Calling Plans	OK Apply Cancel
Cilent Applications Mest-Mc Conferencing Messaging Service Scripts Utilities	Call Forwarding Busy: 😒 on 🔿 off * Calls Forward to phone number / SIP-URI: 4608
	OK Apply Cancel

8. Click Apply to accept the change.

To configure Call Forwarding No Answer for a user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4609), who has been assigned the call forward service.
- 5. Click on Incoming Calls->Call Forwarding No Answer.
- 6. Mark the On radio box in the Call Forwarding No Answer field.
- **7.** Enter the destination number or SIP-URI in the **Calls Forward to phone number / SIP-URI** field.
- 8. Select the desired value from the pull-down list of Number of rings before forwarding.

BROADSOFT	Help - Home
Group >Users : 4609	Welcome Loopeuti
Options: Profile Incoming Calls Outgoing Calls	Call Forwarding No Answer Call Forwarding No Answer allows you to forward all your calls to a different phone number or SIP-URI when you do not answer your phone. Use this service when you would rather have a secretary or co-worker receive the call instead of the caller being sent to your voice messaging box if you miss a call.
Call Control Call Control Calling Plans Calling Plans MestAMe Conferencing MestAMe Conferencing MestAMe Scripts Utilities	OK Apply Cancel Cell Forwarding No Answer: 10 On Orr * Cells Forward to phone number / sile-URL 1608 * Cells Forward to phone number / sile-URL 1608 Number of rings before forwarding 2
	OK Apply Cancel

9. Click Apply to accept the change.

For more information on Call Forward, refer to BroadWorks Web Interface Administrator Guide.

Configuring Yealink IP Phones

You can enable or disable the Call Forward feature. If the Call Forward feature is enabled, a user will be allowed to activate and deactivate the Call Forward feature. You can also configure a Forward key (refer to Line Keys and Programable Keys).

There are two call forward modes: Phone (default) and Custom.

To configure Call Forward:

1. Add/Edit Call Forward parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, =1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for W52P/W56P: X=1-5; for SIP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X=1-2).

If the user (e.g., 4609) is the second user assigned to the device profile, replace "X" by "2".

Parameters	Permitted V	alues	Default
features.fwd.allow	Boolear	1	1
Description:		·	
Enables or disables the call forward feature.			
0-Disabled			
1-Enabled			
Note: It is not applicable to SIP-T58V/T58A/T5	6A, W52P and W56	6P IP phone	s.
features.forward.feature_key_sync.enable	Boolear	•	1
Description:			
Enables or disables the forward feature synchro	onization.		
0-Disabled			
1-Enabled			
If it is set to 1 (Enabled), a user changes the for	ward status on Bro	adWorks, tl	ne
BroadWorks server notifies the phone of synch	ronizing the status	. Conversely	, if the
user changes forward status on the phone, the	IP phone notifies t	he BroadW	orks
server of synchronizing the status.			
Note: It works only if the value of the parameter	er "features.feature	e_key_sync.e	enable" is
set to 1 (Enabled). It is not applicable to SIP-T5	8V/T58A/T56A, W	52P and W5	6P IP
phones.			
features.forward.feature_key_sync.local_pro	cessing.enable	Boolean	0
Description:			I

Parameters	Permitted Values	Default
Enables or disables the local forward when for	ward is activated on BroadWc	orks server
0-Disabled		
1-Enabled		
Note: It works only if the value of the paramet	ers "features.feature_key_syne	c.enable"
and "features.forward.feature_key_sync.enable"	' are set to 1 (Enabled). This fo	eature
configured on a per-line basis takes precedend	e over that configured on a p	hone
basis. It is not applicable to SIP-T58V/T58A/T5	6A, W52P and W56P IP phone	es.
features.fwd_mode	Integer	0
Description:		
Configures the call forward mode.		
0-Phone, call forward is effective for the phone	e system	
1 -Custom, call forward can be configured for e	each or all accounts	
For all IP phones except SIP-T58V/T58A/T56A	P phones, if the value of the	parameter
"features.forward.feature_key_sync.enable" is s	et to 1 (Enabled) and the valu	e of the
parameter "features.fwd_mode" is set to 0 (Pho	one), the forward status chang	ges on
local will be synchronized to all registered acco	ounts on BroadWorks server;	but if the
forward status of specific account is changed o	on BroadWorks server, the for	ward
status on local will be changed.		
Note: It works only if the value of the paramet	er "features.fwd.allow" is set t	o 1
(Enabled). It is not applicable to SIP-T19(P) E2,	W52P and W56P IP phones.	
forward.always.enable	Boolean	0
forward.always.enable Description:	Boolean	0
		0
Description:		0
Description: Triggers the always call forward to on or off or		0
Description: Triggers the always call forward to on or off or 0 -Off	a phone basis.	
Description: Triggers the always call forward to on or off or 0 -Off 1 -On	er "features.fwd.allow" is set t	o 1
Description: Triggers the always call forward to on or off or 0-Off 1-On Note: It works only if the value of the paramet	er "features.fwd.allow" is set t	o 1
Description: Triggers the always call forward to on or off or 0-Off 1-On Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feat	er "features.fwd.allow" is set t	o 1
Description: Triggers the always call forward to on or off or 0-Off 1-On Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feat not applicable to W52P/W56P IP phones. forward.always.target	a phone basis. er "features.fwd.allow" is set t ures.fwd_mode" is set to 0 (Pl String within 32	o 1 hone). It is
Description: Triggers the always call forward to on or off or 0-Off 1-On Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feat not applicable to W52P/W56P IP phones. forward.always.target Description:	er "features.fwd.allow" is set t ures.fwd_mode" is set to 0 (Pl String within 32 characters	o 1 hone). It is
Description: Triggers the always call forward to on or off or 0-Off 1-On Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feat not applicable to W52P/W56P IP phones. forward.always.target Description: Configures the destination number of always of	a phone basis. er "features.fwd.allow" is set t ures.fwd_mode" is set to 0 (Pl String within 32 characters all forward.	o 1 hone). It is Blank
Description: Triggers the always call forward to on or off or 0-Off 1-On Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feat not applicable to W52P/W56P IP phones. forward.always.target Description:	a phone basis. er "features.fwd.allow" is set t ures.fwd_mode" is set to 0 (Pl String within 32 characters all forward. er "features.fwd.allow" is set t	o 1 hone). It is Blank o 1

Parameters	Permitted Values	Default
forward.busy.enable	Boolean	0
Description:		
Triggers the busy call forward to on or off on a	phone basis.	
0 -Off		
1 -On		
Note: It works only if the value of the parameter		
(Enabled) and the value of the parameter "featu	ures.fwd_mode" is set to 0 (P	hone). It is
not applicable to W52P/W56P IP phones.		
forward.busy.target	String within 32	Blank
	characters	
Description:		
Configures the destination number of busy call	forward.	
Note: It works only if the value of the parameter		:o 1
(Enabled) and the value of the parameter "featu		
not applicable to W52P/W56P IP phones.		
forward.no_answer.enable	Boolean	0
Description:		I
Triggers the no answer call forward to on or of	f on a phone basis.	
0-Disabled	·	
1-Enabled		
Note: It works only if the value of the parameter	er "features.fwd.allow" is set t	:o 1
(Enabled) and the value of the parameter "featu	ures.fwd_mode" is set to 0 (P	hone). It is
not applicable to W52P/W56P IP phones.		
	String within 32	
forward.no_answer.target	characters	Blank
Description:		
Configures the destination number of no answe	er call forward.	
Note: It works only if the value of the parameter	er "features.fwd.allow" is set t	:o 1
(Enabled) and the value of the parameter "featu	ures.fwd_mode" is set to 0 (P	hone). It is
not applicable to W52P/W56P IP phones.	I	
forward.no_answer.timeout	Integer from 0 to 20	2
Description:	1	<u>. </u>
Configures ring times (N) to wait before forwar	ding incoming calls.	
Incoming calls are forwarded when not answer	ed atter N^6 seconds.	

Parameters	Permitted Values	Default			
Note: It works only if the value of the parameter					
(Enabled) and the value of the parameter "featu	ures.fwd_mode" is set to 0 (P	hone). It is			
not applicable to W52P/W56P IP phones.					
account.X.features.forward.feature_key_s ync.local_processing.enable	Boolean	0			
Description:					
Enables or disables the local forward for accoun BroadWorks server.	nt X when forward is activate	d on			
0-Disabled					
1-Enabled					
Note: It works only if the value of the parameter	ers "features.feature_key_syn	c.enable"			
and "features.forward.feature_key_sync.enable"	are set to 1 (Enabled). It is n	ot			
applicable to SIP-T58V/T58A/T56A, W52P and V	W56P IP phones.				
account.X.always_fwd.enable	%BWCFA-BINARY-X%	0			
- · · ·					
Description:					
	account X.				
Description: Triggers the always call forward to on or off for 0 -Disabled	account X.				
Triggers the always call forward to on or off for	account X.				
Triggers the always call forward to on or off for 0 -Disabled		to 1			
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled	er "features.fwd.allow" is set :				
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled Note: It works only if the value of the parameter	er "features.fwd.allow" is set :				
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature	er "features.fwd.allow" is set :				
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature not applicable to SIP-T19(P) E2 IP phones.	er "features.fwd.allow" is set ires.fwd_mode" is set to 1 (Ci String within 32	ustom). It is			
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature not applicable to SIP-T19(P) E2 IP phones. account.X.always_fwd.target	er "features.fwd.allow" is set ires.fwd_mode" is set to 1 (Cu String within 32 characters	ustom). It is			
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled Note: It works only if the value of the parameter (Enabled) and the value of the parameter "features not applicable to SIP-T19(P) E2 IP phones. account.X.always_fwd.target Description:	er "features.fwd.allow" is set i ires.fwd_mode" is set to 1 (Cu String within 32 characters all forward for account X.	ustom). It is Blank			
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature not applicable to SIP-T19(P) E2 IP phones. account.X.always_fwd.target Description: Configures the destination number of always calls	er "features.fwd.allow" is set ires.fwd_mode" is set to 1 (Cu String within 32 characters all forward for account X. er "features.fwd.allow" is set 5	ustom). It is Blank to 1			
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature not applicable to SIP-T19(P) E2 IP phones. account.X.always_fwd.target Description: Configures the destination number of always can Note: It works only if the value of the parameter	er "features.fwd.allow" is set ires.fwd_mode" is set to 1 (Cu String within 32 characters all forward for account X. er "features.fwd.allow" is set 5	ustom). It is Blank to 1			
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature not applicable to SIP-T19(P) E2 IP phones. account.X.always_fwd.target Description: Configures the destination number of always can Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature	er "features.fwd.allow" is set ires.fwd_mode" is set to 1 (Cu String within 32 characters all forward for account X. er "features.fwd.allow" is set 5	ustom). It is Blank to 1			
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature not applicable to SIP-T19(P) E2 IP phones. account.X.always_fwd.target Description: Configures the destination number of always can Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature not applicable to SIP-T19(P) E2 IP phones.	er "features.fwd.allow" is set ires.fwd_mode" is set to 1 (Cu String within 32 characters all forward for account X. er "features.fwd.allow" is set ires.fwd_mode" is set to 1 (Cu	ustom). It is Blank to 1 ustom). It is			
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled Note: It works only if the value of the parameter (Enabled) and the value of the parameter "features not applicable to SIP-T19(P) E2 IP phones. account.X.always_fwd.target Description: Configures the destination number of always can Note: It works only if the value of the parameter (Enabled) and the value of the parameter "features not applicable to SIP-T19(P) E2 IP phones. account.X.busy_fwd.enable	er "features.fwd.allow" is set inters.fwd_mode" is set to 1 (Cu String within 32 characters all forward for account X. er "features.fwd.allow" is set inters.fwd_mode" is set to 1 (Cu Boolean	ustom). It is Blank to 1 ustom). It is			
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature not applicable to SIP-T19(P) E2 IP phones. account.X.always_fwd.target Description: Configures the destination number of always can Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature not applicable to SIP-T19(P) E2 IP phones. account.X.busy_fwd.enable Description:	er "features.fwd.allow" is set inters.fwd_mode" is set to 1 (Cu String within 32 characters all forward for account X. er "features.fwd.allow" is set inters.fwd_mode" is set to 1 (Cu Boolean	ustom). It is Blank to 1 ustom). It is			
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature not applicable to SIP-T19(P) E2 IP phones. account.X.always_fwd.target Description: Configures the destination number of always can Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature not applicable to SIP-T19(P) E2 IP phones. account.X.busy_fwd.enable Description: Triggers the busy call forward to on or off for a	er "features.fwd.allow" is set inters.fwd_mode" is set to 1 (Cu String within 32 characters all forward for account X. er "features.fwd.allow" is set inters.fwd_mode" is set to 1 (Cu Boolean	ustom). It is Blank to 1 ustom). It is			
Triggers the always call forward to on or off for 0 -Disabled 1 -Enabled Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature not applicable to SIP-T19(P) E2 IP phones. account.X.always_fwd.target Description: Configures the destination number of always can Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature not applicable to SIP-T19(P) E2 IP phones. account.X.busy_fwd.enable Description: Triggers the busy call forward to on or off for a 0 -Disabled	er "features.fwd.allow" is set i ires.fwd_mode" is set to 1 (Cu String within 32 characters all forward for account X. er "features.fwd.allow" is set i ires.fwd_mode" is set to 1 (Cu Boolean ccount X.	ustom). It is Blank to 1 ustom). It is			

Parameters	Permitted Values	Default
not applicable to SIP-T19(P) E2 IP phones.	-	
account.X.busy_fwd.target	String within 32 characters	Blank
Description:		
Configures the destination number of busy call	forward for account X.	
Note: It works only if the value of the parameter	er "features.fwd.allow" is set t	to 1
(Enabled) and the value of the parameter "featu	ires.fwd_mode" is set to 1 (Cu	istom). It is
not applicable to SIP-T19(P) E2 IP phones.		
account.X.timeout_fwd.enable	Boolean	0
Description:		
Triggers the no answer call forward to on or of 0 -Off	f for account X.	
1 -On		
Note: It works only if the value of the parameter	er "features.fwd.allow" is set t	to 1
(Enabled) and the value of the parameter "featu	ires.fwd_mode" is set to 1 (Cu	ustom). It is
not applicable to SIP-T19(P) E2 IP phones.	r	
account.X.timeout_fwd.timeout	Integer from 0 to 20	2
Description:		
Configures ring times (N) to wait before forwar	ding incoming calls for accou	unt X
Incoming calls are forwarded when not answer	ed after N*6 seconds.	
Note: It works only if the value of the parameter	er "features.fwd.allow" is set t	to 1
(Enabled) and the value of the parameter "featu		
not applicable to SIP-T19(P) E2 IP phones.	String within 32	
	String within 32 characters	Blank
not applicable to SIP-T19(P) E2 IP phones.		Blank
not applicable to SIP-T19(P) E2 IP phones. account.X.timeout_fwd.target Description:	characters	
not applicable to SIP-T19(P) E2 IP phones. account.X.timeout_fwd.target	characters er call forward for account X.	
not applicable to SIP-T19(P) E2 IP phones. account.X.timeout_fwd.target Description: Configures the destination number of no answe Note: It works only if the value of the parameter	characters er call forward for account X. er "features.fwd.allow" is set t	to 1
not applicable to SIP-T19(P) E2 IP phones. account.X.timeout_fwd.target Description: Configures the destination number of no answe	characters er call forward for account X. er "features.fwd.allow" is set t	to 1
not applicable to SIP-T19(P) E2 IP phones. account.X.timeout_fwd.target Description: Configures the destination number of no answe Note: It works only if the value of the parameter (Enabled) and the value of the parameter "feature	characters er call forward for account X. er "features.fwd.allow" is set t	to 1
not applicable to SIP-T19(P) E2 IP phones. account.X.timeout_fwd.target Description: Configures the destination number of no answe Note: It works only if the value of the parameter (Enabled) and the value of the parameter "features of the parameter of the param	characters er call forward for account X. er "features.fwd.allow" is set to ires.fwd_mode" is set to 1 (Cu	to 1 ustom). It is
not applicable to SIP-T19(P) E2 IP phones. account.X.timeout_fwd.target Description: Configures the destination number of no answe Note: It works only if the value of the parameter (Enabled) and the value of the parameter "features of the parameter features. features.fwd_diversion_enable	characters er call forward for account X. er "features.fwd.allow" is set to ures.fwd_mode" is set to 1 (Cu Boolean	to 1 ustom). It is 1

Parameters	Permitted Values	Default			
0-Disabled					
1-Enabled					
Note: It works only if the value of the parameter "features.fwd.allow" is set to 1					
(Enabled).					

The following shows an example of always call forward configurations for account 2 in a template configuration file (e.g., y00000000028.cfg):

```
features.fwd_mode = 1
```

account.2.always_fwd.enable = %BWFAC-CFA-BINARY-2%

account.2.always_fwd.target = 4609

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After the above configurations, the tags in the configuration template files will be replaced by the actual parameter values. An example is shown as below:

account.2.always_fwd.enable = 1

After successful update, user can find the web user interface of the IP phone is similar to the one shown as below:

Yealink 1466		Log Out English(English) →
	Status Account Network DSSKey Features Settings Directory	Security Applications
Forward&DND	Forward	NOTE
General Information	Forward Emergency Disabled • ? Forward Authorized Numbers ?	Call Forward It allows users to redirect an
Audio	Mode Phone © Custom @ Account 4603 • @	incoming call to a third party. Call Forward Mode Phone: Call forward feature is
Intercom	Always Forward On On Off O	effective for the IP phone. Custom: Call forward feature can be configured for each or all
Transfer Call Pickup	Target 4609	accounts.
Remote Control	Busy Forward On On Off On Off Off	It allows IP phones to ignore incoming calls.
Phone Lock	No Answer Forward O on (a) Off (2)	DND Mode Phone: DND feature is effective
ACD	After Ring Time(0~1205) 12 • 🕜 Target 🥜	for the IP phone. Custom: DND feature can be configured for each or all accounts.

Group Night Forwarding

Group Night Forwarding provides a quick way of redirecting all calls to a specified destination at off-work time. You can configure the service at the group level and enable or disable the service for individual users. The off-word time is specified when calls should be forwarded, you can configure a time/holiday schedule.

Configuring the BroadSoft Server

You can configure the following for Group Night Forwarding:

- Assign the Group Night Forwarding service.
- Configure a time/holiday schedule.
- Configure the Group Night Forwarding feature.
- Configure the Group Night Forwarding feature for a user.

To assign the Group Night Forwarding service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240161).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Group Night Forwarding and then click Add>.

Group >Users : 240161								Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls	Assign Services allo has been filled out v	ws you to ass	sign or unassign ser	vices and serv	ice packs for a user.	. If a service or serv	rice pack is unassiç	gned the servic	e data that
Call Control	ОК	Apply	Cancel						
Messaging Communication Barring		Available S	ervice Packs				User Service Pack	(S	
Utilities					Add > Remove < Add All >> Remove All				
		Availabl	e Services				User Services		
	BroadTouch Bu BroadTouch Bu BroadTouch Bu BroadTouch Bu BroadTouch Bu BroadTouch Bu	isole pt isiness Com isiness Com isiness Com isiness Com isiness Com isiness Com	municator Deskto municator Deskto municator Mobile municator Mobile municator Mobile municator Tablet municator Tablet	p - Audio p - Video - Audio - Video	Add > Remove < Add All >> Remove All	Custom Ring Diversion Inh Do Not Distur Executive Executive-As Group Night Internal Callir Multiple Call / Music On Hol N-Way Call Security Clas	bitor b sistant Forwarding Ig Line ID Deliver Arrangement d User	y	
	ОК	Apply	Cancel						

7. Click **Apply** to accept the change.

To configure a time/holiday schedule:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Schedules.
- 3. Click Add to add a time/holiday schedule.
- 4. Enter the schedule name in the **Schedule Name** field.
- 5. Mark the desired radio box in the **Schedule Type** field.

6. Click **OK** to accept the change.

Group							Velcome	[Logout]
Options:	Schedul	es						
Profile Resources	Add a new schee	dule or manage e	xisting schedul	es.				
Services Call Center	ОК	Apply	Add	Cancel				
Meet-Me Conferencing	Delete		ule Name 🔺		Туре	Level	Ed	it
Utilities		Yealink			Holiday	Group	Ed	it
	Schedu	ile Name 🗸	Start	s With 🗸			Find	Find All
	ОК	Apply	Add	Cancel				

- 7. Click **Edit** to configure the schedule details.
- 8. Click Add to add a new event to schedule.
- 9. Set the following parameters to add a new event.

Schedule Name:	Yealink
Event Name:	off-work
Start Date:	10/22/2016
End Date:	10/23/2016
All Day Event:	Checked
Recurs:	Never

Group		Welcome	[Logout]
Group Options: Profile Resources Services Call Center Meet-Me Conferencing Utilities	Event Add Add a new event to schedule. OK Cancel Schedule Name: Yealink * Event Name: off-work Event Details Event Time: * Start Date: 10/22/2016 (mm/dd/yyyy) * End Date: 10/22/2016 (mm/dd/yyyy) Curation: 2 days Event Time: * Start Time: * Start Date: 10/22/2016 (mm/dd/yyyy) * End Date: 10/23/2016 (mm/dd/yyyy) * End Time: AM * X	Welcome	Logout
	Recurrence Pattern: Recurs: Never		

10. Click **OK** to accept the change.

To configure Group Night Forwarding:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Group Night Forwarding.

3. Set the parameters of group night forwarding:

Group Night Forwarding:	Automatic On
Business Hour:	Every Day All Day
Holiday Schedule:	Yealink

Forward to Phone number/SIP-URI: 240163

Group	Welcome [Logout]
Options: Profile Resources Services Call Center	Group Night Forwarding Redirect calls placed to a user with this service to a specified phone number/SIP-URI. The redirection can be configured manually by enabling the service regardless of any schedule or automatically by choosing a business and/or holiday schedule.
Meet-Me Conferencing Utilities	Group Night Forwarding: O Off On On Project Home For Death Death
	Business Hours: Every Day All Day V Holiday Schedule: Yealink V Forward to phone number/SIP-URI: 260163

4. Click **Apply** to accept the change.

To configure the Group Night Forwarding feature for a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 240161), who has been assigned the group night forward service.
- 5. Click on Call Control->Group Night Forwarding.
- 6. Mark the desired radio box in the Group Night Forwarding field.

Group >Users : 240161	Wei	lcome	[Logout]
Options: Profile Incoming Calls	Group Night Forwarding Configure the Group Night Forwarding settings for the user.		
Outgoing Calls	Saved		
Call Control Messaging	OK Apply Cancel		
Communication Barring Utilities	Group Night Forwarding: 🖲 Use Group Setting : Automatic On On Off		
	OK Apply Cancel		

7. Click **Apply** to accept the change.

Alternate Numbers

Alternate Numbers allow a user to have up to ten alternate phone numbers or extensions in addition to the main phone number or extension. The user can be reached through any of the phone numbers or extensions. Calls to the main number result in the normal ring pattern. Calls to an alternate number result in a distinctive ring pattern configured for that number. Each

alternate phone number or extension can be assigned one of four distinctive ring patterns. This feature is not applicable to W52P/W56P IP DECT phones.

Normal Ring Pattern

Calls to the main number alert the user with the normal ring pattern as shown in the following table:

Bellcore Tone	Ring Pattern	Cadence	Minimum Duration (ms)	Nominal Duration (ms)	Maximum Duration (ms)
Bellcore-dr1	Ringing	2s On	1800	2000	2200
(standard)	Silent	4s Off	3600	4000	4400

Long-Long Ring Pattern

Selecting this pattern results in the following distinctive ring pattern:

Bellcore Tone	Ring Pattern	Cadence	Minimum Duration (ms)	Nominal Duration (ms)	Maximum Duration (ms)
	Ringing	Long	630	800	1025
Delles ye dy2	Silent		315	400	525
Bellcore-dr2	Ringing	Long	630	800	1025
	Silent		3475	4000	4400

Short-Long Ring Pattern

Selecting this pattern results in the following distinctive ring pattern:

Bellcore Tone	Ring Pattern	Cadence	Minimum Duration (ms)	Nominal Duration (ms)	Maximum Duration (ms)
	Ringing	Short	315	400	525
	Silent		145	200	525
Dellesus du?	Ringing	Short	315	400	525
Bellcore-dr3	Silent		145	200	525
	Ringing	Long	630	800	1025
	Silent		2975	4000	4400

Short-Long-Short Ring Pattern

Bellcore Tone	Ring Pattern	Cadence	Minimum Duration (ms)	Nominal Duration (ms)	Maximum Duration (ms)
	Ringing	Short	200	300	525
	Silent		145	200	525
Bellcore-dr4	Ringing	Long	800	1000	1100
belicore-dr4	Silent		145	200	525
	Ringing	Short	200	300	525
	Silent		2975	4000	4400

Selecting this pattern results in the following distinctive ring pattern:

Note Before configuring Group Night Forwarding feature, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the Group Night Forwarding can be synchronized between the IP phone and the BroadWorks server. For more information on BroadWorks XSI, refer to Xtended Services Interface.

Configuring the BroadSoft Server

You can configure the following for Alternate Numbers:

- Assign the Alternate Numbers service.
- Assign alternate numbers and extensions.

To assign the Alternate Numbers service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.

6. In the Available Services box, select Alternate Numbers and then click Add>.

BRADSOFT		He	lp - <u>Home</u>
Group >Users : 4604		Welcome	[Logout]
Options: P trofile Incoming Calls Outgoing Calls Call Control Calling Plans	Assign Services Assign Service allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost. OK Apply Cancel Available Service Packs User Service Packs	_	
Clint Acolestiona Mrssaoina Envice Scripta Utiling	Add > Remove < Add All >> Remove All		
	Available Services User Services BroadWorks Anywhere Add> Add> Add> Add Addrefication Renove < Addbertation	^	
	Automate Hold Refereve Barge-in Exempt Basic Call Logi Add Alt >> Broad Fourth Business Communicator Desktop- Broad Fourth Business Communicator Mobile - V Broad Fourth Business Communicator Mobile - V Broad Vortis Mobility	Video fideo	

7. Click Apply to accept the change.

To assign alternate numbers and extensions to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604), who has been assigned the alternate number service.
- 5. Click on Incoming Calls->Alternate Numbers.
- 6. Mark the On radio box in the Distinctive Ring field.
- 7. Select the alternate number from the pull-down list of **Phone Number**.
- 8. Enter the extension in the Extension field.
- 9. Select the desired ring pattern from the pull-down list of Ring Pattern.

BROADSOFT					Help - Home
Group >Users : 4604					Welcome [Logout]
Options: Ptofile Incoming Calls Outgoing Calls Call Control Calling Plans	Alternate Numbers Alternate Numbers allows up to ten additio your primary phone. In addition, you can sp OK Apply Cane	pecify a distinctive ringing pattern for each nu	aned in addition to your primary amber, if your phone supports i	r number and extension. All t. Only your administrator ci	additional numbers and extensions ring your phone(s) just like on configure new numbers and extensions for you.
Client Applications Messaging	Distinctive Ring: On Off				
Service Scripts	Alternate Number ID	Phone Number	Activated	Extension	Ring Pattern
Lation	1 2 4 5 6 7 8 9 10	4607 V None V None V None V None V None V None V None V None V			Long-Long V Normal V Normal V Normal V Normal V Normal V Normal V Normal V
	OK Apply Cano	el			

- 10. Repeat steps 6 to 8 to assign more alternate numbers to the user.
- **11.** Click **Apply** to accept the change.

For more information on Alternate Numbers, refer to *BroadWorks Web Interface Administrator Guide*.

Configuring Yealink IP Phones

To use Alternate Number, distinctive ring feature should be enabled on the IP phone.

To configure distinctive ring:

1. Add/Edit distinctive ring parameters in the configuration template files:

Parameters	Permitted Values	Default			
features.alert_info_tone	Boolean	0			
Description:					
Enables and disables the IP phone to map the k	eywords in the Alert-info hea	ader to the			
specified Bellcore ring tones.					
0-Disabled					
1-Enabled					
Note : It is not applicable to W52P/W56P IP DECT phones.					

The following shows an example of distinctive ring configurations in a template configuration file (e.g., y00000000028.cfg):

features.alert_info_tone = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

Sequential Ring

Sequential Ring allows a user to have up to five secondary locations, which are alerted sequentially upon receiving an incoming call that matches a set of criteria. Each secondary location can be either a phone number or SIP-URI. This service attempts to call the user by ringing the phone numbers or URIs in the sequential ring list (starting with the user's base location, if enabled) one after the other until the call is answered. The enhancement, Answer Confirmation, allows sequential ring to prompt the callee to enter a digit to confirm the acceptance of the call.

Configuring the BroadSoft Server

You can configure the following for Sequential Ring:

- Assign the Sequential Ring service.
- Configure the Sequential Ring feature.

To assign the Sequential Ring service to a user:

1. Log into the web portal as a group administrator.

- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4604).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Sequential Ring and then click Add>.

BRADSOFT					Help - Home
Group >Users : 4604					Welcome [Logout]
Options: Profile Incoming Calls	Assign Services Assign Services allows you to as	sign or unassign services and se	ervice packs for a user. If a service or service pack is una	ssigned the service data that has been filled out will be lost.	
Outgoing Calls Call Control	OK Apply	Cancel			
Calling Plans		Available Service Packs		User Service Packs	
<u>Clien Applications</u> Messaning Service Scruda Lottice			Add >> Remove < Add All >> Remove All		
		Available Services		User Services	
		BroadWorks Anywhere	Add > Remove < Add AB >> Remove AB	Push to Talk Remote Office Selective Call Acceptance Selective Call Rejection Service Scripts User Shared Call Appearance 0 Shared Call Appearance 10 Shared Call Appearance 15 Shared Call Appearance 15 Shared Call Appearance 25	~
	OK Apply	Cancel			

7. Click Apply to accept the change.

To configure a sequential ring list for a user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604), who has been assigned the sequential ring service.
- 5. Click on Incoming Calls->Sequential Ring.
- 6. Click Add to add a new sequential ring entry.
- 7. Set the following parameters to add a sequential ring entry.

The following shows an example:

Description:	Entry 1
Use sequential ring:	Selected
Selected Time Schedule:	Every Day All Day
Selected Holiday Schedule:	None
Calls from:	Any phone number

BROADSOFT	Hale - Home
Group >Users : 4604	Welcome [Legaut]
ptions:	Sequential Ring Modify
Profile	allows you to modify a sequential ing entry. Specify the time schedule and/or holiday schedule you would like calls sequentially rung. Also, you can have the call sequentially rung when only the specified
Incoming Calls	Allows you to moully a sequential mig endy. Speciny the time schedule and/initiality schedule you would use cans sequentiality role, axio, you can have the can sequentiality role, axio, you can have the can sequentiality role, axio, you can have the can sequentiality role.
Outgoing Calls	
Call Control	OK Delete Cancel
Calling Plans	
Client Applications	* Description: Entry 1 ×
Messaging	
Service Scripts	Use sequential ring
Utilities	O Do not use sequential ring
	Selected Time Schedule: Every Day All Day 🗸
	Selected Holiday Schedule: None 🗸
	©as tott
	O Following phone numbers:
	Any private number
	Any unavailable number
	Specific phone numbers:
	OK Delete Cancel

- 8. Click **OK** to accept the change.
- 9. Configure the following parameters for sequential ring.

