

Yealink IP Phones Deployment Guide for Broadsoft UC-One Environment

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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, SIP-T56A and CP960 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, CP960 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-T27G, SIP-T23P/G, SIP-T21(P) E2, SIP-T19(P) E2, W56P, W60P and CP920 IP phones running UC-One firmware version 81 or later.
- W53P IP phones running UC-One firmware version 83 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.

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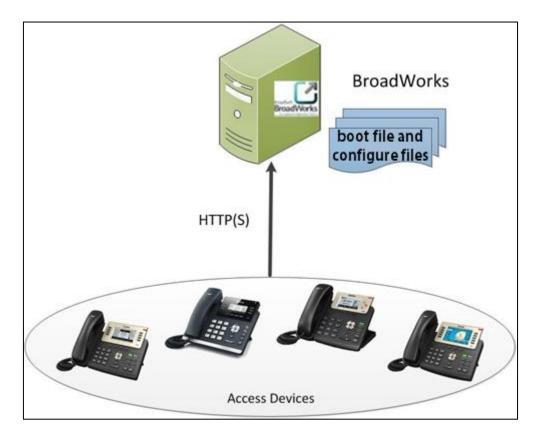
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BroadWorks Device Management

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.



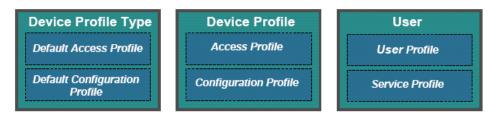
Key Concepts

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

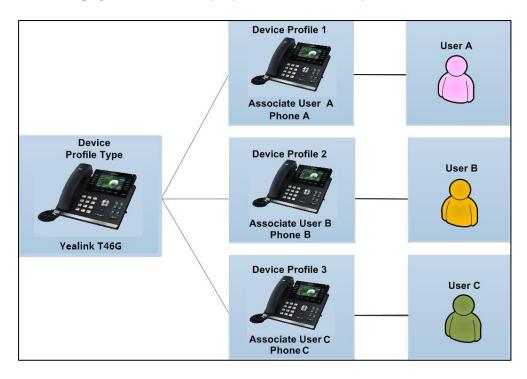
The device profile type is the foundation for Device Management. It is a template for device profiles. When a new type of device is added to the network, a corresponding "device profile type" must be defined to model the characteristics of that device. The device profile type defines default (Default 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.

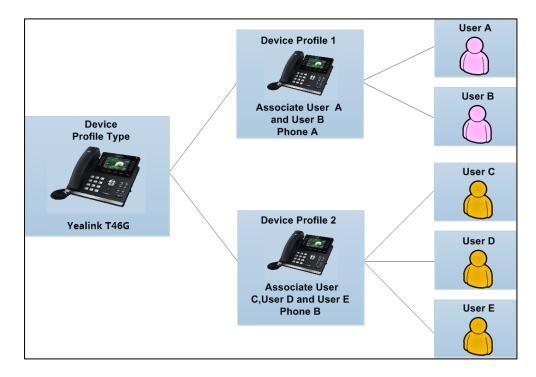
User

The administrator can assign a device profile to one user or multiple users. The number of port attributes 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:

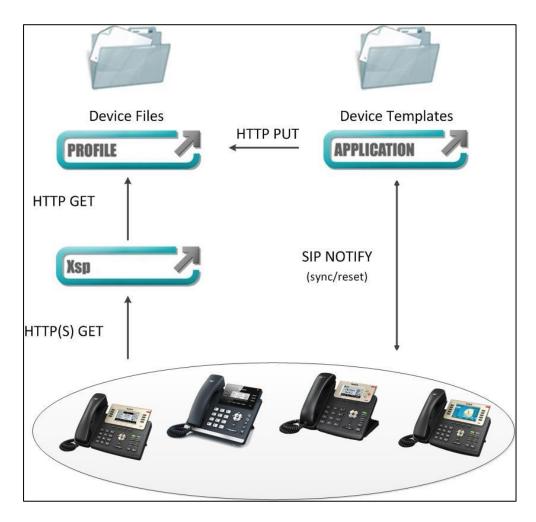


Network Architecture

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

Procedure

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

BR&ADSC			Help - Home
System			Welcome Default Administrator [Logout]
Options: Profile Resources	Device Manage Display all the device manage	ment Tag Sets gement tag sets in the system. Tag sets can a	Iso be deleted.
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	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 Services Call Center Communication Barring Meet-Me Conferencing	Device Management Tag Sets Add Tag Add a new device management tag to an existing tag set.	
<u>Utilities</u>	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

Procedure

- 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/W53P/W56P/W60P DECT IP phones) Chinese_T (not applicable to W52P/W53P/W56P/W60P DECT IP 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/W53P/W56P/W60P DECT IP	
	phones) Chinese_T (not applicable to W52P/W53P/W56P/W60P DECT IP phones)	
	French	
	French_CA (not applicable to SIP-T56A/T58V/T58A/CP960, W52P/W53P/W56P/W60P IP phones)	
	German	
	Italian	
	Polish	
	Portuguese	
%LANGUAGEGUI%	Portuguese_LA (not applicable to SIP-T56A/T58V/T58A/CP960,	The language of the phone user interface
	W52P/W53P/W56P/W60P IP phones)	
	Spanish	
	Spanish_LA (not applicable to SIP-T56A/T58V/T58A/CP960, W52P/W53P/W56P/W60P IP phones)	
	Turkish	
	Czech (only applicable to W52P DECT IP phones)	
	Swedish (only applicable to W52P/W53P/W56P/W60P DECT IP phones)	
	Hebrew (only applicable to W52P DECT IP phones)	
	Russian	
% <i>PhoneModel_</i> FIRMWA RE%	<x.x.x.x>.rom Example: 28.81.193.10.rom</x.x.x.x>	The firmware version
(e.g., T46_FIRMWARE)	LAUTIPIC. 20.01.133.10.1011	

Tag Name	Valid Value	Description
%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.

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
Identity/Device Profile Type	Yealink T46	
Cignaling Address Type	Intelligent Proxy	
Signaling Address Type	Addressing	
Standard Options		
		Defines the number of
Number of Ports	Limited To 6	users who can be
		associated with default
		device profile of a device

Parameter	Value	Description
		profile type.
Ringback Tone/Early Media Support	Local Ringback - No Early Media	Determines SDP handing for initial INVITE messages sent to the device.
Authentication	Enabled	Defines whether requests for a device are authenticated.
Registration Capable	Checked	Defines whether a default device profile of this device profile type is allowed to register with the BroadWorks.
RFC3264 Hold	Checked	Defines whether the 3264 hold mechanism is used in the SIP signaling.
Advanced Options		
Reset Event	checkSync	Determines which type of Notify event is sent to the device. BroadWorks 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	
	Use Default System Tag		
Davice Configuration	Set and Tag Set.	Selects the device tag set	
Device Configuration	Select the tag set name	created in the section Creating	
Tags	(e.g., YealinkT46-Tags)	Device Type Specific Tags.	
	from the pull-down list of		

Parameter	Value	Description
	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
Allow Groups to Configure Custom Tags	Checked	Customizing a Static Tag. 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.
Boot File	y000000000000.boot	References configuration files

Parameter	Value	Description
		acquired by all your phones,
		and specifies the download
		sequence of these
		configuration files.
		Specifies the system
CPE System File Name	y00000000028.cfg	configuration file name
		requested by the device.
Device File Format	%BWMACADDRESS%.cfg	Specifies the device file name
	/0BWWWACADDRESS%.CIG	requested by the device.

Creating a Device Profile Type

Procedure

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

BREADSO	F			<u>Help</u> - <u>Home</u>
System	r coning.		Welcome Default Adm	ninistrator [Logout]
Options: Profile Resources	Identity/Device Profile Ty Add a new identity/device profile type.	ype Add		
Services	OK Cancel			
Call Center Communication Barring Meet-Me Conferencing Utilities	* Identity/Device Profile Type		avies Addressing -	
<u>Meet-Me Conferencing</u> <u>Utilities</u>	Signaling Address Type Standard Options Number of Ports: Ringback Tone/Early Media Support Authentication Registration Capable Static Registration Capable E E164 Capable	Non-intelligent D Unlimited Original States of the second s	Limited To ssion Limited To ssion Limited To ssion Limited To ssion Forwarding Override Conference Device Mobility Manager Device Mobility Manager Device Music On Hold Device Requires BroadWorks Digit Collection Requires BroadWorks Digit Collection Requires MVI Subscription Support Call Center MIME Type Support Identity in UPDATE and Re-INVITE ad	
	Web Based Configuration URL Extended Configuration Options		© Device Management © Legacy	

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

Defining Device Profile Type Files

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

System Files

System Boot File

The system boot file is effectual for all phones.

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

Parameter	Value	Description
Device Access File		Specifies the name of the
Format	y00000000000.boot	system boot file.
		Specifies the name of the
Repository File	v00000000000 best	system boot file stored in the
Format	y00000000000.boot	Device Management
		repository.
File Category	Dynamic Per-Type	Specifies the type of the file.
File Customization	Administrator	Identifies who can customize
File Customization	Administrator	the system boot file.
Assign File	Custom	
	User Name and Password	Defines the authentication
Authentication Mode	MAC-Based	method.
		Defines where the MAC
MAC Address In		address is obtained if using
MAC Address In	Client Certificate	MAC-Based authentication
		method.
	Example:	Configures a regular
MAC Address Format	MAC Address Format regular	expression describing how to
	expression: .*\(([0-9a-fA-F]{12})\)	extract the MAC address.
Device Access HTTP Authentication	Digest	

System Configuration File

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

- T58V/A: y0000000058.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: y00000000076.cfg
- T29G: y00000000046.cfg
- T27G: y00000000069.cfg
- T23P/G: y0000000044.cfg
- T21(P) E2: y0000000052.cfg
- T19(P) E2: y0000000053.cfg
- W52P/W56P: y0000000025.cfg
- W53P/W60P: y00000000077.cfg
- CP960: y0000000073.cfg
- CP920: y00000000078.cfg

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

Parameter	Value	Description
Device Access File	<system-file-name>.cfg</system-file-name>	Specifies the name of the
Format	Example: y00000000028.cfg system configuratio	
		Specifies the name of the
Repository File	<system-file-name>.cfg</system-file-name>	system file configuration
Format	Example: y00000000028.cfg	stored in the Device
		Management repository.

Parameter	Value	Description
File Category	Dynamic Per-Type	Specifies the type of the file.
File Customization	Administrator	Identifies who can customize the system configuration file.
Assign File	Custom	
Authentication Mode	 User Name and Password MAC-Based 	Defines the authentication method. Defines where the MAC
MAC Address In	Client Certificate	address is obtained if using MAC-Based authentication method.
MAC Address Format	Example: MAC Address Format regular expression: .*\(([0-9a-fA-F]{12})\)	Configures a regular expression describing how to extract the MAC address.
Device Access HTTP Authentication	Digest	

Device-Specific Configuration File

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

<mac-address>.cfg

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

Parameter	Value	Description
Device Access File Format	%BWMACADDRESS%.cfg	Specifies the name of the device-specific configuration file.
Repository File Format	%BWMACADDRESS%.cfg	Specifies the name of the device-specific configuration file stored in the Device Management repository.
File Category	Dynamic Per-Device	Specifies the type of the file.
File Customization	Administrator and User	Identifies who can customize the device-specific configuration file.
Assign File	Custom	

Parameter	Value	Description	
Authentication Mode	User Name and Password	Defines the authentication	
	 MAC-Based 	method.	
		Defines where the MAC	
MAC Address In	Client Certificate	address is obtained if using	
MAC Address In		MAC-Based authentication	
		method.	
	Example:	Configures a regular	
MAC Address Format	MAC Address Format regular	expression describing how to	
	expression: .*\(([0-9a-fA-F]{12})\)	extract the MAC address.	
Device Access HTTP Authentication	Digest		

Static Files

In addition to system files and device-specific 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 IP phones require the following static files:

- <firmware-version>.rom
- Ring.wav (not applicable to W52P/W53P/W56P/W60P DECT IP phones)
- 000.GUI.English.lang (not applicable to W52P/W53P/W56P/W60P DECT IP 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: 20.01.195.10.1011	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		static files can be customized.
Assign File	Custom	

Parameter	Value	Description
Authentication Mode	Not set	The static file is not authenticated.
Device Access HTTP Authentication	Basic	

Defining a Device Profile Type File

Procedure

- 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.

Procedure

- 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]
Options: Profile Resources	dentity/Device Profile Add dd a new group identifyldevice profile.		
Services Service Scripts	OK Cancel		
ActoLum,Codea Call Center Callon Plan Meet.Me.Conferencina Louinea	* Identity/Device Profile Name: Vealink_T450_Test Identity/Device Profile Type: Vealink-T450 Protocol: SiP 2.0 Port Host NamelP Address: Or166456FC3 Serial Number Description Outbound Proy Server: STWN Server:		
	Physical Location Authentication Use Identify/Device Profile Type Credentials @ Use Custom Credentiala • Device Access User Name, Yealink, T466_Test • Device Access Password • Re-type Device Access Password • Re-type Device Access Password • 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	Use Custom Credentials	Specifies the authentication method.
Device Access User Name	Yealink_T46G_Test	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.

Adding a Static Tag for the Specific Device Profile

Procedure

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

Group						We	lcome [[Logout
ptions: Profile Resources	Identity/Device P		the identity/dev	ice profiles defined at c	aroup level.			
Services	OK Add	Cancel						
Service Scripts Acct/Auth Codes	Enter search criteria belo	w						
Call Center Calling Plan	Identity/Device Profile N	ame ✓ Starts With ►	 Image: A set of the set of the			+	Sear	rch
Meet-Me Conferencing Utilities	Identity/Device Profile	Identity/Device Profile Type	Available Ports	Host Name/IP Address	MAC Address	Status	<u>Version</u>	Ec
Ounties	4604UC	Yealink_T48G	6			Online	Yealink Sl	E
	4608	Yealink-T29G	26			Online	Yealink Sl	E
	4609	Yealink-T46G	5			Online	Yealink Sl	E
	4609_1	Yealink-T46G	5			Online	Yealink Sl	Ē
	w52pBLA Yealink T46G Test	2Wire HomePortal Yealink-T46G	1 6	001565456fc3		Online Online		Ē
	YealinkT23	Yealink T23P Test2	2	001000400100		Online	Yealink Sl.	E
	Yealink T23-Test	Yealink T23	1			Online	Yealink W5	Ē
	Yealink T46-Test	2Wire HomePortal	2			Online		E
	Yealink-T48G-TEST	Yealink_T48G	6	10.3.20.9		Online	Yealink Sl	E
	First Previou	IS	[Page 2	of 2]				
	OK Add	Cancel						

2. Click on 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 **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: Profile Resources	Identity/Device Profile Custom Tag Add Add a new custom device management tag to the Identity/Device Profile.		
Services Service Scripts Act/Julth Codes Call Center Calling Plan Meet-Me Conferencing Utilities	OK Cancel Identity/Device Profile Name: Yealink_T46G_Test Identity/Device Profile Type: Yealink-T46G Tag Name: %[ANGUAGEGUI % 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).

Adding a Static Tag for the Specific Device Profile Type

Procedure

1. Click on Utilities->Device Configuration.

The interface lists all existing device profile types.

Group			Welcome [Logout]
Options: Profile Resources Services	Device Configuration Lists the configurable devices for the group.		
Service Scripts Acct/Auth Codes Call Center Calling Plan Meet-Me Conferencing Utilities	Identity/Device Profile Type [A] 2Wire HomePortal Business Communicator - PC Yealink_T48G Yealink T28 Yealink T23 Yealink T23 Yealink T29 Yealink T29 Yealink-T29G Yealink-T42G Yealink-T46G	Configure Device	Edit Edit Edit Edit Edit Edit Edit Edit
		[Page 1 of 1]	
	Identity/Device Profile Type Starts V OK		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 Acct/Auth Codes Call Center	OK Cancel Identity/Device Profile Type: Yealink-T46G	
Calling Plan Meet-Me Conferencing	Tag Name: % LANGUAGEGUI % Tag Value: English	
	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 (system 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. For IP phones (except W53P/W60P) running firmware version 83 or later, you can reference some configuration files in the boot file to be acquired by specific groups of phones.

The boot file contains configuration files that will be downloaded by all the IP phones or specific

groups of 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 <y0000000028.cfg></y0000000028.cfg>	
include:config <001565456fc3.cfg>	
overwrite_mode = 1	
specific_model.excluded_mode = 0	

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 Items <e.g., y000000000028.cfg=""></e.g.,>			
	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		
call_waiting.enable = 1	Enables or disables call waiting and call		
call_waiting.tone = 1	waiting tone.		
	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		
	Configures the access URL for downloading		
static.firmware.url =	the firmware.		
http://%BWDEVICEACCESSFQDN%:	e.g., %BWDEVICEACCESSFQDN%=		
%BWDEVICEACCESSPORT%/%BWD	xsp.yealink.com,		
MSCONTEXT%/%BWDEVICEACCESS	%BWDEVICEACCESSPORT%=80,		
URI%%T46_FIRMWARE%	%BWDMSCONTEXT%=dms and		
	%BWDEVICEACCESSURI%=YealinkT46		

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

Item	Description
	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 boot file or configuration files at the profile level or at the group level.

Note

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

Uploading Device Template Files at the Profile Level

Procedure

- 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 boot file and configuration files.

Group								Welcome	[Logout]
Options:	Identity/Device P View or modify files used by the I								
Meet-Me Conferencing	Profile	Users		Files	1	Custom Tags			
Uhilies	Identity/Device Profile Name: Yealink_T46G_Test Identity/Device Profile Type: Yealink_T46G Bebuild the files (After reducing the files, be sure to reset the phones for your changes to take effect) <u>Rebuild the files (Icros)</u> (Forces the upbad of the files to the repository - After rebuilding the files, be sure to reset the phones for your changes to take effect) Best the phones								
	File Format	ls Authenticated	Access File				Repository File	Template File	e Edit
	% BWMACADDRESS%.cfg	~	https://ylxsp.yeal Note: this URL h value(s).	ink.com:443/dms/Yea as undefined content.	link-T23/{%2 Validate it n	25BWMACADDRESS%25}.cfg nanually by replacing any content between {} with valid	Download	Download	<u>Edit</u>
	y0000000000.boot	~		.com:80/dms/Yealink			Download	Download	
	y0000000028.cfg	~	http://xsp.yealink	c.com:80/dms/Yealink			Download	Download	<u>Edit</u>
					[Page 1 of	[1]			
	OK					ана стана стана При стана с			

- 5. Select the desired template 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 file.

Group		Welcome	[Logout]			
Options:	Li servezio e las descrito de la construcción de					
Profile	Identity/Device Profile File Modify					
Resources	Modify an existing Identity/Device Profile file.					
Services	OK Apply Cancel		1			
Service Scripts						
Acct/Auth Codes	Identity/Device Profile Name: Yealink_T46G_Test					
Call Center	Identity/Device Profile Type: Yealink-T46G					
Calling Plan	File Format: y00000000028.cfg					
Meet-Me Conferencing	Access File: http://xsp.yealink.com/80/dms/YealinkT46G/y0000000028.cfg					
Utilities	Repository File: <u>Download</u> Template File: Download					
	rempiate i ne. <u>commoau</u>					
	Assign File					
	O Manual					
	Oefault					
	● Custom					
	Upload Configuration File: Browsett No file selected.					
	Currently using configuration file. /var/broadworks/lpDeviceConfig/type/Yealink-T46Gly00000000028.cfg.template					
	#!version:1.0.0.1					
	<pre>##File header "#!version:1.0.0.1" can not be edited or deleted, and must be placed in the first line.##</pre>					
	##This template file is applicable to SIF-					
	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 Yealink SIP-					
	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.
- 9. Repeat the above steps to upload more template files.

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

Uploading Device Profile Type Template Files at the Group

Level

Procedure

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 boot file and configuration files.

Group				v	Velcome	Logout
Options: Profile Resources	Device Configurati		e Type in the group.			
Services	OK					
Service Scripts						
Acct/Auth Codes	Rebuild the files Re:	set the phones				
Call Center			ones for your changes to take effect)			
Calling Plan Meet-Me Conferencing	(the test starting the most starting					
Utilities	Device Type URL: http:	://xsp.yealink.com:l	I0/dms/YealinkT46G/			
	Files	ealink-T46G	nn Tags			
	File Format	ls Authenticated	Access File	Repository File	Template File	Edit
	%BWMACADDRESS%.cfg	4	http://xsp.yealink.com:80/dms/YealinkT46G/(%25BWMACADDRESS%25).dg Note: this URL has undefined content. Validate it manually by replacing any content between () with valid value(s).		Download	Edit
	%BWMACADDRESS%- local.cfg	~	http://xsp.yealink.com.80/dms/YealinkT46G/(%25BWMACADDRESS%25)-local.cfg Note: this URL has undefined content. Validate it manually by replacing any content between () with valid value(s).		Download	Edit
	y00000000000.boot	2	http://xsp.vealink.com/80/dms/YealinkT46G/v00000000000.boot		Download	Edit
	y00000000028.cfg	~	http://xsp.vealink.com:80/dms/YealinkT46G/v00000000028.cfg	Download	Download	Edit
			[Page 1 of 1]			
	ок					

4. Select the desired template 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 file.
- 7. Click Apply to accept the change.
- 8. Repeat the above steps to upload more template files.

After the above settings, the template boot and 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 template boot and configuration files.

Uploading Static Files

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

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.

Uploading Static Files at the Profile Level

Procedure

- 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).

Uploading Static Files at the Group Level

Procedure

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 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.

Assigning the Device Profile to the User

Procedure

- 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	ddresses Idresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.	
CalControl CalControl Calling Plans Client Applications Meet-Me Conferencing Messaging Service Scripts Utilities	OK Apply Cancel Phone Number: 4603 Activated Extension: 4603 Identity/Device Profile Trunking Identity/Device Profile None Identity/Device Profile Identity/Device Profile	
	* Line/Port Yealink_T46G_Test @pbx.yealink.com AdvancedSettings Aliases: sip: 4603@pbx.yealink.com sip:	
	sip: @ pbx.yealink.com v sip: @ pbx.yealink.com v OK Apply Cancel	

9. Click Apply to accept the change.

Checking the Users Assigned the Device Profile

Procedure

- 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	Icome [Logout]						
Options: Profile Resources Services	Identity/Device Profile Modify View the line/ports assigned on the Identity/Device Profile. OK Apply Cancel							
Service Scripts Acct/Auth Codes Call Center Calling Plan MultiPage 6	Profile Users Files Custom Tags							
Meet-Me Conferencing Utilities	Enter search criteria below Line/Port User Part V Starts With V	Search						
	Primary Line/Port Port Port Endpoint Dn User Last First Phone Extension	Department Edit						
	Yealink_T46G_Test@pbx.yealin 1 Primary Main 4603 Yealink 4603 4603 4603	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
- Emergency Call
- Silent Alerting

To configure the above features on Yealink IP phones, check whether BroadSoft active feature is enabled (the value of the parameter "bw.enable" is set to 1) and the SIP server type is set to BroadSoft (the value of the parameter "account.X.sip_server_type" is set to 2). 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 is 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

- Permitted Default Parameters Values bw.xmpp.enable Boolean 0 **Description:** Enables or disables UC feature. 0-Disabled 1-Enabled Note: If you change this parameter, the IP phone will reboot to make the change take effect. String within features.uc_username Blank 99 characters **Description:** Configures the user name for UC authentication. String within Blank features.uc_password 32 characters **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
- 1. Add/Edit BroadCloud parameters in the configuration template files:

Parameters	Permitted Values	Default
Description:		
Enables or disables to display presence icon in 0 -Disabled	n a new style.	
1-Enabled		
Note: For more detail on the presence icon, re	efer to	
Yealink_IP_Phone_Features_Integrated_with_B	ProadSoft_UC-One_	User_Guide.
bw.xmpp.change_presence.force_manual .enable	Boolean	1
Description:		
Enables or disables to synchronize the presence change your presence status manually on the 0 -Disabled 1 -Enabled		Vorks server when you
phone_setting.dsskey_directory_auto.ena ble	Boolean	1
Enables or disables the Auto Favorite feature. 0 -Disabled 1 -Enabled If it is set to 1 (Enabled), the IP phone will dow cloud server and automatically configure UC F key (the line key type is configured as N/A or will skip to the next unused line key. Note: It works only if "bw.xmpp.enable" is set	vnload information Favorite keys from Line). If a line key i	the first unused line
phone_setting.uc_favorite_sequence_type	0, 1, 2 or 3	0
Description:	L	I
Configures the order of UC Favorite keys to b	e assigned automa	tically.
0-linekey->exp1 key->expN key		
1-exp1 key ->expN key ->linekey		
2-linekey page1->page1 from exp1 key to exp key ->>linekey from page2 to page3	pN key ->page2 fr	om exp1 key to expN
3 -page1 from exp1 key to expN key ->page2	from exp1 key to e	expN key
->>linekey		
->>linekey N above is the number of your connected exp	pansion modules.	

Parameters	Permitted Values	Default				
the phone in advance. It is only applicable to						
SIP-T54S/T52S/T48S/T48G/T46S/T46G/T29G IP phones.						
	blf_list,					
	uc_favorite,					
phone_setting.keytype_sequence	favorite or a	Blank				
	combination					
	of them					

Description:

Configures the display order of BLF List, UC Favorite, Favorite keys when two or three types appear simultaneously.

If it is left blank, the display order is: BLF List keys->UC Favorite keys->Favorite keys. The IP phone displays the keys with the left-to-right order. For example,

"favorite,uc_favorite,blf_list" means the display order is: Favorite keys->UC Favorite keys->BLF List keys.

If only one type is configured, the configured type will have the highest priority. For example, "blf_list" means the IP phone preferentially display the BLF List keys, and remaining keys' display order is: UC Favorite keys->Favorite keys (the default order). **Note**: If Auto Linekeys feature is enabled (features.auto_linekeys.enable = 1), the Line keys (the line key type is configured as Line) will be shown first. It is only applicable to SIP-T54S/T52S/T48S/T48G/T46S/T46G/T29G IP phones running firmware version 83 or later.

	Integer	
features.uc_dir.match_tail_number	greater than	4
	or equal to 0	

Description:

Configures the minimum matched digits of the tail numbers of BroadCloud Buddy. When entered number matches the tail numbers of a buddy in the buddy directory, the IP phone will automatically display the matched results on the LCD screen when placing a call.

If it is set to 0, the entered number must exactly match the number of BroadCloud Buddy.

If it is set to other values (e.g., 4), the entered number less than 4 digits would not match with the BroadCloud contact.

Example:

If there is a BroadCloud Buddy name "Sunmy" with phone number "785656" and the parameter "features.uc_dir.match_tail_number" is set to "4", "**5656**", "8**5656**" or "78**5656**" would match "Sunmy (785656)". "**656**", "**56**" or "**6**" would not match "Sunmy (785656)".

directory_setting.bw_uc_buddies.enable	Boolean	0
--	---------	---

Τ

Parameters	Permitted Values	Default						
Description:								
It enables or disables the IP phone to automa Buddies directory, and display results on the p	-							
0 -Disabled								
1-Enabled								
directory_setting.bw_uc_buddies.priority	Integer greater than or equal to 0	6						
Description:								
It configures the search priority of the BroadS	oft Buddies directo	ory.						
search_in_dialing.bw_uc_buddies.enable Boolean 0								
Description:								
It enables or disables the users to access the I the Directory/Dir soft key.	BroadSoft Buddies	directory by pressing						
0 -Disabled								
1-Enabled								
directory_setting.bw_uc_buddies.priority	Integer greater than or equal to 0	12						
Description:								
It configures the display priority of the Broads	Soft Buddies direct	ory.						
he following shows an example of BroadCloud	configurations in	a tomplato configurati						

file (e.g., %BWMACADDRESS%.cfg):

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 UC Favorites/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 UC Favorites							
63 -UC Favorite (It is configurable only when th							
"phone_setting.dsskey_directory_auto.enable" i 64-Buddies	s set to 0 (Disabled).)						
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.						
linekey.X.shortlabel	Caring within 00 share store						
(X ranges from 1 to 21)	String within 99 characters						
Description:							
(Optional.) Configures the short label displayed	l on the LCD screen for line key.						
Note: It is only applicable to SIP-T52S IP phone	es.						

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

linekey.1.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	Status Account Network Dsskey Features Settings Directory	Log Out English(English) Security Applications
Broadsoft XSI	XMPP Account	NOTE
Broadsoft XMPP	XMPP UserName abc@demo.bc.im ? XMPP Password ?	Broadsoft XMPP
	Confirm Cancel	You can click here to get more guides.

alink 1466						~			
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Application
Line Key 1-9	Enable Page	Tips Disabled	•	Labe	Length Default	•		NOTE	
	Кеу	Туре		Value	Label	Line	Extension		
Line Key 10-18	Line Key1	Line	▼ Default	•	4603	Line 1 🔹			v you 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	Ŧ		Line 4 🔹		You can c more guides.	lick 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 👻			

ealink 1466								E	Log nglish(English)
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Application
Forward&DND		General Inform	mation					NOTE	
General		Call Waiting		Enable	d	- 🕜		Call Waiting	
Information		Auto Redial		Disable	ed	• 🕜		It allows IP pl	nones to receive call when there
Audio		Auto Redial I	nterval (1~300s)	10		0		already an ac	
Intercom		Auto Redial T	imes (1~300)	10		0		Auto Redial It allows IP pl	
		Key As Send		#		• 🕜		automatically	
Transfer		Reserve # in	User Name	Enable	d	- 0			
Call Pickup									r ``*" as the send
Remote Control				:				key. Hotline	
Phone Lock								IP phone will	automatically dia
Phone Lock		Reboot in Tal	king	Disable	ed	- 7		lifting the han	e number when dset, pressing th
ACD		Enable Auto F	=avorite	Enable	d	- 🕜			e key or the line k
SMS		Hide Feature	Access Codes	Disable	ed	• 🕜			s to monitor the
Action URL		Display Metho	od on Dialing	User N	ame	- 0		when the bus	d establish a call y party becomes
		Auto Linekeys	5	Disable	ed	• 🕜		available to re	eceive a call.
Bluetooth								You can of more guides	click here to get
Power LED			Confirm		Can	cei		more guides.	

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 or Line). If a line key is used, the IP phone will skip to the next

unused line key.

	Status	Account	Network	Dsskey	Features Sett	tings Directory	Security Application
Line Key 1-9	Enable Page 1	Tips Disabled	•	Label Leng	th Default	•	NOTE
	Кеу	Туре	Va	alue	Label Line	Extension	
Line Key 10-18	Line Key10	Line	✓ Default		Line 10	•	Line Keys Line keys allow 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 click here to get more guides.
	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 Key19	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 (not applicable to W52P/W53P/W56P/W60P DECT IP phones)
- Executive and Assistant (not applicable to W52P/W53P/W56P/W60P DECT IP phones)
- BroadWorks Mobility (not applicable to W52P/W53P/W56P/W60P DECT IP phones)
- Group Night Forwarding (not applicable to W52P/W53P/W56P/W60P DECT IP phones)
- Silent Alerting
- 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 IP phone can use the main or alternate user ID for XSI authentication.

The Yealink 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

Procedure

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/T27G, X=1-6; for W52P/W56P, X=1-5; W53P/W60P, X=1-8; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920/CP960, X=1.

Parameters	Permitted Values	Default
bw.xsi.enable	Boolean	0
Description:		
Enables or disables the Broadsoft XSI featur	e.	
0-Disabled		
1-Enabled		

Parameters	Permitted Values	Default					
Note : If you change this parameter, the IP p		ange take					
effect. For W52P/W56P DECT IP phones, the	Boolean	0					
sip.authentication_for_xsi	Boolean	0					
Description:							
Configures the authentication mechanism f 0 -User Login Credentials for XSI Authentica 1 -SIP Credentials for XSI Authentication							
If it is set to 0 (User Login Credentials for XSI user ID and password for XSI authentica	-	uses the					
If it is set to 1 (SIP Credentials for XSI Author ID, the register name and password of the or authentication.							
Note: It works only if "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 "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 "bw.xsi.enable" is set	to 1 (Enabled) and it is required o	only when					
the value of the parameter "sip.authenticati	on_for_xsi" is set to 0 (User Logir	ı					
Credentials for XSI Authentication).		Disale					
account.X.xsi.host	%XSP_ADDRESS%	Blank					
Description:							
Configures the IP address of the Xtended Se	ervices Platform server for accou	nt X.					
Note: It works only if "bw.xsi.enable" is set	to 1 (Enabled).						
account.X.xsi.server_type	HTTP or HTTPS	нттр					
Description:							
Configures the access protocol of the Xtend	ded Services Platform server for a	account X.					
Note: It works only if "bw.xsi.enable" is set	to 1 (Enabled).						

Parameters	Permitted Values	Default
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 "bw.xsi.enable" is set to 1 (Enabled).		