Parameter	Description
Use Base Location first	Specifies whether to alert the base location when receiving an incoming call.
Number of rings for Base Location	Configures the number of rings for the base location.
Continue the search process if the base location is busy	Specifies whether to continue the search process if the base location is busy.
Enable caller to skip search process. Assumes forwarding or messaging is enabled	Specifies whether to skip the search process when the forwarding or voice messaging is activated.
Phone Number / SIP-URI	Specifies the phone number or SIP URI of the secondary location.
Number of rings	Configures the number of rings for the secondary location.
Answer confirmation required	Allows sequential ring to prompt the secondary location to enter a digit to confirm the acceptance of the call

The following shows an example:

Use Base Location first:

Selected

Number of rings for Base Location:	3
Continue the search process if the bas	e location is busy: Selected
Enable caller to skip search process:	Selected
Phone Number / SIP-URI:	4607 4608
Number of rings:	3
Answer confirmation required:	Selected

BReadsoft						Help - Home
Group >Users : 4604						Welcome [Logout]
Options: Profile Inscening Calls Outcoing Calls Outcoing Calls Call Control Calling Pans Callent Applications Messations Service Scotts Uptities	calls matching your pr sech Sequential Ring Sequential Ring (phon Saved OK OK ✓ Use Base L Number of	t you to sequentially ring up to 5 locati- defined criteria. Use this service to a relative to be all to to to 12 potent en number and day of week and time of Apply Add Cance ocation first rings for Base Location: 3	e search process if the base location is busy.	r, or an important customer or edule, and a specified holiday	n your cell phone, alternate business phone, schedule. All criteria for an entry must be sa	or home phone. The criteria for
	Active	Description	Dies forwardielle	5	Calls from	Edit
	Active	Description Entry 1	Ring Sequentially Yes		All calls	Edit
	ОК	Apply Add Cance	el la			

10. Click Apply to accept the change.

For more information on Sequential Ring, refer to *BroadWorks Web Interface Administrator Guide*.

Call Transfer

Call Transfer allows a user to transfer an existing call to another party. IP phones support call transfer using the REFER method specified in RFC 3515. The following describes three call transfer behaviors:

- **Blind Transfer**: Transfer a call directly to another party without consulting. There is no dialog between the user and the destination party before transfer. Blind transfer is implemented by a simple REFER method without Replaces in the REFER-TO header.
- Attended Transfer After Answer: Transfer a call with consulting. There is a confirmed dialog between the user and the destination party before transfer. Attended transfer after answer is implemented by a REFER method with Replaces in the REFER-TO header.
- Attended Transfer Before Answer: Transfer a call after hearing the ringback tone. The destination party has been called by the user, but the destination party has not answered yet before transfer. Attended transfer before answer is implemented by a REFER method.

BroadWorks provides two options for call transfer: Busy Camp On and Call Transfer Recall. Busy Camp On allows users to camp the call against a busy destination. Call Transfer Recall allows users to be recalled if the transferred call is not answered for any reason. Busy Camp On only applies to the blind call transfer.

Configuring the BroadSoft Server

You can configure the following for Call Transfer:

- Assign the Call Transfer service.
- Configure the Call Transfer feature.

To assign the Call Transfer service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Call Transfer and then click Add>.

BROADSOFT					Hel	Ip - Home
Group >Users : 4604					Welcome	[Logout]
Options: Profile Incoming Calls Quiquing Calls Gall Control	Assign Services Assign Services allows you to assi OK Apply	gn or unassign services and se Cancel	rvice packs for a user. If a service or service pack is unassign	ned the service data that has been filled out will be lost.		
Calling Plans		Available Service Packs		User Service Packs		
Client Applications Messadint Sensice Scripton Utilities			Add > Remove < Add All >> Remove All			
		Available Services		User Services		
		BroadWorks Anywhere	Add > Remove < Add All >> Remove All	Calling Name Retrieval Calling Name Delivery Calling Party Category Call Me Nov Call Network Call Network Call Variation Call Variation Call Variation Call Variation Call Variation Call Variation Call Variation Call Call Control	~	
	OK Apply	Cancel				

7. Click Apply to accept the change.

To configure Call Transfer for a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604), who has been assigned the call transfer service.
- 5. Click on Call Control->Call Transfer.
- 6. Configure the following parameters of call transfer.

Parameter	Description		
Call Transfer Recall	This option allows a transferred call to be reconnected to the transferring party if it reaches a failure or no-answer condition after transfer. Enables or disables Call Transfer Recall.		

Parameter	Description		
Number of rings before recall	Specifies the number of rings before Call Transfer Recall is automatically triggered.		
Enable Busy Camp On seconds	This option allows users to camp the call against a busy destination and recall the transferring user after the specified time. Enables or disables Busy Camp On and specifies the time after which the transferring user should be recalled.		
Use Diversion Inhibitor for Blind Transfer	This option allows users to prevent blind transferred calls from being redirected. Enables or disables the use of diversion inhibitor for blind transferred calls.		
Use Diversion Inhibitor for Consultative Calls	This option allows users to prevent attended transferred calls from being redirected. Enables or disables the use of diversion inhibitor for calls transferred with consultation.		

The following shows an example:

Call Transfer Recall:	Selected			
Number of rings before recall:	4			
Enable Busy Camp On seconds:	Selected 120			
Use Diversion Inhibitor for Blind Transfer:	On			
Lies Diversion Inhibitor for Consultative Colley On				

Use Diversion Inhibitor for Consultative Calls: On
--

Group >Users : 4604 Welcome [Log		Hate - Home Welcome [Lasad]
Call Transfer Call Transfer Call of transfer allows you b transfer a call to another phone using your phone or the CommPliot Call Manager. Call Transfer allows Call Control Call Transfer Recall. Ort Utilities Call Transfer Recall. Ort Use Diversion Inhibitor for Consultative Calls. Ort OK Apply Cancel	Plons: Polite Incoming Calls Cultoring Calls Call Control Calling Plans Client Apolications Messaulto Service Scription	another phone using your phone or the CommPilot Call Manager.

7. Click **Apply** to accept the change.

For more information on Call Transfer, refer to BroadWorks Web Interface Administrator Guide.

Feature Key Synchronization

Feature Key Synchronization provides the capability to synchronize the status of the following features between the IP phone and the BroadWorks server:

- Do Not Disturb
- Call Forwarding Always (CFA)
- Call Forwarding Busy (CFB)
- Call Forwarding No Answer (CFNA)
- ACD state
- Centralized Call Recording
- Executive and Assistant
- Security Classification

If Feature Key Synchronization is enabled, a user changes the status of one of these features on BroadWorks, the BroadWorks server notifies the phone of synchronizing the status. Conversely, if the user changes the feature status on the phone, the IP phone notifies the BroadWorks server of synchronizing the status.

Configuring Yealink IP Phones

To configure Feature Key Synchronization:

1. Add/Edit Feature Key Synchronization parameters in the configuration template files:

Parameters	Permitted Values	Default			
features.feature_key_sync.enable	%FEATURE_KEY_SYN%	0			
Description:					
Enables or disables feature key synchronization	l.				
0 -Disabled					
1-Enabled					
Note: It is not applicable to SIP-T58V/T58A/T5	Note : It is not applicable to SIP-T58V/T58A/T56A, W52P and W56P IP phones.				
bw.feature_key_sync %FEATURE_KEY_SYN% 1					
Description:					
Enables or disables feature key synchronization.					
0 -Disabled					
1-Enabled					
Note : It is only applicable to SIP-T58V/T58A/T56A, W52P and W56P IP phones.					

2. Customize the static tag on BroadWorks. The tag name is %FEATURE_KEY_SYN% and the tag value is 1.

For more information, refer to Customizing a Static Tag.

3. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After the above configurations, the tag in the template file will be replaced by the actual parameter value. An example is shown as below:

features.feature_key_sync.enable = 1

Network Conference

Network Conference allows a user to conduct a conference with more than three participants. The maximum of the participants depends on the BroadWorks server. The network conference is implemented using a conference URI, which is used to identify a request for a BroadWorks conference resource. IP phones support network conference using the REFER method as specified in RFC 4579.

Note The conference URI can be configured on the BroadWorks server via the command line interface. The command line interface access may be restricted on the BroadWorks server. Contact your BroadSoft reseller for the conference URI.

Configuring Yealink IP Phones

To configure Network Conference:

1. Add/Edit Network Conference parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for W52P/W56P, X=1-5; for SIP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1).

If the user (e.g., 4604) is the first user assigned to the device profile, replace the "X" by "1".

Parameters	Permitted Values	Default
account.X.conf_type	Integer	0
Description:		
Configures the conference type for account X. 0 -Local Conference		
2-Network Conference		

Parameters	Permitted Values	Default			
account.X.conf_uri	%BWNETWORK-CONFE RENCE-SIPURI-X%	Blank			
Description: Configures the URI of the network conference for account X.					

The following shows an example of network conference configurations in a template configuration file (e.g., %BWMACADDRESS%.cfg):

```
account.1.conf_type = 2
```

account.1.conf_uri = %BWNETWORK-CONFERENCE-SIPURI-1%

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After the above configurations, the tag in the template file will be replaced by the actual parameter value. An example is shown as below:

account.1.conf_uri = conference01@pbx.yealink.com

After successful update, user can find the web user interface of the IP phone is similar to the one shown as below:

Yealink 11466			Log Out English(English) 🗸
	Status Account Network DS	SKey Features Settings Directory	Security Applications
Register	Account	Account 1	NOTE
Basic	Keep Alive Type	Default 👻 🕜	DTME
	Keep Alive Interval(Seconds)	30	It is the signal sent from the IP phone to the network, which is
Codec	RPort	Disabled • ?	generated when pressing the IP
Advanced	Subscribe Period(Seconds)	1800	phone's keypad during a call.
	DTMF Type	RFC2833 • 🕐	Session Timer
	DTMF Info Type	DTMF-Relay	It allows a periodic refresh of SIF sessions through a re-INVITE request, to determine whether a
		:	SIP session is still active.
		•	Busy Lamp Field/BLF List Monitors a specific extension/a
	SIP Registration Retry Timer(0~1800s)	30 🕜	list of extensions for status changes on IP phones.
	Conference Type	Network Conference	
	Conference URI	conference01@pbx.yealink.cc 💡	Shared Call Appearance (SCA)/ Bridge Line
	ACD Subscribe Period(120~3600s)	3600	Appearance (BLA) It allows users to share a SIP line
	VQ RTCP-XR Collector name	0	on several IP phones. Any IP phone can be used to originate or
	VQ RTCP-XR Collector address	0	receive calls on the shared line.
	VQ RTCP-XR Collector port	5060	Network Conference It allows multiple participants
	Confirm	Cancel	(more than three) to join in a call.

Call Pickup

IP phones support two Call Pickup behaviors: Directed Call Pickup and Group Call Pickup. Directed Call Pickup allows users to pick up an incoming call on a specific extension in the same customer group (defined by system administrator). Group Call Pickup allows users to pick up a ringing call coming to another user of the pre-defined group (defined by group administrator). BroadWorks also provides two enhanced services: Directed Call Pickup with Barge-in (DPUBI) and Barge-in Exempt.

DPUBI allows users to dial a FAC followed by an extension to pick up a call directed to another user, or barge in the call if it was already answered. When a barge-in occurs, a three-way call is established between the parties with the DPUBI user as the controller.

Barge-in exempt allows users to block barge-in attempts from other users with DPUBI. Barge-in exempt does not block pickup attempts.

Configuring the BroadSoft Server

You can configure the following for Call Pickup:

- Assign the Call Pickup service to the group.
- Add a Call Pickup group and assign users to the Call Pickup group.
- Assign the Directed Call Pickup and Directed Call Pickup with Barge-in services.
- Configure Directed Call Pickup with Barge-in. You can configure whether a warning tone is given to the picked-up user when a barge-in occurs and whether automatic target selection is enabled.
- Assign the Barge-in Exempt service.
- Activate/Deactivate Barge-in Exempt feature.

To assign the Call Pickup service to the group:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Resource->Assign Group Services.
- 3. In the Available Services box, select Call Pickup and then click Add>.

BRADSOFT				Help - Home
Group	-			Welcome [Logout]
Options: Profile Resources	Assign Group Server Assign or unassign group services t			
Services Service Scripts Acct/Auth Codes Call Center	OK Apply Available Set	Cancel		Assigned Services
Calling Plan Meet-Me Conferencing Utilities		*	Add > Remove < Add All >> Remove All	Account/Authorization Codes Call Capacity Management Call Park Call Pickup Custom Ringback Group Custom Ringback Group - Video Emergency Zones Enhanced Outgoing Calling Plan Group Paging Hunt Group Incoming Calling Plan
	OK Apply	Cancel		

4. Click Apply to accept the change.

To add a call pickup group and assign users to the call pickup group:

1. Log into the web portal as a group administrator.

- 2. Click on Services->Call Pickup.
- 3. Click Add.
- 4. Enter a name in the Group Name field.
- 5. Click **Search** to display all available users.
- **6.** In the **Available Users** box, select the desired user and then click **Add**> to assign the user to the call pickup group.

BRADSOFT			Help - Home
Group			Welcome ILoqout
Options: Profile Profi	Group Call Park Add Create a new Group Call Park group. OK Cancel Profile Alternate Rocall User * Group Name: Group 1 Recall To:		+ Search
	Available Users		Assigned Users
	(4610,4610) (4612,4612,4612) (4613,4613,4613) Line,Line (4611)	Add > Remove < Add All >> Remove All	Yealink, 4602 (4602) Yealink, 4603 (4603) Yealink, 4605 (4604) Yealink, 4605 (4605) Yealink, 4607 (4607) Yealink, 4607 (4607) Yealink, 4609 (4608) Move Up Move Down
	OK Cancel		

- 7. Click **OK** to accept the change.
- 8. Repeat steps 6 to 7 to assign more users to the call pickup group.

To assign the Directed Call Pickup and Directed Call Pickup with Barge-in services to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.

6. In the Available Services box, select Directed Call Pickup and Directed Call Pickup with Barge-in, and then click Add>.

BROADSOFT						He	lp - <u>Home</u>
Group >Users : 4604						Welcome	[Logout]
	Assign Services			vice packs for a user. If a service or service pack is unassigned	d the service data that has been filled out will be lost.		
Qutgoing Calls Call Control Calling Plans	ОК	Apply	Cancel Available Service Packs		User Service Packs		
Client Applications Messauling Service Scripts Voltices				Add > Remove < Add All >> Remove All			
	ОК	Apply	Available Services Broad/Works Anywhere Cancel	Add All >>	User Services Connected Line Identification Restriction Customer Originate Trace Custom Ringback User Call Waiting Custom Ringback User - Volko Diversion (hibtor Devetod Call Pickup with Bargein Diversion (hibtor De Net Disturb External Custom Ringback	^ ~	

7. Click **Apply** to accept the change.

To configure Directed Call Pickup with Barge-in for a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4604), who has been assigned the directed call pickup with barge-in service.

5. Click on Call Control->Directed Call Pickup with Barge-in.

6. Configure the following parameters for directed call pickup with barge-in.

Parameter	Description
	Specifies whether a warning tone is played to
Barge-in Warning Tone	the picked up user when a barge-in occurs.
	The default state is "On".
	Enables or disables the user with DPUBI
	service to initiate a pickup or barge-in by
	dialing the DPBUI FAC without an extension.
	When this option is enabled, the user can
Automatic Target Selection	initiate a pickup or barge-in by dialing the
	FAC alone if only one user is active (on a call
	or ringing).
	The default state is "Off".

The following shows an example:

Simultaneous Ring Personal: On

Automatic Target Selection: On

BROADSOFT	Help - Home
Group >Users : 4604	Welcome ILoaouth
Options: Profile Incoming Calls Outgoing Calls Call Control	Directed Call Pickup with Barge-in Directed Call Pickup with Barge-in allows you to did to fast ware access code followed by an extension to pick up or barge-in on a call to entribur group member. If the call has not been enswered, them it is picked up. If the call has been members, the imposer increas. In panels increase in provide increase. There are call to any other provide member being barged-in on, and the other party the group member is connected to You are the controller's of the barge-in three-way call.
Calling Plans Client Applications Messaoling Service Scripts Utilities	OK Apply Cancel Barge-In Warning Tone: • On O orr Automatic Target Selection: • On O orr OK Apply Cancel • On O orr • On O

7. Click Apply to accept the change.

To assign the Barge-in Exempt service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4607).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Barge-in Exempt and then click Add>.

BROADSOFT				Help - Home
Group >Users : 4607				Welcome [Logout]
Options:	Assign Services			
Profile			unassigned the service data that has been filled out will be lost.	
Incoming Calls	Assign Services allows you to assign or unassign services a	nd service packs for a user. If a service or service pack is	unassigned the service data that has been filled out will be lost.	
Outgoing Calls	OK Apply Cancel			
Call Control				
Calling Plans	Available Service Pac	ks	User Service Packs	
Client Applications				
Meet-Me Conferencing		Add >		
Messaging Service Scripts				
Utilities		Remove <		
Guides				
		Add All >>		
		Remove All		
	Available Services		User Services	
	Basic Call Logs		Alternate Numbers	
	Call Center - Premium	Add >	Anonymous Call Rejection Authentication	^
		Remove <	Authentication Automatic Callback	
		Nellove S	Automatic Hold/Retrieve	
			Barge-in Exempt	
			BroadTouch Business Communicator Desktop BroadTouch Business Communicator Mobile -	o - Video
		Add All >>	Broad Touch Business Communicator Mobile - BroadTouch MobileLink	Video
		Remove All	BroadWorks Anywhere	
		Itemove Au	BroadWorks Mobility	
	OK Apply Cancel			

7. Click Apply to accept the change.

To activate Barge-in Exempt for a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4607), who has been assigned the barge-in exempt service.
- 5. Click on Call Control->Barge-in Exempt.

6. Mark the On radio box in the Barge-in Exempt field.

Group >Users : 4607	Help - Home Welcome [Logand]
Options: Profile Incoming Calls Outcoing Calls Outcoing Calls Outcoing Calls Outcoing Calls Outcoing Calls	Barge-in Exempt Barge-in Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-in. OK Apply Cencel
Calling Plans Client Applications Mest-Me Conferencing Messaging Service Scripts Utilities Utilities	Barge-in Exempt: (Ø) On () Off OK Apply Cancel

7. Click Apply to accept the change.

For more information on call pickup, refer to BroadWorks Web Interface Administrator Guide.

Configuring Yealink IP Phones

In addition to picking up a call by dialing the FACs, a user can pick up the incoming call using call pickup keys (refer to Line Keys and Programable Keys) or call pickup soft keys.

Note We recommend that you should not configure the **DPickup** soft key and directed call pickup key simultaneously. If you do, the directed call pickup key will not be used correctly.

Configuring Directed Call Pickup

To configure Directed Call Pickup:

1. Add/Edit Directed Call Pickup parameters in the configuration template files:

The "X" is an integer which specifies the line number on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for W52P/W56P, X=1-5; for SIP-T40P/T40G/T23P/T23G, X=1-3, for SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1).

Parameters	Permitted Values	Default					
features.pickup.direct_pickup_enable	Boolean	0					
Description:							
Enables or disables the IP phone to display the	DPickup soft key on the dial	ing screen.					
0-Disabled							
1 -Enabled							
features.pickup.direct_pickup_code	%BWFAC-DIRECTED-CA LL-PICKUP-1%	Blank					
Description:							
Configures the Directed Call Pickup FAC (defau	lt: *97) on a phone basis.						

Parameters	Permitted Values	Default				
account.X.direct_pickup_code	String within 32 characters	Blank				
Description:						
Configures the Directed Call Pickup FAC (default: *97) on a per-line basis for account X.						
The Directed Call Pickup FAC configured on a	per-line basis takes preceden	ce over				
that configured on a phone basis.						

We recommend that you just configure the FAC either on a phone basis or on a per-line basis.

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After the above configurations, the tags in the template file will be replaced by the actual parameter value. An example is shown as below:

features.pickup.direct_pickup_code = *97

After successful update, user can find the web user interface of the IP phone is similar to the one shown as below:

ealink 1465									E	Log Ou nglish(English)
	Status	Account	Network	Dsskey	Features	Set	tings	Directory	Security	Applications
Forward&DND		Call Pickup					_		NOTE	
General		Directed Call		Enable	d		0		Directed Ca	
Information		Directed Call Group Call Pic		*97 Enable	d	_	0 0		Picks up an ir specific exter	ncoming call on a nsion.
Audio		Group Call Pic		*98			0		Directed Call Pickup Picks up incoming calls within pre-defined group. You can configure directed/group call pickup feature for the IP phone.	
Intercom		Visual Alert fo	or BLF Pickup	Enable	d	•	0			
Transfer		Audio Alert fo Ring Type fo		Enable	-		0			
Pick up & Park		Call Park		Spiasn	wav	•	0			for BLF Pickup
Remote Control		Call Park Mod	e	XSI		•	0		to display a v	supervisor's phone isual prompt when
Phone Lock		Call Park		Enable	d	•	0		incoming call.	d user receives an
ACD		Group Call Pa	irk or Parked Call	Disable	-		0		It allows the	for BLF Pickup supervisor's phone
SMS		r buur r hur e r	or Parked Call	Disable			0 0		to play an alert tone when monitored user receives an	
Action URL			Confirm		Can	col.	-		incoming call.	
Bluetooth			Lonnin		Can	cei			You can more guides	click here to get

Configuring Group Call Pickup

To configure group call pickup:

1. Add/Edit Group Call Pickup parameters in the configuration template files:

The "X" is an integer which specifies the line number on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for W52P/W56P, X=1-5; for SIP- T40P/T40G/T23P/T23G, X=1-3, For SIP-T21(P) E2, X=1-2; For SIP-T19(P) E2, X=1).

Parameters	Permitted Values	Default					
features.pickup.group_pickup_enable	Boolean	0					
Description:							
Enables or disables the IP phone to display the	GPickup soft key on the dial	ing screen.					
0 -Disabled							
1-Enabled							
features.pickup.group_pickup_code	%BWFAC-CALL-PICKUP -1%	Blank					
Description: Configures the Group Call Pickup FAC (default: *98) on a phone basis.							
Configures the Gloup Call Pickup FAC (default							
account.X.group_pickup_code	String within 32 characters	Blank					
Description:							
Configures the Group Call Pickup FAC (default The Group Call Pickup FAC configured on a pe configured on a phone basis. We recommend that you just configure the FA per-line basis.	r-line basis takes precedence	over that					
The Group Call Pickup FAC configured on a pe configured on a phone basis. We recommend that you just configure the FA	r-line basis takes precedence C either on a phone basis or o	over that					
The Group Call Pickup FAC configured on a per configured on a phone basis. We recommend that you just configure the FA per-line basis. The following shows an example of call pickup c	r-line basis takes precedence C either on a phone basis or o	over that					
The Group Call Pickup FAC configured on a per configured on a phone basis. We recommend that you just configure the FA per-line basis. The following shows an example of call pickup c file (e.g., %BWMACADDRESS%.cfg):	r-line basis takes precedence C either on a phone basis or o	over that					

features.pickup.direct_pickup_code = %BWFAC-DIRECTED-CALL-PICKUP-1%

#Group call pickup

features.pickup.group_pickup_enable = 1

features.pickup.group_pickup_code = %BWFAC-CALL-PICKUP-1%

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After the above configurations, the tags in the template file will be replaced by the actual parameter value. An example is shown as below:

features.pickup.group_pickup_code = *98

After successful update, user can find the web user interface of the IP phone is similar to the one

shown as below:

ealink 1465								E	Log (nglish(English)	
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Applications	
Forward&DND	c	all Pickup						NOTE		
General		Directed Call	Pickup	Enable	ed	- 0		Directed Ca	ll Dislama	
Information		Directed Call	Pickup Code	*97		0		Picks up an ir	ncoming call on a	
1		Group Call Pic	:kup	Enable	d	- 0		specific exter	nsion.	
Audio		Group Call Pic	kup Code	*98		0		Directed Ca	ll Pickup ming calls within	
Intercom		Visual Alert fo	or BLF Pickup	Enable	ed	• 0			pre-defined group.	
Transfer		Audio Alert f	or BLF Pickup	Enable	d	• 0		You can con directed/grou		
Pick up & Park		Ring Type fo	r BLF Pickup	Splash	.wav	• 🕜			he IP phone.	
Remote Control	c	all Park 🛛 🕜							for BLF Pickup	
Kemote Control		Call Park Mod	e	XSI		- 0		to display a v	isual prompt whe	
Phone Lock		Call Park		Enable	d	• 🕜		the monitore incoming call	ed user receives a	
ACD		Group Call Pa	rk	Disable	ed	• 🕜		Audio Alert	for BLF Pickup	
SMS		Visual Alert F	or Parked Call	Disable	ed	• 0			supervisor's phore art tone when the	
0110		Audio Alert F	or Parked Call	Disable	ed	- 0			ser receives an	
Action URL		_						arconning Call		
Bluetooth		(Confirm		Cano	cel		You can more guides	click here to get	

Calling Line ID Presentation

Calling Line ID Presentation (CLIP) allows the IP phone to display the caller's identity, derived from a SIP header carried in the INVITE request, when receiving an incoming call. The caller's identity consists of the calling line ID last name, calling line ID first name, and phone number. The BroadWorks server provides external calling line ID delivery and internal calling line ID delivery services. External calling line ID delivery allows the calling line ID for callers from outside your group or enterprise to be displayed. Internal calling line ID delivery allows the calling line ID for callers from inside your group to be displayed.

Calling Name Presentation

Calling Name Presentation allows the IP phone to display the caller's name, derived from a SIP header contained in the INVITE request, when receiving an incoming call. The caller's name consists of the calling line ID last name and calling line ID first name. The BroadWorks server provides external calling name delivery and Internal calling name delivery services. External calling name delivery allows the name for callers from outside your group or enterprise to be displayed. Internal calling name delivery allows the name for callers from inside your group to be displayed.

Calling Number Presentation

Calling Number Presentation allows the IP phone to display the caller's phone number, derived from a SIP header contained in the INVITE request, when receiving an incoming call. The BroadWorks server provides external calling number delivery and internal calling number delivery services. External calling number delivery allows the number for callers from outside your group or enterprise to be displayed. Internal calling number delivery allows the number for callers from inside your group to be displayed.

Configuring the BroadSoft Server

You can configure the following for Calling Line ID Presentation:

- Assign the Calling Line ID Delivery service.
- Activate/Deactivate Calling Line ID Presentation feature.
- Assign the Calling Name Delivery service.
- Activate/Deactivate Calling Name Presentation feature.
- Assign the Calling Number Delivery service.
- Activate/Deactivate Calling Number Presentation feature.

Note The Internal Calling Line ID Delivery and External Calling Line ID Delivery services have precedence over Calling Name/Number Delivery service. If you have either the Internal Calling Line ID Delivery or External Calling Line ID Delivery service assigned, the assignment and configuration of the Calling Name/Number Delivery service has no effect.

To assign the Calling Line ID Delivery service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.
- 6. In the Available Services box, select External Calling Line ID Delivery and Internal Calling Line ID Delivery, and then click Add>.

BRADSOFT				Help - Home
Group >Users : 4604				Welcome [Logout]
Options: Profile Incoming Calls	Assign Services Assign Services allows you to assign or unassign services and servi	ice packs for a user. If a service or service pack is unassigned	d the service data that has been filled out will be lost.	
Outgoing Calls Call Control	OK Apply Cancel	·		
Calling Plans	Available Service Packs		User Service Packs	
Client Applications Messaging		¬		
Service Scripts		Add >		
Utilities		Remove <		
		Add All >> Remove All		
	Available Services		User Services	
	Broad/Works Anywhere	Add > Remove < Add All >> Remove All	External Calling Line (D belivery External Calling Line) (D belivery Park Messaging Flash Call Hold Group Night Forwarding Hoteling Guest Hoteling Host In-Call Service Activation Infograted IM&P Inforcept User	
			Internal Calling Line ID Delivery	
	OK Apply Cancel			

7. Click Apply to accept the change.

To activate Calling Line ID Presentation for the user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.

- 3. Click on Search to display all existing users.
- **4.** Select the desired user (e.g., 4604), who has been assigned the calling line ID delivery service.
- 5. Click on Incoming Calls->External Calling Line ID Delivery.
- 6. Mark the On radio box in the Enable External Calling Line ID Delivery field.

BREADSOFT	Help - Home
Group >Users : 4604	Welcome Loaddi
Options: Profile Incoming Calls Outgoing Calls Call Control Calling Plans	External Calling Line ID Delivery External Calling Line ID Delivery External Calling Line ID Delivery allows the Calling Line name and number for callers from outside your group or enterprise to be displayed. On assignment the Connected Line Identification Presentation service acts as overlay service for the External Calling Line ID Delivery. The Connected Line Identification Presentation allows you to see the connected line Identify of the called party. The ovid's setting for External Calling Line ID Delivery abox controls the Connected Line Identification Presentation allows you to see the connected line Identify of the called party. The ovid's setting for External Calling Line ID Delivery City Apply Cancel
Client Applications Messaging Service Scripts Utilities	Enable External Calling Line ID Delivery: © On O Off Note: Since Connected Line Identification is presented.
	OK Apply Cancel

- 7. Click **OK** to accept the change.
- 8. Click on Incoming Calls->Internal Calling Line ID Delivery.
- 9. Mark the On radio box in the Enable Internal Calling Line ID Delivery field.

BREADSOFT	Halp - Home
Group >Users : 4604	Welcome Logout
Options: <u>Profile</u> Incoming Calls <u>Outcoing Calls</u>	Internal Calling Line ID Delivery Internal Calling Line ID Delivery shows the Calling Line name and number for callers from inside your group to be displayed. On assignment the Connected Line identification Presentation service acts as overlay service for the internal Calling Line ID Delivery. The Connected Line identification Presentation allows you to see the connected line identify of the called party. The onlift setting for Internal Calling Line ID Delivery also controls the Connected Line Internal Calling Line identification Presentation allows you to see the connected line identify of the called party. The onlift setting for Internal Calling Line ID Delivery also controls the
Call Control Calling Plans	OK Apply Cancel
Client Applications Messaging Service Scripts Utilities	Enable Internal Catling Line ID Delivery: 🗷 On 🔿 Orf
	Note: Since Connected Line Identification Presentation is assigned, the onloff flag controls when the Connected Line Identification is presented.

10. Click Apply to accept the change.

To assign the Calling Name Delivery service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Calling Name Delivery and then click Add>.

BREADSOFT					Help	- Home
Group >Users : 4604					Welcome	[Logout]
Options: Profile Incoming Calls Outcoing Calls Call Control Call Control	Assign Services Assign Services allows you to ass OK Apply	ign or unassign services and servi Cancel	ce packs for a user. If a service or service pack is unassigned the	service data that has been filled out will be lost.		
Calif.com Calific Plane Client Acolections Messadio Service.Scripts Littles		Available Service Packs	Add > Remove < Add All >> Remove All	User Service Packs		
		Available Services		User Services		
		BroadWorks Anywhere	Add > Remove < Add All >> Remove All	Calling Line 1D Bicking Override Calling Line 1D Delivery Bicking Calling Line Di Delivery Bicking Calling Number Delivery Calling Number Delivery Calling Number Delivery Call Notify Call Notify Call Notify Call Transfer Call Transfer Call Valling	Ŷ	
	OK Apply	Cancel				

7. Click Apply to accept the change.

To activate Calling Name Presentation for the user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4604), who has been assigned the calling name delivery service.
- 5. Click on Incoming Calls->Calling Name Delivery.
- 6. Mark the On radio box in the Enable External Calling Name Delivery field.
- 7. Mark the On radio box in the Enable Internal Calling Name Delivery field.

BRADSOFT	Hele - Home
Group >Users : 4604	Welcome Lozaut
Options: Profile Incoming Calls Outcoing Calls Calls Control Calls Cell Control Callent Plans Callent Academics	Calling Name Delivery Calling Name Delivery Calling Name Delivery show the Calling Lie name for callers from indice your group or enterprise (internal) and/or callers from cubicle your group or enterprise (External) to be displayed. On subgrment the Connected Line international Presentation services as a service service for Calling Tame Delivery. The Connected Line Identification Presentation allows you to see the connected line Identification Presentation allows you to see the connected line Identify of the called party. The setting for Calling Name Delivery sites controls the Connected Line Identification Presentation service. Cols. Apply Cancel Can
Messaging Service Scripts Ublities	Enable External Calling Name Delivery: 10 cn () orr Enable Internal Calling Name Delivery: 10 cn () orr OK Apply Cancel

8. Click Apply to accept the change.

To assign the Calling Number Delivery service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Calling Number Delivery and then click Add>.

BRADSOFT					Help - Home
Group >Users : 4604					Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls	Assign Services Assign Services allows you to assign or u OK Apply Car		acks for a user. If a service or service pack is unassigned the se	ervice data that has been filled out will be lost.	
Call Control Calling Plans		Available Service Packs		User Service Packs	
<u>Client Applications</u> Messadina Service Scripts Littlés			Add > Remove < Add All >>		
		Available Services	Remove All	User Services	
		Available Services	Add > Remove < Add AB >> Remove AB	User Services Calling Line ID Biocking Override Calling Line ID Dehvery Biocking Calling Line (Education) Calling Namer Cellevery Calling Namer Cellevery Call Namer Call Cellevery Call Nothy Call Institute Call Transfer Call Valling	`
	OK Apply Can	ncel			

7. Click Apply to accept the change.

To activate Calling Number Presentation for the user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click on Search to display all existing users.
- **4.** Select the desired user (e.g., 4604), who has been assigned the calling number delivery service.
- 5. Click on Incoming Calls-> Calling Number Delivery.
- 6. Mark the On radio box in the Enable External Calling Number Delivery field.
- 7. Mark the On radio box in the Enable Internal Calling Number Delivery field.

BRADSOFT	Help - Home
Group >Users : 4604	Welcome Loccut
Options:	Calling Number Delivery Calling Number Delivery Calling Number Calling Line number for callers from inside your group or enterprise (Enternal) and/or callers from outside your group or enterprise (External) to be displayed. On assignment the Connected Line Identification Presentation allows you to see the connected line Identify Internal Presentation allows you to see the connected line Identify Internal Presentation allows you to see the connected line Identify Internal Presentation allows you to see the connected line Identify Internal Presentation allows you to see the connected line Identify Internal Presentation Presentation allows you to see the connected line Identify Internal Presentation Presentation allows you to see the Connected line Identify Internal Presentation Presentation Internation
Messaging Service Scripts Utilities	Enable External Calling Number Delivery © on ○ orr Enable Internal Calling Number Delivery © on ○ orr OK Apply Cencel

8. Click Apply to accept the change.

For more information on CLIP, refer to BroadWorks Web Interface Administrator Guide.

Configuring Yealink IP Phones

IP phones support to derive calling line ID from the FROM, P-Preferred-Identity, P-Asserted-Identity and Remote-Party-ID SIP headers in the INVITE request.

To configure the calling line ID source:

1. Add/Edit Calling Line ID Source parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for W52P/W56P, X=1-5; for

SIP-T40P/T40G/T23P/T23G, X=1-3, for SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1).

Parameters	Permitted Values	Default		
account.X.cid_source	Refer to the following content	0		
Description:				
Configures the calling line ID source for accour	nt X.			
0 -FROM (Derives the name and number of the caller from the "From" header).				
1-PAI (Derives the name and number of the caller from the "PAI" header. If the server				
does not send the "PAI" header, displays "anonymity" on the callee's phone).				
2-PAI-FROM (Derives the name and number of	the caller from the "PAI"	header		

Parameters	Permitted Values	Default				
preferentially. If the server does not send the "F	PAI" header, derives from	the "From"				
header).						
3-RPID-PAI-FROM						
4-PAI-RPID-FROM						
5-RPID-FROM						
6-PREFERENCE						
If it is set to 6 (PREFERENCE), the IP phone uses	the custom priority orde	r for the				
sources of caller identity information (configure	ed by the parameter					
"sip.cid_source.preference").						
Permitted Values:						
0 to 6 (for						
SIP-T58V/T58A/T56A/T54S/T52S/T48G/T48S/T4	46G/T46S/T42G/T42S/T41	.P/T41S/T40P/				
T40G/T29G/T27P/T27G/T23P/T23G/T21(P) E2/T	19(P) E2)					
0 to 5 (for W52P and W56P)						
		Refer to the				
sip.cid_source.preference	String	following				
		content				
Description:						
Configures the priority order for the sources of	caller identity information	n. The headers				
can be in any order.						
Default values:						
P-Preferred-Identity, P-Asserted-Identity, Remo	ote-Party-ID, From					
Note: Yealink IP phones support deriving caller	identity from the followi	ng SIP				
headers: From, P-Asserted-Identity (PAI), P-Pre	ferred-Identity and Remo	te-Party-ID				
(RPID). It works only if the value of the paramet	ter "account.X.cid_source"	is set to 6				
(PREFERENCE).						
The following shows an example of the calling li	ne ID source configuratio	n in a template				

The following shows an example of the calling line ID source configuration in a template configuration file (e.g., %BWMACADDRESS%.cfg):

account.1.cid.source = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

	Status Account Network	DSSKey Features	Settings Director	y Security Applications
Register	Account	Account 1	• ?	NOTE
Basic	Keep Alive Type	Default	- ()	DTMF
	Keep Alive Interval(Seconds)	30	0	It is the signal sent from the IP phone to the network, which is
Codec	RPort	Disabled	▼ ?	generated when pressing the IP phone's keypad during a call.
Advanced	Subscribe Period(Seconds)	1800	0	priorie s keypau during a can.
	DTMF Type	RFC2833	- 🕜	Session Timer It allows a periodic refresh of Si
	DTMF Info Type	DTMF-Relay	- 0	sessions through a re-INVITE request, to determine whether a
	DTMF Payload Type(96~127)	101	0	SIP session is still active.
	BLF Send DTMF	Disabled	- Ø	Busy Lamp Field/BLF List
	BLF DTMF Code		0	Monitors a specific extension/a list of extensions for status
	Retransmission	Disabled	- ()	changes on IP phones.
	Subscribe Register	Disabled	• ?	Shared Call Appearance
	Subscribe for MWI	Disabled	- 0	(SCA)/ Bridge Line Appearance (BLA)
	MWI Subscription Period(Seconds)	3600	0	It allows users to share a SIP lir on several IP phones. Any IP
	Subscribe MWI To Voice Mail	Disabled	- Ø	phone can be used to originate receive calls on the shared line.
	Voice Mail	2413333608	0	receive cans on the shared line.
	Voice Mail Display	Enabled	• 0	Network Conference It allows multiple participants
	Caller ID Source	FROM	• 0	(more than three) to join in a call.
	Session Timer	Disabled	• 0	
	Session Expires(30~7200s)	1800	0	VQ-RTCPXR The VQ-RTCPXR mechanism,

After successful update, user can find the web user interface of the IP phone is similar to the one shown as below:

Calling Line ID Blocking Override

Calling Line ID Blocking Override allows the IP phone to always display the caller's identity, regardless of whether it is blocked by the caller.

Configuring the BroadSoft Server

You can configure the following for Calling Line ID Blocking Override:

- Assign the Calling Line ID Blocking Override service.
- Activate/Deactivate Calling Line ID Blocking Override feature.

To assign the Calling Line ID Blocking Override service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click on Search to display all existing users.
- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.

6. In the Available Services box, select Calling Line ID Blocking Override and then click Add>.

BReadSoft				Help - Home
Group >Users : 4604			Welcom	e [Logout]
Options: Erofile Incoming Calls Outgoing Calls Call Control	OK Apply Cancel	packs for a user. If a service or service pack is unassigned the service dat		
<u>Calitor Pinas</u> Ciert Acolestoro Messalor Service Scripta Ublice	Available Service Packs	Add > Remove < Add All >> Remove All	User Service Packs	
	Available Services	1	User Services	
	BroadWorks Anywhere	Ad > Cali Remove < Cali Cali Cali Cali Add Al >> Cali	Forwarding No Answer Forwarding Not Reachable Forwarding Select Booking Distant Beschapter Distant Beschapter Distant	
	OK Apply Cancel			

7. Click **Apply** to accept the change.

To activate Calling Line ID Blocking Override for the user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click on Search to display all existing users.
- **4.** Select the desired user (e.g., 4604), who has been assigned the calling line ID blocking override service.
- 5. Click on Incoming Calls->Calling Line ID Blocking Override.
- 6. Mark the On radio box in the Enable Calling Line ID Blocking Override field.

BREADSOFT		Hel	lp - <u>Home</u>
Group >Users : 4604		Welcome	[Logout]
Options: Profile Incoming_Calls	Calling Line ID Blocking Override Calling Line ID Blocking Override (CLU) allows a suset to override calling line identity presentation restrictions and always receive the calling line identity, if available		
Outgoing Calls Call Control	OK Apply Cancel		
Calling Plans Client Applications Messaging	Enable Celling Line ID Blocking Override:		
Service Scripts Utilities	OK Apply Cancel		

7. Click Apply to accept the change.

For more information on calling line ID blocking override, refer to *BroadWorks Web Interface Administrator Guide*.

Connected Line Identification Presentation

Connected Line Identification Presentation (COLP) allows the IP phone to display the callee's identity specified for outgoing calls. The callee's identity consists of the calling line ID last name, calling line ID first name and phone number.

Note

Before configuring the COLP feature, make sure the necessary calling line ID delivery service for a call is set to "On" on the BroadWorks server.

Configuring the BroadSoft Server

To assign the Connected Line Identification Presentation service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click on Search to display all existing users.
- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Connected Line Identification Presentation and then click Add>.

BRADSOFT				Help	p - <u>Home</u>
Group >Users : 4604				Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls	Assign Services Assign Services allows you to assign or unassign services and serv OK Apply Cancel	ice packs for a user. If a service or service pack is unassig	uned the service data that has been filled out will be lost.		
Call Control Calling Plans Client Applications	Available Service Packs		User Service Packs		-
Messeoing Service Scripts Utilities		Add > Remove <			
		Add All >> Remove All			
	Available Services		User Services		
	BroadWorks Anywhere	Add > Remove < Add All >> Remove All	Casemark Cient Call Control CommPilot Call Manager CommPilot Saynes Communication Barring User-Control Connected Line Isotrification Presentation Connected Line Isotrification Restriction Control Control Line Isotrification Restriction Costom Ringback User - Call Walting Custom Ringback User - Video	~	
	OK Apply Cancel	-	L		

7. Click Apply to accept the change.

For more information on COLP, refer to BroadWorks Web Interface Administrator Guide.

Configuring Yealink IP Phones

IP phones support to display the dialed digits, or the identity from a SIP header (Remote-Party-ID or P-Asserted-Identity) carried in the 18x or 200 OK response, or the identity from the From header carried in the UPDATE message as described in RFC 4916.

To configure the Connected Line Identification Source:

1. Add/Edit Connected Line Identification Source parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for W52P/W56P, X=1-5; for SIP-T40P/T40G/T23P/T23G, X=1-3, for SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1).

Parameters	Permitted Values	Default
account.X.cp_source	Integer from 0 to 2	0
Description:		
Configures the connected line identification source for account X.		
0 -PAI-RPID (Derives the name and number of the callee from the "PAI" header		
preferentially. If the server does not send the "PAI" header, derives from the "RPID"		
header).		
1-Dialed Digits		
2-RFC 4916 (Derives the identity of the callee from "From" header in the UPDATE		
message).		

The following shows an example of the connected line identification source configuration in a template configuration file (e.g., %BWMACADDRESS%.cfg):

account.1.cp.source = 2

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

Connected Line Identification Restriction

Connected Line Identification Restriction (COLR) allows a user to block his identity from showing up when receiving a call. When placing a call to the user with COLR enabled, the 18x response from BroadWorks to the caller contains a Privacy header set to "id". The caller's phone LCD screen updates the callee's identity and displays "anonymous". This feature does not apply to calls from within a group.

Configuring the BroadSoft Server

You can configure the following for Connected Line Identification Restriction:

- Assign the Connected Line Identification Restriction service.
- Activate/Deactivate Connected Line Identification Restriction feature.

To assign the Connected Line Identification Restriction service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.

- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Connected Line Identification Restriction and then click Add>.

Group >Users : 4604		Hete - Home Welcome Laavel
Options: Profile Incoming Calls Outgoing Calls Call Control	Assign Services Assign Services allows you to assign or unassign services and servic: OK Apply Cancel Available Service Packs	e packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost. User Service Packs
Calling Dans Clent Applestance Messadon Service Scripts Unities		Add >> Add >> Add Al>> Add Al>> Remove All
	Available Services Broad/Vorks Anywhere OK Apply Cancel	Uter Services Add > Clasmall Add > Control Control Remove Committic Express Committic Express Committication Presentation Connected Une Meditication Presentation Contended Une Meditication Presentation Add All x> Custom Ringback User - Cont Vision Remove All Custom Ringback User - Vision

7. Click Apply to accept the change.

To activate the Connected Line Identification Restriction for a user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select two he desired user (e.g., 4604).
- 5. Click on Incoming Calls->Connected Line Identification Restriction.
- 6. Mark the On radio box in the Enable Connected Line Identification Restriction field.

BRADSOFT	Help - Home
Group >Users : 4604	Welcome Locout
Options: Profile Incoming Calls Outpoint Calls Call Central Callent Accitations Messaging Sartice Scieda	Connected Line Identification Restriction Corrected Line Identification Restriction and the provide the device of
<u>Utilities</u>	OK Apply Cancel

7. Click Apply to accept the change.

For more information on COLR, refer to BroadWorks Web Interface Administrator Guide.

Meet-Me Conferencing

Meet-Me Conferencing provides the ability to schedule conference calls, where the moderator (who has control of the conference) and other participants calling into the conference are connected at the appropriate time. IP phones support high-definition audio conference.

A group administrator creates a conference bridge and designates BroadWorks users who can host conferences on that bridge. Hosts can create scheduled and reservationless conferences. When a conference is created, there is a moderator PIN generated along with the conference ID. Any participant who joins the conference using the moderator PIN has special privileges for that instance of the conference. Within a conference, moderators can invoke functions such as recording, locking a conference, and inviting a new participant. There can be multiple moderators for an instance of a conference. This feature is not applicable to W52P/W56P IP DECT phones.

Configuring the BroadSoft Server

You can configure the following for Meet-Me Conferencing:

- Assign the Meet-Me Conferencing service.
- Create conference bridges and assign users who can host conferences on those bridges.
- Add a new conference. You can specifies the number of participants the conference may have, how to notify the conference participants and which type of conference you want to create.

To assign the Meet-Me Conferencing service to the group:

- 1. Log into the web portal as a group administrator.
- 2. Click on Resources->Assign Group Services.
- 3. In the Available Services box, select Meet-Me Conferencing and then click Add>.

BRADSOFT		Help - Home
Group		Welcome (Logant)
Options: Profile Resources Resources	Assign Group Services Assign or unassign group services for the group.	
Services Service Scripts Acct/Auth Codes Call Center	OK Apply Cancel Available Services	Assigned Services
Calling Plan Meet-Me Conferencing Ublities		Add > Incorring Galling Plint Instant Group Gall Interest Group Remove < LIDAP Integration Made Ata Conferencing Music On Hold Add Ata >> Music On Hold Music On Hold Preferred Carrier Group Preferred Carrier Group Series Competion
	OK Apply Cancel	

4. Click **Apply** to accept the change.

To add a Meet-Me conference bridge:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Meet-Me Conferencing->Meet-Me Conference Bridges.
- 3. Click Add.
- 4. Set the Meet-Me conference bridge parameters.

The following shows an example:

Conference Bridge ID:	Bridgeone
Name:	Meet-Me Conference
Calling Line ID Last Name:	Conference
Calling Line ID First Name:	Meet-Me
Allocated Ports To This Bridge:	2

- 5. Click Search to display all available users.
- 6. In the **Available Users** box, select the desired user and then click **Add**> to assign the user to the conference bridge.

BROADSOFT		Help - Home
Group >Meet-Me Conference Bridges : Brid	idgeone	Welcome [Logout]
Options: Profile Calling Plans	Meet-Me Conference Bridge Profile Motify the selected Meet-Me conference bridge	A construction of
	OK Apply Delete Cardet Contract Life // Allow Deletes Chance Life // Allow Service current screen delete * Caling Line (D. ellet Name, Continence) * Network Class of Service Name, Continence) * Network Class of Service Name, Continence) * Network Class of Service Name, Continence) * Allow Individual Continence) * Allow Individual Continence) * Allow Individual Continence Continence) * Allow Individual Continence Continence) * Mame, Contenence Continence) * Mame, Contenence Continence) * Allow Individual Contenence Contenence Continence) * Mame, Contenence Contenence) * Mame, Contenence Contenence) * Mame, Contenence) * Mame, Contenence Contenence)	
	Enter search criteria below User ID V IStarts With V	+ Search
		Conference Hosts
	11100.11100 (335566)	ains, 4001 (400) ains, 4001 (400)

- 7. Click **OK** to accept the change.
- 8. Select the desired conference bridge added above and then click **Edit**.
- 9. Click on Addresses.
- 10. Select the phone number from the pull-down list of Phone Number.
- 11. Enter the extension in the Extension field.

Group >Meet-Me Conference Bridges : Bi	idgeone	2 - Home [Logout]
Options: Profile Celling Plans	Meet-Me Conference Bridge Addresses Addresses allows you to view and maintain your phone number and other leantilies that are used to make and receive calls. OK Apply Cencel Phone Number: Hours: 4007 -> Actualed Extension: 6007 -> Allass:: 600 -> Bits:: 600 -> Bits::	

12. Click **Apply** to accept the change.

To add a new conference:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click on Search to display all available users.
- **4.** Select the desired user (e.g., 4604), who has been assigned to the Meet-Me conference bridge.
- 5. Click on Meet-Me Conferencing->Conferences.
- 6. Click Add.
- 7. Set the Meet-Me conference parameters.

Parameter	Description
	Specifies the number of participants the conference may have.
Estimated number of participants	Note : The number is not higher than the maximum number of ports available on the bridge on which this conference is hosted.
When attendees join/leave	Specifies how to notify the conference participants when other participants join or leave the conference.
	Specifies the type of conference you want to create.
	One Time : The conference happens once, on the scheduled date and time, and is not repeated.
Туре	Recurring (Daily, Weekly, Monthly, or Yearly): This is a scheduled conference that happens regularly at specified intervals. It can be ongoing or have an end-date.
	Reservationless : The conference is not scheduled for any particular time and can be started at any time.

The main parameters are described as below:

The following shows an example:

Title:	Myconfer	ence
Estimated number of participants:		2
Туре:	Reservatio	onless
Schedule Start Date:	Select today	's date
Schedule End Date:	Never	

BREADSOFT	Help - H	me
Group >Users : 4604	Welcome Los	<u>iut]</u>
Options: Profile Incontrol Calls Outcome Calls Outcome Calls Outcome Calls Collect Cartry Collect Cartry Collect Cartry Profile Profile Callson Collect Cartry Collect Callson Collect Callson Collect	Meet-Me Conference Add Tetre are conference	

8. Click **OK** to accept the change.

After the conference is created, select the conference created above and note the Conference ID and Moderator PIN.

For more information on Meet-Me Conferencing, refer to *BroadWorks Web Interface* Administrator Guide.

Configuring Yealink IP Phones

When a Meet-Me Conference key is configured on the IP phone, the user can join in the conference by pressing the Meet-Me Conference key directly.

To configure a Meet-Me Conference key using the configuration files:

1. Add/Edit DSS key parameters in the configuration template files:

You can configure a line key as a Meet-Me conference key (not applicable to SIP-T19(P) E2 IP phones).

The "X" is an integer which specifies the sequence number of the line key. For SIP-T48S/T48G, X=1-29; for SIP-T58V/T58A/T56A/T54S/T46S/T46G/T29G, X=1-27; for SIP-T42S/T42G/T41S/T41P, X=1-15; for SIP-T52S/T27P/T27G, X=1-21; for SIP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X=1-2.

Parameters	Permitted Values	
linekey.X.type	55	
Description:		
Configures the line key type.		
55-Meet-Me Conference		
linekey.X.line	Refer to the following content	
Description:		
Configures the line to apply the Meet-Me co	nference key.	
Permitted Values:		
1 to 16 (For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G)		
1 to 12 (For SIP-T52S/T42S/T42G)		
1 to 6 (For SIP-T41S/T41P/T27P/T27G)		
1 to 3 (For SIP-T40P/T40G/T23P/T23G)		
1 to 2 (For SIP-T21(P) E2)		
1-Line1		
2 -Line2		
3 -Line3		

Parameters	Permitted Values		
16 -Line16			
linekey.X.value	String within 99 characters		
Description:			
Configures the Meet-Me conference bridge number.			
linekey.X.pickup_value	String within 256 characters		
Description:			
Configures the conference ID or Moderator F	PIN followed by the # sign.		
linekey.X.label	String within 99 characters		
Description:			
(Optional.) Configures the label displayed on	the LCD screen for each line key.		
linekey.X.shortlabel			
(X ranges from 1 to 21)	String within 99 characters		
Description:			
Optional.) Configures the short label displayed on the LCD screen for line key.			
Note: It is only applicable to SIP-T52S IP phones.			

The following shows an example of Meet-Me conference key (line key) configurations in a template configuration file (e.g., y00000000028.cfg):

linekey.2.type = 55

linekey.2.line = 1

linekey.2.value = 4608

linekey.2.pickup_value = 382855#

You can also configure a programable key as a Meet-Me conference key.

The "X" is an integer which specifies the sequence number of the programable key. For SIP-T54S/T48S/T48S/T46S/T46G, X=1-10, 12-14; for

SIP-T52S/T42S/T42G/T41S/T41P/T40G/T40P, X=1-10,13; for SIP-T29G/T27G/T27P, X=1-14; for SIP=T23G/T23P/T21(P) E2, X= 1-10,14; for SIP-T19(P) E2, X=1-9,13,14; for SIP-T58V/T58A/T56A, X=12-14.

Parameters	Permitted Values
programablekey.X.type	55

Permitted Values						
1						
55-Meet-Me Conference programablekey.X.line Integer from 1 to 16						
<u> </u>						
e conference key.						
,						
48S/T48G/T46S/T46G/T29G)						
2 IP phones.						
String within 99 characters						
ge number.						
String within 256 characters						
tor PIN followed by the # sign.						
String within 99 characters						
(ranges from 1 to 4)						
l on the LCD screen for each soft key.						

The following shows an example of the Meet-Me conference key (programable key) configuration in a template configuration file (e.g., y00000000028.cfg):

programablekey.5.type = 55

programablekey.5.line = 1

programablekey.5.value = 4608

programablekey.5.pickup_value = 382855#

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After successful update, user can find the web user interface of the IP phone is similar to the one shown as below:

ealink 1466								Log Ou English(English)
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security Applications
Line Key 1-9	Enable Page 1	ips Disabled	•	Label I	Length Default	•		NOTE
Line Key 10-18	Кеу	Туре		Value	Label	Line	Extension	
Line Key 10-10	Line Key1	Line	 Default 	•	4603	Line 1 👻		Line Keys Line keys allow you to quickly
Line Key 19-27	Line Key2	Meet-Me Confei	▼ 4608			Line 1 🔹	•••••	access features such as recall and voice mail.
Programable Key	Line Key3	Line	▼ Default	•		Line 3 🔹		
Ext Key	Line Key4	Line	▼ Default	•		Line 4 👻		You can click here to get more guides.
	Line Key5	Line	▼ Default	•		Line 5 🔹		
	Line Key6	Line	▼ Default	•		Line 6 🔹		
	Line Key7	Line	▼ Default	•		Line 7 🔹		
	Line Key8	Line	▼ Default	•		Line 8 👻		
	Line Key9	Line	▼ Default	•		Line 9 👻		
	2e keys		onfirm		Ca	ncel		

Busy Lamp Field List

Busy Lamp Field (BLF) List allows a user to monitor a list of specific extensions for status changes on the IP phone. It enables the monitoring phone to subscribe to a list of users, and receive notifications of the status of monitored users. Different indicators on the monitoring phone show the status of monitored users. The monitoring user can also be notified about calls being parked/no longer parked against any monitored user. IP phones support BLF list using a SUBSCRIBE/NOTIFY mechanism as specified in RFC 3265.

When a monitored user is idle, the monitoring user presses the BLF list key to dial out the phone number. When a monitored user receives an incoming call, the monitoring user presses the BLF list key to pick up the call directly. When a monitored user is during a conversion, the monitoring user presses the BLF list key to barge in and set up a conference call.

This feature is not applicable to SIP-T19(P) E2, W52P and W56P IP phones.

Note To use barge-in, make sure Barge-In Exempt for the monitored user is set to "Off" on the BroadWorks server. For more information on Barge-In Exempt, refer to Call Pickup.

Configuring the BroadSoft Server

You can configure the following for Busy Lamp Field List:

• Assign the BLF service.

• Create a list of users to monitor and assigns a SIP-URI to the list..

To assign the BLF service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Busy Lamp Field and then click Add>.

BRADSOFT		Help - Home
Group >Users : 4604		Welcome [Locout]
Options: Profile	Assign Services	
Incoming Calls		ce packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.
Cutgoing Calls Call Control	OK Apply Cancel	
Calling Plans	Available Service Packs	User Service Packs
Client Applications		
Meet-Me Conferencing		Add >
Messaging		
Service Scripts		Remove <
Utilities		Add All >>
		Remove All
	Available Services	User Services
	Broad/Works Anywhere	Add > Basic Call Logs Brack Touch Bisness Communicator Desktop - Video A BrackTouch Bisness Communicator Mobile - Video A Call Enternation Poly Ansee Call Forwarding No Ansee Call Forwarding No Ansee
		Can Forwarding Not Reachable
	OK Apply Cancel	

7. Click Apply to accept the change.

To configure BLF List for the user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604), who has been assigned the Busy Lamp Field service.
- 5. Click on Client Applications->Busy Lamp Field.
- 6. Enter the BLF List URI (e.g., 4604) in the List URI field.
- 7. Select the domain name (e.g., pbx.yealink.com) from the pull-down list after the sign @.
- 8. Check the Enable Call Park notification checkbox.
- 9. Click Search to display all available users.
- 10. In the Available Users box, select the desired users and then click Add>.

11. Repeat the step 9 to add more users to the Monitored Users box.

		Help - Home
Cotton=Statts: +0049 Cptions: Profile Incoming Catls Cutication Catls Catlic Central Catling Plans Citent Applications Meet-take Conferencing	Busy Lamp Field Busy Lamp Field allows you to create a list of users to monitor via your SIP Attendent Console Phone and assign a SIP URI to the list. OK Apply Cencel Ust UR: sip: [4004 @ [pbc.yealink.com 🗸]	Welcome [Looout]
Messaging Service Scripts Ublines		Search
	1140g 1140g (35556) Yealmin, 4607 (4607) 1244 1234 (1234) Add > 214 34 (322) Remove < 20,20 (438) Add >> 4000469, 40004600 (40004660) Add Al >> 4000469, 40004600 (40004660) Add Al >> 4000469, 40004600 (40004660) Add Al >> 4000469, 40004800 (40004660) Add Al >> 4000469, 40004800 (40004660) Add Al >> 4000469, 40004800 (40004660) Add Al >> 4000420 (400010) Add Al >> 4000420 (40000) Add Al >>	
	OK Apply Cancel	

12. Click **Apply** to accept the change.

For more information on BLF List, refer to BroadWorks Web Interface Administrator Guide.

Configuring Yealink IP Phones

To configure BLF list:

1. Add/Edit BLF List parameters in the configuration template files.

The "X" in the parameter is an integer which specifies the line number on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3, for SIP-T21(P) E2, X=1-2).

If the user (e.g., 4604) is the first user assigned to the device profile, replace the "X" by "1".

Parameters	Permitted Values	Default						
phone_setting.auto_blf_list_enable	Boolean	1						
Description:	Description:							
Enables or disables the IP phone to automatica	Ily configure the BLF list	t keys in order.						
0 -Disabled								
1-Enabled								
Note: It is not applicable to SIP-T19(P) E2, W52P and W56P IP phones.								
account.X.blf.blf_list_uri %BWBLF-URI-X% Blank								
Description:								
Configures the BLF List URI to monitor the users for account X.								
Note: It is not applicable to SIP-T19(P) E2, W52P and W56P IP phones.								
account.X.blf_list_code	%BWFAC-DIRECTE	Blank						
	D-CALL-PICKUP-X	DIdIIK						

Parameters	Permitted Values	Default					
	%						
Description:							
Configures the Directed Call Pickup FAC (defau	ult: *97) for account X.						
Note: It is not applicable to SIP-T19(P) E2, W5.							
	%BWFAC-DIRECTE						
account.X.blf_list_barge_in_code	D-CALL-PICKUP-W	Blank					
	ITH-BARGE-IN-X%						
Description:							
Configures the Directed Call Pickup with Barge	e-in FAC (default: *33) for	r account X.					
Note: It is not applicable to SIP-T19(P) E2, W5	2P and W56P IP phones.						
Stain a within 22 shows store	String within 32	Blank					
String within 32 characters	characters	ыапк					
Description:							
Configures Call Park Retrieve FAC (default: *88) for account X.						
Note: It is not applicable to SIP-T19(P) E2, W52P and W56P IP phones.							
Refer to the							
phone_setting.blf_list_sequence_type	following content	0					
Description:							
Configures the order of BLF list keys to be assi	gned automatically.						
0 -Line Key->Ext Key (Expansion1->Expansion2	2)						
1-Ext Key (Expansion1->Expansion2)->Line K	(ey						
${\bf 2}\text{-Line Key}$ (first page)->Ext Key (first page on	Expansion1->first page	on					
Expansion2)->Line Key (second page)->Ext K	(second page on						
Expansion1->second page on Expansion2)							
3 -Ext Key (first page on Expansion1->first page		-					
page)->Ext Key (second page on Expansion1->	second page on Expans	ion2)->Line					
Key (second page)							
Note: It works only if the value of the parameter "phone_setting.auto_blf_list_enable"							
is set to 1 (Enabled). As EXP keys are only applicable to							
- <10 - 1 < 0 < 7 / 1 < 0 A / 1 < 6 A / 1 < 7 < 7 < 7 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 < 7 / 1 < 0 <	SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T46S/T46G/T29G/T27P/T27G IP phones,						
this parameter will be only applicable to	46S/T46G/T29G/T27P/T	27G IP phones					
	46S/T46G/T29G/T27P/T2 Boolean	27G IP phones. 0					
this parameter will be only applicable to SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T features.pickup.blf_visual_enable							
this parameter will be only applicable to SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T	Boolean	0					

Parameters	Permitted Values	Default				
0-Disabled						
1-Enabled						
Note: It is not applicable to SIP-T19(P) E2, W52	P and W56P IP phones.					
features.pickup.blf_audio_enable Boolean 0						
Description:						
Enables or disables the IP phone to play an auc	lio alert when the monit	ored user				
receives an incoming call.						
0 -Disabled						
1-Enabled						
Note: It is not applicable to SIP-T19(P) E2, W52	P and W56P IP phones.					
	Refer to the					
features.blf.ring_type	following content	Splash.wav				
Description:						
Configures a ring tone to play when the monito	ored user receives an inc	coming call.				
Permitted Values:						
Ring1.wav, Ring2.wav, Ring3.wav, Ring4.wav, Ring5.wav, Ring6.wav, Ring7.wav, Ring8.wav, Silent.wav or Splash.wav.						
Example:						
features.blf.ring_type = Ring1.wav						
Note: It works only if the value of the parameters set to 1 (Enabled). It is not applicable to SIP-T5 W56P IP phones.						
features.blf_led_mode	0, 1, 2 or 3	0				
Description:						
Configures BLF LED mode and provides four kin	nds of definition for the	BLF list key LED				
status.						
For more information, refer to BLF LED Mode.						
Note: It is not applicable to SIP-T19(P) E2, W52P and W56P IP phones.						
he following shows an example of configuring E e.g., %BWMACADDRESS%.cfg):	BLF List in a template co	nfiguration file				

account.1.blf.blf_list_uri = %BWBLF-URI-1%

account.1.blf_list_code = %BWFAC-DIRECTED-CALL-PICKUP-1%

account.1.blf_list_barge_in_code = %BWFAC-DIRECTED-CALL-PICKUP-WITH-BARGE-IN-1%

account.1.blf_list_retrieve_call_parked_code = *88

phone_setting.blf_list_sequence_type = 0

phone_setting.auto_blf_list_enable = 1

features.pickup.blf_visual_enable = 1

features.pickup.blf_audio_enable = 1

 $features.blf_led_mode = 1$

If the parameter "phone_setting.auto_blf_list_enable" is set to 0, you need to configure the BLF list keys manually. Configure DSS keys to be BLF List keys using the following parameters in the configuration template files (e.g., y00000000028.cfg). The number of BLF List keys to be configured depends on the number of monitored users configured on BroadWorks.