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

bw.xsi.enable = 1

sip.authentication_for_xsi = 0

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

account.1.xsi.password = %XSIPASSWORD-1%

account.1.xsi.host = %XSP_ADDRESS%

account.1.xsi.server_type = HTTP

account.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	Status Account Network	Dsskey Features Settings	Directory	Log Out English(English) - Security Applications
Broadsoft XSI	XSI Account			NOTE
brodubott Abi	Allow SIP Authentication For XSI	Disabled 🔹 🕜		apps-broadsoftXSI-note
	Host Server	xsp.yealink.com		
	Port	80		Click here to get more product documents.
	XSI Server Type	нттр 🔻 🕜		product documents.
	User ID	4602@pbx.yealink.com		
	Password	•••••• 🕜		
	Call Log 🕜			
	Network Call Log	Disabled 👻		
	Confirm	Cancel		

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	Log Out English(English)	
	Status Account Network Dsskey Features Settings Directory	Security Applications
Broadsoft XSI	XSI Account	NOTE
	Allow SIP Authentication For XSI Enabled	apps-broadsoftXSI-note
	Host Server xsp.yealink.com	
	Port 80 ?	Click here to get more product documents.
	XSI Server Type HTTP	
	User ID 4602@pbx.yealink.com	
	Call Log 🕜	
	Network Call Log Disabled	
	Confirm	

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 DECT IP 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.

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

Configuring the BroadSoft Server

Assigning 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>.

				Hel	lp - <u>Home</u>
				Welcome	[Logout]
		acks for a user. If a service or service pack is unassigned th	he service data that has been filled out will be lost.		
OK Apply	Cancel				
	Available Service Packs		User Service Packs		
		Add > Remove <			
		Add All >> Remove All			
	Available Services		liser Services		
	Call Center - Premium	Add > S Remove < Add All >> Remove All T	shared Call Appearance 35 shared Call Appearance 5 simultaneousi king Personal peed Dial 100 peed Dial 8 hird-Party MWI Control hird-Party Voice Mall Support hree-Way Call wo-Stage Dialing		
	Assign Services allows you to a	OK Apply Cancel Available Service Packa Available Services	Assign Services allows you to assign or unassign envices and service packs for a user. If a service or service pack is unassigned to the service of the serv	Asign 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 text. OK Apply Called Called	Welcome Asign Services Asign Services and service packs for a user. If a service or service pack is unassigned the service data that has been field out will be lost. OK Adata > Adata > Barenow Adata > Call Center - Premium Adata > Barenow Adata > Barenow Adata > Shared Call Appearance 30 Theophym (MWCored) Theophym (MW

7. Click Apply to accept the change.

Configuring Simultaneous Ring Personal for a User

Procedure

- 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.
- 6. Configure the following parameters for Simultaneous Ring Personal.

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

Answer confirmation required: Selected Phone Number / SIP-URI: 4607

Phone Number	/	SIP-URI:	

BREADSOFT					Help - Home
Group >Users : 4609				W	elcome [Logout]
Options: Profile Incomina Calls Outcoins Calls Call Control Calling Fana Callen Callon Calling Fana Callen Callona Massaulting Service Secolds United United	you are not at your phone but you would entry can be a list of up to 12 phone nur (phone number and day of week and tir before your office voice messaging pick	u to list up to 10 phone numbers or SIP-URI address like your cell phone to ring when you get a call. You mbers or digit patterns, a specified time schedule, a ne of dsy). If the criteria do not match, the call continus up, pour voice mails could be on your cell phone m dd Cancel	es you would like to ring in addition to your primary p can also tum of a imultaneous ring when you are al you a specified holding schedule. Al draine for an enti- es as if this service was not tumed on. Warning, if yo desaging system!	our desk on a call. The criteria for ead y must be satisfied for the call to ente	h Simultaneous Ring r Simultaneous Ring
<u></u>	- 2 Do	onot ring my Simultaneous Ring Numbers if I'm alrea	ady on a call		
	Answer confirmation required	Phone Number / SIP-URI	Answer confirmation required	Phone Number / SIP-URI	
	Active Descrip	tion Ring Simultaneo	usly	Calls from	Edit
	No Entries Present				
	OK Apply A	dd Cancel			

7. Click Apply to accept the change.

Adding a Simultaneous Ring Personal Entry

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.

Procedure

- **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.
- 6. Click Add.
- 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

BROADSOFT	Help - Home
Group >Users : 4609	Welcome Logout
Options: <u>Profile</u> Incoming Calls Outgoing Calls	Simultaneous Ring Personal Add Allows you to add a simultaneous ring personal entry. Specify the time schedule and/or holiday schedule you would like calls simultaneously rung. Also, you can have the call simultaneously rung when only the specified numbers call or all numbers call. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple simultaneously ring personal entries.
CatlicoPinas CatlinoPinas CatlinoPinas CatlinoPinas Messadina SenciosScripta Utilities	CK Cancel * Description: R-entry1 Use simulaneous imp personal Do not use simulaneous ing personal Selected Time Schedule: Every Usy All Day • Selected Time Schedule: None • Calciant and the schedule: Rome • Calciant and
	OK Cancel

Any phone number

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

Line ID Blocking

Calls from:

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 DECT IP 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.

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

Configuring the BroadSoft Server

Assigning 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>.

BRADSOFT		Help - Home
Group >Users : 4609		Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls	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 date OK Apply Cancel	a that has been filled out will be lost.
Call Control Calling Plans Client Applications	Available Service Packs	User Service Packs
Meet-Me Conferencing Messaging Service Scripts Utilities	Ads > Remove <	
	Add All>> Remove All	
	Available Services	User Services
	Call Forwardii Remove < Calling Line II	ng Not Reachable
	OK Apply Cancel	

7. Click Apply to accept the change.

Activating Line ID Blocking for a User

Procedure

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

7. Click Apply to accept the change.

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 DECT IP 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.

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

Configuring the BroadSoft Server

Assigning the Anonymous Call Rejection Service to a User

This service does not apply to calls from within a group.

Procedure

- **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:	Assign Services Assign Services allows you to assign or unassign services and or OK Apply Cancel	service packs for a user. If a service or service pack is ur	nsssigned the service data that has been filled out will be lost.		
Calling Plans	Available Service Packs		User Service Packs		
Clien Applicationa Mest Mac Conferencian Messaoling Sanika Scripta Utiliteă		Add > Remove < Add A8 >> Remove A8			
	Available Services		User Services		
	Basic Call Logs Call Center - Premium	Add > Remove < Add All >>	Alternate Numbers Automates Call Rejection Automatic Callack Automatic Callack Automatic Callack Barge-in Exempt BroadTouch Business Communicator Mobile - V BroadTouch Mobile.Ink	- Video Video	
	OK Apply Cancel	Remove All	BroadWorks Mobility	~	

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

Activating Anonymous Call Rejection for a User

Procedure

- 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 Rejection.
- 6. Mark the On radio box in the Anonymous Call Rejection field

BReadSoft	Help - Home
Group >Users : 4608	Welcome (Losset)
Options: Profile Incoming Calls Outpoing Calls Outpoing Calls	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 understified callers. Your phone does not ring and you do not receive any indication that they called. However, this does not apply to call within you groupu.
Call Control Calling Plans	OK Apply Cancel
Client Applications Meet-Me Conferencing Messaging Service Scripts	Anonymous Call Rejection: On Ont
Utilities	OK Apply Cancel

7. Click Apply to accept the change.

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 DECT IP 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.

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

Configuring the BroadSoft Server

Creating 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.

Procedure

- **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

	Help - Home
	Welcome [Logout]
BroadWorks Anywhere Add Create a BroadWorks Anywhere Potal	
OK Cancel	
BroadWorks Anywhere ID: Portal1 @ pbx.yealink.com ✓	
* Name: Anywhere Portal1	
* Calling Line ID Last Name: Portal1 * Calling Line ID First Name: Anywhere	
Atways Prompt	
Frompt If Not Available	
Silent Prompt Mode	
✓ Prompt For Passcode	
OK Cancel	
	Create a Broad/Works Anywhere Portal OK Cencel * Broad/Works Anywhere ID: Portal1 * Name: Anywhere Portal1 * Calling Line ID First Name: Portal1 * Calling Line ID Last Name: Portal1 Department: Non v Time Zone: (Mir1vB 00) Asia/Sharghai v Cannot Lead By: Upers in Entropine @ Users in Group Prompt to Confilm Calling Location: News Prompt Always Prompt Prompt Mode ID Prompt For Passcode Prompt For Passcode

- 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.

BREADSOFT	ar s	Hel Welcome	lp - <u>Home</u> [Loqout]
Options:	BroadWorks Anywhere 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: 1606 • Activated Extension: 1606 • Activated State: Image: State: Image: State: Image: Image: State: Image: State: Image:		

10. Click Apply to accept the change.

Assigning the BroadWorks Anywhere Service to a User

The BroadWorks Anywhere service cannot be assigned to virtual users.

Procedure

- **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>.

BReadSoft			Help - Home
Group >Users : 4609			Welcome [Logout]
Options: Profile	Assign Services Assign Services allows you to assign or unassign services and s	service packs for a user. If a service or service pack is unass	igned the service data that has been filled out will be lost.
Incoming Calls Outgoing Calls	OK Apply Cancel		•
Calling Plans Client Applications	Available Service Packs		User Service Packs
Meet-Me Conferencing Messaging Service Scripts		Add >	
<u>Utilities</u>		Remove <	
		Add All >> Remove All	
	Available Services		User Services
	Call Center - Premum	Add > Remove < Add All >> Remove All	Basic Call Logi Basic Call Logi Broad Touch Business Communicator Mobile - Video Broad Touch Business Communicator Mobile - Video Broad Viote Mohielunk BroadViotes Anywhere BroadViotes (Mohielunk Basic Lamp Field Call Forwarding Busy Call Forwarding Busy Call Forwarding Not Rackable
	OK Apply Cancel		

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

Specifying BroadWorks Anywhere Locations for a User

Procedure

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.

BRADSOFT		He	elp - <u>Home</u>
Group >Users : 4609		Welcome	[Logout]
Options: Profile Incoming Calls	BroadWorks Anywhere Configure the fixed and mobile phones you want the to tim account.		
Outgoing Calls Call Control	OK Apply Add Cancel		
Calling Plans Client Applications Meet-Me Conferencing Messaging Service Scripts	✓ Alert all locations for Click-to-Dial calls ✓ Alert all locations for Gloup Paging calls Verw Available Porter List		
<u>Utilities</u>	Phone Number A Description	Edit	
	No Entries Present [Page 1 of 1]		
	Phone Number ∨ Starts With ∨ OK Apply Add Cancel	Eind I	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., 4603) in the Phone Number field.
- 11. Enter the description (e.g., Home Office) 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.

Profile	Works Anywhere Phone Number Add divors Anywhere Phone Number to be configured along with multiple selective criteria for each phone number Cancel	Welcome [Loaput]
Profile Broad Allows Broad Allo	dWorks Anywhere Phone Number to be configured along with multiple selective criteria for each phone number	
Clent Applications Messacion Senice Scripts Untitles	and Number Sedective Onteria	

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

BROADSOFT		Help - Home
Group >Users : 4609		Welcome [Logout]
Options:	BroadWorks Anywhere Criteria Add	
Profile	Allows you to add a selective criteria for a BroadWorks Anywhere phone number.	
Incoming Calls	Nitors you to add a selective citeria for a broadworks whywhere prohe number.	
Outgoing Calls	OK Cancel	
<u>Call Control</u> <u>Calling Plans</u>		
Client Applications	Phone Number: 4603	
Messaging	* Description: Home Office	
Service Scripts	Use broadworks anywhere	
Utilities	Do not use broadworks anywhere	
	Selected Time Schedule: Every Day All Day V	
	Selected Holiday Schedule: None	
	Calls from	
	Any external phone number	
	Following phone numbers:	
	Any protect number	
	Any unavailable number	
	Specific phone numbers:	
	OK Cancel	

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

Changing the Portal Password for BroadWorks Anywhere

This portal password is used for authentication when a user uses BroadWorks Anywhere feature. It is also applied to for BroadWorks Hoteling.

Procedure

- **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 specified 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.

BReadSoft	Help - Home
Group >Users : 4609	Welcome Rosouth
Options: Profile Incoming Calls	Passwords allows you configure your passwords for the web portal and/or portal.
Outgoing Calls Call Control Calling Plans	OK Apply Cancel
Client Applications Messaging Service Scripts	Set web access password ® Set portal password Reset Password "Type new
Utilles	Ke-type new password Cancel

9. Click Apply to accept the change.

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 DECT IP 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.

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

Configuring the BroadSoft Server

Assigning the Remote Office Service to a User

Procedure

- **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>.

BRADSOFT						He	lp - Home
Group >Users : 4609						Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls	-	ws you to as		ervice packs for a user. If a service or service pack is uns	ssigned the service data that has been filled out will be lost.		
Call Control Calling Plans	ОК	Apply	Cancel Available Service Packs		User Service Packs	_	
Client Applications <u>Meet-Me Conferencing</u> <u>Messaging</u> <u>Service Scripts</u> Utilities				Add > Remove <			
20mmo z				Add All >> Remove All			
			Available Services		User Services		
			Call Center - Premium	Add > Remove < Add All >>	Preferred Carrier User Priority Advent Privacy Push to Talk Remote Office Selective Call Acceptance Selective Call Acceptance Sequential Ring Service Scripts User Shared Call Appearance		
				Remove All	Shared Call Appearance 10	*	
	ОК	Apply	Cancel				

7. Click Apply to accept the change.

Configuring Remote Office Feature for the User

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

Procedure

- 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.

Group >Users : 4609	tiste - tione Welcome Researd
Options: Profile Insomina Calls Cutoons Calls Call Control Called Anton Control Called Anotestations MediAM Conferencing Mediations	Remote Office Remote Office allows you to use your home phone, your cell phone or even a hold 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 directs all calls coming to your business phone to ring the remote office phone. OK Apply Carreel Remote Office: @ on O off * Remote Phone Number / SIP-URIX
Utilities	OK Apply Cancel

8. Click Apply to accept the change.

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.

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

Configuring the BroadSoft Server

Viewing the Enterprise Directory

- **1.** Log into the web portal as a group administrator.
- 2. Click on Utilities->Enterprise Directory.
- 3. Click Search to display a list of all users in the group.

05:	Enterprise Directory									
olie	Displays the enterprise directory listing. A summary of th	a and any in a deather, and	in the expectation indication and has	same product and a data		1000				
ESSUEES		a marked another to	n de grie ana, n de da de	1033) (2100 210 210 210	no franciscus de son co Sono					
anices	OK									
evice Scripts										
c/Auth Codes	Enterpise Directory Summary Enterpise Dire	and Parket								
el Center	Enterprise Directory Summary Enterprise Dire	CION DATE:								
ting Plan										
et Me Conferencing	Enter search criteria below									
liisa	Last Name V		Starts With 🗸]	Search
	Name 🝙	User ID	Phone Number	Extension	Department	Mobile	E-mail Address	YahoolD	Group ID	IM&P ID
	ysaink (kababababa	4358	4268	4368	And a state of the	allocat.	S. COMP. C. STREET, S.	And a state of the	TestGroup16	and the second
	Yealnk 4903	4603	4603	4603					TestGroup15	
	Yealnk 4607	4607	4607	4607					TestGroup15	
	Yeatrk 4609	4609	4609	4609					TestGroup15	
	yealnik teet	4431	4431	4431					TestOroup07	
	yealink (Broad/Vorks Anywhere)	yealnk							TestOroup04	
	yealink (Call Center)	44206	4428	4426					TestGroup07	
	yealink (Call Center)	testdese	4575	4575					TestOroup13	
	yealink1 (BroadWorks Anywhere)	yealnk1							TestGroup04	
	yealink10 (BroadWorks Anywhe	yealnk10							TestOroup04	
	yealink2 (BroadAlorka Anywhere)	yealni2							TestGroup04	
	yeatink3 (ResadAloris Anywhere)	yealnk3							TestCircup124	
	yealnk4 (BroadWorks Anywhere)	yealnk4							TestGroup04	
	yealink5 (Broad/Vicris Anywhere)	yealnk5							TestGroup04	
	yealnk6 (BroadWorks Anywhere)	yealink6							TestGroupi24	
	yealnk7 (BroadWorks Anywhere)	yealnk2							TestGroupD4	
	yealink5 (Broad/Jorks Anywhere)	yealnk8							TestGroup34	
	yealink9 (BroadWorks Anywhere)	yeatink9							TestGroup04	
				4	(Page 1 of 1)					
	OK									

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

			Phone	List				
Name	User Id	Number	Extension	Department	Mobile	Email Address	Group Id	IMP Id
yealink,0bababababa	4368	4368	4368				TestGroup05	
Yealink,4603	4603	4 <mark>6</mark> 03	4603				TestGroup15	
Yealink,4607	4607	4607	4607				TestGroup15	
Yealink,4609	4609	4609	4609				TestGroup15	
yealink,test	4431	4431	4431				TestGroup07	
yealink (BroadWorks Anywhere)	yealink						TestGroup04	
yealink (Call Center)	44266	4426	4426		1		TestGroup07	
yealink (Call Center)	testdese	4575	4575				TestGroup13	
yealink1 (BroadWorks Anywhere)	yealink1						TestGroup04	
yealink10 (BroadWorks Anywhere)	yealink10						TestGroup04	
yealink2 (BroadWorks Anywhere)	yealink2						TestGroup04	
yealink3 (BroadWorks Anywhere)	yealink3				1		TestGroup04	
yealink4 (BroadWorks Anywhere)	yealink4						TestGroup04	
yealink5 (BroadWorks Anywhere)	yealink5						TestGroup04	
yealink6 (BroadWorks Anywhere)	yealink6						TestGroup04	
yealink7 (BroadWorks Anywhere)	yealink7						TestGroup04	
yealink8 (BroadWorks Anywhere)	yealink8						TestGroup04	
yealink9 (BroadWorks Anywhere)	yealink9						TestGroup04	

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

		Phone List
yealink,0bababab	aba	Yealink,4603
4368	Voice: 4368 Extension: 4368	4503 Veice: 4603 Extension: 4603
Yealink,4607		Yealink,4609
4607	Volca: 4607 Extension: 4607	4600 Velos 4600 Extension: 4609
yealink,test		yealink (BroadWorks Anywhere)
4431	Voice: 4431 Extension: 4431	ywatrix
yealink (Call Cent	er)	ycalink (Call Center)
44266	Vaice: 4426 Extension: 4426	texidese Voice 4575 Indensien: 4373
yealink1 (BroadW	/orks Anywhere)	yealink10 (BroadWorks Anywhere)
ycalink1.		yearink10
yealink2 (BroadW	/orks Anywhere)	yealink3 (BroadWorks Anywhere)
yealink2		yearine's
yealink4 (BroadW	/orks Anywhere)	yealink5 (BroadWorks Anywhere)
yealink4		yeatris5

Adding 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.