You can configure line keys to be BLF List keys.

The "X" is an integer which specifies the sequence number of the line key. For SIP-T48S/T48G, X=1-29; for SIP-T58V/T58A/T56A/T54S/T46S/T46G/T29G, X=1-27; for SIP-T42S/T42G/T41S/T41P, X=1-15; for SIP-T52S/T27P/T27G, X=1-21; for SIP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X=1-2.

Parameters	Permitted Values					
linekey.X.type	39					
Description:						
Configures the line key type.						
39 -BLF List.						
linekey.X.line	Refer to the following content					
Description:						
Configures the line to apply the BLF List	: key.					
Permitted Values:	Permitted Values:					
1 to 16 (For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G)						
1 to 12 (For SIP-T52S/T42S/T42G)						
1 to 6 (For SIP-T41S/T41P/T27P/T27G)						
1 to 3 (For SIP-T40P/T40G/T23P/T23G)						
1 to 2 (For SIP-T21(P) E2)						
1-Line1						
2 -Line2						
3 -Line3						
16 -Line16						
linekey.X.label	String within 99 characters					

Parameters	Permitted Values					
Description:						
(Optional.) Configures the label displayed on the LCD screen for each line key.						
linekey.X.shortlabel						
(X ranges from 1 to 21)	String within 99 characters					
Description:						
(Optional.) Configures the short label displayed on the LCD screen for line key.						
Note: It is only applicable to SIP-T52S IP phones.						

The following shows an example of BLF List keys (line keys) configurations in a template configuration file (e.g., y00000000028.cfg):

linekey.2.line = 1

linekey.2.type = 39

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After the above configurations, the tags in the template file (e.g., %BWMACADDRESS%.cfg) will be replaced by the actual parameter values. An example is shown as the following:

account.1.blf.blf_list_uri = 4604@pbx.yealink.com

account.1.blf_list_code = *97

account.1.blf_list_barge_in_code= *33

If you select to configure the BLF lists key automatically, after downloading the configuration files, the IP phone will automatically configure the BLF List keys from the first unused DSS key (Line Key->Ext Key (Expansion1->Expansion2...)), according to the response message from the BroadWorks server. When a DSS key is used, the IP phone will skip to the next unused DSS key.

The IP phone LCD screen is similar to the one shown as below:





If you select to configure the BLF list key manually, after downloading the configuration files, the IP phone will configure the line keys according to the configurations in the configuration file.

BLF list feature is configurable via web user interface at the path Account->Advanced.

Shared Call Appearance

Shared Call Appearance (SCA) allows users to share a SIP line on several IP phones. Any IP phone can be used to originate or receive calls on the shared line. An incoming call can be presented to multiple phones simultaneously. The incoming call can be answered on any IP phone but not all. A call that is active on one IP phone will be presented visually to other IP phones that share the call appearance. All SCA phones can also be notified about calls being parked/no longer parked against any SCA phone's extension.

IP phones support SCA using a SUBSCRIBE/NOTIFY mechanism as specified in RFC 3265. The events used are:

- "call-info" for call appearance state notification
- "line-seize" for the IP phone to ask to seize the line

SCA feature also has private hold capability. When putting a shared line call on private hold, the user can retrieve it on the hold phone only. Retrieve attempts on other phones are rejected.

Configuring the BroadSoft Server

You can configure the following for Shared Call Appearance:

- Assign the SCA service.
- Configure SCA feature (such as Multiple Call Arrangement, Call Retrieve, Bridging and Hold/Retrieve).

To assign the SCA service to a user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604).

- 5. Click on Assign Services.
- 6. In the Available Services box, select Shared Call Appearance and then click Add>.

BRADSOFT						He	lp - <u>Home</u>
Group >Users : 4604						Welcome	[Logouf]
Options:	Assign S	ervices					
Profile				packs for a user. If a service or service pack is unassign	and the same free states there have a Window state Window test		
Incoming Calls	Assign Services a	lows you to assig	in or unassign services and service	e packs for a user. If a service or service pack is unassign	ted the service data that has been filled out will be lost.		
Outgoing Calls	ОК	Apply	Cancel				
Call Control							
Calling Plans			Available Service Packs		User Service Packs		
Client Applications		Г					
Meet-Me Conferencing				Add >			
Messaging Service Scripts							
Utilities				Remove <			
Unities							
				Add All >>			
				Remove All			
		L		-			
			Available Services		User Services		
			BroadWorks Anywhere		Push to Talk		
				Add >	Remote Office	~	
				Remove <	Selective Call Acceptance		
				rtemove <	Selective Call Rejection Seguential Ring		
					Service Scripts User		
					Shared Call Appearance		
				Add All >>	Shared Call Appearance 10		
					Shared Call Appearance 15 Shared Call Appearance 20	~	
				Remove All	Shared Call Appearance 25	~	
	ОК	Apply	Cancel				

7. Click **Apply** to accept the change.

To configure SCA for the user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4604), who has been assigned the Shared Call Appearance service.

5. Click on Call Control->Shared Call Appearance.

The main SCA parameters are described as below:

Parameter	Description
Alert all appearances for Click-to-Dial calls	Allows alerting all the locations sharing the call appearance when a location places a call from the CommPilot Call Manager.
Allow Call Retrieve from another location	Allows the other location sharing the call appearance to retrieve a call by dialing a call retrieve FAC.
Multiple Call Arrangement	Provides the ability for multiple calls to be handled concurrently on different SCA locations for a user.
Allow bridging between locations	Allows SCA locations to barge in on an active call involving another location.
Enable Call Park notification	Alerts all shared call appearance locations when a call is parked against the user's extension.

Parameter	Description
Bridge Warning tone	Determines whether to play a warning tone when a shared location barges in on an active call. None: disables warning tone feature. Barge-in only: enables the warning tone feature. Barge-in and repeat every 30 seconds: enables warning tone feature and the warning tone repeats periodically every 30 seconds.

The following shows an example:

Alert all appearances for Click-to-Dial call	s: Selected
Alert all appearances for Group Paging ca	Ills: Selected
Allow Call Retrieve from another location:	Selected
Multiple Call Arrangement:	On
Allow bridging between locations:	Selected
Enable Call Park notification:	Selected
Bridge Warning tone:	Barge-in only

BRADSOFT			Help - Ho	lome
Group >Users : 4604			Welcome [Log	<u>oout</u>
Options: Profile Incontrol Calls Outcome Cal	Shared Call Appearance Shared Call Appearance above administrators to allocate additional devices or lines to you OK Apply Ad Cancel Apply Add Cancel Apply Add Refree for monther location Allow of Refree for monther location Multiple Call Arrangement: © cp O cr Multiple Call Arrangement: © cp O cr Multiple Call Arrangement: © cp O cr Shore holging between locations Endoge Warring time O Name @ Barge-in only © Barge-in and gradet very 30 accords Device Patiess contrasped points	. These devices or lines also ring just like your primary phone. Define the line po	iity on Device Policies page.	
	Delete Identity/Device Profile Type ↓ No Entres Present [dentity/Device Profile Type ↓ [dentity/Device Profile Type ↓ [St OK Apply Add Cancel	Identity/Device Profile Name. [Page 1 of 1] arts With v	Line/Port Edit	

- 6. Click **Apply** to accept the change.
- 7. Click Add.
- Select the desired device profile name (e.g., Yealink_T46G_Test) from the pull-down list of Identity/Device Profile Name. Make sure the selected device profile has been created, and note this device profile.
- **9.** Enter the alternate phone number (e.g., 4604_1) in the ***Line/Port** field.

10. Select the domain name (e.g., pbx.yealink.com) from the pull-down list after the sign @.

Group >Users : 4604		Welcome	[Logout]
Options: Profile Incoming Calls	Shared Call Appearance Add Allows administrators to allocate additional devices or lines to you.		
Outgoing Calls Call Control Calling Plans Client Applications Meet-Me Conferencing	OK Cancel Identity/Device Profile Name: Yealink_T46G_Test (Group) * Line/Port: 4604_1 @ pbx.yealink.com V		
Messaging <u>Service Scripts</u> <u>Utilities</u>	 Enable this location Allow Origination from this location Allow Termination to this location 		
	OK Cancel		

11. Click **OK** to accept the change.

12. Repeat steps 6 to 10 to configure more alternate locations.

For more information on SCA, refer to BroadWorks Web Interface Administrator Guide.

Note

The primary account and the alternate accounts should be assigned to different device profiles.

Configuring Yealink IP Phones

To register the primary account and configure SCA on the primary phone:

1. Add/Edit primary account parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for W52P/W56P, X=1-5; for

SIP-T40P/T40G/T23P/T23G, X=1-3, for SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1).

If the primary account (e.g., 4604) is the second user assigned to the device profile, replace "X" by "2".

Parameters	Permitted Values	Default
account.X.enable	%BWLINE-BINARY- X%	0
Description:		
Enables or disables the line X.		
0 -Disabled		
1-Enabled		
	%BWEXTENSION-X	Dia di
account.X.label	%	Blank
Description:		
Configures the label to be displayed on the	e phone for account X when the p	phone is
idle.		

Parameters	Permitted Values	Default		
account.X.display_name	%BWCLID-X%	Blank		
Description: Configures the name to be displayed on the callee	's phone for account X.			
account.X.auth_name	%BWAUTHUSER-X%	Blank		
Description: Configures authentication ID for account X.				
account.X.password %BWAUTHPASSWO RD-X%				
Description: Configures authentication password for account X.				
account.X.user_name %BWLINEPORT-X% BI				
Description: Configures the user ID for account X.				
account.X.sip_server.Y.address (Y ranges from 1 to 2)	%BWHOST-X%	Blank		
Description: Configures the IP address of SIP server Y for accou	nt X.			
account.X.sip_server.Y.port (Y ranges from 1 to 2)	5060	5060		
Description: Configures the port of SIP server Y for account X.				
account.X.outbound_proxy_enable %USE_SBC_BOOLEA 0				
Description: Enables or disables the outbound proxy server for 0 -Disabled 1 -Enabled	account X.			

Parameters	Permitted Values	Default		
account.X.outbound_host	%SBC_ADDRESS%	Blank		
Description:				
Configures the domain name or the IP address of t account X.	the outbound proxy serve	r 1 for		
account.X.outbound_port	%SBC_PORT%	5060		
Description:				
Configures the port of the outbound proxy server	1 for account X.			
account.X.backup_outbound_host	IP address or domain name	Blank		
Description: Configures the IP address or domain name of the outbound proxy server 2 for account X.				
account.X.backup_outbound_port	Integer from 0 to 65535	5060		
Description:				
Configures the port of the outbound proxy server	2 for account X.			
The following shows an example of the primary acco configuration file (e.g., %BWMACADDRESS%.cfg):	unt configuration in a ter	nplate		
account.2.enable = %BWLINE-BINARY-2%				
account.2.label = %BWEXTENSION-2%				
account.2.display_name = %BWCLID-2%				
account.2.auth_name = %BWAUTHUSER-2%				
account.2.password = %BWAUTHPASSWORD-2%				
account.2.user_name = %BWLINEPORT-2%				
account.2.sip_server.1.address= %BWHOST-2%				
account.2.sip_server.1.port= 5060				
account.2.outbound_proxy_enable = %USE_SBC_BOC	DLEAN%			
account.2.outbound_host = %SBC_ADDRESS%				
account.2.outbound_port = %SBC_PORT%				
Add/Edit SCA parameters in the configuration template files:				

2.

The "X" in the parameter is an integer which specifies the line number on the phone. If the primary account (e.g., 4604) is the second user assigned to the device profile, replace "X" by "2".

Parameters	Permitted Values	Default			
account.X.shared_line	%BWSHAREDLINE-BINAR Y-X%	0			
Description:					
Configures the line to be private or s	shared.				
0 -Private line 1 -Shared line					
features.auto_linekeys.enable	%AUTO_LINEKEYS%	0			
Description:					
-	0 -Disabled				
Note: It is not applicable to SIP-T19	(P) E2, W52P and W56P IP pho	nes.			
account.X.auto_label.enable	account.X.auto_label.enable Boolean 0				
Description: Enables or disables the Auto Label feature. It is only applicable to the automatically assigned line DSS keys. 0 -Disabled					
1-Enabled					
If it is set to 0 (Disabled), the label displayed on the LCD screen is determined by the value of the parameter "account.X.label". If it is set to 1 (Enabled), the label displayed on the LCD screen is determined by the value of the parameter "accout.X.auto_label.rule".					
Note: It works only if the value of the parameter "features.auto_linekeys.enable" is set to 1 (Enabled). It is not applicable to SIP-T19(P) E2, SIP-T56A/T58V/T58A, W52P and W56P IP phones.					
account.X.auto_label.rule	String	{L}_{1}			
Description:					

Parameters	Permitted Values	Default	
Configures the Auto Label rule.			
You need to know the following bas	sic regular expression syntax:		
{L} : The value is configured by the p	arameter "account.X.label".		
{N} : An increasing number from N. I	For example, abc{1}{5} represer	nts the following	
labels: abc15, abc26, abc37, and so	on.		
Multiple labels are separated by " "F			
display "Yea" for first three line keys	, and from the fourth one, disp	lay label Tom_2,	
Tom_3, and so on in turn.			
Other Characters : for example, ABC	C, will display ABC same as wha	t you have	
configured.			
Note: It works only if the values of t	•	•	
and "account.X.auto_label.enable" a		pplicable to	
SIP-T19(P) E2, SIP-T56A/T58V/T58A,	wsze and wsbe ie phones.		
account.X.number_of_linekey	%NUM_OF_LINEKEYS%	1	
Description:			
Configures the number of DSS keys	to be assigned with Line type a	automatically from	
the first unused one (unused one means the DSS key is configured as N/A or Line). If			
the first unused one (unused one m	eans the DSS key is configured	as N/A or Line). If	
the first unused one (unused one m a DSS key is used, the IP phone will	, .		
	skip to the next unused DSS ke		
a DSS key is used, the IP phone will	skip to the next unused DSS ke matically is Line Key->Ext Key.	ey.	
a DSS key is used, the IP phone will The order of DSS key assigned auto	skip to the next unused DSS ke matically is Line Key->Ext Key. e parameter "features.auto_line	ey. ekeys.enable" is set	
a DSS key is used, the IP phone will The order of DSS key assigned auto Note : It works only if the value of th	skip to the next unused DSS ke matically is Line Key->Ext Key. e parameter "features.auto_line	ey. ekeys.enable" is set	
a DSS key is used, the IP phone will The order of DSS key assigned auto Note : It works only if the value of th to 1 (Enabled). It is not applicable to	skip to the next unused DSS ke matically is Line Key->Ext Key. e parameter "features.auto_line o SIP-T19(P) E2, W52P and W56	ey. ekeys.enable" is set P IP phones.	
a DSS key is used, the IP phone will The order of DSS key assigned auto Note : It works only if the value of th to 1 (Enabled). It is not applicable to account.X.shared_line_callpull_c	skip to the next unused DSS ke matically is Line Key->Ext Key. e parameter "features.auto_line o SIP-T19(P) E2, W52P and W56 String within 32	ey. ekeys.enable" is set P IP phones.	
a DSS key is used, the IP phone will The order of DSS key assigned auto Note : It works only if the value of th to 1 (Enabled). It is not applicable to account.X.shared_line_callpull_c ode	skip to the next unused DSS ke matically is Line Key->Ext Key. e parameter "features.auto_line o SIP-T19(P) E2, W52P and W56 String within 32 characters	ey. ekeys.enable" is set P IP phones. Blank	
a DSS key is used, the IP phone will The order of DSS key assigned auto Note : It works only if the value of th to 1 (Enabled). It is not applicable to account.X.shared_line_callpull_c ode Description:	skip to the next unused DSS ke matically is Line Key->Ext Key. e parameter "features.auto_line o SIP-T19(P) E2, W52P and W56 String within 32 characters	ey. ekeys.enable" is set P IP phones. Blank	
a DSS key is used, the IP phone will The order of DSS key assigned autor Note : It works only if the value of th to 1 (Enabled). It is not applicable to account.X.shared_line_callpull_c ode Description: Configures the shared line call pull F	skip to the next unused DSS ke matically is Line Key->Ext Key. the parameter "features.auto_line o SIP-T19(P) E2, W52P and W56 String within 32 characters FAC (default: *11) for account X the parameter "account.X.shared	ey. ekeys.enable" is set P IP phones. Blank	
a DSS key is used, the IP phone will The order of DSS key assigned auto Note: It works only if the value of th to 1 (Enabled). It is not applicable to account.X.shared_line_callpull_c ode Description: Configures the shared line call pull F Note: It works only if the value of th	skip to the next unused DSS ke matically is Line Key->Ext Key. the parameter "features.auto_line o SIP-T19(P) E2, W52P and W56 String within 32 characters FAC (default: *11) for account X the parameter "account.X.shared W52P and W56P IP DECT phon	ey. ekeys.enable" is set P IP phones. Blank I_line" is set to 1 es.	

features.auto_linekeys.enable = %AUTO_LINEKEYS%

account.2.number_of_linekey = %NUM_OF_LINEKEYS%

account.2.shared_line_callpull_code = *11

3. Customize the static tag on BroadWorks.

The following table shows an example:

Tag Name	Value
%BWLINE-BINARY-2%	1
%BWEXTENSION-2%	4604
%BWCLID-2%	4604 Yealink
%BWAUTHUSER-2%	4604
%BWAUTHPASSWORD-2%	4604
%BWLINEPORT-2%	4604
%BWHOST-2%	pbx.yealink.com
%USE_SBC_BOOLEAN%	1
%SBC_ADDRESS%	10.1.8.11
%AUTO_LINEKEYS%	1
%SBC_PORT%	5060
%BWSHAREDLINE-BINARY-2%	1
%AUTO_LINEKEYS%	1
%NUM_OF_LINEKEYS%	2

For more information, refer to Customizing a Static Tag.

4. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After the above configurations, the tags in the template file will be replaced by the actual parameter values. An example is shown as below:

account.2.enable = 1 account.2.label = 4604

account.2.display_name = 4604 Yealink

account.2.auth_name = 4604

account.2.password = 4604

account.2.user_name = 4604

account.2.sip_server.1.address = pbx.yealink.com

account.2.sip_server.1.port = 5060

account.2.outbound_proxy_enable = 1

account.2.outbound_host = 10.1.8.11

account.2.outbound_port = 5060

account.2.shared_line = 1

features.auto_linekeys.enable = 1

account.2.number_of_linekey = 2

account.2.shared_line_callpull_code = *11

After successful update, user can find the primary phone LCD screen is similar to the one shown as below:

<u>क</u> 4603		20 2	9 Mon Aug 15
<u>603</u>			
1 4604			
2 4604			
History	Directory	DND	Menu

The first line is private and the second line and the third line are associated with the shared line.

To register the alternate accounts and configure SCA on the alternate phones:

1. Add/Edit alternate account parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number on the IP phone. If the user is the second user assigned to the device profile, replace the "X" by "2".

account.2.enable = %BWLINE-BINARY-2%

account.2.label = %BWEXTENSION-2%

account.2.display_name =%BWCLID-2%

account.2.auth_name = %BWAUTHUSER-2%

account.2.password = %BWAUTHPASSWORD-2%

account.2.user_name = %BWLINEPORT-2%

account.2.sip_server.1.address = %BWHOST-2%

account.2.sip_server.1.port= 5060

account.2.outbound_proxy_enable = %USE_SBC_BOOLEAN%

account.2.outbound_host = %SBC_ADDRESS%

account.2.outbound_port = %SBC_PORT%

2. Add/Edit SCA parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number on the IP phone. If the user is the second user assigned to the device profile, replace the "X" by "2". account.2.shared_line = %BWSHAREDLINE-BINARY-2% features.auto_linekeys.enable = %AUTO_LINEKEYS% account.2.number_of_linekey = %NUM_OF_LINEKEYS% account.2.shared_line_callpull_code = *11 3. Upload template boot and configuration files.

```
For more information, refer to Uploading Device Template Files.
```

After the above configurations, the tags in the template file will be replaced by the actual parameter values. An example is shown as below:

account.2.enable = 1

account.2.label = 4604

account.2.display_name = 4604 Yealink

account.2.auth_name = 4604

account.2.password = 4604

account.2.user_name = 4604_1

account.2.sip_server.1.address = pbx.yealink.com

account.2.sip_server.1.port= 5060

account.2.outbound_proxy_enable = 1

account.2.outbound_host = 10.1.8.11

account.2.outbound_port = 5060

 $account.2.shared_line = 1$

features.auto_linekeys.enable = 1

account.2.number_of_linekey = 2

```
account.2.shared_line_callpull_code = *11
```

After successful update, user can find the alternate IP phone LCD screen is similar to the one shown as below:

<u>4605</u>		20:3	1 Mon Aug 15
<u>4605</u>			
1604			
1604			
History	Directory	DND	Menu

The first line is private and the second line and the third line are associated with the shared line.

4. Repeat steps 1 to 3 to register more alternate accounts and configure SCA on other alternate phones.

To configure a private hold key:

1. Add/Edit DSS key parameters in the configuration template files:

You can configure a line key as a private hold key (not applicable to SIP-T19(P) E2, W562P and W56P IP phones).

The "X" is an integer which specifies the sequence number of the line key. For SIP-T48S/T48G, X=1-29; for SIP-T58V/T58A/T56A/T54S/T46S/T46G/T29G, X=1-27; for SIP-T42S/T42G/T41S/T41P, X=1-15; for SIP-T52S/T27P/T27G, X=1-21; for SIP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X=1-2.

Parameters	Permitted Values		
linekey.X.type	20		
Description:			
Configures the line key type.			
20-Private Hold			
linekey.X.label	String within 99 characters	Blank	
Description:			
(Optional.) Configures the label displaye	ed on the LCD screen fo	r each line key.	
linekey.X.shortlabel	String within 99	Black	
(X ranges from 1 to 21)	characters	Blank	
Description:			
(Optional.) Configures the short label displayed on the LCD screen for line key.			
Note: It is only applicable to SIP-T52S IP phones.			

The following shows an example of private hold key (line key) configurations in a template configuration file (e.g., y00000000028.cfg):

linekey.4.type = 20

2. Upload the template configuration files.

For more information, refer to Uploading Device Template Files.

After successful update, user can find the web user interface of the IP phone is similar to the one shown as below:

ealink 1466	Status	Account		Network Dss	skey	Features	Settings	Directory	Security Applicatio
Line Key 1-9	Enable Page	Tips Disabled		•	Label	Length Default	•		NOTE
	Кеу	Туре		Value		Label	Line	Extension	
Line Key 10-18	Line Key1	Line	•	Default	Ŧ	4605	Line 1	,	Line Keys Line keys allow you to quickly
Line Key 19-27	Line Key2	Line	•	Default	v	4604	Line 2	,	access features such as recal and voice mail.
Programable Key	Line Key3	Line	•	Default	Ŧ	4604	Line 2	·	
Ext Key	Line Key4	Private Hold	•				N/A -	·	You can click here to ge more guides.
	Line Key5	Line	•	Default	Ŧ		Line 5	r	5
	Line Key6	Line	•	Default	Ŧ		Line 6	r	
	Line Key7	Line	Ŧ	Default	Ŧ		Line 7	·	
	Line Key8	Line	¥	Default	v		Line 8	·]	
	Line Key9	Line	•	Default	~		Line 9		

SCA feature is configurable via web user interface at the path Account->Advanced.

Music/Video on Hold

Music/Video on Hold allows an audio or video source to be played to held parties in various scenarios (Call Park, Call Hold, and Busy Camp On).

Configuring the BroadSoft Server

You can configure the following for Music/Video on Hold:

- Assign the Music/Video on Hold service to the group.
- Configure Music/Video on Hold for a department
- Assign the Music/Video on Hold service to the user
- Configure Music/Video on Hold for a user.

To assign the Music/Video on Hold service to the group:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Resources->Assign Group Services.
- 3. In the Available Services box, select Music On Hold and Music On Hold-Video, and then click Add>.

BROADSOFT		Help - Home
Group		Welcome [Logout]
Options: Profile Resources	Assign Group Services Assign or unassign group services for the group.	
Services	OK Apply Cancel	
Service Scripts Acct/Auth Codes Call Center	Available Services	Assigned Services
Calling Plan Meet-Me.Conferencing Utilities		Add > Instant Group Call Intercept Oxyop Inventory Report Remove < LDAP Integration Meet-Mc Conferencing Mass Con Hold
		Add All >> Outpring Calling Plan Preferred Carrier Group Remove All Service Scripts
	OK Apply Cancel	

4. Click Apply to accept the change.

To configure Music/Video on Hold for a department:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Music/Video On Hold.
- 3. Click Add.
- 4. Select the desired department from the pull-down list of **Department**.
- 5. Configure the Music on/Video on Hold for individual services:
 - **Enable music/video during Call Hold**: Checking this checkbox enables the IP phone to play an audio or video file for held callers.

- **Enable music/video during Call Park**: Checking this checkbox enables the IP phone to play an audio or video file for parked callers.
- **Enable music/video during Busy Camp On**: Checking this checkbox enables the IP phone to play an audio or video file for camped callers.
- 6. Configure the source of the Music/Video on Hold message to play.
- 7. Click **Apply** to accept the change.

To modify Music/Video on Hold for a group/department:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Music/Video On Hold.
- 3. Select the desired group/department and then click Edit.
- 4. Make the desired change.

		Hele - Home Welcome Locard
Options: Profile Resources Service Skrids Acct/Auth Codes	Music/Video On Hold Modify Modify the selected Music/Neo On Hold source OK Apply Cancel General Settings	Tatenal Cals Settings
Call Canter Calling Plan Meet Me Conferencing Utilities		
	Oustom Music/Mdeo File Load Custom Music File Load Custom Video File OK Apply Cancel	365 365

5. Click Apply to accept the change.

To assign the Music/Video on Hold User service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.

6. In the Available Services box, select Music On Hold User and then click Add>.

BRADSOFT				Help - Home
Group >Users : 4604				Welcome [Logout]
Options: Profile Incoming Calls Outcoing Calls Call Calls Call Calls Call Calls Call Calls Call Call Calls Call Call Call Call Call Call Call Call	Assign Services Assign Services allows you to assign or unassign services and service OK Apply Cancel	e packs for a user. If a service or service pack is unassigned the serv	vice data that has been filled out will be lost.	
Calling Plans	Available Service Packs		User Service Packs	
<u>Calent Applications</u> Meet-Mc Conferencing Messaguing Sensies. Scripta Utilities		Ad3 > Remove < Ad3 A8 >> Remove AB		
	Available Services		User Services	
	BroadWorks Anywhere	Add > Remove < Add AB >> Remove AB	Intercept User Internal Calling Line ID Delivery Last Number Redial Location-Based Calling Restrictions Mutiple Call Arrangement MW Delivery to Mobile Endpoint N-Way Call Outlook Integration Physical Location Physical Location Polycom Phone Services	<
	OK Apply Cancel			

7. Click Apply to accept the change.

To configure Music/Video on Hold for the user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604), who has been assigned the Music on Hold User service.
- 5. Click on Call Control->Music/Video On Hold.
- 6. Mark the On radio box in the Music On Hold field.
- 7. Configure the source of the Music/Video on Hold message to play.

Group >Users : 4604		Help - H	Home
Options: <u>Profile</u> Incoming Cells Quitoping Cells	Music/Video On Hold Music Childa allows you to turn on music for all calls when the remote party is held or parted. OK Appy Connect		
Call Control Calling Plans Client Applications Meet-Me Conferencing Messaging	Music On Hold in On O of General Settings Tatemal Calls Settings		
aecologica Sencie Scrida Utilides	Music/Video On Hold message:		

8. Click Apply to accept the change.

For more information on Music/Video on Hold, refer to *BroadWorks Web Interface Administrator Guide*.

Priority Alert

Priority Alert allows users to define criteria to have certain incoming calls trigger distinctive alerting. Criteria can be defined based on the incoming phone numbers or digit patterns, the time schedule, and the holiday schedule. When the incoming call matches the pre-defined criteria, the BroadWorks server sends an INVITE request to the callee with "Alert-Info" header.

The priority alert service can be also assigned to hunt groups and call centers. In this case, the analysis of the incoming call against the set of criteria is done at the hunt group level or the call center level, and then affects the ringing pattern of all agents.

Configuring the BroadSoft Server

You can configure the following for Priority Alert:

- Assign the Priority Alert service.
- Configure Priority Alert for a specified user.
- Configure Priority Alert for a hunt group.
- Configure Priority Alert for call center.

To assign the Priority Alert service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Priority Alert and then click Add>.

BRADSOFT					Hel	p - <u>Home</u>
Group >Users : 4604					Welcome	[Logout]
Options:	Assign Services Assign Services allows you to ass OK Apply	ign or unassign services and servic Cancel	e packs for a user. If a service or service pack is unassigned the service data that	has been filled out will be lost.		
Call Control Callino Plana Calent Apolications Messalan Messalan Exercise Scription UBRes		Available Service Packs	Add > Remove < Add All >> Remove Ad	User Service Packs		
	СК Аррју	Available Services BroadWorks Anywhere Cancel	Pre-alertin Remove < Preferred Briding AV Privacy Privacy Add All >> Remote O Selective C	Phone Services ga Announcement Carrier User ati ffice Gall Acceptance Call Rejection	^	

7. Click Apply to accept the change.

To configure Priority Alert for a user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604), who has been assigned the priority alert service.
- 5. Click on Incoming Calls->Priority Alert.
- 6. Click Add to add a new priority alert entry.

7. Set the parameters of priority alert.

The following shows an example:

Description:	D-Ring
Use Priority Alert:	Selected
Select Time Schedule:	Every Day All Day
Select Holiday Schedule:	None

Any external phone number: Selected

BROADSOFT	Hele - Home
Group >Users : 4604	Welcome Leocut
Croup-Juners 4604 Options: Profile Incoming Calls Cultoring Calls Cultoring Calls Callor Calls Callor Calls Callor Calls Callor Calls Callor Calls Callor Calls C	Priority Alert Add Addessyste as priority after testing. Specify the time schedule periods, you can let a priority after to occur alen only specified numbers call or all external Addessyste and it fryou need muse than 12 numbers or more distinct time or holding periods, you can need e multiple priority after to occur alen. you can here a priority after to occur alen. you can here a priority after to occur alen. you can here a priority after to occur alen. you can here a priority after to occur alen. you can here a priority after to occur alen. you can here a priority after to occur alen. you can here a priority after to occur alen. you can here a priority after to occur alen. you can here a priority after to occur alen. You ca
	OK Cancel

8. Click **OK** to accept the change.

To configure Priority Alert for a hunt group:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Hunt Group.
- 3. Select the desired group and then click Edit.
- 4. Click on Assign Services.
- 5. In the Available Services box, select Priority Alert and then click Add>.

BReadSoft		Help - Home
Group >Hunt Groups : HuntGroup1		Welcome [Logout]
Options: Profile Calling Plans	Assign Services Assign Services allows you to assign or unassign services for a user. If a service is unassigned the service data that has been filled out will be lost. OK Apply Cancel	
	Available Services User Services Adternate Numbers Adds> Anonymous Call Registion Adds> Basis Call Lops Adds> Call Forwarding Searcheve Remove	
	Calling Line ID Delivery Blocking Calling Line Retrieval Call Notify Connected Line Identification Restriction Connected Line Identification Restriction Connected Line Identification Restriction	

- 6. Click **OK** to accept the change.
- 7. Click on Incoming Calls->Priority Alert.
- 8. Click Add to add a new priority alert entry.
- 9. Set the parameters of priority alert.

The following shows an example:

Description: G-ring

Use Priority Alert: Selected

Select Time Schedule:	Every Day All Day
Select Holiday Schedule:	None
Following phone numbers:	Selected
Any private number:	Selected

BROADSOFT	Help - Home
Group >Hunt Groups : HuntGroup1	Welcome Roozed
Croup + Hunt Groups + Hunt Group 1 Options: Padla Incoming Calls Califor Plans	Priority Alert Add Add a potcy later day. Specify the time schedule action to bidly periods, you can be a priority alert occur when only specified numbers call or all external Cot Cancel

10. Click **OK** to accept the change.

To configure Priority Alert for call center:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Call Center->Call Centers.
- 3. Select the desired call center and then click Edit.
- 4. Click on Assign Services.
- 5. In the Available Services box, select Priority Alert and then click Add>.

BROADSOFT		Help - Home
Group »Call Centers : 4601		Welcome (Logout)
Options: Profile Routing Policies Incoming Calls	Assign Services Assign Services allows you bassign or unassign services for a user. If a service is unassigned the service data that has been filled out will be lost. CK Apply Cancel	
Calling Plans	Available Services Adamate Numbers Anonymous Call Rejection Add > Basic Call Logs Add > Call Forwarding Name Remove Calling Name Retrieval Calling Name Retrieval Call Notify Call Add All >> Call I Control Remove All	User Services Priority Nort

- 6. Click **OK** to accept the change.
- 7. Click on Incoming Calls->Priority Alert.
- 8. Click Add to add a new priority alert entry.
- 9. Set the parameters of priority alert.

The following shows an example:		
Description: C-ring		
Use Priority Alert: Selected		
Select Time Schedule:	Every Day All Day	
Select Holiday Schedule:	None	
Following phone numbers:	Selected	

BRMADSOFT	
Innovation colling.	Help - Home
Group >Call Centers : 4601	Welcome Locati
Options: Profile Routing Policies Incoming Calls	Priority Alert Add Notes you to add a priority self entry. Specify the time schedule and/or holiday schedule you would like a priority alert to occur. Also, you can have a priority alert occur when only specified numbers call or all external numbers call. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple priority alert entries.
Calling Plans	OK Cancel
	* Description: [Orling @ Use priority eler O on ot use priority eler Selected Time Schedue [Every Qray Al Day ~] Betected Index Schedue [Every Qray Day ~] Betected Index Schedue [None ~] Califi form number @ Any priorite number @ Any priorite number Specific priore number:

Specific phone numbers: 4607 4608

10. Click OK to accept the change.

For more information on Priority Alert, refer to *BroadWorks Web Interface Administrator Guide*. To use priority alert, distinctive ring feature should be enabled on the IP phone. For more information, refer to <u>Alternate Numbers</u>.

Voice Messaging/Video Voice Messaging

Voice Messaging/Video Voice Messaging service allows users to record voice/video messages from callers for calls that are not answered within a specified number of rings, or for calls that receive a busy condition. BroadWorks also provides two options for voice messaging and video voice messaging: Distribution List and Voice Portal Calling. Distribution List allows users to send voice/video messages to the pre-defined list of numbers in bulk. Voice Portal Calling allows users to originate calls from the voice portal.

Visual Voice Mail

Visual voice mail feature allows the IP phone to present the users with a list of voice/video mails, download the voice/video mail detail summary content, mark voice/video mails as read or unread, and delete voice/video mails:

- Present the users with a list of voice/video mails and download the voice/video mail content by issuing a GET request to the */user/<userid>/VoiceMessagingMessages* Xsi-Actions command.
- Listen/watch the voice/video mails by issuing a GET request to the *voicemessaging/<messageId>* Xsi-Actions command.
- Mark voice/video mails as read or unread by issuing a PUT request to the voicemessaging/<messageId>/markAsRead (or markAsUnread) Xsi-Actions command.
- Delete voice/video mails by issuing a DELETE request to the voicemessaging/<messageId> Xsi-Actions command.

Users can have one-touch access to view and manage the voice/video mails.

Note Before configuring visual voice mail feature, make sure that the XSI has been configured. For more information on BroadWorks XSI, refer to Xtended Services Interface.

Configuring the BroadSoft Server

You can configure the following for Voice Messaging or Video Voice Messaging:

- Assign the Voice Messaging or Video Voice Messaging service.
- Define distribution lists to which to send voice messages.
- Configure Voice Messaging feature:
- Configure voice portal calling feature.

To assign the Voice Messaging or Video Voice Messaging service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.
- In the Available Services box, select Voice Messaging User or Voice Message User -Video and then click Add>.

BRADSOFT			Help - Home
Group >Users : 4604			Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls Call Control	Assign Services Assign Services allows you to assign or unassign services and service packs for a user. OK Apply Cancel	If a service or service pack is unassigned the se	ervice data that has been filled out will be lost.
Calling Plans	Available Service Packs		User Service Packs
ClientAscitations MetchaContransion Messacina Sentre Societs Unlifies		Add > Remove < Add All >> Remove All	×
	Available Services		User Services
	Authentication	Three-Way Ca Remove Two-Stage Dia Video Add-On Video On Hold Virtual On-Net Voice Message	ice Mail Support II II ling UUser Enterprise Extensions mg User - Vadeo alling E
	OK Apply Cancel		

7. Click **Apply** to accept the change.

To add a distribution list for the user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.

- **4.** Select the desired user (e.g., 4604), who has been assigned the voice messaging/video voice messaging service.
- 5. Click on Messaging->Distribution Lists.
- 6. Click the desired distribution list number.
- 7. Enter the description of the distribution list in the **Description** field.
- 8. Enter the number or the SIP-URI in the Phone Number / SIP-URI field and then click Add.

Group >Lisers : 4604		Help - Home Welcome [Logout]
Options: Profile Inconting.Calls Options: Call Control Call Call Control Call Call Control Call Call Control Meet AM. Conferencing Meet AM. Conferencing Meetsating Service Science Latting	Distribution Lists Destribution List softwarbers to send voice messages in bulk. OK Apply Cancel Distribution List Numbers: Destribution List Numbers: Distribution List Numbers: Destribution List Numbers: Distribution L	
	CK Appy Cancel	

- 9. Repeat steps 7 to 8 to add more numbers.
- 10. Click Apply to accept the change.

To configure Voice Messaging for the user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4604), who has been assigned the voice messaging /video voice messaging service.
- 5. Click on Messaging->Voice Management.
- 6. Set the parameters of voice messaging.

The following shows an example:	
Voice Messaging:	On
Send Busy Calls to Voice Mail:	Selected
Send Unanswered Calls to Voice Mail: Selected	
Use unified messaging:	Selected
Use Phone Message Waiting Indicator: Selected	

 Description
 Voice Management

 Income Calls
 Voice Management

 Uncluster Calls
 Voice Management

 Call Costs
 Call Costs

 Call Costs
 Cancel

 Vice Messaging: @ On Ort
 Sention Sixing

 * Messaging
 Sention Sixing

1.	County Prans	
	Client Applications	
	Meet-Me Conferencing	Voice Messaging: 🛞 On 🔿 Off
	Messaging	Send All Calls to Voice Mail
	Service Scripts	☑ Send Busy Calls to Voice Mail
I.	Utilities	Send Unanswered Calls to Voice Mail
Ш		When a message arrives:
		Use unified messaging Advanced Settings (Also saves current screen data)
		☑ Use Phone Message Waiting Indicator
		O Forward it to this e-mail address:
Ш		Additionally:
		Notify me by e-mail of the new message at this address
		E-mail a carbon copy of the message to
		Transfer on '0' to Phone Number
1		
		OK Apply Cancel

Help - Ho Welcome (Loo

7. Click Apply to accept the change.

To configure voice portal calling for the user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4604), who has been assigned the voice messaging/video voice messaging service.
- 5. Click on Messaging->Voice Portal Calling.
- 6. Mark the On radio box in the Voice Portal Calling field.

Group > Users : 4604	Hele - Home Welcome [cooxil
Options: Profile Incoming Calls Outgoing Calls	Voice Portal Calling Voice Portal Calling allows you to originate calls from the Voice Portal. Once you have dialed in to the Voice Portal and authenticated yourself, select the Make Call menu option and enter the destination digits.
Call Control Calling Plans Cilient Applications Meet-Me Conferencing	OK Apply Cancel Vsice Partal Celling: IR On Ort Image: Control of the Contro
Messaging Service Scripts Utilities	OK Apply Cancel

7. Click **Apply** to accept the change.

For more information on voice messaging, refer to *BroadWorks Web Interface Administrator Guide*.

Configuring Yealink IP Phones

To configure Voice Messaging:

1. Add/Edit voice messaging parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for W52P/W56P, X=1-5; for SIP-T40P/T40G/T23P/T23G, X=1-3, for SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1).

If the user (e.g., 4604) is the first user assigned to the device profile, replace "X" by "1".

Parameters	Permitted Values	Default
voice_mail.number.X	%BWVOICE-PO RTAL-NUMBER -X%	Blank
Description:		
Configures the voice mail number (voice mail access co	de).	
voice_mail.message_key.mode	Boolean	0
Description:		
Enables or disables to enter the View Voice Mail screen when the phone is idle. 0 -Disabled	by pressing the MES	SAGE key
1-Enabled		
If it is set to 0 (Disabled), the IP phone use the voice ma mails. If the voice mail number is not configured, press mail. If the voice mail number is configured, press the N voice mail number to access the voice mail portal. If it is set to 1 (Enabled), press the MESSAGE key to enter	the MESSAGE key to IESSAGE key to dial	set voice out the
Note: It is not applicable to W52P and W56P IP phones		
bw.voice_mail.visual.enable	Boolean	0
Description:		
Enables or disables the visual voice mail feature. 0 -Disabled		
Enables or disables the visual voice mail feature. 0 -Disabled 1 -Enabled		
Enables or disables the visual voice mail feature. 0 -Disabled	Boolean	0
Enables or disables the visual voice mail feature. 0 -Disabled 1 -Enabled Note : It is not applicable to W52P and W56P IP phones		0
Enables or disables the visual voice mail feature. 0 -Disabled 1 -Enabled Note : It is not applicable to W52P and W56P IP phones bw.voice_mail.visual.display_videomail.enable	Boolean	0
Enables or disables the visual voice mail feature. 0-Disabled 1-Enabled Note: It is not applicable to W52P and W56P IP phones bw.voice_mail.visual.display_videomail.enable Description:	Boolean	0

Parameters	Permitted Values	Default		
Note: It works only if the value of the parameter "bw.voice_mail.visual.enable" is set to				
1 (Enabled). It is not applicable to W52P and W56P IP ph	nones.			

The following shows an example of the voice messaging configuration in a template configuration file (e.g., %BWMACADDRESS%.cfg):

voice_mail.number.1 = %BWVOICE-PORTAL-NUMBER-1%

voice_mail.message_key.mode = 1

bw.voice_mail.visual.enable = 1

bw.voice_mail.visual.display_videomail.enable = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After the above configurations, the tag in the template file will be replaced by the actual parameter values. An example is shown as below:

voice_mail.number.1 = 4602

#The number "4602" is the voice portal number provided on the BroadWorks server.

Automatic Call Distribution

Automatic Call Distribution (ACD) is often used in offices for customer service, such as call center. The ACD system handles incoming calls by automatically queuing and directing calls to available registered IP phone users (agents). The primary benefit of ACD is to reduce customer waiting time and improve the quality of service. This feature is not applicable to W52P and W56P IP phones.

Once ACD is enabled on the IP phone, the user can log into the ACD system by pressing the **Login** soft key. After logging in the ACD system, the ACD system monitors the ACD status on the user's phone and then decides whether to assign an incoming call to it. The user can change the ACD status on the IP phone. You can configure a reason for changing the agent state to unavailable (e.g., on lunch, in the bathroom, taking a coffee break or a personal break).

Hold Reminder

If a call center call has been on hold after the pre-configured time, BroadWorks sends an INVITE with an Alert-Info header with the ring splash cadence to alert the agent. BroadWorks then sends a CANCEL for the ring splash INVITE. The CANCEL request contains a Reason header indicating ring splash which tells the IP phone that the call must not be identified as a missed call. The IP phone does not add the call to the missed calls list. It is not applicable to SIP-T58V/T58A/T56A IP phones.

Call Information

When the agent receives an incoming call, the call center call information is shown on the

agent's phone LCD screen. Call center call information includes wait time, call center name, call center phone number and number of calls in queue. BroadWorks provides the capability to send additional call center call information via a call center MIME type carried in the INVITE SDP. In order for BroadWorks to send the call center call information in the INVITE SDP, the Support Call Center MIME Type option must be selected on the BroadWorks device profile. It is not applicable to SIP-T58V/T58A/T56A IP phones.

Disposition Code

Disposition Code is an additional attribute that enables calls to be identified with promotions, consults and other tags. BroadWorks provides the capability to obtain a call center call disposition code entered by the user via the IP phone. During a call, the disposition code is communicated from the IP phone to BroadWorks by use of an INFO message. During wrap-up, the code is communicated via the INVITE message from the IP phone to BroadWorks. This feature is implemented using the **Disp Code** soft key or a Disp Code key on the IP phone. It is not applicable to SIP-T58V/T58A/T56A IP phones.

Customer Originated Trace

Customer Originated Trace is used to trace the origin of an obscene, harassing, or threatening call. BroadWorks provides the capability for the call center agent to invoke a customer originated trace during the call or wrap-up. During a call, the request for customer originated trace is communicated from the IP phone to BroadWorks by use of an INFO message. During wrap-up, the request is communicated via INVITE from the IP phone to BroadWorks. This feature is implemented using the **Trace** soft key or an ACD Trace key on the IP phone. It is not applicable to SIP-T58V/T58A/T56A IP phones.

Emergency Escalation

BroadWorks provides the capability for the call center agent to immediately escalate a call to a supervisor by pressing a key on the phone. The supervisor is immediately joined into the call. During a call, the request for emergency escalation is communicated from the IP phone to BroadWorks by use of an INFO message. This feature is implemented using the **Emergency** soft key or an Emergency key on the IP phone. It is not applicable to SIP-T58V/T58A/T56A IP phones.

Queue Status Notification

Queue Status Notification enables the agent to view the status of the call center queue on the IP phone. The queue can be in one of the following three states:

- empty: Indicates that no calls are currently in the queue.
- **Q'ing**: Indicates that one or more calls are currently in the queue.
- **ALERT**: Indicates that the call queue has reached the maximum number of calls, or that a call has been in the queue for too long. The Power Indicator LED will also flash. The LED will stop flashing once the call queue status returns to empty or Q'ing status.

It is not applicable to SIP-T58V/T58A/T56A IP phones.

Configuring the BroadSoft Server

You can configure the following for ACD:

- Add a call center. BroadWorks Call Center provides three types: Basic, Standard and Premium. You can choose the solution that best suits your needs. The following takes Premium as an example.
- Assign the Call Center service. It is a virtual user service that allows users to receive incoming calls from a central phone number.
- Assign users to the Call Center.
- Change the agent state.
- Configure Call Distribution to users (such as Unavailable Codes, Hold Reminder, Call Information, Disposition Code, Emergency Escalation and Queue Status Notification) and customer originated trace.

To add a premium call center:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Call Center->Call Centers->Add Premium.
- **3.** After creating the call center, go back to **Call Center**->**Call Centers** and check the **Active** checkbox for the call center.

BERADSOFT Group Welcome Control Options: Call Centers Control Control Control Control Districts Call Centers Control Control Control Control Control Senders Control Control Control Control Control Control Control Senders Control Control

To assign the Call Center service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4603).
- 5. Click on Assign Services.

6. In the Available Services box, select Call Center-Premium, and then click Add>.

BROADSOFT				Help - Home
Group >Users : 4603				Welcome [Logout]
Options: Profile Incoming Calls Outcoing Calls Call Control Call Control	Assign Services Assign Services allows you to assign or unassign services and servi	ke packs for a user. If a service or service pack is unassigned the service dat	a that has been filled out will be lost.	
Calling Plans	Available Service Packs		User Service Packs	
Client Applications				
Messaging		Add >		
Service Scripts Utilities		Remove <		
		NUMBER 4		
		Add All >>		
		Remove All		
	Available Services		User Services	
	BroadWorks Anywhere	Add > Broad Busy Remove < Call	dTouch MobileLink dWorks Mobility Lamp Field Center - Premium	^
		Call F	Forwarding Always Forwarding Busy Forwarding No Answer Forwarding Not Reachable	
		Call F	Forwarding Selective Ig Line ID Blocking Override Ig Line ID Delivery Blocking	~
	OK Apply Cancel			

7. Click Apply to accept the change.

To assign users to the Call Center on the BroadWorks server:

- 1. Log into the web portal as a group administrator.
- 2. Click on Call Center->Call Centers.
- 3. Select the call center added above and then click Edit.
- 4. Click on Agents.
- 5. Click Search to display all available users, who have been assigned the call center service.
- 6. In the Available Agents box, select the desired agent and then click Add>.

Calling Plans Calling Plans Coll Center Co	le list of agents that belong to this call center. Users are available if the - Standard may be assigned to Basic or Standard call centers. Users w Apply Cancel	y have been assigned an appropriate Call Center feature. Users with th Call Center - Premium may be assigned to any call center.	h Call Center - Basic may be assigned to Basic call centers. Users w
Enter			
	Search criteria below User ID V Starts With Available Agents		+ Search
	4326,4326 (4326) 4227,4327 (4327) 4400 (4327) 4400 (4427) 4401 (4427) 4401 (4427) 4401 (4427) 4403 (432) 4403	Add > Remove < Add All >> Remove All	Yealine, 4604 (4604) Yealine, 4603 (4603) Yealine, 4603 (4603) Move Down

- 7. Repeat the step 6 to assign more agents to the call center.
- 8. Click **Apply** to accept the change.

To change the agent state:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all available users.
- 4. Select the desired agent (e.g., 4603).

5. Click on Call Control ->Call Centers.

BRADSOFT						Help - Home
Group >Users : 4603						Welcome [Logout]
Options: Profile Incoming Calls Quitocing Calls Call Control Calling Flens	Call Centers Call Centers displays your current A permitted by your administrator.	CD state and all the ACDs you belong t	to and whether you are currently joined	in their call centers. You can set yo	ur ACD state and join or remove y	yourself from that AGD's call center if
<u>Client Applications</u> <u>Messaging</u> Service Scripts <u>Utilities</u>	Agent Threshold Profi	te: Available Ite: Default Agent Threshold Profile Make outgoing calls as None				
	Use Agent Unavailable Setting	Enable guard timer for 5 v seco S Default O User Force agent to unavailable on Do N Force agent to unavailable on person	lot Disturb activation onal calls			
		Force agent to unavailable after 3 Force agent to unavailable on not re Call Center ID 4601		Extension 46D1	Routing Type Priority Based	Skill Level

- 6. Select the desired state from the pull-down list of ACD State.
- 7. Click Apply to accept the change.

Note

Make sure the Join Call Center checkbox is checked.

Unavailable Codes

To configure Unavailable Codes:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Call Center->Agent Unavailable Codes.
- 3. Check Enable Agent Unavailable Codes checkbox.
- 4. Click Apply to accept the change.
- 5. Click Add.
- Enter the desired unavailable code and unavailable code name in the Code and Description fields respectively.
- 7. Check the **Active** checkbox.

BR@ADSOFT		Hel	p - <u>Home</u>
Group		Welcome	Logout
Options: Profile Easources Sectors Sectors Sectors Sectors Acctivation Codes Calificantian MeetMe Conferencing Limites	Agent Unavailable Codes Add Agent Unavailable Codes Add allows you to add a new Unavailable Code entry. Specify the code and description you would like for it. OK Ceneral V Active * Codes [50] Description, for Lunch OK Ceneral		

- 8. Click **OK** to accept the change.
- 9. Repeat steps 5 to 8 to add more unavailable codes.

Hold Reminder

To configure Hold Reminder:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Call Center->Call Centers.
- 3. Select the call center added above and then click Edit.
- 4. Click on Routing Policies->Bounced Calls.
- 5. Check the Alert agent if call is on hold for longer than <number>seconds checkbox, and enter the amount of time (in seconds) if you want agents to be alerted about long-held calls.
- 6. Check the Bound Bounce calls after being on hold by agent for longer than <number> seconds checkbox, and enter the number of time (in seconds) to bounce calls that are on hold longer than the specified number of seconds.

Group > Call Centers : 4601	Main - Manie
Options: Profile Routing Policies	Welcome Location Bounced Calls Configure the call center routing policy for calls unanswered by agents.
Incoming Calls Calling Plans	OK Apply Cancel Ø Bounce Calls after 5 Rings Transfer to phone number / SP-URI; Bounce calls after becomes unavailable while rouding the call Ø Adot appert if call is on hold for longer than 30 seconds Ø Bounce calls after being no hold yeart for longer than 30 seconds
	OK Apply Cerce

7. Click Apply to accept the change.

Call Information

To configure Call Information:

1. Log into the web portal as a group administrator.

2. Create a device profile. Make sure the selected device profile type supports Call Center MIME Type.

Group		Welcome	[Logout]
Options: Profile Resources	Identity/Device Profile Add Add a new group identity/device profile.		
Services	OK Cancel		
Service Scripts			
Acct/Auth Codes Call Center	* Identity/Device Profile Name: Call Center Call Inf		
Calling Plan			
Meet-Me Conferencing	Identity/Device Profile Type: Yealink-T46G		
Utilities	Protocol: SIP 2.0 V		
	Host Name/IP Address: Port:		
	Transport: Unspecified V		
	MAC Address:		
	Serial Number:		
	Description:		
	Outbound Proxy Server:		
	STUN Server:		
	Physical Location:		
	- Authentication		
	Use Identity/Device Profile Type Credentials		
	O Use Custom Credentials		
	* Device Access User Name:		
	* Device Access Password:		
	* Re-type Device Access Password:		
	OK Cancel		

3. Assign the call center agent to the device profile. Make sure the selected device profile is the one created above.

Group >Users : 4603		Help - Hom
Options: Profile Incoming Cells	Addresses Addresses allows you to view and maintain your phone number and other identifies that are used to make and receive calls.	Welcome [Logo
Outgoing Calls Callico Plans Collient Applications Messasaina Service Scripts Utilities	OK Apply Cancel Phone Number: 6603 v) Activated Extension: 4603 0 @ Identity:/Device Profile O Tranking	
	Identity/Device Profite Identity/DeviceProfite Identity/DeviceProfite Identity/Device Profite	
	Allass sip 4033@pbxysalink.com sip	

4. Click **Apply** to accept the change.

Disposition Code

To configure Disposition Codes:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Call Center->Call Centers.
- 3. Select the call center added above and then click Edit.
- 4. Click on Call Disposition Codes.

5. Check Enable call disposition codes checkbox.

BRADSOFT						Help - Home
Group >Call Centers : 4601					Welcom	ne [Logout]
options: Profile Routine_Policies Incomina_Calls Outcourted Call Control Calline_Plans Client Applications Messaging	OK Appl	on Codes. Disposition Codes are attributes applied to Add Cancel sition codes odes in addition to call center codes	o a call to identify marketing promotions or other topic	s pertaining to a cell.		
Utilities		disposition codes with default code: None	~			
	Active	Code 🛋	Description	Level	Edit	
		100	Promotion A	Queue	Edit	
			[Page 1 of 1]			
	Code	✓ Starts With ✓			Find	Find All
	OK Apply	Add Cancel				

6. Click Apply to accept the change.

To configure Disposition Codes:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Call Center->Call Disposition Codes.
- 3. Click Add.
- **4.** Enter the desired disposition code and disposition name in the **Code** and **Description** fields respectively.
- 5. Check the **Active** checkbox.

	Help - 1	<u>Home</u>
Group	Welcome 🗉	.ogoutj
Options: Erollie Resources Servic	Call Disposition Codes Add Call Disposition Codes Add allows you to add a new Disposition Code entry. Specify the code and description. OK Cuse: Call Call Codes: Add allows you to add a new Disposition Code entry. Specify the code and description. Add Call Call Codes: Add allows you to add a new Disposition Code entry. Specify the code and description.	
Utilities	OK Cancel	

- 6. Click **OK** to accept the change.
- 7. Repeat steps 3 to 5 to add more disposition codes.

Customer Originated Trace

To configure Customer Originated Trace for the agent:

- **1.** Log into the web portal as a group administrator.
- 2. Click on **Profile**->**Users**.
- 3. Click Search to display all available users.
- **4.** Select the desired agent (e.g., 4603).
- 5. Click on Assign Services.

6. In the Available Services box, select Customer Originated Trace and then click Add>.

BRADSOFT					Help - Home
Group >Users : 4603					Welcome [Logout]
Options:	Assign Services Assign Services allows you to ass OK Apply	ign or unassign services and servic Cancel	e packs for a user. If a service or service pack is unassigned the se	rvice data that has been filled out will be lost.	
Call Control Caling Plans Client Applications		Available Service Packs	_	User Service Packs	
Messaging Service.Scripts Utilities			Add > Remove <		
			Add All >> Remove All		
		Available Services		User Services	
		BroadWorks Anywhere	Add > Remove <	CommPilot Express Communication Barring User-Control Connected Line Identification Presentation Connected Line Identification Restriction Customer Originated Trace Custom Ringback User Custom Ringback User Call Waiting	
			Add All >> Remove All	Custom Ringback User - Video Directed Call Pickup Directed Call Pickup with Barge-in Diversion Inhibitor	×
	OK Apply	Cancel			

7. Click Apply to accept the change.

Emergency Escalation

To assign Supervisors to the Call Center:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Call Center->Call Centers.
- 3. Select the call center added above and then click Edit.
- 4. Click on Supervisors.
- 5. Click Search to display all available supervisors.
- 6. In the Available Supervisors box, select the desired supervisor and then click Add>.

BR©ADSOF	- Ming.		Help - Home
Group >Call Centers : 460	01		Welcome [Logout]
Cptions: Profile Routing Policies Incoming Calls Outgoing Calls Call Control Calling Plans Client Applications Messaging Utilities	Supervisors Configure the list of users who may supervise this Ca OK Apply Cancel Supervisors Assi Enter search criteria below User ID Starts With	ll Center. gn Agents	+ Search
	Available Supervisors	Add > Ye	ssigned Supervisors alink, 4607 (4607) alink, 4608 (4608) alink, 4603 (4603)

7. Repeat the step 6 to assign more supervisors to the call center.

- 8. Click on the Assign Agents tab.
- 9. Select the desired supervisor from the pull-down list of Supervisors.
- 10. Click Search to display all available agents for the supervisor.
- 11. In the Available Agents box, select the desired agent and then click Add>.

BRADSOFT						lp - <u>Home</u>
Group >Call Centers : 4601					Welcome	[Logout]
Options: Profile Routing Policies Insoming Calls Outgoing Calls	Supervised Agents Configure agents to be supervised. Availa OK Apply Can		ly not supervised and can include agents that are also supervise	ors.		
Call Control Calling Plans	Supervisors		Assign Agents			
Client Applications Messaging	Supervisors: Yealink, 4604 (460	4) 🗸				
Utilities	Enter search criteria below					
	User ID 🗸	Starts With 🗸		+	Search	
		Available Agents		Assigned Agents		
	(Y OK Apply Can	nalink, 4604 (4604)	Add > Remove < Add All >> Remove All	(Yealini, 4803 (4603)		

12. Click Apply to accept the change.

Queue Status Notification

To configure Queue Status Notification:

- 1. Log into the web portal as a group administrator.
- 2. Click on Call Center->Call Centers.
- 3. Select the call center added above and then click Edit.
- 4. Click on Queue Status Notification.
- 5. Check the Enable notification of queue status to agent devices checkbox.
- 6. Check the **Number of calls in queue: <number>** checkbox, and enter a threshold on the number of calls in queue.
- Check Longest waiting time: <number> seconds checkbox, and enter a threshold on the longest waiting time.

BRADSOFT		Hel	lp - <u>Home</u>
Group >Call Centers : 4601		Welcome	[Logout]
Options: Profile Routing Policies	Queue Status Notification Configure status sent to egant devices and control the thresholds for high volume notifications.		
Incoming Calls Outgoing Calls Call Control Calling Plans Client Applications	OK Apply Cancel Image: Control of queue status to agent devices		
Messaging Utilities	High volume notification thresholds: ⊘ Number of calls in queue [100] ⊗ Langest waiting time: [1200] seconds		
	OK Apply Cancel		

8. Click **Apply** to accept the change.

For more information on ACD, refer to BroadWorks Web Interface Administrator Guide.

Configuring Yealink IP Phones

To configure ACD:

1. Add/Edit ACD parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number of the host user on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1 to 16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for

SIP-T40P/T40G/T23P/T23G, X=1-3, for SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1).

If the primary account (e.g., 4603) is the first user assigned to the device profile, replace "X" by "1".

Parameters Permitted Va		Default
account.X.acd.enable	.acd.enable %ACD_LINE_BINARY%	
Description:		
Enables or disables ACD feature for account X.		
0-Disabled		
1-Enabled		
account.X.acd.initial_state Integer 1		
Description:		
Configures the initial agent state for account X.		
1 -Available		
2 -Unavailable		
account.X.acd.available Boolean 0		
Description:		
Enables or disables the IP phone to display the ${f U}$	navail and Avail soft keys	for
account X after logging into the ACD system.		
0 -Disabled		
1-Enabled		
acd.enable	0 or 1	0

Parameters	Permitted Values	Default
Description:		
Enables or disables the IP phone to automatically	r change the status of the A	ACD agent
to available after the designated time.		
0 -Disabled		
1-Enabled		
Note: It works only if the value of the parameter (Enabled).	"account.X.acd.enable" is s	et to 1
acd.auto_available_timer	Integer from 0 to 120	60
Description:		
Configures the interval (in seconds) for the status	s of the ACD agent to be	
automatically changed to available.	5	
Note: It works only if the values of parameters "a	account.X.acd.enable" and	
"acd.enable" are set to 1 (Enabled).		
Unavailable Code		
account.X.acd.unavailable_reason_enable	Boolean	0
Description:		I
Enables or disables unavailable code feature for	account X.	
0 -Disabled		
1-Enabled		
account.X.reason_code.Y	Integer from 1 to	blank
(Y ranges from 1 to 100)	2147483647	DIAIIK
Description:		
Configures the unavailable code which must mat	ch one of the codes config	ured on
BroadWorks for account X.		
Multiple unavailable codes can be configured sta	rting with Y=1,2,3100. At	most 100
unavailable codes can be configured, and the val	ue of Y must be continuous	s.
account.X.reason_code_name.Y	account.X.reason_code_name.Y String within 99	
(Y ranges from 1 to 100)	characters	blank
Description:		
Configures the unavailable reason which must ma	atch one of the reasons con	ifigured on
BroadWorks for account X.		
Martin and the second sec	1	At most
Multiple unavailable reasons can be configured s	starting with Y=1,2,3100. A	At most

Parameters	Permitted Values	Default		
Call Information				
account.X.call_center.call_info_enable	Boolean	0		
Description:				
Enables or disables call center call information fe 0 -Disabled	ature for account X.			
1-Enabled Note: It is not applicable to SIP-T58V/T58A/T56A	IP phones.			
account.X.call_center.show_call_info_time	Integer	30		
Description:				
Configures the interval (in seconds) to specify ho	w long the call center call in	nformation		
displays for account X.				
Note: It is not applicable to SIP-T58V/T58A/T56A	IP phones.			
Disposition Code				
account.X.call_center.disp_code_enable Boolean 0				
Description:				
Enables or disables the disposition code feature	for account X.			
0-Disabled				
1-Enabled				
Note: It is not applicable to SIP-T58V/T58A/T56A	IP phones.			
account.X.bw_disp_code.Y	Integer from 1 to	Blank		
(Y ranges from 1 to 100)	2147483647	Dialik		
Description:				
Configures the disposition code which must mate	ch one of the codes configu	ured on		
BroadWorks for account X.				
Multiple disposition codes can be configured sta	rting with Y=1,2,3100. At	most 100		
disposition codes can be configured, and the val	ue of Y must be continuous	5.		
Note: It is not applicable to SIP-T58V/T58A/T56A	IP phones.	1		
account.X.bw_disp_code_name.Y	String within 99 characters	Blank		

Parameters	Permitted Values	Default	
Description:			
Configures the disposition code name which mus	st match one of the names	configured	
on BroadWorks for account X.			
Multiple disposition code names can be configur	-		
most 100 disposition code names can be configu	ired, and the value of Y mu	st be	
continuous. Note : It is not applicable to SIP-T58V/T58A/T56A	IP phones		
	Tr phones.		
Customer Originated Trace			
account.X.call_center.trace_enable	Boolean	0	
Description:			
Enables or disables the customer originated trace	e feature for account X.		
0 -Disabled			
1-Enabled			
Note: It is not applicable to SIP-T58V/T58A/T56A	IP phones.		
Emergency Escalation			
account.X.call_center.emergency_enable Boolean 0			
Description:			
Enables or disables the emergency escalation fea	ture for account X.		
0-Disabled			
1-Enabled			
Note: It is not applicable to SIP-T58V/T58A/T56A	IP phones.		
account.X.supervisor_info_code.Y	Integer from 1 to	Blank	
(Y ranges from 1 to 100)	2147483647	Dialik	
Description:			
Configures the supervisor number for account X.			
Multiple supervisor numbers can be configured s	tarting with Y=1,2,3100. A	At most	
100 supervisor numbers can be configured, and the value of Y must be continuous.			
100 supervisor numbers can be configured, and t			
100 supervisor numbers can be configured, and t Note : It is not applicable to SIP-T58V/T58A/T56A			
		Blank	

Parameters	Permitted Values	Default		
Description:				
Configures the supervisor name for account X.				
Multiple supervisor names can be configured star	rting with Y=1,2,3100. At	most 100		
supervisor names can be configured, and the value	ue of Y must be continuous	5.		
Note : It is not applicable to SIP-T58V/T58A/T56A	IP phones.			
Queue Status Notification				
account.X.call_center.queue_status_enable	Boolean	0		
Description:				
Enables or disables the queue status notification	feature for account X.			
0-Disabled				
1-Enabled				
Note: It is not applicable to SIP-T58V/T58A/T56A	IP phones.			
account.X.call_center.queue_status_light_en	5.1	_		
able	Boolean	0		
Description:				
Enables or disables the power indicator LED to fla	ash when the ACD call queu	ue has		
reached the maximum number of calls for accour	nt X.			
0 -Disabled (power indicator LED does not flash)				
1 -Enabled (power indicator LED fast flashes (300ms))				
Note : It is not applicable to SIP-T58V/T58A/T56A				
he following shows an example of ACD configurat e.g., %BWMACADDRESS%.cfg):	ions in a template configu	ration file		
ccount.1.acd.enable = %ACD_LINE_BINARY%				
ccount.1.acd.initial_state = 1				
ccount.1.acd.available = 1				
ccount.1.acd.unavailable_reason_enable = 1				
ccount.1.reason_code.1 = 500				
ccount.1.reason_code_name.1 = On Lunch				
ccount.1.call_center.call_info_enable = 1				
ccount.1.call_center.show_call_info_time = 30				
ccount.1.call_center.show_call_info_time = 30				
ccount.1.call_center.show_call_info_time = 30 ccount.1.call_center.disp_code_enable = 1				

account.1.call_center.emergency_enable = 1

account.1.supervisor_info_code.1 = 4604

account.1.supervisor_info_code_name.1 = Supervisor A

account.1.call_center.queue_status_enable = 1

account.1.call_center.queue_status_light_enable = 1

2. Add/Edit feature key synchronization parameters in the configuration template files (e.g., y000000000028.cfg):

features.feature_key_sync.enable = 1

3. Add/Edit DSS key parameters in the configuration template files:

You can configure a line key as an ACD key, a Disp Code key, an ACD Trace key or an Emergency key (not applicable to SIP-T19(P) E2 IP phones).