	Help - Home
Group	Welcome Loooud
Options: Profile Resources Bantices Bantices Bantices Call Conter Call Conter Call Conter Call Conterning Med Mic Conferencing	Common Phone List Add Add a common phone number to the list. OK Ceneral *Name: Bob *Phone Number: 0123223
▶ <u>Utilities</u>	OK Cancel

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

Then the contact appears in the group common directory.

Importing a Comma-delimited Text File

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.

Procedure

- 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.

BROADSOF		Help	o - <u>Home</u>
Group		Welcome	[Logout]
Options:	Common Phone List Import		
Profile			
Resources	Import common phone list entries from a CSV file. For details about the CSV file, click on the Help link for 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		
<u>Utilities</u>	On Poppy Conton		

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"	

Adding a Contact to the Personal Directory Manually

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.

Procedure

- 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.

	[Launch	• Help - Home Welcome 3502 yealink المعمينا
Options: Profile Incoming Calls	Personal Phone List Add Add a personal phone entry		
Outgoing Calls Call Control Calling Plans Client Applications Mest-Me Conferencing Messaging	0X Cuscal *Name 1.1y *Phone Number 0981234		
Service Scripts Utilities	OK Cancel		

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

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

Adding 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.
- **6.** 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.

		Help - Home Welcome (Logouti
Europy Profiles Basolution Berning Statute Services	Custom Contact Directory Add Create a new custom contact directory. OK Cancell * Directory Name Executive * Directory Name Executive * Directory Name Executive * Directory Name Executive User ID * Starts With * * Directory Name Executive 1110g, 1110g (35566) (123, Broadvirds Anywhere (2413334666) 1234 (12341) * Orealine, 4603 (4603) Yealink, 4603 (4603) Yealink	Search
	OK Cancel	

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

Configuring Yealink IP Phones

Procedure

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 Dir	ectory feature.			
0-Disabled				
1 -Enabled				
Note: It works only if "bw.xsi.enable"	is set to 1 (Enabled). For V	V52P/W56P DECT IP		
phones, the default value is 1 (Enable	ed).	r		
bw.calllog_and_dir Boolean 0				
Description:				
It enables or disables the IP phone to	o directly enter the Networ	k Calls screen when		
pressing or tapping the History soft	key on the idle screen.			
0 -Disabled, the IP phone will enter Lo	ocal Calls screen when pres	ssing or tapping the		
History soft key.				
1 -Enabled				
Note: It is not applicable to W53P an	d W60P IP phones.			
bw_phonebook.group_enable	Boolean	1		

Parameters	Permitted Values	Default
Description:		
Enables or disables the IP phone to d	lisplay the group directory	
0-Disabled 1-Enabled		
Note: It works only if "bw.xsi.director	v.enable" is set to 1 (Enabl	ed).
bw_phonebook.group_displayna		/
me	%BWGROUP-1%	Group
Description:		
Configures the group directory name Note: It works only if "bw.xsi.director set to 1 (Enabled).		
bw_phonebook.group_common_ enable	Boolean	1
Description:		
Enables or disables the IP phone to d	lisplay the group common	directory.
0-Disabled		
1-Enabled		
Note: It works only if "bw.xsi.director	y.enable" is set to 1 (Enabl	ed).
bw_phonebook.group_common_	String within 99	GroupCommon
displayname	characters	
Description:		
Configures the group common direct		
soundares are group common direct	tory name displayed on the	e IP phone.
Note: It works only if "bw.xsi.director		e IP phone.
	y.enable" and	
Note: It works only if "bw.xsi.director	y.enable" and	
Note: It works only if "bw.xsi.director "bw_phonebook.group_common_ena bw_phonebook.enterprise_enabl	y.enable" and able" are set to 1 (Enabled)	
Note: It works only if "bw.xsi.director "bw_phonebook.group_common_ena bw_phonebook.enterprise_enabl e	y.enable" and able" are set to 1 (Enabled) Boolean	1
Note: It works only if "bw.xsi.director "bw_phonebook.group_common_ena bw_phonebook.enterprise_enabl e Description:	y.enable" and able" are set to 1 (Enabled) Boolean	1
Note: It works only if "bw.xsi.director "bw_phonebook.group_common_ena bw_phonebook.enterprise_enabl e Description: Enables or disables the IP phone to d	y.enable" and able" are set to 1 (Enabled) Boolean	1
Note: It works only if "bw.xsi.director "bw_phonebook.group_common_ena bw_phonebook.enterprise_enabl e Description: Enables or disables the IP phone to d 0-Disabled	y.enable" and able" are set to 1 (Enabled) Boolean lisplay the enterprise direc	1 tory.
Note: It works only if "bw.xsi.director "bw_phonebook.group_common_ena bw_phonebook.enterprise_enable e Description: Enables or disables the IP phone to d 0-Disabled 1-Enabled	y.enable" and able" are set to 1 (Enabled) Boolean lisplay the enterprise direc	1 tory.
Note: It works only if "bw.xsi.director "bw_phonebook.group_common_ena bw_phonebook.enterprise_enable e Description: Enables or disables the IP phone to de 0-Disabled 1-Enabled Note: It works only if "bw.xsi.director bw_phonebook.enterprise_displa	y.enable" and able" are set to 1 (Enabled) Boolean lisplay the enterprise direc y.enable" is set to 1 (Enabl	1 tory. ed).

Parameters	Permitted Values	Default
Note: It works only if "bw.xsi.director are set to 1 (Enabled).	y.enable" and "bw_phonet	book.enterprise_enable"
bw_phonebook.enterprise_comm on_enable	Boolean	1
Description: Enables or disables the IP phone to d 0-Disabled 1-Enabled Note: It works only if "bw.xsi.director		
bw_phonebook.enterprise_comm on_displayname	String within 99 characters	EnterpriseCommon
Configures the enterprise common d Note: It works only if "bw.xsi.director "bw_phonebook.enterprise_common	y.enable" and	
bw_phonebook.personal_enable	Boolean	1
Description: Enables or disables the IP phone to d 0 -Disabled 1 -Enabled Note: It works only if "bw.xsi.director		
bw_phonebook.personal_display name	String within 99 characters	Personal
Description: Configures the personal directory nat Note: It works only if "bw.xsi.director are set to 1 (Enabled).		
bw_phonebook.custom	Boolean	0
Description: Enables or disables custom directory 0 -Disabled 1 -Enabled Note: It works only if "bw.xsi.director		ed).

Parameters	Permitted Values	Default
directory.update_time_interval	Integer from 60 to 34560	60
Description:		
Configures the interval (in minutes) for Directory from the BroadSoft server. Note: It works only if "bw.xsi.director set to 1 (Enabled).		
bw.xsi.directory.alphabetized_by _lastname.enable	Boolean	0
Description: Specifies the call ID (first name and la an incoming call, places an outgoing O-First name Last name 1-Last name, First name Note: It is not applicable to CP920, S and W60P IP phones.	call or is during an active	call.
bw.xsi.directory.update.enable	Boolean	1
 Description: Enables or disables the IP phone to a Directory from the server. O-Disabled, the IP phone downloads contacts available for viewing at one manually download the remaining contacts. 1-Enabled Note: It works only if "bw.xsi.director to IP phones (except W53P and W60) 	partial contacts from the s time is determined by the ontacts as needed y.enable" is set to 1 (Enabl	erver (the maximum of server), and you can ed). It is only applicable
search_in_dialing.bw_directory.e nable	Boolean	0
Description: It enables or disables the IP phone to directory, and display the results on t 0-Disabled 1-Enabled Note: It is not applicable to W52P, W	he pre-dialing/dialing scre	een.
search_in_dialing.bw_directory.pr iority	Integer greater than or equal to 0	5

Parameters	Permitted Values	Default
Description:		
It configures the search priority of the	e BroadSoft directory.	
Note: It is not applicable to W52P, W	/53P, W56P and W60P IP p	hones.
directory_setting.bw_directory.e nable	Boolean	0
Description:		
It enables or disables the users to acc	cess the BroadSoft director	y by pressing the
Directory/Dir soft key.		
0 -Disabled		
1 -Enabled		
Note: It is not applicable to W52P, W	/53P, W56P and W60P IP p	hones.
directory_setting.bw_directory.pr	Integer greater than	
an eetory_setting.ow_uncetory.pr	integer greater than	c
iority	or equal to 0	6
		6
iority	or equal to 0	6
iority Description:	or equal to 0	
iority Description: It configures the display priority of th	or equal to 0 ne BroadSoft directory. 1/53P, W56P and W60P IP p	hones.
iority Description: It configures the display priority of th Note: It is not applicable to W52P, W The following shows an example of E	or equal to 0 ne BroadSoft directory. 1/53P, W56P and W60P IP p	hones.
iority Description: It configures the display priority of th Note: It is not applicable to W52P, W The following shows an example of E (e.g., %BWMACADDRESS%.cfg):	or equal to 0 ne BroadSoft directory. 1/53P, W56P and W60P IP p	hones.
iority Description: It configures the display priority of th Note: It is not applicable to W52P, W The following shows an example of E (e.g., %BWMACADDRESS%.cfg): bw.xsi.enable = 1	or equal to 0 ne BroadSoft directory. 1/53P, W56P and W60P IP p	hones.
iority Description: It configures the display priority of th Note: It is not applicable to W52P, W The following shows an example of E (e.g., %BWMACADDRESS%.cfg): bw.xsi.enable = 1 bw.xsi.directory.enable = 1	or equal to 0 ne BroadSoft directory. /53P, W56P and W60P IP p BroadSoft Directory config	hones.
iority Description: It configures the display priority of th Note: It is not applicable to W52P, W The following shows an example of E (e.g., %BWMACADDRESS%.cfg): bw.xsi.enable = 1 bw.xsi.directory.enable = 1 bw_phonebook.group_enable = 1	or equal to 0 e BroadSoft directory. /53P, W56P and W60P IP p BroadSoft Directory config = %BWGROUP-1%	hones.

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

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/W53P/W56P/W60P DECT IP 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.

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. It also allows users to delete a call log entry or all call log entries from the BroadSoft Call Log lists.

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

Assigning 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>.

BR&ADSOFT		Help - Home
Group >Users : 4603		Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls Call Control	Assign Services Assign Services allows you to assign or unassign services and service particle between the service particle between	acks for a user. If a service or service pack is unassigned the service data that has been filled out
Calling Plans Client Applications	Available Service Packs	User Service Packs
Messaging Service Scripts Utilities		Add > Resource <
		Add All >>> Remove All
	Available Services	User Services
	BroadWorks Anywhere 🔺	Add >> Basic Call Logs BroadTouch Business Communicator Desktop - Video BroadTouch Business Communicator Mobile - Video BroadTouch Mobiletink BroadTouch Mobiletink BroadTouck Mobility Busy Lamp Field
		Add All >>> Call Center - Premium Call Forwarding Huays Call Forwarding Busy Call Forwarding No Answer

Viewing 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.

- **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 [Loqout]
Options: Profile Incoming Calls Outgoing Calls	Basic Call Basic Call Logs of to see the desire	isplays the most recei	ntly received, missed, or placed calls ar	d also allows deletion of call logs. Click on the appropriate tab
CallControl CallControl Calling Plans Client Applications Messaging Service Scripts Utilities Utilities	OK Select Placed C			
<u>Junites</u>	Delete OK	Name 4604 Yealink Apply Car	Phone Number 4604	Date/Time 11/27/14 11:41 AM

Configuring Yealink IP Phones

Procedure

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

Parameters	Permitted Values	Default			
bw.xsi.call_log.enable	Boolean	0			
Description:					
0-Disabled	Enables or disables the BroadSoft Call Log feature. 0 -Disabled				
1-Enabled					
bw.xsi.call_log.delete.enable	ow.xsi.call_log.delete.enable Boolean 0				
Description:					
Enables or disables the user to delete the call log entry from BroadSoft Call Log list on the phone. 0 -Disabled					
1 -Enabled, if you delete the BroadSoft call log entry on the phone, the call log entry will be also deleted on the BroadWorks server					
Note: It works only if "bw.xsi.call_log.enable" is set to 1 (Enabled). It is not applicable to DECT IP phones.					
bw.xsi.call_log.multiple_accounts.enable Boolean 0					
Description:					
Enables or disables the user to view BroadSoft Call Log for multiple accounts.					

Parameters	Permitted Values	Default	
0 -Disabled, you will directly access the BroadSoft Call Log for the first account by default, and you can only view the BroadSoft call log entry for the first account			
1-Enabled, you are allowed to select a specific account to access the BroadSoft Call Log and view the call log entry			
Note: It works only if "bw.xsi.call_log.enable" is set to 1 (Enabled). It is only applicable to IP phones (except SIP-T19(P) E2/CP920/CP960) running firmware version 83 or late			
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			

bw.xsi.call_log.delete.enable = 1

bw.xsi.call_log.multiple_accounts.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 V , pressing the **History** soft key or pressing **Menu->History->Network Calls** via phone user interface.

The following shows an example of line selection:

Line Select			
1. 4605			
2. 4603			
3. 2248			
Back	Enter		

The following shows an example of call log list:

All Calls	Placed	Calls Miss	ed Calls	1/4 🕨
🕂 sunmy		Today 14:59		
🕆 sunmy		Today 14:58		
• 4601		Today 14:58		
₩ 4601		Today 14:58		
1 4608 4608		Toda	ay 14:58	
Back	Delete	Option	Ser	nd

For W52P/W53P/W56P/W60P DECT IP 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 backup 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. This feature is not applicable to SIP-T58V/T58A/T56A/CP960 and W52P/W53P/W56P/W60P IP phones. For more information on flexible seating, refer to Flexible Seating.

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.

Configure Call Log Backup Feature

Procedure

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	
Description: Enables or disables the IP phone to upload the <mac>-calllog.xml file to the server each time the call logs update, and download the <mac>-calllog.xml file from the server during auto provisioning. 0-Disabled 1-Enabled</mac></mac>			
static.auto_provision.local_calllog.backup.path String Blan			
Description: Configures a path or URL for the IP phone to upload/download <mac>-calllog.xml file.</mac>	l the		

Parameters	Permitted Values	Default		
If it is left blank, the IP phone will try to upload/download the <mac>-calllog.xml file to/from the provisioning server.</mac>				
Note: It works only if "auto_provision.local_calllog.backup.enable" is set to 1 (Enabled).				
static.auto_provision.local_calllog.write_delay.terminated	Integer from 10 to 600	60		
Description:				
Configures the delay time (in seconds) for the IP phone to upload the <pre><pre><pre><pre><pre><pre><pre>MAC>-calllog.xml</pre> file each time the call logs update.</pre></pre></pre></pre></pre></pre>				
The following shows an example of local call log configurations i file (e.g., y000000000028.cfg):	n a template c	onfigurati		

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 DECT IP phones.