The "X" is an integer which specifies the sequence number of the line key. For SIP-T48S/T48G, X=1-29; for SIP-T58V/T58A/T56A/T54S/T46S/T46G/T29G, X=1-27; for SIP-T42S/T42G/T41S/T41P, X=1-15; for SIP-T52S/T27P/T27G, X=1-21; for SIP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X=1-2.

Parameters	Permitted Values	
linekey.X.type	Integer	
Description:		
Configures the line key type.		
42- ACD		
58-ACD Trace (not applicable to SIP-T	F58V/T58A/T56A IP phones)	
59 -Disp Code (not applicable to SIP-T	58V/T58A/T56A IP phones)	
60-Emergency (not applicable to SIP-	T58V/T58A/T56A IP phones)	
linekey.X.value	Integer	
Description:		
Configures the value for the Disp Cod	e key or the Emergency key.	
linekey.X.label	String within 99 characters	
Description:		
(Optional.) Configures the label displayed on the LCD screen for each line key.		
linekey.X.shortlabel	Stain a within 00 share stars	
(X ranges from 1 to 21)	String within 99 characters	

Parameters	Permitted Values	
Description:		
(Optional.) Configures the short label displayed on the LCD screen for line key.		
Note: It is only applicable to SIP-T52S IP phones.		

The following shows an example of the ACD Trace key (line key) configuration in a template configuration file (e.g., y00000000028.cfg):

linekey.2.type = 58

4. Customize the static tag on BroadWorks. The tag name is %ACD_LINE_BINARY% and the tag value is 1.

For more information, refer to Customizing a Static Tag.

5. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After the above configurations, the tag in the template file will be replaced by the actual parameter value. An example is shown as below:

account.1.acd.enable = 1

Hoteling

Hoteling enables users to use any available host (shared) phone by logging in with user credentials. After logging in, users have access to their own guest profile on the host phone. This is accomplished via a SUBSCRIBE/NOTIFY mechanism with the x-broadworks-hoteling event. Hoteling can be used on a private line only. This feature is not applicable to W52P/W56P IP DECT phones.

Configuring the BroadSoft Server

To use Hoteling, you need to first enable Hoteling on the BroadWorks server by creating a host profile and a guest profile. The host profile is the shared phone's default configuration. You can assign guest profiles to users who require hot desking.

You can configure the following for Hoteling:

- Assign the Hoteling host service. This service allows for the designation of a particular user account as a host.
- Configure a host profile.
- Assign the Hoteling guest service. This service allows a user to associate their profile with a Hoteling Host account.
- Configure a guest profile.

• Change a portal password for hoteling guest. This portal password is used for authentication when a user log into a host phone and access their own guest profile. It is also apply for BroadWorks Anywhere.

To assign the Hoteling host service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4603).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Hoteling Host and then click Add>.

BRADSOFT					Help - Home
Group >Users : 4603					Welcome [Logout]
Options:	Assign Services				
Profile		or unseeign eaninge and eaning na	acks for a user. If a service or service pack is unassigned the s	eaning data that has been filled out will be lost	
Incoming Calls			ICKS for a user. If a service of scrince poor is unassigned are a	ervice data that has been nines out will be rost.	
Outgoing Calls	OK Apply	Cancel			
Call Control				Harr Dan ing Danka	
Calling Plans Client Applications		Available Service Packs		User Service Packs	
Client Applications Messaging					
Service Scripts			Add >		
Utilities			Remove <		
			Nonioro S		
			Add All >>		
			Add All >>		
			Remove All		
		Available Services		User Services	
		BroadWorks Anywhere	Add >	External Calling Line ID Delivery External Custom Ringback	~
				Fax Messaging	
			Remove <	Flash Call Hold	
				Group Night Forwarding Hoteling Guest	
				Hoteling Host	
			Add All >>	In-Call Service Activation	_
				Integrated IM&P Intercept User	
			Remove All	Intercept User Internal Calling Line ID Delivery	~
				Internal Galling Life to convery	
	OK Apply	Cancel			

7. Click Apply to accept the change.

To configure a host profile for the user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4603), who has been assigned the hoteling host service.
- 5. Click on Call Control->Hoteling Host.
- 6. Mark the **On** radio box in the **Hoteling Host** field.

7. Check the Enforce Association Limit <number> Hours checkbox, and enter the number of hours to use the hoteling guest profile. If unchecked, the hoteling guest is allowed to associate with the hoteling host indefinitely.

BR©ADSOFT	Hale - Home
Group >Users : 4603	Welcome Looouti
Options: Profile Incoming Calls Cutoring Calls Cutoring Calls Call Control Calling Plans Celler Applications Messainig Secretor Scride Utilities	Hoteling Host Hoteling to a ser to be designated as a host user. A user, who is assigned the hoteling-guest service, can then be associated to the host user allows the guest service and the secondard to the host user allows the guest service and the host user allows the guest service and the host user allows the guest service and the host user allows the secondard to the host user allows the secondard to the host user allows the guest service allows the guest service allows the secondard to the host user allows the guest service allows the secondard to the host user allows the guest service allows the secondard to the host user allows the guest service allows the secondard to the host user allows the secondard to the host user allows the guest service allows the guest service allows the secondard to the host user allows the secondard to the host user allows the guest service allows the secondard to the host user allows the host user allows the secondard to the host user allows the host user allows the secondard to the secondard to the secondard to the secondard to the host user allows the host user a
	OK Apply Cancel

8. Click **Apply** to accept the change.

To assign the hoteling guest service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on **Profile**->**Users**.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604).
- 5. Click on Assign Services.
- 6. In the Available Services box, select Hoteling Guest and then click Add>.

BRADSOFT					Hel	p - Home
Group »Users : 4604					Welcome	[Logout]
Options: Profile Incoming Calls Outcoing Calls Call Control	Assign Services Assign Services allows you to assign OK Apply	gn or unassign services and service Cancel	s packs for a user. If a service or service pack is unassigned the ser	vice data that has been filled out will be lost.		
Calling Plans Client Apolications Messaging Service Stricts Utilities		Available Service Packs	Add > Remove < Add All >> Remove All	User Service Packs		
	OK Apply	Available Services Broad/Works Anywhere Cencel Cencel	Add > Remove < Add Al >> Remove All	User Services Flash Call Hold Group Noth Forwarding Holding Out Call Bend Call Control Guest Holding Hold Intercept User Internal Calling Line ID Delivery Last Number Redail Continor-Based Calling Restrictions Multiple Call Arrangement	~	

7. Click Apply to accept the change.

To configure a guest profile for the user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604), who has been assigned the hoteling guest service.
- 5. Click on Call Control->Hoteling Guest.
- 6. Mark the **On** radio box in the **Hoteling Guest** field.

- 7. Check the Limit Association to <number> Hours checkbox, and enter the number of hours to associate with the hoteling host. The number of hours must be equal or less than the association limit of the hoteling host.
- 8. Click **Search** to display all available hoteling hosts.
- 9. In the Available Hosts box, select the desired host and then click Add>.

BRADSOFT		Help - Home
Group >Users : 4604	Welco	ome [Logout]
Options: Profile Insoming Calls Outgoing Calls Call Control Calling Plans	Hoteling Guest hoteling Guest allows user to associate their service profile with a Hoteling Host user. This allows the guest user to use the host's device with the guest user's service profile. This is useful for transient em OK Apply Cancel	ployees.
ClentApplications <u>Meet-Me Conferencing</u> <u>Messaging</u> <u>Service Scripts</u> <u>Utilities</u>	Hotelling Guest: '' & On C) Orf Host Association Limit: 24 Hours 20 Limit: Association to 24 Hours	
		Search
	Add > Remove <	
	OK Apply Cancel	

10. Click **Apply** to accept the change.

To change a hoteling guest password:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the hoteling guest added above and then click Edit.
- 5. Click on Profile->Passwords.
- 6. Mark the Set portal password radio box.
- 7. Enter the new password in the Type new password field.
- 8. Re-enter the new password in the Re-type new password field.

BRADSOFT	Hate	- Home
Group >Users : 4604	Welcome	[Logout]
Options: Profile Incoming Calls	Passwords Passwords allows you configure your passwords for the web portal and/or portal.	
Outgoing Calls Call Control Calling Plans Client Applications	CK Apply Cencel Ost web access password Set web access password Set yeb access password	
Meet-Me Conferencing Messaging Service Scripts Utilities	Peed Pasavod **Type new pasavod **Re-type new pasavod	
	OK Apply Cancel	

9. Click **Apply** to accept the change.

For more information on hoteling, refer to BroadWorks Web Interface Administrator Guide.

Configuring Yealink IP Phones

After setting up Hoteling on the BroadWorks, you need to configure Hoteling on the IP phone.

To configure Hoteling:

1. Add/Edit Hoteling parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number of the host user on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3, for SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1).

Parameters	Permitted Values	Default		
account.X.hoteling.enable	Boolean	0		
Description:				
Enables or disables hoteling feature for accoun	t X.			
0-Disabled				
1-Enabled				
account.X.hoteling.auto_login_enable	Boolean	0		
Description:				
Enables or disables the IP phone to save login	credentials automatically for	account X		
when logging into the guest profile.				
0 -Disabled				
1-Enabled		-		
account.X.hoteling.user_id	String within 99	Blank		
account.x.notening.user_id	characters	DIdlik		
Description:				
Configures the user ID used to log into the gue	est profile for account X.			
account.X.hoteling.password	String within 99	Blank		
account.x.notening.passworu	characters	BIAIIK		
Description:				
Configures the password used to log into the guest profile for account X.				

The following shows an example of the hoteling configuration in a template configuration file (e.g., %BWMACADDRESS%.cfg):

account.1.hoteling.enable = 1

2. Add/Edit DSS key parameters in the configuration template files:

You can configure a line key as a hoteling key (not applicable to SIP-T19(P) E2 IP phones).

The "X" is an integer which specifies the sequence number of the line key. For

SIP-T48S/T48G, X=1-29; for SIP-T58V/T58A/T56A/T54S/T46S/T46G/T29G, X=1-27; for

SIP-T42S/T42G/T41S/T41P, X=1-15; for SIP-T52S/T27P/T27G, X=1-21; for SIP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X=1-2.

Parameters	Permitted Values		
linekey.X.type	57		
Description:			
Configures the line key type.			
57 -Hoteling.			
linekey.X.label	String within 99 characters		
Description:			
(Optional.) Configures the label displa	yed on the LCD screen for each line key.		
linekey.X.shortlabel			
(X ranges from 1 to 21)	String within 99 characters		
Description:			
(Optional.) Configures the short label displayed on the LCD screen for line key.			
Note: It is only applicable to SIP-T52S IP phones.			
The following shows an example of the hoteling key (line key) configuration in a template			

The following shows an example of the hoteling key (line key) configuration in a template configuration file (e.g., y00000000028.cfg):

linekey.2.type = 57

3. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After downloading the configuration files, the IP phone with host user registered can be shared to the guest (e.g., 4604), who can log in to and out of the guest profile on the IP phone. Once users have logged into the guest profile, the shared phone acts exactly like their own phone.

Flexible Seating

Flexible Seating allows users with the flexible seating guest enabled to create an association with the host in a group. The host is a virtual subscriber that you can provision a list of hosts with the phone devices. After the association is successful, the host's phone will be provisioned with guest's profile settings and is treated as an alternate device of the guest. The registered account is active on both the user's phone and the host's phone. The guest can lock the host's phone.

This feature is not applicable to W52P and W56P IP phones.

Note

Flexible Seating feature has similar functionality to the BroadWorks Hoteling feature. But it uses a different licensing model and allows the device to be provisioned with the guest's profile settings.

Associate and disassociate via phone or web portal is available:

Associate and disassociate via phone

If the host's device supports the Hoteling interface, the guest user can create the host-guest association by logging in to the phone, and terminate the association by logging out of the phone. When logging in, the phone sends a SIP SUBSCRIBE request to the Application Server to create host-guest association. The request subscribes to the x-broadworks-hoteling event package with a message body that specifies the guest (identified by the guest user ID). When logging out, the phone sends a SIP SUBSCRIBE request to the Application Server to disassociate from the host. The request subscribes to the x-broadworks-hoteling event package with a null guest address in the message body. The Application Server accepts the request and terminates the association. It sends a NOTIFY request to the phone for disassociation confirmation.

Associate and disassociate via web portal

Associating a guest user with a host is done on the Flexible Seating Guest page via the web portal. The system administrator navigates to the Flexible Seating Guest page and selects a host from the list of available hosts. Available hosts are Flexible Seating Host user accounts that are active, not associated with other guest users, have access levels that permit the guest to see the host, and have the same device profile type as the Flexible Seating Guest service's device profile type. Disassociating a guest from a host is accomplished from the same web pages.

After the host-guest association is established, the Application Server sends a reset NOTIFY request that triggers the host device to download the device files provisioned for the Flexible Seating Guest service, the host device is treated as an alternate device of the guest.

Flexible Seating Host/Guest Identity Device Profile

The Flexible Seating Host/Guest service must have identity/device profile. The identity/device profile specifies the guest device files that the host's device download when the guest is associated with a host.

When associating the guest with a host, it is required that the device type of the identity/device profile assigned to the Flexible Seating Guest service matches the device type of the Flexible Seating Host's identity/device profile. For more information, refer Configuring Device Management on BroadWorks.

It is recommended that a Device Management file configuration template (for example, y00000000000.boot) should not contain any file references that contain device-identifying tags within the dynamic per-device file name. For more information, refer to Uploading Device Template Files.

Flexible Seating Host-Guest Association Time Limit and Association Duration

The Flexible Seating Guest service allows the user to specify the maximum duration of the host-guest association. The maximum duration of the host-guest association can be configured by host and guest. When associating a guest with a host, the host-guest association duration is

subject to the restrictions of both the association time limits of host and guest. As the following
table enumerates cases shown:

Host		Gu		
Enforce Association Limit	Association Limit (0-999)	Enable Association Limit	Association Limit (0-999)	Association Duration
ON	а	ON	b	a, if a<=b b, if a>=b
ON	а	OFF		а
OFF		ON	b	b
OFF		OFF		No limit

Unlock Phone PIN Code

A Flexible Seating Guest service allows the user to specify a PIN code for unlocking the phone. When a guest user creates an association with a host, the host device downloads the device files of the guest. If provisioned, this Unlock Phone PIN code is provided to the phone device via the device configuration files. If the Unlock Phone PIN code is set, the host phone can allow the guest user to lock the phone. The host-guest association cannot be disassociated via the phone until the phone is unlocked using the Unlock Phone PIN code.

Configuring the BroadSoft Server

Configuring the Flexible Seating Host

You can configure the following for Flexible Seating Host:

- Create a virtual account to be Flexible Seating host.
- Configure a host profile.
- Configure the host phone.
- Configure the association limit time of host.
- View the host-guest association.

To create a virtual account to be Flexible Seating host:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Flexible Seating Host.
- 3. Click on Add.
- 4. Set the parameters of Flexible Seating host.

The following shows an example:			
Flexible Seating Host ID:	240028@yealink.com		
Name:	240028		
Calling Line ID Last Name:	HostL		
Calling Line ID First Name:	HostF		
Department:	None		
Language:	English		
Time Zone:	(GMT+08:00) PRC		
Network Class of Service:	None		

GIOUD		weicome	Logout
Options: Profile Resources	Flexible Seating Host Add Create a feedle seating host.		
Services	OK Cancel		
Acct/Auth Codes			_
Call Center			
Meet-Me Conferencing	* Flexible Seating Host ID: 240028 @ yealink.com V		
Utilities	* Name: 240028		
	* Calling Line ID Last Name: HostL * Calling Line ID First Name: HostF		
	Department: None V Language: English V		
	Time Zone: (GMT+08:00) PRC V Network Class of Service: None V		
	OK Cancel		

5. Click **OK** to accept the change.

To configure the Flexible Seating Host:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Flexible Seating Host.
- 3. Click Search to display all existing host.
- 4. Click on the desired host.
- 5. Click on Addresses.
- 6. Set the parameters of flexible seating host.

The following shows an example:

Phone Number:	240028
Extension:	0028
Identity/Device Profile:	Marked
Identity/Device Profile Name:	240028 (Group)
Line/Port:	240028@ylas.yealink.com

For more information about Identity/Device Profile, refer to Creating the Device Profile Type.

Group > Flexible Seating Host : 240028		Welcome	[Logout]
Options: Profile Outgoing Calls	Flexible Seating Host Addresses Addresses allows you to view and maintain your phone number and other identifies that are used to make and receive calls.		
Call Control	OK Apply Cancel		
Communication Barring Utilities			
	Phone Number [24022 V Activated Extension: 0028 © loent/Device Profite Identity/Device Profite Name: [240028 (Group) V Identity/Device Profite Name: [240028 (Group) V * UnePort [240028 (Group) V]		
	Allases: sip: 240028@yealink.com		
	OK Apply Cancel		

- 7. Click **Apply** to accept the change.
- 8. Click **Configure Identity/Device Profile** to configure the device profile to the host.
- **9.** Copy the device type URL from the **Device Type URL** field. And then remember the device access user name and password.

Group		Welcome	[Logout]
Options: Profile Resources	Identity/Device Profile Modify Modify or delete an existing group identity/idevice profile.		
Services Call Center	OK Apply Delete Cancel		
Meet-Me Conferencing	Profile Users Files Custom Tags		
LAilSes	Identity/Device Profile Name: 240028 Identity/Device Profile Type: Yealink: 7469 Device Type URL: https://yhsp.yealink.com.443/dms/Yealink:7460/ Protocol: SIP 2.0 ↓ Host Name/IP Address: Port. Transport: Unspecified ↓ MAC Address: Port. Transport: Unspecified ↓ MAC Address: Serial Numbe: Description: Outbound Proxy Server: Description: Outbound Proxy Server: STUN Server: Physical Location: Lines/Ports: 16 Assigned Lines/Ports: 16 Version: Authentication Unssigned Lines/Ports: 16 Version: Authentication Use Identify/Device Profile Type Credentials ● Device Access User Name: * Device Access Serverd; * Device Access Password; * Device A		
	OK Apply Delete Cancel		

10. Click Files to edit the boot file and configuration files.

You can download the template configuration file (e.g., %BWMACADDRESS%.cfg) firstly, and then configure the CFG file to make sure ACD and hoteling feature are disabled, and Flexible Seating feature is enabled. Then upload the new %BWMACADDRESS%.cfg file to BroadWorks. For more information, refer to Uploading Device Template Files.

To configure the phone for the host:

1. Log into web user interface.

The default administrator user name and password are both "admin" (case-sensitive).

- 2. Click on Settings->Auto Provision.
- 3. Enter Device Type URL that you copy in step 7 above in the Server URL field.

- 4. Enter Device Access User Name that you copy in step 7 above in the User Name field.
- 5. Enter Device Access Password that you copy in step 7 above in the Password field.

ealink 1466								E	Log O inglish(English)
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security	Applications
Preference		Auto Provision	1					NOTE	
Time & Date		PNP Active			Off 🕜			Auto Provi	
Call Display		DHCP Active	(120.254)	On	Off 🕜			with provsic	ne can interoperate ning server using
Upgrade		Custom Option(vealink				auto provisi deploying th	oning for 1e IP phones.
		Server URL	aiue	1	xsp.yealink.com	:443/dms/Yea	0		phone triggers to
Auto Provision		User Name		240028	xspryeallink.com		0		o provisioning, it to download the
Configuration		Password		•••••	•		0		n files from the server. During th
Dial Plan		Attempt Expired	Time(s)	5		0			oning process, the ill download and
Voice		Common AES K	(ey	•••••	•	0		update conf phone flash	iguration files to th
Rina		MAC-Oriented A	AES Key	•••••	•	0		Nou can	click here to get
		Zero Active		Enabled		• 0		more guides	
Tones		Wait Time(1~10	0s)	10		0			
Softkey Layout		Power On		On	🛛 off 🕜				
TR069		Repeatedly		On On	🖲 off 🕜				
Voice Monitoring		Interval(Minutes	5)	1440		0			
SIP		Weekly		On On	🖲 off 🕜				
		Weekly Upgrad	e Interval(0~12wee	ek) 4		0			
Power Saving		Inactivity Time E	Expire(0~120min)	0		0			
		Time			00 : 00	0			
				Sund: Mond					
				V Tuesd					
		Day of Week		Vedn					
				Thurs Friday	/				
				Satur					
		Flexible Auto Pr	ovision	O On	🖲 off 🕜				
		Flexible Interval	Days	30		0			
		Flexible Time		02 : 00		0			
				Autop	rovision Now				

6. Click Autoprovision Now.

To configure the association limit time of host:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Flexible Seating Host.
- 3. Click Search to display all existing host.
- 4. Click on the desired host.
- 5. Click on Guest Association.
- 6. Check the **Enforce Association Limit <Number> Hours** checkbox, and then configure the limit time for guest.

If the association limit is not enforced, the guest user is allowed to associate with the host indefinitely. The time limit is not allowed until the association is terminated.

Group > Flexible Seating Host : 240028	Welcome [Logout]
Options: Profile Outgoing Calls Call Control	Flexible Seating Host Guest Association Marage the puet association settings for a feutile seating host. A use who is associated with the puet associated with the host. When associated, the host allows the guest user to use the host's device with the guest's device profile. If the association limit is not enforced, the guest user is allowed to associate with the host indefinitely.
Communication Barring	OK Apply Cancel
LABRES	Choice Association Limit Hours Access Level: Centerprise @ Group Associated Guest Last Name: Phone Number: Location Daling Code: Location Daling Code: Edension: Association Dale: Cancel

7. Click **Apply** to accept the change.

To view the host-guest association for a guest:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Flexible Seating Host.
- 3. Click Search to display all existing host.
- 4. Click on the desired host.

5. Click on Guest Association.

Options:			
Profile Man	lexible Seating Host Guest Association ange the year association settings for a focus sating total, serve the associated the Flexible Seating Quest service can be associated with the host. When associated, the host at e the host's device with the guest's device profile. If the association limit is not enforced, the guest user is allowed to associate with the host indefinitely.	lows the guest	user to
Communication Barring Utilities	OK Apply Cancel		

Configuring the Flexible Seating Guest

You can configure the following for Flexible Seating Host:

- Assign the Flexible Seating Guest service.
- Configure the flexible seating guest.
- Create the host-guest association.

To assign the Flexible Seating Guest service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click **Search** to display all existing users.
- 4. Select the desired user (e.g., 240029).
- 5. Click on Assign Services.

up > <u>Users</u> : 240029		Welcome [Logou
ons:	Assign Services	
rofile		
coming Calls	Assign Services allows you to assign or unassign services and service packs for a user. If a service or service	ce pack is unassigned the service data that has been filled out will be lost.
utgoing Calls	OK Apply Cancel	
all Control		
lient Applications	Available Service Packs	User Service Packs
essaging		
rvice Scripts	Add	
mmunication Barring		
laborate	Remov	10 <
ities		
	Add All	
	Aud Air	
	Remov	ve All
	Available Services	User Services
	Alternate Numbers	External Calling Line ID Delivery
	Anonymous Call Rejection Add	External Calling Line ID Delivery External Custom Rindback
	Attendant Console	Fax Messaging
	Automatic Callback Remov	
	BroadTouch Business Communicator Desktop BroadTouch Business Communicator Desktop - Audio	Flexible Seating Guest Group Night Forwarding
	BroadTouch Business Communicator Desktop - Video	Hoteling Guest
	BroadTouch Business Communicator Mobile Add All	
	BroadTouch Business Communicator Mobile - Audio	In-Call Service Activation
	BroadTouch Business Communicator Mobile - Video	ve All Integrated IM&P
	broad i ouch business Communicator Tablet	Intercept User
	OK Apply Cancel	

6. In the Available Service box, select Flexible Seating Guest and then click Add>.

7. Click **Apply** to accept the change.

To configure the flexible seating guest for a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240029).
- 5. Click on Call Control->Flexible Seating Guest.
- 6. Set the parameters of flexible seating guest.

The following shows an example:

Flexible Seating Guest: On

Unlock Phone PIN Code: 1234

Identity/Device Profile Name: 240029_1 (Group)

Line/Port: 240029_1@ylas.yealink.com

For more information about Identity/Device Profile, refer to Creating the Device Profile Type.

7. Click **Apply** to accept the change.

Group >Users : 240029		Welcome	[Logout]
Options: Profile Incoming Calls	Flexible Seating Guest Allows a user to associate beir device profile with a flexible seating host.		
Outgoing Calls	OK Apply Cancel		
<u>Call Control</u> <u>Client Applications</u> <u>Messaging</u>	Profile Host Association		
Service Scripts Communication Barring Collaborate	Flexible Seating Guest: ● on ○ Off Unlock: Phone PIN Code 1234		
Utilities	Device Profile Identity/Device Profile Name [240029_1 (Group) V] Configure Identity/Device Profile * LinePort [240029_1] (Q/las yealink.com V]		
	OK Apply Cancel		

- 8. Click Configure Identity/Device Profile to configure the device profile of the host.
- 9. Click Files to edit the boot file and configuration files.

You can download the template configuration file (e.g., %BWMACADDRESS%.cfg) firstly, and then configure the CFG file to make sure flexible seating feature is enabled. Then

upload the new %BWMACADDRESS%.cfg file to BroadWorks. For more information, refer to Uploading Device Template Files.

To create the host-guest association:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240029).
- 5. Click on Call Control->Flexible Seating Guest.
- 6. Click on Host Association.
- **7.** (Optional.) Check the **Limit Association to X Hours**, and then configure the limit time for guest.

The time limit is not allowed until the association is terminated.

- 8. Click Search to search the available hosts.
- 9. In the Available Hosts box, select the desired host and then click Add>.

Group >Users : 240029	~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~	elcome [Logout]
Options: Profile Incoming Calls	Flexible Seating Guest Associate a flexible seating host.	
Outgoing Calls	OK Apply Cancel	
<u>Call Control</u>		
Client Applications	Profile Host Association	
Messaging	Prolite	
Service Scripts		
Communication Barring	Host Association Limit: 24 Hours	
Collaborate	Limit Association to 12 Hours	
Utilities		
	Enter search criteria below	
	User ID V Starts With V +	Search
	OsenD · Statts Will ·	Jearch
	Available Hosts Associated Host	
	Add > 240028, Flexible Seating Guest (240028) Remove <	
	OK Apply Cancel	

10. Click Apply to accept the change.

The Association Date and Association Expiry display on the screen.

Group >Users : 240029		Welcome [Logout]
Options: Profile Incoming Catils Cutations Catils Cutations Catils Catl Control Catil Control Catil Academications Messaging Service Sociats Communication Barring Colliborate Utilities	Flexible Seating Guest Associate a femble seating host Saved OK Apply Cancel Profile Host Association Host Association Host Association Limit: 24 Hours	_
<u>Viimes</u>	Limit Association to 12 Hours Enter search criteria below User ID Starts With +	Search
	Available Hosts Associated Host	
	Add > 240028, Flexible Seating Guest(240028) Remove <	
	Association Date: Sait Jul 09 16 34 21 CST 20 Association Expiry; Sun Jul 10 04 34 21 CST 2	
	OK Apply Cancel	

Configuring Yealink IP Phones

1. Add/Edit Flexible Seating parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number of the host user on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3, for SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1).

Parameters	Permitted Values	Default		
account.X.hoteling.mode	%BWHOTELINGMODE- X%	0		
Description:				
Configures the hoteling mode for account X.				
0 -Disabled				
1-Hoteling				
2-Flexible Seating Host				
3-Flexible Seating Guest				
account.X.flexible_seating.enable	Boolean	0		
Description:				
Enables or disables the flexible seating feature.				
0 -Disabled				
1-Enabled				
Note: For host, It works only if the values of the	e parameters			
"account.X.hoteling.enable" and "account.X.acc	l.enable" are set to 0 (Disable	d).		
account.X.hoteling.pin	%BWFLEXIBLESEATING UNLOCKPIN-X%	Blank		
Description:				
Configures the flexible seating PIN for account	Х.			
account.X.hoteling.auto_login_enable	Boolean	0		
Description:				
Enables or disables the IP phone to save login credentials automatically for account X				
when logging into the guest profile.				
0-Disabled				
1-Enabled				
account.X.hoteling.user_id	String within 99 characters	Blank		

Parameters	Permitted Values	Default		
Description:				
Configures the user ID used to log into the gue	st profile for account X.			
account.X.hoteling.password	String within 99 characters	Blank		
Description:				
Configures the password used to log into the g	uest profile for account X.			
auto_provision.server.url	URL within 511 characters	Blank		
Description:				
Configures the device type URL of the provision	ning server for the host.			
auto_provision.server.username	String within 32 characters	Blank		
Description:				
Configures the device access user name of pro-	visioning server for the host.			
auto_provision.server.password String within 32 characters Blank				
Description:				
Configures the device access password of provisioning server for the host.				
The following shows an example of the flexible s configuration file of host (e.g., %BWMACADDRE account.1.flexible_seating.enable = 1		nplate		

account.1.flexible_seating.enable = 1

account.1.hoteling.mode = %BWHOTELINGMODE-1%

auto_provision.server.url = https://ylxsp.yealink.com:443/dms/YealinkT46G/

auto_provision.server.username = 240028

auto_provision.server.password = 123456

The following shows an example of the flexible seating configuration in a template configuration file of guest (e.g., %BWMACADDRESS%.cfg):

account.1.flexible_seating.enable = 1

account.1.hoteling.mode = %BWHOTELINGMODE-1%

account.1.hoteling.pin = %BWFLEXIBLESEATINGUNLOCKPIN-1%

account.1.hoteling.auto_login_enable = 1

account.1.hoteling.user_id =240029

account.1.hoteling.password = 123456

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

Centralized Call Recording

BroadWorks provides Centralized Call Recording features to the phones including the abilities to obtain recording status and control the recording. The IP phones send the *record-aware* option tag in the Supported and/or Required header of the INVITE message to indicate support for sending and receiving the SDP attributes "recordpref" and "record", which are used to request recording preferences and to obtain the recording state. This feature is not applicable to W52P and W56P IP phones.

You can configure the recording mode to record all calls, or to selectively record calls that is operated by a user, or to never record calls when a user makes or receives it.

Recording Mode	Recording State	Recording Options
	All the calls will be recorded and saved automatically when the call is set up.	
Always	Call setup: The BroadWorks sends a re-INVITE without SDP to set up the recording. The phone response with 200 OK and offer SDP, and then receives ACK with SDP from BroadWorks contains an "a=record" attribute with the setting "on".	None
Always with	All the calls will be recorded and saved automatically when the call is set up. The user can pause and resume the recording. Call setup: The BroadWorks sends a re-INVITE with SDP contains an "a=record" attribute with the setting "on". The phone response with 200 OK and answer SDP. Pause recording: The phone sends a re-INVITE (or UPDATE) SDP contains an	PauseREC/ResumeREC
Pause/Resume	"a=recordpref" attribute with setting "pause" to BroadWorks to pause recording, and BroadWorks responds a 200 OK with SDP contains an "a=record" attribute with setting "paused". Resume Recording: the phone sends a re-INVITE (or UPDATE) SDP contains an "a=recordpref" attribute with setting "on" to	

The following call recording modes are supported:

Recording Mode	Recording State	Recording Options
	BroadWorks, and BroadWorks responds a 200 OK with SDP contains an "a=record" attribute with setting "on"	
	All the calls will be recorded, but not be saved automatically when the call is set up. The user can saved the recording manually. Once the recording is saved, the user can pause and resume the recording.	
On Demand	Call setup: The BroadWorks sends a re-INVITE without SDP to set up the recording. The phone response with 200 OK and offer SDP, and then receives ACK with SDP from BroadWorks contains an "a=record" attribute with the setting "off".	StartREC PauseREC/ResumeREC (appears when the
	Save recording: The phone sends re-INVITE (or UPDATE) SDP contain an "a=recordpref" attribute with setting "on", and BroadWorks responds a 200 OK with SDP contains an "a=record" attribute with setting "on".	recording is saved)
	Pause recording: The same as Always withPause/Resume Mode mentioned above.Resume Recording: The same as Always withPause/Resume Mode mentioned above.	
	All the calls are not recorded automatically when the call is set up. The user can start/stop or pause/resume recording during a call manually.	
On Demand with User Initiated Start	Start recording: The phone sends a re-INVITE (or UPDATE) SDP contains an "a=recordpref" attribute with setting "on". The BroadWorks responds a 200 OK with hold SDP, and then sends a re-INVITE SDP contains an "a=record" attribute with setting "on".	StartREC/StopREC PauseREC/ResumeREC (appears when the recording is started)
	Pause recording: The same as Always with Pause/Resume Mode mention above.	
	Resume Recording: The same as Always with Pause/Resume Mode mention above.	
	Stop recording: The phone sends re-INVITE	

Recording Mode	Recording State	Recording Options
	(or UPDATE) SDP contains an "a=recordprdf" attribute with setting "off". The BroadWorks responds with a 200 OK with SDP contains an "a=record" attribute with setting "off".	
Never	All the calls are not recorded. The phone intelligently chooses not to supply the record-aware option. The SDP from the BroadWorks does not contain the record attribute.	None

Note

Before configuring Centralized Call Recording under XSI mode, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the recording status can be synchronized between the IP phone and the BroadWorks server. For more information on BroadWorks XSI, refer to Xtended Services Interface.

Configuring the BroadSoft Server

You can configure the following for Centralized Call Recording:

- Assign the Centralized Call Recording service.
- Configure the Centralized Call Recording feature. You can select a recording mode, specify whether to notify the callers that the call is recorded.

To assign the Centralized Call Recording service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click on Search to display all existing users.
- 4. Select the desired user (e.g., 2413333610).
- 5. Click on Assign Services.

Group >Users : 2413333610		Welcome Admin2 Yealink [Logo
01000 · 03010 · 2410000010		
Options:	Assign Services	
Profile	5	
Incoming Calls	Assign Services allows you to assign or unassign services and service packs for	or a user. If a service or service pack is unassigned the service data that has been filled out will be lost.
Outgoing Calls	OK Apply Cancel	
Call Control		
Client Applications	Available Service Packs	User Service Packs
Messaging		Advanced Features
Service Scripts		Add > Advanced Features I
Collaborate		Basic Interop
Utilities		Remove < BroadTouch Business Communicator
		Call Logs - Basic Only Video
		Video
		Add All >>
		Remove All
	Available Services	User Services
	Shared Call Appearance 10	Authentication
	Voice Messaging User - Video	Add > Call Center - Standard
		Call Recording Integrated IM&P
		Polycom Phone Services
		Security Classification
		Shared Call Appearance
		Add All >> Voice Messaging User
		Remove All
	OK Apply Cancel	

6. In the Available Services box, select Call Recording and then click Add>.

7. Click **Apply** to accept the change.

To configure call recording for a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click on Search to display all existing users.
- 4. Select the desired user (e.g., 2413333610).
- 5. Click on Call Control->Call Recording.

Group >Users : 2413333610	Welcome Admin2 Yealink [Logout]
Options: Profile Incoming Calls	Call Recording Call Recording allows you to record calls.
Outgoing Calls Call Control Client Applications Messaging	OK Apply Cancel Record Call:
Service Scripts Collaborate Utilities	Always Always with PauseResume On Demand with User Initiated Start
	Orbertadio Mini Geer Innated Coalt Orever Play Call Recording Start/Stop Announcement Record Voice Messaging
	Pause/Resume Notification: © None © Beep © Pip/ Announcement
	Recording Notification: Reseat Record Call Warning Tone Every 15 seconds
	OK Apply Cancel

- **6.** Select the desired recording mode (Always, Always with Pause/Resume, On Demand, On Demand with User Initiated Start or Never) in the Record Call field.
- 7. Configure the following parameter for recording.

Parameter	Description			
	Enables or disables to play start/stop			
	announcement when the recording starts or			
Play Call Recording Start/Stop	ends. In the Always, Always with			
Announcement	Pause/Resume or On Demand recording			
	mode, the call recording starts automatically			
	when the user makes or receives a call, and			

Parameter	Description
	the call recording start announcement is
	played to notify all parties that the call is
	being recorded.

- **8.** Mark the desired notification when the recording is paused in the **Pause/Resume Notification** field.
- **9.** Check the **Repeat Record Call Warning Tone** checkbox and then enter the time interval in the next field.
- **10.** Click **Apply** to accept the change.

Configuring Yealink IP Phones

1. Add/Edit record parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number of the host user on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3, for SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1).

Parameters	Permitted Values	Default				
account.X.call_recording.enable	Boolean	0				
Description:						
Enables or disables centralized call recording for	eature for account X.					
0 -Disabled	0-Disabled					
1-Enabled						
bw.call_recording.mode	Boolean	1				
Description:						
Configures the centralized call recording mode	<u>).</u>					
0-XSI						
1-SIP						

The following shows an example of the Centralized Call Recording configuration in a template configuration file of host (e.g., %BWMACADDRESS%.cfg):

account.1.call_recording.enable = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

Note Before configuring Centralized Call Recording, please make sure the USB recording is disabled (the values of the parameters "features.usb_call_recording.enable" is set to 0 (Disabled)).

Executive and Assistant

Executive and Assistant feature provides a new solution for executive/assistant interworking. The executive can filter and screen the incoming calls, and the calls are routed to the assistant. This feature is not applicable to W52P and W56P IP phones.

A user becomes an executive when the Executive service is assigned. The executive can configure the following Executive services:

Executive Service	Description		
Assistants	Configure a list of assistants that are assigned to the executive, and set whether or not the assistants can opt in or opt out.		
Call Filtering	Specify which incoming calls to be filtered. The executive service filters the calls and routes them to the assistant. The assistant is treated as a network location for the executive, and a SIP INVITE is sent towards the assistant over the network interface. "Diversion" header is added with the "reason" parameter set to "follow-me".		
	Configure the alert type and specific location for screening. The executive will not be alerted when call screening is disabled by filtering calls.		
	Two alert types are available:		
	Silent : The executive's access device locations are alerted with silent alerting by including Alert-Info: <http: 127.0.0.1="" silent=""> header in the SIP INVITE.</http:>		
	Ring Splash : The executive's access device locations are alerted with silent alerting by including Alert-Info: header in the SIP INVITE.		
	Three optional alert locations available:		
Call Screening	Mobility Location : The executive's BroadWorks Mobility (BM) location can only be alerted for screening if it is enabled. It is available when the BroadWorks Mobility service is assigned.		
	 Anywhere Locations: The executive's BroadWorks Anywhere locations can only be alerted for screening if it is enabled. It is available when the BroadWorks Anywhere service is assigned. Refer to BroadWorks Anywhere for more information. Call Appearance Locations: The executive's Shared Call Appearance (SCA) locations can only be alerted for screening if it is enabled. It is available when the Shared Call Appearance (SCA) service is assigned. Refer to Shared Call Appearance (SCA) 		
	information.		
	Alert type does not apply to Broadworks Anywhere and		

Executive Service	e Service Description			
	Broadworks Mobility location. Note : Call screening will not take effect when call filtering is disabled.			
Call Alerting	Configure the alerting feature for assigned assistants, call push and rollover action when the filtered call is not answered successfully by assistant. Once the assistant pushes a call to executive, the call is released and a SIP BYE is sent to executive.			

A user becomes an assistant when the Executive-Assistant service is assigned. The assistant can then configure the following Executive-Assistant services:

Executive-Assistant Service	Description
Divert	Configure whether to divert the filtered calls, and the address to divert filtered calls to. It is essentially the same as the Call Forwarding Always service except that it only applies to filtered calls.
Opt-in/Opt-out	Configure whether they have opted in or opted out for assigned executive.
Executive Settings	Access and modify the filtering, screening, and alerting components of the Executive service configuration for the executive.

Note Before configuring Executive and Assistant feature, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the executive and assistant configurations can be synchronized between the IP phone and the BroadWorks server. For more information on BroadWorks XSI, refer to Xtended Services Interface.

Configuring the BroadSoft Server

Configuring the Executive Feature

You can configure the following for Executive:

- Assign the Executive service.
- Assign assistants for executive.
- Configure Call Filtering. If the Multiple Call Arrangement service is not assigned to an executive, then Executive Call Filtering feature is always disabled.

- Configure Call Screening.
- Configure Call Alerting

To assign the Executive service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240021).
- 5. Click on Assign Services.
- 6. In the Available Service box, select Executive and then click Add>.

Group >Users : 240021		Welcome	[Logout]
Options: Profile Incoming Calls	Assign Services Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.		
Outgoing Calls	OK Apply Cancel		
Call Control	Available Service Packs User Service Packs		
Client Applications	Available Service Packs User Service Packs		
Messaging			
Communication Barring	Add >		
Collaborate Utilities	Remove <		
	Add All >>> Remove All		
	Available Services User Services		
	Barge-in Exempt Base Call Logs Custom Ringback User Custom Ringback Custom		
	OK Apply Cancel		

7. Click **Apply** to accept the change.

To configure a list of assistants for an executive:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240021).
- 5. Click on Call Control->Executive.
- 6. (Optional.) Check the Allow Assistants to Opt-in/Opt-out of Pool checkbox.

If the **Allow Assistants to Opt-in/Opt-out of Pool** is checked, the assistants can opt in or opt out for executive. If the **Allow Assistants to Opt-in/Opt-out of Pool** is unchecked, the status of all assigned assistants is reset to opt in.

In the Available Assistants box, select the desired user and then click Add> to assign the user to the executive.

Group >Users : 240021		Welcome [Logout]
Options:		
Profile	Executive	
Incoming Calls	Executive allows a user to define an assistant pool that will answer calls for the user. The executive can configure call filtering, screening and alerting.	
Outgoing Calls	Saved	
Call Control		
Client Applications	OK Apply Cancel	
Messaging		
Communication Barring	Assistants Filtering Screening Alerting	
Collaborate		
Utilities		
	✓ Allow Assistants to Opt-in/Opt-out of Pool	
	Enter search criteria below	
	User ID V Starts With V +	Search
	Control - Contro	
	Available Assistants Assigned Assistants	
	240022,240022 (240022) - In	
	Add > 240023,240023 (240023) - In	
	Remove <	
	remove <	
	Add All >>	
	Remove All	
	Move Up Move Down	
	·	
	OK Apply Cancel	

8. Click **Apply** to accept the change.

To assign Multiple Call Arrangement service to an executive:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240021).
- 5. Click on Assign Services.
- 6. In the Available Service box, select Multiple Call Arrangement and then click Add>.

Group >Users : 240021		Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls Outgoing Calls	Assign Services Assign Services allows you to assign or unassign services and service packs for a user. If a service OK Apply Cancel	e or service pack is unassigned the service data that has been filled out will be lost.
Call Control	Available Service Packs	User Service Packs
Client Applications Messaging	Available Service Packs	User Service Packs
Communication Barring		
Collaborate		Add >
Utilities		Remove <
		Add Al >> Remove All
	Available Services	User Services
	Barge-in Exempt Basic Call Logs BroadTouch Business Communicator Desktop - Auto BroadTouch Business Communicator Mobile BroadTouch Business Communicator Mobile - Auto BroadTouch Business Communicator Mobile - Auto BroadTouch Business Communicator Autobile - Auto BroadTouch Business Communicator Tablet - Auto BroadTouch Business Communicator Tablet - Video BroadTouch Business Communicator Tablet - Video	Ads > Collaborate - Audio Collaborate - Audio Custom Ringback User Custom Ringback User Custom Ringback User Custom Ringback User Do Not Disturb Rupp Do Not Disturb Rupp Do Not Disturb Rupp Ads All >> Multiple Call Arrangement Multiple Call Arrangement Custom Rupped User Se Therd-Party Voice Mail Support
	OK Apply Cancel	

7. Click **Apply** to accept the change.

To configure the Call Filtering for an executive:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240021).
- 5. Click on Call Control->Executive. And then click the Filtering tab.

6. Mark the **On** radio box in the **Call Filtering** field.

Group >Users : 240021							Welcome	[Logout]
Options:	Executive Executive allows a user to de OK Apply	fine an assistant pool that wi		The executive can co	onfigure call filtering, screening and	l alerting.		
Client Applications Messaging	Assistants	Filtering	Screening	Alertin	9			
Communication Barring Collaborate Untitles	 Call Filtering Criteria U) Simple ter Type: (ii) All Calls (ii) All Internal Cal (iii) All External Ca (iii) Advanced sed in Advanced Mode:						
	Active No Entries Preser	Description		Filter	Calls from	Calls to	Edit	
	OK Apply	Add Can	cel					

- 7. Select the desired filtering mode from the **Call Filtering Mode** field.
 - a) If you select the Simple mode, you can mark the corresponding radio box from the Filter Type field.

All Calls - The call is always filtered.

All Internal Calls - The call is filtered if it is an internal call.

All External Calls - The call is filtered if it is an external call.

b) If you select the **Advanced** mode, click **Add**, you can add the call filtering criteria used in advanced mode.

The following shows an example:

Description:	Depart-A
Filter call:	Selected
Selected Time Schedule:	Every Day All Day
Selected Holiday Schedule:	None
Calls from:	Any phone number
Calls to:	Primary (240021/0021)

Group >Users : 240021		Welcome	[Logout]
Options: Profile Incoming Calls	Executive Filtering Criteria Add Add a call filtering criteria for Executive service.		
Including Less Californi Calif Californi Californi Liferi Asolicaions Informaticaions Collaboration Liferita Collaboration Liferita	OK Description: P description: P description: P description: P description:		

8. Click **OK** to accept the change.

To configure the Call Screening for an executive:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240021).
- 5. Click on Call Control->Executive. And then click the Screening tab.
- 6. Mark the **On** radio box in the **Call Screening** field.
- 7. Select Silent or Ring Splash from the Alert Type field.

Alert type does not apply to BroadWorks Anywhere and BroadWorks Mobility location.

 (Optional.) Check the desired checkbox in the Alert BroadWorks Mobility Location, Alert BroadWorks Anywhere Locations or Alert Shared Call Appearance Locations checkbox field.

They appear when the **BroadWorks Mobility**, **BroadWorks Anywhere** or **Shared Call Appearance (SCA)** service is assigned.

If the checked location does not exist, call screening is essentially disabled and only the assistants are alerted for the filtered call.

Group >Users : 240021		Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls Call Control	Executive Executive allows a user to define an assistant pool that will answer calls for the user. The executive can configure call filtering, screening and alerting. OK Apply Cancel		
Client Applications Messaging	Assistants Filtering Screening Alerting		
Service Scripts Communication Barring Collaborate Utilities	Call Screening: ● on O orr Alert Type: ● Silent O Ring Splash ☐ Alert BroadVion's Mobility Location		
	And Broad/Work Anywhere Locations And Strand Call Appearance Locations		
	OK Apply Cancel		

9. Click Apply to accept the change.

To configure the Call Alerting for an assistant:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240021).
- 5. Click on Call Control->Executive. And then click the Alerting tab.
- 6. Mark the desired radio box in the **Alerting Mode** field.
 - Simultaneous: the opted-in assistants' phones will ring simultaneously.
 - Sequential: the opted-in assistants' phones will ring sequentially.

Select the desired value from the pull down list of **Advance to Next Assistant After :<number>Rings** field.

7. Mark the desired radio box in the Alerting Calling Line ID Name field.

Select the desired name to use for presentation identity:

- **Executive Name**: the executive's presentation identity name is used without privacy applied.
- **Originator Name**: the originator's presentation identity name is used without privacy applied.
- **Executive-Originator Name**: The originator's presentation identity name is appended to the executive's presentation identity name with a "-" separator between them. The executive's name does not have privacy applied, but the originator's name has privacy applied according to the originator's requested privacy.
- Originator-Executive Name: The executive's presentation identity name is appended to the originator's presentation identity name with a "-" separator between them. The executive's name does not have privacy applied, but the originator's name has privacy applied according to the originator's requested privacy.
- Custom: Custom a name to use for presentation identity. The custom name does not have privacy applied.
 - Enter the desired value in the Alerting Custom Calling Line ID Name field.
 - (Optional.) Enter the desired value in the Unicode Alerting Custom Calling Line ID Name field.
- 8. Mark the desired radio box in the Alerting Calling Line ID Number field.

Select the desired number to use for presentation identity:

- Executive Number: the executive's presentation identity number is used without privacy applied.
- **Originator Number**: the originator's presentation identity number is used with privacy applied according to the originator's requested privacy.
- **Custom**: Custom a number to use for presentation identity. The custom number does not have privacy applied.

Enter the desired value in the Alerting Custom Number field.

 Select the desired value from the pull down list of Call Push Recall After:<number> Rings.

The push call will be recalled to the assistant when the time expires.

10. (Optional.) Check the **Rollover After Waiting:**<**number> seconds** checkbox. And configure the expired time to trigger the rollover action.

11. Mark the desired radio box in the **Rollover Action** field.

Group >Users : 240021		Welcome	[Logout]
Profile	xecutive cultive allows a user to define an assistant pool that will answer calls for the user. The executive can configure call filtering, screening and alerting. OK Anoly Cancel		
Call Control	un puny calue Kostants Filtering Screening Alerting		
Collaborate	Aletting Mode:		
	Ordinated to Priorie Number 7 sile-Unit. ON Answer Processing		

12. Click **Apply** to accept the change.

Configuring the Executive-Assistant Feature

You can configure the following for Executive-Assistant:

- Assign the Executive-Assistant service.
- Configure assistants feature.
- Change the settings of assigned Executive

To assign the Executive-Assistant service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240022).
- 5. Click on Assign Services.
- 6. In the Available Service box, select Executive-Assistant and then click Add>.

Group >Users : 240021		Nelcome	[Logout]
Options: Profile Incoming Calls Cuttoring Calls Call Control	Assign Services and service sand service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.		
Client Applications	Available Service Packs User Service Packs		
Messaging			
Communication Barring	Add>		
Collaborate			
Utilities	Remove <		
	Add All >>		
	Remove All		
	Available Services User Services		
	Barge-in Exempt Basic Call Logs CountemPilot Call Manager CountemPilo		
	Broad fouch Business Communicator Tablet - Audio Broad fouch Business Communicator Tablet - Audio Broad fouch Business Communicator Tablet - Video OK Appy Cancel		

7. Click **Apply** to accept the change.

To configure the Assistant feature for an assistant:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click on Search to display all existing users.
- 4. Select the desired user (e.g., 240022).
- 5. Click on Call Control->Executive-Assistant.
- 6. Mark the **On** radio box in the **Divert** field.
- 7. Enter the phone number or SIP-URI in the **Divert to Phone Number / SIP-URI** field.

Group > Users : 240022				weicome	oqout			
Options: Profile Incoming Calls		Executive-Assistant Display which executive pools the assistant is assigned to. The assistant can view and configure the executive's setting.						
Outgoing Calls	OK Apply	Cancel						
Call Control Messaging Communication Barring Utilities	* Divert to Phone Num	Divert On Off ver / SIP-URI: 2400156]					
	Opt-in	Executive First Name	Executive Last Name	Edit				
		240021	240021	Edit				
		240024	240024	Edit				
	OK Apply	Cancel						

8. In the executive list, check the **Opt-in** checkbox before the desired executive name.

The **Opt-in** checkbox is checked and non-editable when the executive does not allow assistant to opt-in/opt-out (refer to Configuring the Executive Feature).

To change filtering, screening or alerting for an executive:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240022).
- 5. Click on Call Control->Executive-Assistant.
- 6. Click Edit behind the corresponding executive.
- **7.** Click the desired tab to edit.

Group >Users : 240022						Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls	Executive Allows an executive assistant to co	nfigure the executive's setting on Add Cancel	behalf of the executive.				
<u>Call Control</u> <u>Messaging</u> <u>Communication Barring</u> Utilities	Filtering	Screening	Alerting				
	Executive Name: 240021 Call Filtering:	Off Die (P9: ● All Calls ○ All Internal Calls ○ All External Calls anced					
	Active	Description Depart-A	Filter Yes	Calls from All calls	Calls to Primary	Edit Edit	
	OK Apply	Add Cancel					

8. Click **Apply** to accept the change.

Security Classification

The Security Classification service allows BroadWorks to classify a user's calls with a security classification level. It enables users to be conscious of the maximum level of classified information that can be exchanged in the conversation.

When the security classification level is assigned, the BroadWorks sends SIP INFO of this security classification level to the phone and the phone displays it to the user. The user can modify assigned security classification level to a value lower than their assigned level while in an active call. This is implemented by a SIP SUBSCRIBE from the phone. If this modification affects the current security classification level for the call, then BroadWorks notifies the phone of the new security classification level for the call and the phone displays it to the user.

The BroadWorks provides five security classification levels from low to high: Unclassified<Classified<Restricted<Secret<Top Secret.

This feature is not applicable to W52P and W56P IP phones.

Configuring the BroadSoft Server

You can configure the following for Security Classification:

- Assign the Security Classification service.
- Configure Security Classification levels.

To assign the Security Classification service to a user:

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240021).
- 5. Click on Assign Services.
- 6. In the Available Service box, select Security Classification and then click Add>.

Group >Users : 240021		Welcome [Logout]
Options: Profile Incoming Calls	Assign Services Assign Services allows you to assign or unassign services and service packs for a user. If a service or s	ervice pack is unassigned the service data that has been filled out will be lost.
Outgoing Calls	OK Apply Cancel	
Call Control Client Applications	Available Service Packs	User Service Packs
Messaging	Available Service Packs	User Service Packs
Communication Barring		
Collaborate		dd >
Utilities	Re	move <
		d All >> move All User Services
	Braad Touch Business Communicator Deaktop Braad Touch Business Communicator Deaktop - Video Braad Touch Business Communicator Deaktop - Video Braad Touch Business Communicator Mobie Braad Touch Business Communicator Mobie Braad Touch Business Communicator Mobie - Video Braad Touch Business Communicator Mobie - Video	dd > Executive Floxible Sealing Guest Midiple Call Arrangement Sealing Call Arrangement Shared Call Appearance Third-Party Voice Mal Support Three-Way Call Vice Messaging User - Video Vice Messaging User - Video
	OK Apply Cancel	

7. Click **Apply** to accept the change.

To assign Security Classification levels for a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240021).
- 5. Click on Utilities->Security Classification.
- 6. Select the desired security level from the pull-down list of Security Classification.

Group >Users : 240021		Welcome	[Logout]			
Options:	Security Classification					
Profile Incoming Calls	Configure the user security classification settings.					
Outgoing Calls	OK Apply Cancel					
Call Control	On Papay Canter					
Client Applications						
Messaging	Security Classification: Unclassified V					
Communication Barring Collaborate						
Utilities	OK Apply Cancel					

7. Click **Apply** to accept the change.

Configuring Yealink IP Phones

1. Add/Edit Security Classification parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number of the host user on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for

SIP-T40P/T40G/T23P/T23G, X=1-3, for SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1).

Parameters	Permitted Values	Default
account.X.security_classification.enable	Boolean	0
Description:		
Enables or disables security classification feature.		
0 -Disabled		
1-Enabled		

The following shows an example of the Security Classification configuration in a template configuration file (e.g., %BWMACADDRESS%.cfg):

account.1.security_classification.enable = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

BroadWorks Mobility

BroadWorks Mobility is a flexible solution that extends the BroadWorks Centrex features transparently to the mobile network. It enables a BroadWorks user to use a mobile device to use

BroadWorks enhanced services.

This feature is not applicable to W52P and W56P IP phones.

Note Before configuring Broadworks Mobility feature, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the Broadworks mobility personal configurations can be synchronized between the IP phone and the BroadWorks server. For more information on BroadWorks XSI, refer to Xtended Services Interface.

Configuring the BroadSoft Server

You can configure the following for Broadworks Mobility:

- Assign the Broadworks Mobility service.
- Configure the Broadworks Mobility feature. You can activate/deactivate Broadworks Mobility, assign mobile phone numbers and other custom settings for mobile device.

To assigned Broadworks Mobility service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4603).
- 5. Click on Assign Services.
- 6. In the Available Service box, select Broadworks Mobility and then click Add>

Group >Users : 4603							Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls	Assign Services been filled out w	allows you to as	sign or unassign se	rvices and servic	e packs for a user. If a se	rvice or service pack is unassigned the	service data tha	at has
Call Control	OK	Apply	Cancel					
Calling Plans Client Applications		Availabl	e Service Packs			User Service Packs	;	
Meet-Me Conferencing Messaging Service Scripts Utilities					Add > Remove <			
					Add All >> Remove All			
		Avail	able Services			User Services		
	BroadTou		ommunicator Desl ommunicator Mob		Add > Remove <	Automatic Callback Automatic Hold/Retrieve Barge-in Exempt Basic Call Logs BroadWorks Anywhere BroadWorks Mobility	^	
					Add All >> Remove All	Call Center - Premium Call Center - Premium Call Forwarding Always Call Forwarding Busy Call Forwarding No Answer	Ŷ	
	OK	Apply	Cancel					

7. Click **Apply** to accept the change.

To configure Broadworks Mobility feature for a user:

1. Log into the web portal as a group administrator.

- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4603).
- 5. Click on Call Control->Broadworks Mobility.
- 6. Mark On radio box in the Broadworks Mobility field.
- 7. Mark the desired radio box in the **Phone to Ring** field.
- 8. Enter your mobile number in the **Mobile Number** field.
- 9. Configure the following parameters for mobility feature.

Parameter	Description
	Specifies whether to alert the mobile location
Alert for Click-to-Dial calls	when the primary location receives an
	incoming call.
	Specifies whether to alert the mobile location
Alert for Group Paging calls	when the primary location receives a group
	paging call.
Enable Diversion Inhibitor	Specifies whether the mobile location to diver
	a call of primary location.
	Specifies whether to prompt the user to enter
Require Answer Confirmation	a confirmation digit before completing the
	mobile call answered by the use.
Use Broadworks-based Call Control	Specifies whether call control be performed
Services	by BroadWorks and not by the mobile device.

10. Set the parameters of Broadworks mobility in the **Broadworks Mobility Configuration** block.

Use Group Settings:	Marked
Deny Call Originations:	Checked
Deny Call Terminations:	Checked

Welcome [Loc 460 Dotions: **BroadWorks Mobility** Profile Configure the BroadWorks Mobility settings Incoming Calls Outgoing Calls Apply Cancel OK Call Control Calling Plans
Client Applications
Meet-Me Conferencing BroadWorks Mobility:
 On
 Off Phone to Ring:
 Fixed
 Mobile
 Both Messaging Service Scripts Utilities Mobile Number: 15980751615 Alert for Click-to-Dial calls Alert for Group Paging calls Enable Diversion Inhibitor Require Answer Confirmation Use BroadWorks-based Call Control Services BroadWorks Mobility Configuration Use Group Settings Use Group Control of Control Deny Call Terminations Apply Cancel OK

11. Click **Apply** to accept the change.

Call Decline Policy

Call Decline Policy allows the user to terminate ringing at all Shared Call Appearance (SCA), Flexible Seating Guest, and BroadWorks Mobility locations in addition to the primary location. When one device sends a SIP "486 Busy" response, the call receives "Busy" treatment. If a response other than a "486 Busy" (such as 403 or 603) response is received, the call is not declined and the remaining device continues to ring/alert. If Call Forwarding Busy or Voice Messaging services are configured, then the call is redirected to one of these services.

This policy does not apply to the following scenarios:

- Automatic Callback
- Call Transfer Recall
- Automatic Hold/Retrieve Recall
- Call Park Recall
- Executive-Assistant Call Push Recall

When a location declines the call in the context of these scenarios, the other locations continue to be alerted. This policy does not apply to the Executive service when the executive is configured to screen calls. Refer to Executive and Assistant for more information.

This feature is not applicable to W52P and W56P IP phones.

Configuring the BroadSoft Server

To assign the Call Decline service to a user:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240021).
- 5. Click on **Device Polices**.
- 6. In the Single User Private and Shared Lines block, check the Enable Call Decline checkbox.

Group >Users : 240021		Welcome	[Logout]
Options: Profile Incoming Calls	Device Policies View or modify Device Policies for the User.		
<u>Outgoing Calls</u> <u>Call Control</u> <u>Client Applications</u> <u>Messaging</u> Communication Barring	OK Apply Cancel Single User Private and Shared Lines Tantable Device Feature Synctronization Instruction Instruction Instruction Instruction Instruction Instruction Instruction Instruction Instruction Instruction Instruction Instruction Instruction Instrelevel Instrelevel		
Collaborate Utilities	Enable Call Decline OMultiple User Shared Lines Enable ACD		
	Enable Call Forwarding Aways Enable Call Forwarding Busy Enable Call Forwarding Busy Enable Call Forwarding No Answer Enable Do Not Disturb		
	Enable Executive Enable Secutive Assistant Enable Secutive Assistant Enable Secutive Classification Enable Call Resolution		
	OK Apply Cancel		

7. Click **Apply** to accept the change.

Configuring Yealink IP Phones

1. Add/Edit Call Decline parameters in the configuration template files:

The "X" in the parameter is an integer which specifies the line number of the host user on the IP phone. For SIP-T58V/T58A/T56A/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X =1-12; for SIP-T41S/T41P/T27P/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3, for SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1).