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.

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

Configuring the BroadSoft Server

Assigning the Call Park Service to the Group

This service allows a user to use Call Park and Group Call Park feature.

Procedure

- **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>.

		Hallo - Home Welcome Roscutt
Options: Profile Resources Services	Assign Group Services Assign or unassign group services for the group.	
Service Scripts Act/Auth Codes Call Center Calling Plan Meet-Mc Conferencing Utilities	Available Services	Assigned Services Assigned Services Call Capacity Management Call Post
		Remove Call Pickup Custom Ringback Group Custom Ringback Group Custom Ringback Group Custom Ringback Group Add All >> Erhance Outgoing Calling Plan Remove All Hunt Group, and Group
	OK Apply Cancel	Incoming Calling Plan

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

Configuring the Call Park Feature

You can configure the settings for Call Park, Group Call Park and all parked calls.

Procedure

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Call Park.

BRMADSOFT		Help - Home
Group		Welcome [Logout]
Options: Poolia Pessuras Service Scribts Account of the service of	Call Park Create a new call park groups 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 OK Apply Ad Cancel Settings for Call Park Alternate Recall User Alter parking user only Call Park Display Timer [S-park] Ring Park Calls Final Parked Calls Ring Park and Calls Ring Park and Calls Ring Parked Calls At Alternate Recall User Walt Time 45 seconds	rk settings for your group's users.
	Group Call Park Name 🔳	Edit
	call park1 Group	Edit 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.
Settings for Call Park	Alert parking user only: Only alerts the user who parked the call.
	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.
Settings for Group Call	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.
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	Ring Pattern for Recalled Calls : Specifies the ring tone for the recall calls, which allows users to distinguish between new and recall calls.
Calls	Recall Timer : Configures the time after which the parked call is recalled.
	Alert Alternate Recall User Wait Time: Configures the time after which the alternate user (if configured) is called.

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

Creating 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.

- **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 6 to add more users.

			Help - He Welcome [Log
<u>Prolim</u> <u>Resources</u> <u>Mi Service Scripts <u>Acct/Adth Codes Call Center </u> </u>	Comp Call Park Modify Comp Cal Park group. Cit Apply Delete Cancel Profile Alternate Recall User		Welcome Loo
Cating Plan Met-Me Conferencing Utilities	* Group Name: Group Park Recal To: ● Alert parking user only ○ Aler parking user first, then alternate user Alert atternate user only Enter search oriteria below		
	User ID V Starts With V		+ Search
	Available Users	Add > Remove < Add All >> Remove All	Assigned Users Yealink, 4605 (4600) Yealink, 4605 (4607) Yealink, 4605 (4607) Yealink, 4605 (4607) Yealink, 4605 (4607) Yealink, 4602 (4602) Yealink, 4602 (4602) Yealink, 4605 (4605) Move Up Move Dewn

Assigning Alternate Recall Users

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.

- **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>.

BRADSOFT				Help - Home
Group				Welcome [Logout]
Options: Profile Resources Services Services Services Calliconter Calliconter Calliconter Calliconter Calliconter	Group Call Park Modify Select a hurd proup as the atternate user to recall. OK Apply Cancel Profile Apply Cancel Profile Cancel User Enter search criteria below [Last Num V] (Starts With V)			Search
Utilities	Available Hunt Groups		Selected Hunt Group	
	Hunt Group (2413334636) Hunt Group (2413334674) hunt Group (241334674) HuntGroup (HuntGroup) HuntGroup (HuntGroup) James Lest (James Lest) my hunt group (4366) test (HuntGroup) TEST-Hunt group (4367)	Select > Remove <	HUNTGROUP (4550)	
	OK Apply Cancel			

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.

Configuring Call Park

Procedure

1. Add/Edit Call Park mode parameter in the configuration template files to decide the Call Park mode:

Parameters	Permitted Values	Default				
features.call_park.park_mode	Boolean	0				
Description:						
Configures the call park mode.						
0-XSI						
1-FAC						
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 soft key will also be displayed on the						
dialing screen.						
features.call_park.group_enable	Boolean	0				

Parameters Permitted Values Defau							
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.							
features.call_park.park_visual_notify_enable	Boolean	0					
Description:							
Enables or disables the IP phone to display a v	isible notification when a call	is parked					
against its line.							
0 -Disabled							
1-Enabled							
Note: It works only if the value of parameter "a	account.X.sip_server_type" is s	set to 2					
(BroadSoft).							
features.call_park.park_ring	features.call_park.park_ring Boolean 0						
Description:							
Enables or disables an audio notification when	a call is parked against its lin	• Enables or disables an audio notification when a call is parked against its line.					
. 2							
0 -Disabled		e.					
0 -Disabled 1 -Enabled		с.					
1-Enabled	e" is set to 2 (BroadSoft) and	the value					
1 -Enabled Note: It works only if "account.X.sip_server_typ	e" is set to 2 (BroadSoft) and	the value					
1-Enabled Note: It works only if "account.X.sip_server_typ of the parameter "features.call_park.park_visua features.call_park.park_code	e" is set to 2 (BroadSoft) and I_notify_enable" is set to 1 (Er String within 32	the value nabled).					
1-Enabled Note: It works only if "account.X.sip_server_type of the parameter "features.call_park.park_visual features.call_park.park_code Description:	e" is set to 2 (BroadSoft) and I_notify_enable" is set to 1 (Er String within 32 characters	the value nabled).					
1-Enabled Note: It works only if "account.X.sip_server_type of the parameter "features.call_park.park_visual features.call_park.park_code Description: Configures the call park code for the Park soft	e" is set to 2 (BroadSoft) and I_notify_enable" is set to 1 (Er String within 32 characters key.	the value nabled).					
1-Enabled Note: It works only if "account.X.sip_server_type of the parameter "features.call_park.park_visual features.call_park.park_code Description: Configures the call park code for the Park soft This call park code will also apply to the call park	e" is set to 2 (BroadSoft) and I_notify_enable" is set to 1 (Er String within 32 characters key. rk key.	the value nabled).					
1-Enabled Note: It works only if "account.X.sip_server_type of the parameter "features.call_park.park_visual features.call_park.park_code Description: Configures the call park code for the Park soft	e" is set to 2 (BroadSoft) and I_notify_enable" is set to 1 (Er String within 32 characters key. rk key.	the value nabled).					
1-Enabled Note: It works only if "account.X.sip_server_type of the parameter "features.call_park.park_visual features.call_park.park_code Description: Configures the call park code for the Park soft This call park code will also apply to the call park	e" is set to 2 (BroadSoft) and I_notify_enable" is set to 1 (Er String within 32 characters key. rk key.	the value nabled).					
1-Enabled Note: It works only if "account.X.sip_server_type of the parameter "features.call_park.park_visual features.call_park.park_code Description: Configures the call park code for the Park soft This call park code will also apply to the call park Note: It works only if "features.call_park.park_r	e" is set to 2 (BroadSoft) and I_notify_enable" is set to 1 (Er String within 32 characters key. rk key. node" is set to 1 (FAC). String within 32	the value nabled). Blank					
1-Enabled Note: It works only if "account.X.sip_server_type of the parameter "features.call_park.park_visual features.call_park.park_code Description: Configures the call park code for the Park soft This call park code will also apply to the call park Note: It works only if "features.call_park.park_r features.call_park.group_park_code	e" is set to 2 (BroadSoft) and I_notify_enable" is set to 1 (Er String within 32 characters key. rk key. node" is set to 1 (FAC). String within 32 characters	the value nabled). Blank					
1-Enabled Note: It works only if "account.X.sip_server_type of the parameter "features.call_park.park_visual features.call_park.park_code Description: Configures the call park code for the Park soft This call park code will also apply to the call park Note: It works only if "features.call_park.park_r features.call_park.group_park_code Description:	e" is set to 2 (BroadSoft) and I_notify_enable" is set to 1 (Er String within 32 characters key. rk key. node" is set to 1 (FAC). String within 32 characters	the value nabled). Blank					

Parameters	Permitted Values	Default			
features.call_park.park_retrieve_code	String within 32 characters	Blank			
Description:					
Configures the retrieve park code for the Retri e	eve soft key.				
This park retrieve code will also apply to the pa	ırk retrieve key.				
Note: It works only if "features.call_park.park_n	node" is set to 1 (FAC).				
features.call_park.direct_send.enable Boolean 1					
Description:					
Enables or disables the IP phone to dial out the	e call park code/park retrieve	code			
directly when pressing the Park/Retrieve soft	key.				
0 -Disabled					
1-Enabled					
If it is set to 0 (Disabled), the IP phone will enter	r the pre-dialing screen wher	n pressing			
the Park/Retrieve soft key. And you can dial th	ne specific extension manually	y or press			
the BLF/BLF List key to park the call to the spec	ific user or retrieve the call pa	arked from			
the specific user.					
Note: It works only if "features.call_park.park_n	node" is set to 1 (FAC) and yc	ou have			
configured the call park code/park retrieve code. It is not applicable to					
T58V/T58A/T56A/CP960/CP920/W53P/W56P/W60P IP phones.					
The following shows an example of call park configurations using the XSI mode in a T46G template configuration file (e.g., %BWMACADDRESS%.cfg):					

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								E	Log Out nglish(English) 🗸
	Status	Account	Network	Dsskey	Features	Settir	gs Directory	Security	Applications
Forward&DND	Call	Pickup						NOTE	
		Directed Call Pick	up	Disabled		•	2	Directed Ca	all Pickup
General Information		Directed Call Pick	up Code				2		ncoming call on a
Audio		Group Call Pickup		Disabled		- (2		
Intercom	(Group Call Pickup	Code				0	Directed Ca Picks up inco pre-defined	ming calls within a
Transfer	1	/isual Alert for BL	F Pickup	Disabled		- (You can con	
		Audio Alert for Bl	_F Pickup	Disabled		- (2	directed/gro	up call pickup
Pick up & Park		Ring Type for BL	Pickup	Splash.w	av	- (2	feature for t	he IP phone.
Remote Control	Call	Park 🕜							for BLF Pickup supervisor's phone
Phone Lock	(Call Park Mode		XSI		•		to display a	visual prompt when
PHONE LOCK		Call Park		Enabled		- (2	incoming cal	
ACD		Group Call Park		Enabled		•			for BLF Pickup
SMS		/isual Alert For Pa	arked Call	Enabled		- (to play an al	supervisor's phone ert tone when the
Action URL		Audio Alert For P	arked Call	Enabled		- (0	monitored u incoming cal	ser receives an I.
Bluetooth			Confirm		Cancel]		You car more guide	i click here to get 5.

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:

Yealink								E	Log Out
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Applications
Forward&DND	Call	Pickup						NOTE	
General Information)irected Call Pick)irected Call Pick		Disabled		• 0		Directed Ca Picks up an i	III Pickup ncoming call on a
Audio		Group Call Pickup		Disabled		- 0		specific exte	nsion.
Intercom		Group Call Pickup				0		Directed Call Pickup Picks up incoming calls within a pre-defined group.	
Transfer		Visual Alert for BLF Pickup Audio Alert for BLF Pickup		Disabled	Disabled • ?			You can configure directed/group call pickup feature for the IP phone.	
Pick up & Park	F	Ring Type for BLF Pickup		Splash.wa	av.	• 0			
Remote Control	Call	Park 🕜					_	It allows the	supervisor's phone
Phone Lock		all Park Mode		FAC		•			visual prompt when ed user receives an
ACD		all Park all Park Code		Enabled		• 0		-	t for BLF Pickup
SMS	(Group Call Park		Enabled		•		to play an al	supervisor's phone ert tone when the ser receives an
Action URL	0	Group Call Park C	ode	#58		0		incoming cal	
Bluetooth		ark Retrieve Coo		*88		0		Nou car	click here to get
Power LED		/isual Alert For Pa Audio Alert For P		Enabled		• 0 • 0		more guide	
Notification Popups			Confirm]	Cancel]	1		

User can park a call using the **Park** soft key or the call park key (refer to Line Keys and Programmable Keys) and retrieve the parked call using the **Retrieve** soft key or the retrieve park key (refer to Line Keys and Programmable 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->Pick up & Park.

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. This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

Configuring the BroadSoft Server

Assigning the Group Paging Service to the Group

This is a virtual user service that allows for unidirectional paging to a group of users.

Procedure

- 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>.

		Hele - Home Welcome Rodoull
Options: Profile Resources Services	Assign Group Services Assign or unassign group services for the group.	
Service Scripts AcstVath Codes Caliconar Caling Plan Meet-Me Conferencing Utilities	Available Services	Assigned Services Add > Call Pickup Custom Ripback Group Custom Ripback Group Remove < Custom Ripback Group Custom Ripback Corp - Video Enhance Outgoing Calling Plan Group Reyrog Calling Plan Hunt Group
	OK Apply Cancel	Add All >> Incoming Calling Plan Indate Coup Call Remove All Intercept Group v Inventory Report

4. Click Apply to accept the change.

Creating a 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.

Procedure

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

The following shows an example:

Paging Group ID:	Group1
Name:	Paging
	6

Calling Line ID First Name: Paging

BREADSOFT		He	lp - Home
Group		Welcome	[Logout]
Options: Profile Resources	Paging Group Add Create a new paging group		
Services Service Scripts Acct/Auth Codes Call.Center Calling Plan Meet.Me Conferencing Utilities	OK Cancel * Paging Group ID: Group 1 @ [pbx yealink.com ∨] * Name: Paging * Calling Line ID First Name: Faging * Calling Line ID Lask Name: Group 1 * Calling Line ID First Name: Faging • Calling Line ID First Name: Group 1 * Calling Line ID First Name: Faging • Calling Line ID First Name: Faging • Calling Line ID First Name: Faging	×	
	Time Zone: [CMT+06:00) Asia/Shanghai v Cating Line ID to deliver: @ paging group Originating user with prefix Confirmation tone sending timeout: 1 v jaeconds		

- 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.

BRADSOFT Group >Paging Groups : Group1		Help - Home Welcome [Loqout
Options: <u>Profile</u>	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 Activated Extension: dE04 de04 Allasse:: ::::::::::::::::::::::::::::::::::::	

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

Assigning Originator and Targets for the 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.

- 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 subscritters 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	
	111ag 111ag (35556) Add > 12341 12341 (12341) ▲ 12.4.3 (421) ▲ 12.4.3 (421) ■ 2.4.4 (402) ■ 2.4.3 (422) ■ 2.4.3 (402) ■ 2.5.2 (4024) ■ 4.0004891 (40004980) ■ 4.0014891 (40014901) ■ 4.011.4011 (4011) ■ 4.000.4200 (2000) ■	
	4301/Jales 123 (4301) Remove All Remove All	
	OK Apply Cancel	
BRADSOFT		Help - Home
Group »Paging Groups : Group1		Welcome [Logout]
Options: Profile	Paging Group Targets Create and manage the list of subscribers 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	
	111100011100(355566) Add> Voidbick_4007(4607) 12141(1241) Add> Voidbick_4000(4600) 1243(4321) Remove Voidbick_4000(4600) 2243(4322) Remove Voidbick_4000(4600) 40004861,40004801(40004980) Add All >> 40004861,40004801(40004980) Add All >> 4301/Value, 123 (4301) 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. This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

Configuring the BroadSoft Server

Assigning 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>.

					Help - Home Welcome [Logout]
Options: Profile Resources		Group S	ervices es for the group.		
Services	ОК	Apply	Cancel		
Act/Auth Codes Call Center			Available Services		Assigned Services
Calling Plan Meet-Me Conferencing Utilities				Add > Remove <	Hunt Group Incoming Calling Plan Instant Group Call Intercept Group Invertory Report
				Add All >> Remove All	LDAP Integration Meet-Mc Conferencing Music On Hold - Video Outgoing Calling Plan Bedneed Contec Enviro
	ок	Apply	Cancel		

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

Adding an Instant Group Call

You need to configure basic information (such as name), instant group phone number and/or extension when creating an instant group call.

Procedure

- 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

BRADSOFT		He	lp - <u>Home</u>
Group		Welcome	[Logout]
Options: Profile Resources	Instant Group Call Add Greate a new instant group call.		
Arritica Service South Arritum Costs Call Contex Callon Elias Callon Elias McContenecing McContenecing Mittles	OK Cancel * Instant Group Cell ID: [Instantgroup1]		

- 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.

BREADSOFT		Hel	p - <u>Home</u>
Group >Instant Group Call : Instantgroup	51	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 Adveted Extension, 4604		
	Alises : sip: @ pbx yealink.com v sip: @ pbx yealink.com v		
	sip:@ pbx yealink.com ¥		
	OK Apply Cancel		

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. This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

Configuring the BroadSoft Server

Assigning 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 Services	Assign Group Services Assign or unassign group services for the group. OK Apply Cancel	
Service Scripts Acct/Auth Codes Call Center Calling Plan	Available Services	Assigned Services Emergency Zones
Meet-Me Conferencing Utilities	Ad > Remove <	Enhanced Outgoing Calling Plan
	Add All >> Remove All	Inventory Report LDAP Integration Meet-Me Conferencing Music On Hold
	OK Apply Cancel	

Creating a Hunt Group

Procedure

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

The following shows an example:Hunt Group ID:HuntGroup1Name:Hunt GroupCalling Line ID Last Name:GroupCalling 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 an 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
	(11) rog (335566) (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41	Add > Remove < Add All >> Remove AB	Vacilink. 4502 (4502) Yaalink. 463 (4603) Yaalink. 463 (4604) Yaalink. 463 (4605) Yaalink. 4607 (4607) Yaalink. 4609 (4608) Yaalink. 4609 (4609) Yaalink. 4609 (4609) Move Up Move Down

- 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 - <u>Home</u>
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] Alleses: lip: @ [pbx:yealink.com v] eip: @ [pbx:yealink.com v] gip: @ [pbx:yealink.com v]		

13. Click Apply to accept the change.

Configuring Weighted Call Distribution

Agents with a higher weight are assigned more incoming calls than agents with lower weights.

- **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 [Logout]
Options: Profile <u>Calling Plans</u>	Weighted Call Distribution Configure assigned 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 agent.
	OK Apply Cancel
	* Ycalink, 4602 (4602); 12 % * Ycalink, 4603 (4603); 12 % * Ycalink, 4605 (4605); 12 % * Ycalink, 4607 (4607); 12 %
	OK Apply Cancel

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.

This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

Configuring the BroadSoft Server

Logging into the Call Manager

Procedure

- **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:

				() Support	© Help	Configure
4609 Yealink 4609 Ext: 4609				Service Status:	DND	CFA RO
Enter Phone Number				Dia		Redial
						Conference
Enterprise	Personal	Call History	Outlook		Settings	

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.

Initiating, Manipulating and Releasing a Call via the Call

Manager

Procedure

- 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. This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

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

Configuring the BroadSoft Server

Assigning the Authentication Service to a User

Procedure

- **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>.

BREADSOFT				Hel	lp - Home
Group >Users : 4608				Welcome	[Logout]
Options: Profile Incoming Calls	Assign Services Assign Services allows you to assign or unassign services and	i service packs for a user. If a service or service pack is unassig	gned 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 Metri-Mac Conferencing Metri-Mac Conferencing Service Scripts Unities		Add > Remove < Add All >> Remove All			
	Available Services		User Services		
	Basic Call Logs Call Center - Premium	Add > Remove < Add AB >> Remove AB	Alternate Numbers Anonymus. Call Rejection Automatic Additional Automatic Additional Automatic Additional Bargio-in Exempt Broad Touch Business Communicator Desktop- Broad Touch Business Communicator Mobile - N Broad Touch Business Communicator Mobile - N Broad Touch Business Communicator Mobile Broad Vortes Mobile Int Broad Vortes Mobile Int Broad Vortes Mobile Int	Video /ideo	
	OK Apply Cancel				

7. Click Apply to accept the change.

Configuring 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.

BRADSOFT	Help - Home
Group >Users : 4608	Welcome [Logout]
Options: Profile Incoming Calls Outpoing Calls	Authentication Authentication allows you to use 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 Calling Plans Client Applications Meet-Me Conferencing Messaging	OK Apply Cancel * Authentic ation User Name 4506 * Type new authentication password ******
Service Scripts Utilities	* Re-type new suthentication password:

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. This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

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

Configuring the BroadSoft Server

Assigning the Account/Authorization 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 Account/Authorization Codes and then click Add>.

		Help - Home Welcome (Leacouff
Options: Profile Presources Services	Assign Group Services Assign or unassign group services for the group.	
Service Scripts Act/Auth Codes Call Center Calling Plan Metc-Me Conferencing	Available Services	Assigned Services Add > Call Capacity Management Call Park
Utilities		Call Park Call Park Call Park Custom Ringback Group Custom Ringback Group Custom Ringback Group- Video Emergency Zones Enhared Outpoing Calling Plan
	OK Apply Cancel	Group Paging Remove All Incoming Calling Plan

4. Click Apply to accept the change.

Configuring the Type of Code for the Group

Procedure

- **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:

Type: Authorization Code

4

Number of Digits:

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

Restricted Users:

4604@pbx.yealink.com

4602@pbx.yealink.com

4605@pbx.yealink.com

			Help - Home Welcome [Logout]
Orbions: Orbions: Profile Resources Servic	Administration Est up the group and users to use authorization and account codes for outgoing Using account codes enables the tracking of calls made outside the group by pri- read-only streen on their Committee thrank. Authorization codes are used to perform authorization of calls made outside the OK Appy Cancel	compting users for an account code. However, codes are not va	alidated. The account codes you define are presented to the user in a
Užiliea	Type: ○Account Code ④ Authorization Code ○ Deactivate Number of Digits: (4	-	• Search
	Ken-restricted Users (Yealink, 4608 (4608)	Add > Remove < Add Al >> Remove All	Restricted Users Yealink, 4602 (4602) Yealink, 4605 (4604) Yealink, 4605 (4605)
	OK Apply Cancel		

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

Configuring the Authentication Codes

Procedure

- **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.

BREADSOFT		Hels	p - <u>Home</u>
Group	И	Velcome	[Logout]
Options: Profile Resources Services	Codes Management Add Add new account or euthorization codes.		
Service Scripts Acct/Auth Codes Call Center Call Center Meet-Me Conferencing Utilities	OK Cancel *Account/Adhor/zation Code: 1111 Description: code1		
<u>Unites</u>	OK Cancel		

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

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.

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

Configuring the BroadSoft Server

Assigning 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>.

BRADSOFT				He	lp - Home
Group >Users : 4609				Welcome	[Logout]
Options: Profile Incoming Calls	Assign Services Assign Services allows you to as	sign or unassign services and servic	e 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			
Lell Lottino Callen Zhang Mest Me Conterenting Messaning Service Scrolo Utilities		Available Service Packs	Uter Service Packs Add > Remove < Add All >> Remove All		
		Available Services	User Services		
		Call Center - Premium	Add > Call de Nove Add > Call de Nove Call Return Call Visiting Charge Number Call Return Cannel Call Control CommPilot Call Manager	^ ~	

Activating Call Waiting for the User

Procedure

- **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.

BROADSOFT		He	lp - <u>Home</u>
Group >Users : 4609		Welcome	[Logout]
Options: Profile Incoming Calls	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.		
Outgoing Calls Call Control	OK Apply Cancel		
Calling Plans Client Applications Meet-Me Conferencing	Call Waiting: @ On O orr		
Messaging Service Scripts	Disable Calling Line ID Delivery on Call Walting		
Utilities	OK Apply Cancel		

7. Click Apply to accept the change.

Configuring Yealink IP Phones

Procedure

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 "call_waiting.mode"	is set to 0 (Local).	
call_waiting.tone	Boolean	1
Description:		
Enables or disables call waiting tone.		
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								Eng	Log Out lish(English) 🗸
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security	Applications
Forward&DND		General Infor	mation					NOTE	
General Information		Call Waiting Auto Redial		Enabled		· ?			nes to receive a
Audio		Auto Redial I	nterval (1~300s)	10		0		new incoming call when there is already an active call.	
Intercom		Auto Redial T Key As Send	'imes (1~300)	10 #		• 0		Auto Redial It allows IP phones to automatically redial a busy	
Transfer		Reserve # in	User Name	Enabled		• 0		number after th	e first attempt.
Call Pickup		Hotline Numb	er			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)

This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

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

Configuring the BroadSoft Server

Assigning the Diversion Inhibitor Service to a User

Procedure

- **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>.

BROADSOFT					Help - Ho	me
Group >Users : 4609					Welcome [Logo	out]
			ervice packs for a user. If a service or service pack is unassign	ed the service data that has been filled out will be lost.		
Call Control Calling Plans	OK Apply	Cancel Available Service Packs		User Service Packs		
Client Applications Meet-Me Conferencing Messaaing Service Scripts Utilities			Add > Remove <			
			Add All >> Remove All			
		Available Services		User Services		
		Call Center - Premium	Add > Remove < Add All >>	Custom Ringback User - Call Waiting Custom Ringback User - Video Directed Call Pickup Directed Call Pickup with Barge-in Dwession Inhibitor Do Not Disturb External Calling Line ID Delivery External Custom Ringback		
	OK Apply	Cancel	Remove All	Fax Messaging Flash Call Hold Group Night Forwarding	~	

7. Click Apply to accept the change.

Checking the Diversion Inhibitor FAC

Procedure

- **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.

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.

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

Configuring the BroadSoft Server

Assigning the DND Service to a User

Procedure

- **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>.

BROADSOFT		Hel	lp - <u>Home</u>
Group >Users : 4609		Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls Call Control	Assign Services Assign Service allow you to assign an 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		
Calling Plans	Available Service Packs User Service Packs		
Client Applications Mets Mac Conferencing Messacing Sanske Sonda Utilities	Ads > Remove < Add All >> Remove All		
	Available Services User Services		
	Call Center - Premium Add> Custom Ringback User - Call Wating Custom Ringback User - Video Call Center - Video Custom Ringback User - Video Call Center - Video Custom Ringback User - Video Custom Ringback Remove x Add All >> Remove x Remove x		
	Remove All Flash Call Hold Group Night Forwarding	~	
	OK Apply Cancel		

7. Click Apply to accept the change.

Activating 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.

BRGADSOFT	Helio - Homa
Group >Users : 4609	Welcome Legoud
Options: Profile Incoming Calls Outgoing Calls	Do Not Disturb Allows you to send your calls directly to your voice 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 voice messaging by using the Ring Reminder. This is important when you have forgothen the service is turned on and you are at your phone waiting to receive calls.
Call Control	OK Apply Cancel
Calling Plans Client Applications Meet-Me Conferencing Messaging Service Scripts	Do Not Disturt: [0] on ○ off ☑ Play Ring Reminder when a call is blocked
<u>Utilities</u>	OK Apply Cancel

8. Click Apply to accept the change.

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 Programmable 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.

Procedure

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/T27G, X=1-6; for W52P/W56P, X=1-5; W53P/W60P, X=1-8; for SIP-T40P/T40G/T23P/T23G, X=1-3; 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.							
0 -Disabled							
1-Enabled							
Note: It is not applicable to SIP-T58V/T58A/T56A/CP	960, W52P an	d W56P IP phones.					
features.dnd.feature_key_sync.enable Boolean 1							
Description:							
It enables or disables the DND feature synchronization.							
0-Disabled							
1-Enabled, server-based DND is enabled. Server and	local phone D	ND are					

notifies the Bi e" is set to 1 Boolean n for account ocal phone D recedence ov ole ". It works d). It is not a	Conversely, if the roadWorks server of (Enabled). It is not Blank X. ND are ver that configured s only if					
n for account ocal phone D recedence ov ole ". It works d). It is not a	X. IND are ver that configured s only if pplicable to					
ocal phone D recedence ov ole ". It works d). It is not a	ND are ver that configured s only if pplicable to					
ole ". It works d). It is not a	s only if pplicable to					
Boolean	0					
Description: Enables or disables the local DND when DND is activated on the BroadWorks server. 0-Disabled 1-Enabled Note: It works only if "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						
Integer	0					
 Description: Configures the mode for the IP phone to handle DND. O-Phone, DND is effective for the phone system 1-Custom, DND can be configured for each or all accounts Note: It works only if "features.dnd.allow" is set to 1 (Enabled). It is not applicable to 						
	" and bled). This ed on a pho Integer unts					

Parameters	Permitted Values	Default							
features.dnd.enable	Boolean	0							
Description:	Description:								
Triggers the DND feature to on or off.									
0-Off									
1 -On									
	Note: It works only if "features.dnd.allow" is set to 1 (Enabled) and the value of the parameter "features.dnd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P IP phones.								
	%BWDND								
account.X.dnd.enable	-BINARY-	0							
	X%								
Description:									
Triggers the DND feature to on or off for account X.									
0-Disabled									
1-Enabled									
Note: It works only if "features.dnd.allow" is set to 1 ((Enabled) and	the value of the							
parameter "features.dnd_mode" is set to 1 (Custom).	It is not applic	able to CP960 and							
CP920 IP phones.									
account.X.features.dnd.feature_key_sync.local_p	Boolean	Blank							
rocessing.enable									
Description:									
Enables or disables the local DND when DND is active	ated on the Br	oadWorks server for							
account X.									
0 -Disabled									
1-Enabled									
Note: It works only if "features.feature_key_sync.enab									
"features.dnd.feature_key_sync.enable" are set to 1 (E	nabled). It is r	ot applicable to							
W52P, W53P, W56P and W60P IP phones.									
features.dnd.large_icon.enable	Boolean	0							
Description:									
Enables or disables the IP phone to display a large DI	ND icon on th	e idle screen.							
0-Disabled									
1-Enabled									
Note: It works only if "features.dnd.allow" is set to 1 (Enabled). It is	not applicable to							

Parameters	Permitted Values	Default
SIP-T58V/T58A/T56A/CP960, W52P, W53P, W56P and	l W60P IP pho	ones.

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

features.dnd_mode = 1

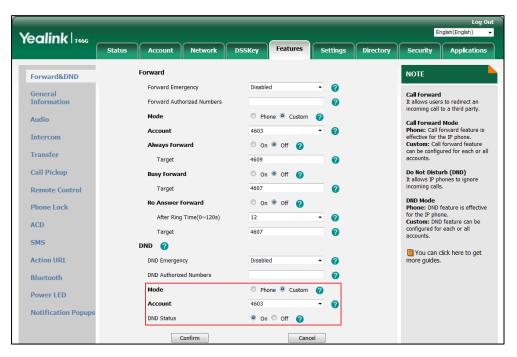
account.2.dnd.enable = %BWDND-BINARY-2%

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:



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.

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

Configuring the BroadSoft Server

Assigning the Call Forward Service to a User

Procedure

- **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 Call Forwarding Always, Call Forwarding Busy and Call forwarding No Answer and then click Add>.

BROADSOFT				Help - Home
Group >Users : 4609				Welcome [Logout]
Options:	Assign Services			
Profile	Assign Services allows you to assign or unassign services and	service packs for a user. If a service or service pack is	unassioned the service data that has been filled out will be lost.	
Outgoing Calls				
	OK Apply Cancel			
Call Control Calling Plans	Available Service Packs		User Service Packs	
Client Applications	Available Service Packs		User Service Packs	
Meet-Me Conferencing				
Messaging		Add >		
Service Scripts		Remove <		
Utilities		Itelliove <		
		Add All >>		
		Remove All		
		Relifere All		
	Available Services		User Services	
	Call Center - Premium	Add >	BroadWorks Anywhere	
		Add >	BroadWorks Mobility	^
		Remove <	Busy Lamp Field Call Forwarding Always	
		rionore -	Call Forwarding Busy	
			Call Forwarding No Answer	
		Add All >>	Call Forwarding Not Reachable Call Forwarding Selective	
		Add All >>	Calling Line ID Blocking Override	
		Remove All	Calling Line ID Delivery Blocking Calling Name Delivery	~
		- tonorova	Calling Name Delivery	
	OK Apply Cancel			

7. Click Apply to accept the change.

Configuring 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.

BRADSOFT	Help - Home
Group >Users : 4609	Welcome Loosed
Options: Profile Incoming. Calls Outcome. Calls Call Control. Call Control. Callor Applications Mesh Mc Conferencing Meshadons Service Scripts Latters	Call Forwarding Alarya plates you to forward all your incoming calls to a different phone number of SIP URI, such as your home different phone. You can also make your primary phone mills to the phone units of the phone mills to a different phone. This is important as your phone different phone. You can also make your primary phone mills to the phone units or SIP-URI you can also be the phone number of SIP-URI to forward to using the Ring Reminder by your outgoing calling plan. You can also set the phone number of SIP-URI to forward to using the Ring Reminder to set of the phone units of the faulty access calls.
	OK Apply Cancel

9. Click Apply to accept the change.

Configuring Call Forwarding Busy for a User

Procedure

- **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.