Parameters	Permitted Values	Default			
features.call_decline.enable	Boolean	0			
Description:					
Enables or disables call decline feature.					
0 -Disabled	0 -Disabled				
1-Enabled					
account.X.features.call_decline.enable 88WDFS-CALL-DECLIN E-BINARY-X%					
Description:					
Enables or disables call decline feature for account X.					
0 -Disabled					
1-Enabled					

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

Emergency Call

In North America, emergency calling has distinct functionality allowing the operator to identify and communicate with a calling party making an emergency call. Yealink IP phone supports emergency dial plan and E911 (Enhanced 911).

Emergency dialplan allows users to dial the emergency telephone number (emergency services number) at any time when the IP phone is powered on and has been connected to the network. It is available even if your phone keypad is locked or no SIP account is registered. It is available even if your phone keypad is locked or no SIP account is registered.

This feature is not applicable to SIP-T58V/T58A/T56A, W52P and W56P IP phones.

Emergency Location Identification Number (ELIN)

The IP Phones support Link Layer Discovery Protocol for Media Endpoint Devices (LLDP-MED). LLDP-MED allows the phone to use the location information, Emergency Location Identification Number (ELIN), sent by the switch, as a caller ID for making emergency calls. The outbound identity used in the P-Asserted-Identity (PAI) header of the SIP INVITE request is taken from the network using an LLDP-MED Emergency Location Identifier Number (ELIN). The administrator can customize the outbound identity. The custom outbound identity will be used if the phone fails to get the LLDP-MED ELIN value.

The following is an example of the PAI header:

P-asserted-identity: <sip: **1234567890**@abc.com > (where 1234567890 is the custom outbound identity.)

P-Access-Network-Info (PANI)

When placing an emergency call, the MAC address of the phone/connected switch should be added in the P-Access-Network-Info (PANI) header of the INVITE message. It helps the aid agency to immediately identify the caller's location, improving rescue efficiency.

The following is an example of the PANI header:

P-Access-Network-Info: IEEE-802.3; eth-location="**00:15:65:74:b1:6e**" (where 00156574B16E is the phone's MAC address.)

E911 (Enhanced 911) is a location technology that enables the called party to identify the geographical location of the calling party. For example, if a caller makes an emergency call to E911, the feature extracts the caller's information for the police department to immediately identify the caller's location.

HTTP-Enabled Location Delivery

The IP Phones support HTTP-Enabled Location Delivery (HELD) to request their location from a Location Information Server (LIS).

Firstly, the IP phone sends a Location Request message to LIS upon power on or IP change. Then the LIS replies a Location Response message with a Location URI to your IP phone. The IP phone stores the location URI for use in PDIF-LO.

When a user dials an emergency number (911), the IP phone will send an INVITE request to a gateway with PIDF-LO including the previously provided location URI. The following is an example of location information sent in INVITE request message:

Geolocation:<https://anywhere.redskytech.com/e911Anywhere/heldref?zhangzl&companyId=y ealink-e911&deviceId=10.10.117.26>,<Mac=00:15:65:45:16:BB>,<https://www.yealink.com/> Geolocation-Routing: yes

Configuring Yealink IP Phones

Parameters	Permitted Values	Default
dialplan.emergency.asserted_id_source	ELIN, CUSTOM or HELD	ELIN
Description:		
Configures the precedence of source of emerg emergency call.	ency outbound identities wh	en placing an
If it is set to ELIN, the outbound identity used i SIP INVITE request is taken from the network u Identifier Number (ELIN). The custom outboun "dialplan.emergency.custom_asserted_id" will b LLDP-MED ELIN value.	ising an LLDP-MED Emergen d identity configured by	cy Location
If it is set to CUSTOM, the custom outbound ic "dialplan.emergency.custom_asserted_id" will k "dialplan.emergency.custom_asserted_id" is lef used.	be used; if the value of the pa	
If it is set to HELD, the IP phone will use the HE from the Location Information Server.	ELD protocol to retrieve locat	ion information
Note : If the obtained LLDP-MED ELIN value is PAI header will not be included in the SIP INVI phones running firmware V82 or later.		-
PAI header will not be included in the SIP INVI		-
PAI header will not be included in the SIP INVI phones running firmware V82 or later.	TE request. HELD is only appl String RL for the IP phone to send H er "dialplan.emergency.asser	Blank
PAI header will not be included in the SIP INVI phones running firmware V82 or later. dialplan.emergency.held.server_url Description: Configures the Location Information Server UR request. Note: It works only if the value of the paramet set to HELD. It is applicable to IP phones runni	TE request. HELD is only appl String RL for the IP phone to send H er "dialplan.emergency.asser	Blank
PAI header will not be included in the SIP INVI phones running firmware V82 or later. dialplan.emergency.held.server_url Description: Configures the Location Information Server UF request. Note: It works only if the value of the paramet set to HELD. It is applicable to IP phones runni dialplan.emergency.held.request_type	TE request. HELD is only appl String RL for the IP phone to send H er "dialplan.emergency.asser ng firmware V82 or later.	ELD location
PAI header will not be included in the SIP INVI phones running firmware V82 or later. dialplan.emergency.held.server_url Description: Configures the Location Information Server UR request. Note: It works only if the value of the paramet	TE request. HELD is only appl String RL for the IP phone to send H ter "dialplan.emergency.asser ng firmware V82 or later. SIMPLE or REDSKY	ELD location
PAI header will not be included in the SIP INVI phones running firmware V82 or later. dialplan.emergency.held.server_url Description: Configures the Location Information Server UR request. Note: It works only if the value of the paramet set to HELD. It is applicable to IP phones runni dialplan.emergency.held.request_type Description:	TE request. HELD is only appl String RL for the IP phone to send H er "dialplan.emergency.asser ng firmware V82 or later. SIMPLE or REDSKY essage.	ELD location ted_id_source" i

1. Add/Edit Emergency Call parameters in the configuration template files:

Parameters	Peri	nitted Values	Default		
Note: It works only if the value of the parameter "dialplan.emergency.asserted_id_source" is set to HELD. It is applicable to IP phones running firmware version V82 or later.					
dialplan.emergency.held.request_element.X	dialplan.emergency.held.request_element.X.name String Blank				
(X ranges from 1 to 255)		String	Dialik		
Description:					
Configures the custom element name to be ser	nt in a loc	ation request mess	age.		
For example:					
dialplan.emergency.held.request_element.1.nar	ne = mac	:			
dialplan.emergency.held.request_element.2.nar	ne = com	ipanyID			
dialplan.emergency.held.request_element.3.nar	ne = nai				
The value of X must be continuous.					
Note: It works only if the value of the parameters set to HELD. It is applicable to IP phones running					
dialplan.emergency.held.request_element.X	value				
(X ranges from 1 to 255)		String	Blank		
Description:					
Configures the custom element value to be ser	nt in a loc	ation request messa	age.		
For example:					
dialplan.emergency.held.request_element.1.val	ue = 0015	565B38ECB			
dialplan.emergency.held.request_element.2.val 6f2f2d50-c385-4b72-b84a-ce0ca3a77cb7	le =				
dialplan.emergency.held.request_element.3.val	ue = 8611	L@pbx.yealink.com			
The value of X must be continuous.					
Note: It works only if the value of the parameter	er "dialpla	an.emergency.asser	ted_id_source" is		
set to HELD. It is applicable to IP phones runni	ng firmwa	re version V82 or la	iter.		
dialplan.emergency.custom_asserted_id	10-25 c	ligits, SIP URI, or TEL URI	Blank		
Description:					
Configures the custom outbound identity when	n placing	an emergency call.			
If using a TEL URI, for example, tel:+160455580	00. The fu	ull URI is included ir	n the		
P-Asserted-Identity (PAI) header (e.g., <tel:+16045558000>).</tel:+16045558000>					
If using a SIP URI, for example, sip:1234567890123@abc.com. The full URI is included in the					
P-Asserted-Identity (PAI) header and the address will be replaced by the emergency server (e.g., <sip:1234567890123@emergency.com>).</sip:1234567890123@emergency.com>					
(c.g., >sip.rzs4sorosorzs@emergency.com>).					

_					
Parameters	Permitted Values	Default			
If using a 10-25 digit number, for example, 1234567890. The SIP URI constructed from the					
number and SIP server (e.g., abc.com) is included in the P-Asserted-Identity (PAI) header					
(e.g., <sip:1234567890@abc.com>). Note: It works only if the value of the parameter</sip:1234567890@abc.com>	ar "dialalan amargangy assar	tod id courco" ic			
not set to HELD.	er diaipian.emergency.asser				
dialplan.emergency.server.X.address	IP address or domain	Blank			
(X ranges from 1 to 3)	name	Diank			
Description:					
Configures the IP address or domain name of t calls.	he emergency server X to be	e used for routing			
Note : If the account is registered successfully c configured), the emergency calls will be dialed server>emergency server; if the account is not	using the following priority:	SIP			
Note: It works only if the value of the parameter not set to HELD.	er "dialplan.emergency.asser	ted_id_source" is			
dialplan.emergency.server.X.port Integer from 1 to					
(X ranges from 1 to 3)	65535	5060			
Description:					
Configures the port of emergency server X to b	e used for routing calls.				
Note: It works only if the value of the parameter	er "dialplan.emergency.asser	ted_id_source" is			
not set to HELD.					
dialplan.emergency.server.X.transport_type					
(X ranges from 1 to 3)	0, 1, 2 or 3	0			
Description:					
Configures the transport method the IP phone	uses to communicate with t	he emergency			
server X.					
0-UDP					
1 -TCP					
2 -TLS					
3-DNS-NAPTR					
Note: It works only if the value of the parameter "dialplan.emergency.asserted_id_source" is not set to HELD.					
dialplan.emergency.X.value		Refer to the			
(X ranges from 1 to 255) number or SIP URI following content					

Parameters	Permitted Values	Default		
Description:				
Configures the emergency number to use on ye emergency services in the local area when requ		contact		
Default				
When $X = 1$, the default value is 911;				
When $X = 2-255$, the default value is Blank.				
Note: It works only if the value of the parameter not set to HELD.	er "dialplan.emergency.asser	ted_id_source" is		
dialplan.emergency.X.server_priority	a combination of digits			
(X ranges from 1 to 255)	1, 2 and 3	1, 2, 3		
Description:				
Configures the priority for the emergency serve	ers to be used.			
The digits are separated by commas. The serve	rs to be used in the order lis	ted (left to right)		
The IP phone tries to send the INVITE request to the emergency server with higher priority. If the emergency server with higher priority does not respond correctly to the INVITE, then the phone tries to make the call using the emergency server with lower priority, and so forth. The IP phone tries to send the INVITE request to each emergency server for three times.				
Example:				
dialplan.emergency.1.server_priority = 2, 1, 3				
It means the IP phone sends the INVITE request to the emergency server 2 first. If the emergency server 2 does not respond correctly to the INVITE, then tries to make the call using the emergency server 1. If the emergency server 1 does not respond correctly to the INVITE, then tries to make the call using the emergency server 3. The IP phone tries to send the INVITE request to each emergency server for three times.				
Note : If the IP address of the emergency server the emergency server with lower priority will be successfully or failed (the account information h	e used. If the account is regis	stered		

be dialed using the following priority: SIP server>emergency server; if the account is not registered, the emergency server will be used.

Note: It works only if the value of the parameter "dialplan.emergency.asserted_id_source" is not set to HELD.

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

Upgrading Firmware

To upgrade firmware:

- Add/Edit firmware URL in the configuration template files (e.g., y00000000028.cfg): static.firmware.url = http://%BWDEVICEACCESSFQDN%:%BWDEVICEACCESSPORT%/%BWDMSCONTEXT%/%B WDEVICEACCESSURI%%T46_FIRMWARE%
- **2.** Customize the static tag on BroadWorks. The tag name is %T46_FIRMWARE% and the tag value is the firmware version (e.g., 28.81.193.10.rom).

For more information, refer to Customizing a Static Tag.

- Upload the firmware (e.g., 28.81.193.10.rom).
 For more information, refer to Uploading Static Files.
- 4. Upload template boot and configuration files.

refer to Yealink IP DECT Phones Adminstrator Guide.

For more information, refer to Uploading Device Template Files.

After the above configurations, the tags in the template file will be replaced by the actual parameter values. An example is shown as below:

static.firmware.url = http://xsp.yealink.com:80/dms/YealinkT46/28.81.193.10.rom

You can also upgrade the firmware via web user interface at the path **Settings**->**Upgrade**. For more information on how to upgrade the firmware, refer to *Yealink_SIP-T2_Series_T19(P) E2_T4_Series_T5_Series_IP_Phones_Administrator_Guide* or *Yealink_SIP-T5_Series_Smart_Media_Phones_Administrator_Guide*. For W52P/W56P IP phones,

Downloading and Verifying Configurations

Downloading Configuration Files

Once obtaining the access URL, the phone will connect to the BroadWorks server and download boot file and configuration files. You should check the BroadWorks server settings and configure Yealink IP phones in advance.

To check the BroadWorks server settings:

- **1.** Log into the web portal as a group administrator.
- 2. Click on Resources->Identity/Device Profiles.
- 3. Click Search to display all existing device profiles (Click Next to turn to the next page).

Group						Welc	ome 🔝	oqout]
Options: Profile Resources Services Call Center Meet-Me Conferencing Utilities	Identity/Device Profiles Add or modify group level identity/device profiles. Displays all the identity/device profiles defined at group level. CK Add CR Add CR Enter search criteria below Identity/Device Profile Name Starts With V						Search	
	Identity/Device Profile Name A 240028 240161 240162 240163	Identity/Device Profile Type Yealink-T46G Yealink-T46G Yealink-T46G Yealink-T46G	Available Ports 16 14 15 15 [Page 1 of 1]	Host Name/IP Address	MAC Address	Online Online Ye Online Ye	ersion ealink SI ealink SI ealink SI	Edit Edit Edit Edit Edit
	OK Add Car	icel						

- 4. Select the desired device profile to edit.
- 5. Click on the **Profile** tab.

6. Check the parameters: URL, MAC address, user name and password in the corresponding fields.

Group		Welcome	[Logout]
Options: Profile Resources	Identity/Device Profile Modify Modify or delete an existing group identity/device profile.		
Services	OK Apply Delete Cancel		
Call Center Meet-Me Conferencing			
Utilities	Profile Users Files Custom Tags		
	Identity/Device Profile Name: 240028 Identity/Device Profile Type: :/eslink:T46G Device Type URL: https://yksp.yealink.com:443/dms/Yealink:T46G/ Protocot: SIP 2 0 ♥ Host Name/IP Address: Port		
	Transport: Unspecified V		
	MAC Address: 00156574b450		
	Serial Number:		
	Description:		
	Outbound Proxy Server:		
	STUN Server:		
	Physical Location:		
	Lines/Ports: 16 Assigned Lines/Ports: 0 Unassigned Lines/Ports: 16 Version: Authentication		
	Ouse Identity/Device Profile Type Credentials		
	Use Custom Credentials		
	* Device Access User Name: 240028		
	* Device Access Password:		
	* Re-type Device Access Password:		
	OK Apply Delete Cancel		

To configure the IP phone via web user interface:

- **1.** Log into the web user interface as an administrator.
- 2. Click on Settings->Auto Provision.
- 3. Enter the parameters: URL, user name and password in the corresponding fields.

ealink 1466						Log O English(English)
	Status	Account Network D	SSKey Features	Settings	Directory	Security Applications
Preference		Auto Provision				NOTE
Time & Date		PNP Active	◉ On ◯ Off 🕜			Auto Provision
Call Display		DHCP Active Custom Option(128~254)	◎ On ◎ Off ?			The IP phone can interoperate with provsioning server using
Upgrade		DHCP Option Value	yealink 2			auto provisioning for deploying the IP phones.
Auto Provision		Server URL	https://ybsp.yealink.com:4	43/dms/Yea	0	When the IP phone triggers to
		User Name	240028		0	perform auto provisioning, it will request to download the
Configuration		Password	•••••		0	configuration files from the provisioning server. During th
Dial Plan		Attempt Expired Time(s)	5	0		auto provisioning process, the IP phone will download and
Voice		Common AES Key	•••••	0		update configuration files to the phone flash.
Ring		MAC-Oriented AES Key	•••••	0		🔃 You can click here to get
Tones		Zero Active	Enabled 👻	0		more guides.
		Wait Time(1~100s)	10	0		
Softkey Layout		Power On	🖲 On 🔘 Off 🕜			
TR069		Repeatedly	🛇 On 🖲 Off 🕜	_		
Voice Monitoring		Interval(Minutes)	1440	0		
SIP		Weekly Weekly Upgrade Interval(0~12week)	On Off 🕜	•		
Power Saving		Inactivity Time Expire(0~120min)	0	0		
		Time	00 : 00 00 : 00	0		
			 ✓ Sunday ✓ Monday ✓ Tuesday 	·		
		Day of Week	 ✓ Wednesday ✓ Thursday ✓ Friday ✓ Saturday 			
		Flexible Auto Provision	🛇 On 🖲 Off 🕜			
		Flexible Interval Days	30	0		
		Flexible Time	02:00 ::	0		
			Autoprovision Now			

4. Mark the On radio box in the Power On field.

5. Click **Confirm** to save the setting.

After the above configurations, reboot the IP phone. The IP phone will try to download the boot file and configuration files from the BroadWorks server.

Verifying Configurations

After auto provisioning, the IP phone reboots in some cases. You can verify the configurations via phone user interface or web user interface of the phone. During the auto provisioning process, you can monitor the downloading request and response message by a WinPcap tool. **Example:** Yealink SIP-T46G IP phone downloads the boot file and configuration files by HTTP.

2	8.81.0.25_19_7_44.pcap [Wi	reshark 1.12.4 (v1.12.4-0-gb48	51da from master-1.12)]			
Ele	Edit View Go Capture	Analyze Statistics Telephony	<u>T</u> ools Internals <u>H</u> elp			
۵	0 🧉 🔳 🔬 🗁 🗋	🗶 🔁 🔍 🌳 🧇 🎙	। 🗐 🗐 🔍 🔍 🕅	🍇 🗹 🕵 % 🛛 🔛		
Filte	er: http		Expression Clear Apply	Save		
No.	Source	Time	Destination	Protocol	Length Info	
	1 10.2.20.207	0.000000	10.2.5.146	HTTP	224 HTTP/1.1 302 Found	
	2 10.2.5.146	0.002728	10.2.20.207	HTTP	500 GET /servlet?p=settings-config&g=load HTTP/1.1	
	51 10.2.20.207	0.146626	10.2.5.146	HTTP	1040 HTTP/1.1 200 OK	
	55 10.2.5.146	1.664662	10.2.20.207	HTTP	499 GET /servlet?p=settings-autop&g=load HTTP/1.1	
	100 10.2.20.207	1.780447	10.2.5.146	HTTP	544 HTTP/1.1 200 OK	
	105 10.2.5.146	4.180378	10.2.20.207	HTTP	929 POST /servlet?p=settings-autop&g=write&now=true HTTP/1.1	(applicat
	111 10.2.20.207	4.411233	10.2.5.146	HTTP	226 GET /YealinkT46/0015654146dd.boot HTTP/1.1	
	120 10.2.5.146	4.416637	10.2.20.207	HTTP	66 HTTP/1.1 404 Not Found (text/html)	
	125 10.2.20.207	4.426389	10.2.5.146	HTTP	227 GET /YealinkT46/y00000000000.boot HTTP/1.1	
	136 10.2.5.146	4.456442	10.2.20.207	HTTP	66 HTTP/1.1 404 Not Found (text/html)	
	140 10.2.20.207	4.458453	10.2.5.146	HTTP	226 GET /YealinkT46/y00000000028.cfg HTTP/1.1	
	161 10.2.5.146	4.466769	10.2.20.207	НТТР	336 HTTP/1.1 200 OK (application/octet-stream)	
	189 10.2.20.207	4.520942	10.2.5.146	HTTP	1301 HTTP/1.1 200 OK	
	196 10.2.5.146	9.559155	10.2.20.207	HTTP	506 GET /servlet?p=settings-autop&g=result&random=0.70822804	107453065 HT
	206 10.2.5.146	14.561340	10.2.20.207	HTTP	507 GET /servlet?p=settings-autop&g=result&random=0.17672431	L030174907 H

Troubleshooting

This chapter provides general troubleshooting information to help to solve the problems you might encounter when you deploy Yealink IP phones in the BroadWorks environment.

Why does the phone fail to download configuration files using BroadWorks Device Management?

- **1.** Ensure that the provisioning URL, user name and password configured on the phone are correct.
- 2. Ensure that the MAC address of the phone is configured when creating a device profile.
- **3.** If the phone is triggered to download configuration files via a SIP NOTIFY request with event check-sync or resync, ensure the account configured on the phone is correct in addition to the above configurations.

How to view the configuration files on the BroadSoft server?

- 1. Click on Resources->Identity/Device Profiles.
- 2. Click on->Search to list all existing device profiles.
- 3. Select the desired device profile (e.g., Yealink_T46G_Test) and then click Edit.
- 4. Click the Files tab.



5. Click the access file URL to view the desired configuration file.

If you want to view the device-specific file, ensure that the MAC address of the phone is configured under the **Profile** tab.

Why can't the tags in the template configuration file be replaced by the actual parameter values?

- 1. Check if the tag is static tag or dynamic built-in tag.
 - If the tag is static tag, ensure that the tag names configured on the phone and server are the same.

- If the tag is dynamic built-in tag, ensure that the tag is correct. You don't need to make any configuration on the BroadSoft server.

Appendix

BLF LED Mode

BLF LED Mode provides four kinds of definition for the BLF list key LED status. The following table lists the LED statuses of the BLF list key when BLF LED Mode is set to 0, 1, 2 or 3 respectively (not applicable to SIP-T19(P) E2, W52P and W56P IP phones).

Line key LED (configured as a BLF List key and BLF LED Mode is set to 0)

LED Status	Description
Solid green	The monitored user is idle.
Fast-flashing red (200ms)	The monitored user receives an incoming call.
	The monitored user is dialing.
Solid red	The monitored user is talking.
Solid Ted	The monitored user's conversation is placed on hold
	(This LED status requires server support).
Slow-flashing red (1s)	The call is parked against the monitored user's phone
	number.
Off	The monitored user does not exist.

Line key LED (configured as a BLF List key and BLF LED Mode is set to 1)

LED Status	Description	
Fast-flashing red (200ms)	The monitored user receives an incoming call.	
	The monitored user is dialing.	
Solid red	The monitored user is talking.	
Solid red	The monitored user's conversation is placed on hold	
	(This LED status requires server support).	
Class flaching red (1c)	The call is parked against the monitored user's phone	
Slow-flashing red (1s)	number.	
Off	The monitored user is idle.	
	The monitored user does not exist.	

Line key LED (configured as a BLF List key and BLF LED Mode is set to 2)

LED Status	Description	
Fast-flashing red (200ms)	The monitored user receives an incoming call.	
Solid red	The monitored user is dialing.	
Solid red	The monitored user is talking.	

LED Status	Description	
The monitored user's conversation is placed or		
	(This LED status requires server support).	
Slow flaching rod (1c)	The call is parked against the monitored user's phone	
Slow-flashing red (1s)	number.	
Off	The monitored user is idle.	
	The monitored user does not exist.	

Line key LED (configured as a BLF List key and BLF LED Mode is set to 3)

LED Status	Description	
Fast-flashing green (200ms)	The monitored user receives an incoming call.	
	The monitored user is dialing.	
Solid red	The monitored user is talking.	
	The monitored user's conversation is placed on hold	
	(This LED status requires server support).	
Slow flaching rod (1c)	The call is parked against the monitored user's phone	
Slow-flashing red (1s)	number.	
Off	The monitored user is idle.	
	The monitored user does not exist.	

Line Keys and Programable Keys

You can assign predefined functionalities to line keys and Programable keys. Line keys and Programable keys allow you to quickly access features such as call transfer and call forward. The line key can indicate the monitored status when the line keys are assigned with particular features, such as BLF List.

The following table lists the number of DSS keys you can configure for each phone model:

Phone Model	Line Key	Programable Key
T58V/T58A/T56A	27	3
SIP-T54S	27	13
SIP-T52S	21	11
SIP-T48G/S	29	13
SIP-T46G/S	27	13
SIP-T42G/S	15	11
SIP-T41P/S	15	11
SIP-T40P/G	3	11
SIP-T29G	27	14

Phone Model	Line Key	Programable Key
SIP-T27P/G	21	14
SIP-T23P/G	3	11
SIP-T21(P) E2	2	11
SIP-T19(P) E2	/	11

Configuring a Line Key

You can configure line key to access the features for more convenience. The parameters of the line keys are detailed in the following:

The "X" is an integer which specifies the sequence number of the line key. For SIP-T48S/T48G, X=1-29; for SIP-T58V/T58A/T56A/T54S/T46S/T46G/T29G, X=1-27; for SIP-T42S/T42G/T41S/T41P, X=1-15; for SIP-T52S/T27P/T27G, X=1-21; for SIP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X=1-2.

Parameters	Permitted Values	Default
linekey.X.type	Integer	Refer to the following content
Description:		
Configures the line key type.		
2-Forward		
5-DND		
9 -Direct Pickup		
10 -Call Park		
20-Private Hold		
23-Group Pickup		
39 -BLF List		
42- ACD		
55-Meet-Me Conference		
56-Retrieve Park		
58-ACD Trace		
59-Disp Code		
60 -Emergency		
62-Network Favorite		
63-UC Favorite (if Auto Favorite feature is disabled, you need to configure UC Favorite		
keys manually, and then the downloaded inform	mation of favorite	s will be applied to
these keys)		
64 -Buddies		
65 -My Status (It is configurable only when the	parameter	

Parameters	Permitted Values	Default
"bw.xmpp.change_presence.enable" is set to 1	(Enabled).)	
Note: Network Favorite, UC Favorite, Buddies a	-	
SIP-T58V/T58A/T56A/T54S/T48G/T48S/T46G/T	-	es.
	Refer to the	Refer to the
linekey.X.line	following content	following content
	content	
Description:		
Configures the line to apply the line key.		
Permitted Values:		
1 to 16 (For SIP-T58V/T58A/T56A/T54S/T48S/T	48G/T46S/T46G/T	29G)
1 to 12 (For SIP-T52S/T42S/T42G)		
1 to 6 (For SIP-T41S/T41P/T27P/T27G)		
1 to 3 (For SIP-T40P/T40G/T23P/T23G)		
1 to 2 (For SIP-T21(P) E2)		
1-Line1		
2 -Line2		
3 -Line3		
16 -Line16		
When X=1, the default value is 1.		
When X=2, the default value is 2.		
When X=3, the default value is 3.		
When X=16, the default value is 16.		
	String within	
linekey.X.pickup_value	256	Blank
	characters	
Description:		
Configures the conference ID or Moderator PIN	I followed by the	# sign.
	String within	
linekey.X.label	99 characters	Blank
Description:		
(Optional.) Configures the label displayed on th	ne LCD screen for	each line key.
linekey.X.shortlabel	String within	Diaula
(X ranges from 1 to 21)	99 characters	Blank

Parameters	Permitted Values	Default
Description:		
(Optional.) Configures the short label displayed on the LCD screen for line key.		
Note: It is only applicable to SIP-T52S IP phones.		

Configuring a Programable Key

You can configure programable key to access the features for more convenience. The parameters of the programable keys are detailed in the following:

The "X" is an integer which specifies the sequence number of the programable key. For SIP-T54S/T48S/T48S/T46S/T46G, X=1-10, 12-14; for

SIP-T52S/T42S/T42G/T41S/T41P/T40G/T40P, X=1-10, 13; for SIP-T29G/T27G/T27P, X=1-14; for SIP=T23G/T23P/T21(P) E2, X= 1-10,14; for SIP-T19(P) E2, X=1-9, 13, 14; for SIP-T58V/T58A/T56A, X=12-14.

Parameters	Permitted Values	Default
programablekey.X.type	Integer	Refer to the following content
Description:		
Configures the programable key type.		
5-DND		
9 -Direct Pickup		
23-Group Pickup		
55-Meet-Me Conference		
64-Buddies		
65 -My Status (It is configurable only when	·	
"bw.xmpp.change_presence.enable" is set	to 1 (Enabled).)	
For SIP-T58V/T58A/T56A IP phones:		
When X=12, the default value is 0 (NA).		
When X=13, the default value is 0 (NA).		
When X=14, the default value is 2 (Forward).		
For SIP-T54S/T48S/T48G/T46S/T46G IP phones:		
When X=1, the default value is 28 (History).		
When X=2, the default value is 61 (Directory).		
When X=3, the default value is 5 (DND).		
When X=4, the default value is 30 (Menu).		
When X=5, the default value is 28 (History).		

Parameters	Permitted Values	Default
When X=6, the default value is 61 (Direct	ory).	
When X=7, the default value is 51 (Switch	n Account Up).	
When X=8, the default value is 52 (Switch	n Account Down).	
When X=9, the default value is 33 (Status	i).	
When X=10/12/13, the default value is 0	(NA).	
When X=14, the default value is 2 (Forwa	rd).	
For SIP-T52S/T42S/T42G/T41S/T41P/T	40P/T40G IP phones	:
When X=1, the default value is 28 (Histor	y).	
When X=2, the default value is 61 (Direct	ory).	
When X=3, the default value is 5 (DND).		
When X=4, the default value is 30 (Menu).	
When X=5, the default value is 28 (Histor	y).	
When X=6, the default value is 61 (Direct	ory).	
When X=7, the default value is 51 (Switch	n Account Up).	
When X=8, the default value is 52 (Switch	n Account Down).	
When X=9, the default value is 33 (Status	i).	
When X=10/13, the default value is 0 (NA	A).	
For SIP-T29G/T27P/T27G IP phones:		
When X=1, the default value is 28 (Histor	y).	
When X=2, the default value is 61 (Direct	ory).	
When X=3, the default value is 5 (DND).		
When X=4, the default value is 30 (Menu).	
When X=5, the default value is 28 (Histor	y).	
When X=6, the default value is 61 (Direct	ory).	
When X=7, the default value is 51 (Switch	n Account Up).	
When X=8, the default value is 52 (Switch	n Account Down).	
When X=9, the default value is 33 (Status	i).	
When X=10/11/12/13, the default value i	s 0 (NA).	
When X=14, the default value is 2 (Forwa	ırd).	
For SIP-T23P/T23G/T21(P) E2 IP phone	es:	
When X=1, the default value is 28 (Histor	y).	
When X=2, the default value is 61 (Direct	ory).	
When X=3, the default value is 5 (DND).		
When X=4, the default value is 30 (Menu).	
When X=5, the default value is 28 (Histor	y).	

Parameters	Permitted Values	Default	
When X=6, the default value is 61 (Directory).			
When X=7, the default value is 51 (Switch	Account Up).		
When X=8, the default value is 52 (Switch	Account Down).		
When X=9, the default value is 33 (Status)			
When X=10, the default value is 0 (NA).			
When X=14, the default value is 2 (Forwar	rd).		
For SIP-T19(P) E2 IP phones:			
When X=1, the default value is 28 (History	/).		
When X=2, the default value is 61 (Directo	ory).		
When X=3, the default value is 5 (DND).			
When X=4, the default value is 30 (Menu)			
When X=5, the default value is 28 (History	/).		
When X=6, the default value is 61 (Directo	ory).		
When X=7, the default value is 0 (NA).			
When X=8, the default value is 0 (NA).			
When X=9, the default value is 33 (Status)	l.		
When X=13, the default value is 0 (NA).			
When X=14, the default value is 2 (Forwar	d).		
Note: It works only if the value of the para	ameter "features.dnd.	allow" is set to 1	
(Enabled).			
programablekey.X.pickup_value	String within 256 characters	Blank	
Description:			
Configures the conference ID or Moderate	or PIN followed by the	e # sign.	
programablekey.X.label String within 99			
(X ranges from 1 to 4) Blank			
Description:			
(Optional.) Configures the label displayed	on the LCD screen fo	r each soft key.	
Note: It is not applicable to SIP-T58V/T58		2	