BROADSOFT	Helo - Home
Group >Users : 4609	Welcome [Locaut]
Options: Profile Incoming Calls Outdoing Calls Call Control	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 mated or the call busy service messaging box. 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 exite hybrine number or SIP-URI information using the material eccess code.
Calling Plans Client Applications	OK Apply Cancel
Meet-Me Conferencing Messaging Service Scripts Utilities	Call Forward parts (B on C on * Calls Forward to phone number / 319-3481; [4008
	OK Apply Cancel

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

Configuring 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 [Looput]
Profile Profile Incoming Calls Quicoing Calls Call Control Call Control Calline Plans	Call Forwarding No Answer Call Forwarding No Answer allows you to forward all your calls to a different phone number of SIP-URI when you do not answer your phone. Use this service when you would rather have a secretary or co-worker event the call inservice of the call reforms ent to your voice messaging box if you miss a call. OK Appriv Call of water box Call
Client Applications Client Applications Meet-Me Conferencing Messaging Service Scripts Utilities	Cal Forwarding No Answer: N On One * Calls Forward to phone number / SIR-URI: 4608 Number of rings before forwarding; 2 V
	OK Apply Cancel

9. Click Apply to accept the change.

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 Programmable Keys).

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

Procedure

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, X=1-12; for SIP-T41S/T41P/T27G, X=1-6; for W52P/W56P, X=1-5; W53P/W60P, X=1-8; for SIP-T40P/T40G/T23P/T23G, X=1-3; 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.fwd.allow	Boolean	1	
Description:			
Enables or disables the call forward feature.			
0 -Disabled			
1-Enabled			
Note: It is not applicable to T58V/T58A/	Note: It is not applicable to T58V/T58A/T56A/CP96/W52P/W56P IP phones.		
features.forward.feature_key_sync.e nable	Boolean	1	
Description:			
It enables or disables the forward feature synchronization.			
0 -Disabled			

Parameters	Permitted Values	Def	ault	
 1-Enabled, server-based call forward is enabled. Server and local phone call forward are synchronized. Note: It works only if "features.feature_key_sync.enable" is set to 1 (Enabled). It is not applicable to W52P and W56P IP phones. 				
account.X.forward.feature_key_sync. enable	Boolean	Bla	ank	
Description:	Description:			
It enables or disables the forward feature	e synchronization for ac	count X.		
0-Disabled				
1 -Enabled, server-based call forward is enabled. Server and local phone call forward are synchronized.				
Note: The value configured by this parameter takes precedence over that configured by the parameter " features.forward.feature_key_sync.enable ". It works only if "account.X.feature_key_sync.enable" is set to 1 (Enabled). It is not applicable to T29G/T41P/T42G/T46G/T48G/T58V/T58A/T56A/W53P/W60P/CP920/CP960 IP phones.				
features.forward.feature_key_sync.loc	al_processing.enable	Boolean	0	
Description:				
Enables or disables the local forward wh server.	en forward is activated	on the Broa	dWorks	
0-Disabled				
1-Enabled				
Note: It works only if "features.feature_k	ey_sync.enable" and			
"features.forward.feature_key_sync.enab	le" are set to 1 (Enabled). This featu	re	
configured on a per-line basis takes pred			ohone	
basis. It is not applicable to W52P, W53F	P, W56P and W60P IP pł	nones.		
features.fwd_mode	Integer		0	
Description:				
Configures the call forward mode.				
0 -Phone, call forward is effective for the	phone system			
1-Custom, call forward can be configure	d for each or all accoun	ts		
Note: It works only if "features.fwd.allow	" is set to 1 (Enabled). I	t is not appl	icable to	
SIP-T19(P) E2, CP960, W52P, W53P, W56	P and W60P IP phones.			
forward.always.enable	Boolean		0	

Parameters	Permitted Values	Default	
Description:			
Triggers the always call forward to on or	off on a phone basis.		
0-Off			
1 -On			
Note: It works only if "features.fwd.allow			
parameter "features.fwd_mode" is set to	0 (Phone). It is not app	licable to	
W52P/W53P/W56P/W60P IP phones.			
forward.always.target	String within 32 characters	Blank	
Description:			
Configures the destination number of al	ways call forward.		
Note: It works only if "features.fwd.allow	" is set to 1 (Enabled) a	nd the value of the	
parameter "features.fwd_mode" is set to	0 (Phone). It is not app	licable to	
W52P/W53P/W56P/W60P IP phones.			
forward.busy.enable	Boolean	0	
Description:			
Triggers the busy call forward to on or o	ff on a phone basis.		
0-Off			
1 -On			
Note: It works only if "features.fwd.allow			
parameter "features.fwd_mode" is set to	0 (Phone). It is not app	licable to	
W52P/W53P/W56P/W60P IP phones.			
forward.busy.target	String within 32	Blank	
	characters		
Description:			
Configures the destination number of bu	usy call forward.		
Note: It works only if "features.fwd.allow	" is set to 1 (Enabled) a	nd the value of the	
parameter "features.fwd_mode" is set to	0 (Phone). It is not app	licable to	
W52P/W53P/W56P/W60P IP phones.			
forward.no_answer.enable	Boolean	0	
Description:			
Description:			
	n or off on a phone bas	is.	
Description: Triggers the no answer call forward to or 0 -Disabled	n or off on a phone bas	is.	
Triggers the no answer call forward to or	n or off on a phone bas	is.	

Parameters	Permitted Values	Default
parameter "features.fwd_mode" is set to	0 (Phone). It is not appl	licable to
W52P/W53P/W56P/W60P IP phones.		
forward.no_answer.target	String within 32 characters	Blank
Description:		
Configures the destination number of no	answer call forward.	
Note: It works only if "features.fwd.allow		nd the value of the
parameter "features.fwd_mode" is set to		
W52P/W53P/W56P/W60P IP phones.		
forward.no_answer.timeout	Integer from 0 to 20	2
Description:		
Configures ring times (N) to wait before	forwarding incoming ca	alls.
The incoming calls will be forwarded whe	• •	
by "phone_setting.ring_duration") second		(
Note: It works only if "features.fwd.allow		nd the value of the
parameter "features.fwd_mode" is set to		
W52P/W53P/W56P/W60P IP phones. The		
value of the parameter "features.forward	•	-
features.forward.no_answer.show_ri ng_times	String within 512 characters	0,2,3,4,5,6,7,8,9,10 11,12,13,14,15,16,1 7,18,19,20
Description:		
Configures the permitted values of the ri incoming calls.	ng times (N) to wait be	fore forwarding
Example:		
-		
features.forward.no_answer.show_ring_tii 0,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,14		
Note: It works only if "forward.no_answe	r.enable" or "account.X	.timeout_fwd.enable"
is set to 1 (Enabled). It is only applicable	to IP phones (except W	53P and W60P)
running firmware version 83 or later.		
	Integer greater than or equal to 0	6
running firmware version 83 or later.		6
running firmware version 83 or later. phone_setting.ring_duration	than or equal to 0	

Parameters	Permitted Values	Default	
is set to 1 (Enabled). It is only applicable to IP phones (except W53P and W60P) running firmware version 83 or later.			
account.X.features.forward.feature_ key_sync.local_processing.enable	Boolean	0	
Description: Enables or disables the local forward for account X when forward is activated on BroadWorks server. 0 -Disabled			
 1-Enabled Note: It works only if "features.feature_k "features.forward.feature_key_sync.enable W52P, W53P, W56P and W60P IP phone 	e" are set to 1 (Enabled). It is not applicable to	
account.X.always_fwd.enable	%BWCFA-BINARY- X%	0	
Triggers the always call forward to on or 0 -Disabled 1 -Enabled Note: It works only if "features.fwd.allow parameter "features.fwd_mode" is set to E2/CP920/CP960 IP phones.	" is set to 1 (Enabled) a		
account.X.always_fwd.target	characters	Blank	
Description: Configures the destination number of always call forward for account X. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value of the parameter "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E2/CP920/CP960 IP phones.			
account.X.busy_fwd.enable	Boolean	0	
Description: Triggers the busy call forward to on or off for account X. 0-Disabled			
1-Enabled Note: It works only if "features.fwd.allow parameter "features.fwd_mode" is set to E2/CP920/CP960 IP phones.			

Parameters	Permitted Values	Default
forwarded to your IP phone.		
0 -Disabled		
1-Enabled		
Note: It works only if "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 Custom @ Account 4603 • @	incoming call to a third party. Call Forward Mode Phone: Call forward feature is
Intercom	Always Forward On Off	effective for the IP phone. Custom: Call forward feature can be configured for each or all
Transfer Call Pickup	Target 4609 2 Busy Forward ○ on ○ off 2	accounts. Do Not Disturb (DND)
Remote Control	Busy Forward On On Off On Target	It allows IP phones to ignore incoming calls.
Phone Lock	No Answer Forward On On Off	DND Mode Phone: DND feature is effective
ACD	After Ring Time(0~120s) 12 • 2	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-work time is specified when calls should be forwarded, you can configure a time/holiday schedule. This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

Configuring the BroadSoft Server

Assigning the Group Night Forwarding Service to a User

Procedure

- **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>.

Options: Assign Services	
Profile Incoming Calls Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack for a user. If a service pack for a uservice pack for a user. If a service pack for a user.	pack is unassigned the service data that
Messaging	r Service Packs
Utilities Add > Remove < Add All >> Remove All	
Available Services Use	Jser Services
Alternate Numbers Add > Custom Ringback U Attendant Console Diversion Inhibitor Diversion Inhibitor BroadTouch Business Communicator Desktop Remove < Executive Assistant BroadTouch Business Communicator Desktop - Audio Remove < Executive Assistant BroadTouch Business Communicator Desktop - Video BroadTouch Business Communicator Mobile - Audio Add All >> BroadTouch Business Communicator Mobile - Audio Add All >> Multiple Call Arrang BroadTouch Business Communicator Tablet - Audio Music On Hold Use BroadTouch Business Communicator Tablet - Audio Remove All OK Apply Cancel	or ant autoring and a second s

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

Configuring 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							Welcome	[Logout]
Options: Profile	Schedul	es						
<u>Profile</u> <u>Resources</u>	Add a new scheo	dule or manage e	existing schedul	es.				
Services	ОК	Apply	Add	Cancel				
Call Center Meet-Me Conferencing	Delete	Sched	ule Name 🔺		<u>Type</u>	Level	Ed	it
Utilities		Yealin			Holiday	Group	Ed	it
	Schedu	ile Name 🗸	Star	ts 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 Datais Event Time: * Start Time: AM V All Day Event * End Date: 10/22/2016 (mm/dd/yyyy) * End Date: 10/22/2016 (mm/dd/yyyy) End Time: AM V	Welcome	
	• End Date: 10/2/2016 (mm/dd/yyyy) End Time: AM Duration: 2 days Recurrence Pattern: Recurs: Never OK Cancel		

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

Configuring Group Night Forwarding

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Group Night Forwarding.
- 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]
Croup Options: Profile Resources Services Call Center Meet-Me Conferencing Utilities	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. OK Apply Cancel Group Night Forwarding: Off On On Outomatic On Business Hours: Every Day All Day Holiday Schedule: Forward to phone number/SIP-URI: 260163
	OK Apply Cancel

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

Configuring the Group Night Forwarding Feature for a User

Procedure

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

Group >Users : 240161		Welcome	[Logout]
Options: Profile Incoming Calls	Group Night Forwarding Configure the Group Night Forwarding settings for the user.		
Outgoing Calls	Saved		
<u>Call Control</u> <u>Messaging</u>	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/W53P/W56P/W60P DECT IP 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
Delleene du?	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
Delles verdu 2	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

Selecting this pattern results in the following distinctive ring pattern:

Bellcore Tone	Ring Pattern	Cadence	Minimum Duration (ms)	Nominal Duration (ms)	Maximum Duration (ms)
------------------	-----------------	---------	-----------------------------	--------------------------	--------------------------

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

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.

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

Configuring the BroadSoft Server

Assigning 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					Hel	p - <u>Home</u>
Group >Users : 4604					Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls Call Control	Assign Services Assign Services allows you to as OK Apply	sign or unassign services and ser Cancel	vice packs for a user. If a service or service pack is unassigne	d the service data that has been filled out will be lost.		
Calina Plana Citeri Apolicationa Menasaina Rervice Scripta Utilitea		Available Service Packs	Add > Remove < Add All >> Remove All	User Service Packs		
	OK Apply	Available Services BroadWorks Anywhere Cancel	Add > Remove < Add All >> Remove All	User Services Aleradio Numbers Anonymous Call Rejection Authentication Automatic Callback Automatic Callback Barge-in Exempt Barge-in Exempt Barge-in Exempt Barge-in Exempt Barge-in Exempt Barge-in Exempt Barge-in Exempt Barge-in Exempt Barge-in Exempt BroadTouch MobileLink BroadTouch MobileLink	Video ideo	

7. Click Apply to accept the change.

Assigning 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.

Group >Users : 4604					Help - Home Welcome [Loaout]
Options: Profile Incoming Calls Outcoine Calls Call Control Call Control Calling Plans.	Alternate Numbers Alternate Numbers allows up to ten addition your primary phone. In addition, you can sp OK Apply Canc	becify a distinctive ringing pattern for each n	gned in addition to your primar umber, if your phone supports	y number and extension. Al it. Only your administrator c	I additional numbers and extensions ring your phone(s) just like an configure new numbers and extensions for you.
Client Applications Messaging Service Scripts	Distinctive Ring: On Oorr				
Utilities	Alternate Number ID	Phone Number	Activated	Extension 4607	Ring Pattern
	2	None V	v	4007	Normal
	2	None V			Normal
		None V			Normal
	*	None V			Normal
	5				
	6	None V			Normal
	7	None V			Normal
	8	None 🗸			Normal V
	9	None V			Normal
	10	None V			Normal
	OK Apply Canc	el			

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

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 Def		
features.alert_info_tone	Boolean	0	
Description:			
Enables and disables the IP phone to map the keywords in the Alert-info header to the			
specified Bellcore ring tones.			

0-Disabled

Enabled

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 the sequential ring to prompt the callee to enter a digit to confirm the acceptance of the call.

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

Configuring the BroadSoft Server

Assigning the Sequential Ring Service to a User

Procedure

- **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					He	lp - <u>Home</u>
Group >Users : 4604					Welcome	[Logout]
Options: Profile Incoming Calls Outdoing Calls Call Control	Assign Services Assign Services allows you to a OK Apply		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.		
Calling Plans		Available Service Packs		User Service Packs		
Client Applications Messaaling Service Scripts Unities			Add > Remove < Add A8 >> Remove All			
		Available Services		User Services		
		BroadWorks Anywhere	Add > Remove < Add All >> Remove All	Push to Talk Remote Office Selective Call Acceptance Selective Call Acceptance Service Script User Staret Call Appearance Shared Call Appearance 15 Sharet Call Appearance 15 Sharet Call Appearance 25		
	OK Apply	Cancel				

7. Click Apply to accept the change.

Configuring a Sequential Ring List for a User

Procedure

- 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

BREADSOFT	Help - Home
Group >Users : 4604	Welcome Logout
Group >Users : 4604	Mercome Fredori
Options:	A successful Ding Ma dife
Profile	Sequential Ring Modify
Incoming Calls	Allows you to modify a sequential ring 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 numbers are more distinct time or holiday periods, you can create multiple sequential in entries.
Outgoing Calls	numbers call or all numbers call, if you need more than 12 numbers or more distinct time or noiloasy periods, you can create multiple sequential ring entries.
Call Control	OK Delete Cancel
Calling Plans	
Client Applications	
Messaging	* Description: Entry 1 ×
Service Scripts	Use sequential ring
Utilities	O Do not use sequential ring
	Selected Time Schedule: Every Day All Day
	Selected Holiday Schedule: None V
	-Calls from
	Any phone number
	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 the 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 a 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

3

Number of rings for Base Location:

Continue the search process if the base 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:	calls matching your pro each Sequential Ring of Sequential Ring (phon Saved	you to sequentially ring up to 5 locations a-defined criteria. Use this service to ring entry can be a list of up to 12 phone num	calls from your manager, a family member	r, or an important customer on edule, and a specified holiday s	citions can be either a phone number or a S your cell phone, alternate business phone, e checkle. All criteria for an entry must be sat It turned on.	or home phone. The criteria for
Utilities	🖌 Enable calls	rings for Base Location: 3 V Continue the se er to skip search process. Assumes forwa	arch process if the base location is busy. arding or messaging is enabled.			
	Location	Phone Number / SIP-URI 4607		Number of rings	Answer confirmation required	
	2	4608		3 ~	2	
	3			3 🗸		
	4			3 🗸		
	5			3 🗸		
	Active	Description	Ring Sequentially		Calls from	Edit
		Entry 1	Yes		All calls	Edit
	ОК	Apply Add Cancel				

10. Click Apply to accept the change.

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.

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

Configuring the BroadSoft Server

Assigning the Call Transfer Service to a User

Procedure

- **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>.

BRADSOFT			Help - Home
Group >Users : 4604			Welcome [Logout]
Profile Assign S Outgoing Calls Outgoing Calls Outgoing Calls	ign Services 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 unassigned the service	i date that has been filled out will be lost.
Call Control	Available Service Packs		User Service Packs
Cilent Acplications Messasina Envice Scrück Utilina		Add > Remove < Add All >> Remove All	
	Available Services		User Services
	BroadWorks Anywhere	Add > Calling N Calling N Remove < Call Me N Calling P Call Me N Call Remove A Add All>> Remove All Colorador Call Reat Call Reat Call Reat Call Reat Call Reat Call Reat Call Reat	m sfor ng umber k
C	OK Apply Cancel		

7. Click Apply to accept the change.

Configuring 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.

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.
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.

6. Configure the following parameters of call transfer.

The following shows an example:

Selected
4
Selected 120
On

Use Diversion Inhibitor for Consultative Calls: On

BRADSOFT	Help - Home
Group >Users : 4604	Welcome [Locout]
Options: Profile Incoming Calls	Call Transfer Call Transfer allows you to transfer a call to another phone using your phone or the CommPilot Call Manager.
Cutachica Calla Catlino Plans Callino Plans Cient Apolications Messasina Service Scrids Utilities	OK Apply Cancel Call Transfer Recall O On Off Configure Call Transfer Recall Number of rigos before recall. { 4 \rightarrow Ig: Enable Busy Camp On [120] seconds Use Diversion Inhibitor for Billing Transfer: @ On Ont
	Use Diversion Inhibitor for Consultative Calls: @ On Orr

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

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:

- 1. Do Not Disturb
- 2. Call Forwarding Always (CFA)
- 3. Call Forwarding Busy (CFB)
- 4. Call Forwarding No Answer (CFNA)
- 5. ACD state
- 6. Centralized Call Recording
- 7. Executive and Assistant
- 8. 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

Procedure

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

Parameters	Parameters Permitted Values			
features.feature_key_sync.enable	ures.feature_key_sync.enable %FEATURE_KEY_SY N%			
Description:				
It enables or disables to synchronize the	ne feature status betweer	n the IP phone and the		
server.				
0-Disabled				
1 -Enabled, the IP phone to send a SUBSCRIBE message with event "as-feature-event"				
to the server.				
Note : It is not applicable to W52P and W56P IP phones.				
account.X.feature_key_sync.enable N%				
Description:	Description:			
It enables or disables to synchronize the feature status between the IP phone and the				

Permitted Values	Default			
1 -Enabled, the IP phone to send a SUBSCRIBE message with event "as-feature-event"				
8A/T56A/W53P/W60P/C	P920/CP960 IP phones.			
The value configured by this parameter takes precedence over that configured by the				
enable".				
	3SCRIBE message with ev 8A/T56A/W53P/W60P/C			

 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

Procedure

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/T27G, X=1-6; for W52P/W56P, X=1-5; W53P/W60P, X=1-8; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920/CP960, X=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			
	%BWNETWOR		
account.X.conf_uri	K-CONFERENCE	Blank	
	-SIPURI-X%		
features.conference.with_previous_call.enable	Boolean	0	
Description:	·		
	c i i		
Enables or disables the IP phone to merge two calls int	o a conference direct	ly by	
Enables or disables the IP phone to merge two calls int pressing the Conference soft key when there are two		ly by	
	calls on the phone.		
pressing the Conference soft key when there are two 0 -Disabled, you can select to set up a conference with when pressing the Conference soft key during multiple	calls on the phone. the held party or a ne		
pressing the Conference soft key when there are two of O -Disabled, you can select to set up a conference with when pressing the Conference soft key during multiple 1 -Enabled	calls on the phone. the held party or a ne e calls.	ew party	
pressing the Conference soft key when there are two 0 -Disabled, you can select to set up a conference with when pressing the Conference soft key during multiple	calls on the phone. the held party or a ne e calls.	ew party	
pressing the Conference soft key when there are two o 0 -Disabled, you can select to set up a conference with when pressing the Conference soft key during multipl 1 -Enabled Note : It is only applicable to IP phones (not applicable	calls on the phone. the held party or a ne e calls. to SIP-T58V/T58A/T5	ew party 6A/CP960	

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

account.1.conf_type = 2

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

features.conference.with_previous_call.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 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 1466			Log Out English(English) -	
	Status Account Network DS	SKey Features Settings Directory	Security Applications	
Register	Account	Account 1	NOTE	
Basic	Keep Alive Type Keep Alive Interval(Seconds)	Default Oefault O	DTMF It is the signal sent from the IP	
Codec	RPort	Disabled •	phone to the network, which is generated when pressing the IP phone's keypad during a call.	
Advanced	Subscribe Period(Seconds) DTMF Type	1800 🕜 RFC2833 🗸 🕜	Session Timer	
	DTMF Info Type	DTMF-Relay V	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	
	SIP Registration Retry Timer(0~1800s)	30	list of extensions for status changes on IP phones.	
	Conference Type Conference URI	Network Conference	Shared Call Appearance (SCA)/ Bridge Line	
	ACD Subscribe Period(120~3600s)	3600	Appearance (BLA) It allows users to share a SIP line on several IP phones. Any IP	
	VQ RTCP-XR Collector name VQ RTCP-XR Collector address	0	phone can be used to originate or 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 the 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.
- This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

Configuring the BroadSoft Server

Assigning the Call Pickup Service to the Group

Procedure

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>.

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

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

Adding a Call Pickup Group and Assigning 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.

			Helo - Home Welcome ILogouti
Options: Profile Bessuruds Services Services Services Services Call Center Call Center Call Center Call Center Meet.Mc Conferencing Utilities	Group Call Park Add Create a new Group Call Park group. OK Cancel Profile Attemate Recall User * Group Name: Group 1 Recall To: @ Aler parking user only @ Alert parking user first, then altemate user @ Alert aftemate user only		
	Enter search criteria below Starts With V Variable Users Available Users 4610.4610 (4610) 4612,4612 (4612) 4613,4613 (4613) Line,Line (4611)	Add > Remove < Add All >> Remove All	Search Search Yealink,4602 (4602) Yealink,4603 (4603) Yealink,4603 (4604) Yealink,405 (4605) Yealink,405 (4605) Yealink,405 (4605) Yealink,4607 (4607) Yealink,4609 (4609) Yealink,4609 (4609)
	OK Cancel		Move Up Move Down

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

Assigning 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>.

BREADSOFT					He	lp - Home
Group >Users : 4604					Welcome	[Logout]
Options: Profile Incoming Calls	Assign Services Assign Services allows you to as	sign or unassign services and ser	vice packs for a user. If a service or service pack is unassig	ned the service data that has been filled out will be lost.		
<u>Outgoing Calls</u> <u>Call Control</u> <u>Calling Plans</u>	OK Apply	Cancel Available Service Packs		User Service Packs		
Client Applications <u>Messaoing</u> <u>Service Scripts</u> Utilities			Add > Remove <			
			Add All >> Remove All			
		Available Services		User Services		
		BroadWorks Anywhere	Add > Remove < Add All >>	Connected Line Identification Restriction Custom Ringback User Custom Ringback User - Call Waiting Custom Ringback User - Call Waiting Custom Ringback User - Video Jarreted Call Pickup Pareted Call Pickup Diversion Inhibitor Do Not Disturb or ID Definition		
	OK Apply	Cancel	Remove All	External Calling Line ID Delivery External Custom Ringback	Ý	

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

Configuring Directed Call Pickup with Barge-in for a User

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.

Procedure

- **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.			
Automotic Torget Colection	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

BReadSoft	Help - Home
Group >Users : 4604	Welcome Loogutt
Options: Profile Insoming Calls Outgoing Calls Call Control	Directed Call Pickup with Barge-in Directed Call Pickup with Barge-in allows you to diat a feature access code followed by an extension to pick up or barge-in on a call to another group member. If the call has not been answered, then it is picked up. If the call has been answered, then barge-in results in a three-way call being created between you, the group member being barged-in oxi, and the other party the group member is connected is. You are the controller of the barge-in first in a three-way call being created between you, the group member being barged-in oxi, and the other party the group member is
California California Client Applications Messaging Service Scripts Utilities	OK Apply Cancel Barge-In Warning Tone: (0 on () orr Automotic Target Selection: (0 on () orr
	OK Apply Cancel

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

Assigning the Barge-in Exempt Service to a User

Procedure

- **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>.

BReadSoft		He	lp - Home
Group >Users : 4607		Welcome	[Logout]
Options: Profile Insoming Calls Outdoing Calls Call Control	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.		
Cellen Appleations Cellen Appleations Metel Mac Conferencing Metel Mac Conferencing Service Strates Lutitions	Available Service Packs User Service Packs Add >		
	Available Services User Services Basic Call Logs Add > Alternate Numbers Call Center - Premium Add > Automatic CallStack Remove Automatic CallStack Automatic CallStack Marce Network Automatic CallStack Basic Services Automatic CallStack Basic Services Automatic CallStack Add All >> BroadTouch Business Communicator Desktop - Vol BroadTouch Business Communicator Mobile - Vol Remove Adl BroadVoltas Anywhire BroadVoltas Mobility	/ideo	
	Add All≫ Broad Jouch Business Communicator Mobile - Vid Broad Jouch MobileLink BroadWorks Anywhere	ſideo jeo ✔	

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

Activating 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	Heik - Hame Welcome Locadi
Options: Profile Incoming Calls Outgoing Calls	Barge-in Exempt Barge-in Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-in.
Cultoring Calls Call Control Calling Plans Cilient Applications Meet-Me Conferencing	OK Apply Cancel Barge-in Exempt: (a) On O Off
Messaging Service Scripts Utilities	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 Programmable 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

Procedure

1. Add/Edit Directed Call Pickup 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/T27G, X=1-6; for W52P/W56P, X=1-5; W53P/W60P, X=1-8; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920/CP960, X=1.

Permitted Values	Default
Boolean	0
DPickup soft key on the dial	ing screen.
	Boolean

Parameters	Permitted Values	Default				
features.pickup.direct_pickup_code	%BWFAC-DIRECTED-CA LL-PICKUP-1%	Blank				
Description:						
Configures the Directed Call Pickup FAC (defa	ult: *97) on a phone basis.					
	String within 32	Diamia				
account.X.direct_pickup_code	characters	Blank				
Description:						
Configures the Directed Call Pickup FAC (defau	llt: *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.						

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

features.pickup.direct_pickup_enable = 1

features.pickup.direct_pickup_code = %BWFAC-DIRECTED-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.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:

Yealink 1466							-		E	Log Out nglish(English) 🗸
	Status	Account	Network	Dsskey	Features	Set	tings	Directory	Security	Applications
Forward&DND		Call Pickup							NOTE	
General Information		Directed Call Directed Call		Enable *97	d		0 0			ncoming call on a
Audio		Group Call Pic		Enable	d		0		specific exter	ll Pickup
Intercom		Visual Alert fo	or BLF Pickup	Enable	d		0		Picks up incoming calls within a pre-defined group. You can configure directed/group call pickup feature for the IP phone.	
Transfer		Audio Alert f		Enable Splash	-		0 0			
Pick up & Park Remote Control		Call Park 🕜		эризн	wav		v			for BLF Pickup
Phone Lock		Call Park Mod Call Park	e	XSI Enable	d		0 0		to display a v	visual prompt when ed user receives an
ACD		Group Call Pa	rk	Disable	d		0		Audio Alert	for BLF Pickup
SMS		Visual Alert F	or Parked Call	Disable	-		0		to play an ale	supervisor's phone ert tone when the ser receives an
Action URL			Confirm	Disable	Cane		0		incoming call	
Bluetooth					Cano	Lei			You can more guides	click here to get 3.

Configuring Group Call Pickup

Procedure

1. Add/Edit Group Call Pickup 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/T27G, X=1-6; for W52P/W56P, X=1-5; W53P/W60P, X=1-8; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920/CP960, 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							
	%BWFAC-CALL-PICKUP						
features.pickup.group_pickup_code	-1%	Blank					
Description:							
Configures the Group Call Pickup FAC (default:	*98) on a phone basis.						
	String within 32						
account.X.group_pickup_code	characters	Blank					
Description:							
Configures the Group Call Pickup FAC (default: *98) on a per-line basis for account X.							
The Group Call Pickup FAC configured on a per-line basis takes precedence 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.							
The following shows an example of group call pickup configurations in a template							
configuration file (e.g., %BWMACADDRESS%.cfg):							
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:

	Status	Account	Network	Dsskey	Features	Settin	gs Directory	Security	Applications	
Forward&DND		Call Pickup						NOTE		
General		Directed Call Directed Call		Enable	d	· 0		Directed Ca		
Information		Group Call Pic		Enable	d	- 0	-	Picks up an incoming call on a specific extension.		
Audio	Group Call Pickup Code			*98			0		Directed Call Pickup Picks up incoming calls within a	
Transfer		Visual Alert fo		Enable	-	· 0		pre-defined group. You can configure		
Pick up & Park	Audio Alert for BLF Pickup Ring Type for BLF Pickup			Splash.wav • ?			directed/group call pickup feature for the IP phone.			
Remote Control		Call Park 🛛 🕜							for BLF Pickup supervisor's phone	
Phone Lock		Call Park Mod Call Park	e	XSI	d	• 0 • 0		to display a visual prompt whe the monitored user receives a		
ACD		Group Call Pa	rk	Disable	-	- 0		incoming call. Audio Alert for BLF Pickuy It allows the supervisor's pho- to play an alert tone when t monitored user receives an incoming call.		
SMS			or Parked Call	Disable	-	• 0				
Action URL		Audio Alert F	or Parked Call	Disable	:d	- 0				
Bluetooth		(Confirm		Cano	cel		You can more guides	click here to get s.	

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 of 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. This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

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

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.

Assigning 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.

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.

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

BREADSOFT		Help - Home
Group >Users : 4604		Welcome [Logout]
Options: Profile Incoming Calls Quitaging Calls	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	
Call Control Calling Plans	Available Service Packs User Service Packs	
Cilied Applications Messading Service Scripts UMMes	Add > Remove < Add All >> Remove All	
	Available Services User Services	
	BroadWorks Anywhere Add > External Custom Reports Remove Remove Fast Meaning Loss Inpode k Add > Remove Fast Meaning Loss Inpode k Add All >> Remove Fast Meaning Loss Inpode k Add All >> Remove Remove Remove Remove All Folding Loss Inpode k	Ĵ
	OK Apply Cancel	

7. Click Apply to accept the change.

Activating Calling Line ID Presentation Feature

- **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.

Group >Users : 4604	tste - tsone Welcome Luccad
Options: Profile Incoming Calls Outcoing Calls Call Control	External Calling Line ID Delivery External Caling Line ID Delivery allows the Caling Line name and number for caliers from outside your group or enterprise to be displayed. On assignment the Connected Line Identification Presentation service acits as overity write for the External Caling Line ID Delivery. The Connected Line Interflictation Presentation allows you to see the connected line Identify of the calied party. The oniof setting for External Caling Line ID Delivery and controls the Connected Line Identification Presentation allows and the ID Delivery set.
Calling Plans Client Applications Messaging	OK Apply Carcel Enable External Calling Line ID Delivery: @ On O Off
Service Scripts Utilities	Note: Since Connected Line Identification Presentation is assigned, the onbiff flag controls when the 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.

BROADSOFT	Help - Home
Group >Users : 4604	Welcome Room
Options: Profile Incoming Calls Outgoing Calls Call Control	Internal Calling Line ID Delivery Internal Calling Line ID Delivery allows 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 second secon
Calling Plans Client Applications Messaging Service Scripts Utilities	OK Apply Cancel Enable Internal Calling Line ID Delivery: (8) On () Dif
	Note: Since Connected Line Identification Presentation is assigned, the unkill flag controls when the Connected Line Identification is presented OK Apply Cencel

10. Click Apply to accept the change.

Assigning the Calling Name Delivery Service to a User

Procedure

- **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>.

BRADSOFT						Hel	p - <u>Home</u>
Group >Users : 4604						Welcome	[Logout]
	Assign S Assign Services a OK		gn 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.		
Calling Pants Citest Analosistos Missoaitos Eexiste Scopia Utilites			Available Service Packs	Add > Remove < Add All >> Remove All	User Service Packs		
	ОК	Anniv	Available Services BroadWorks Anywhere Cencel	Add > Remove < Add All >> Remove All	Uter Services Caling Use ID Blocking Overnite Caling Use ID Blocking Overnite Caling Name Retrieval Caling Name Retrieval Caling Name Retrieval Caling Party Category Caling Party Caling Party Caling Party Caling Category Category Caling Category Categor	× v	
	ОК	Apply	Cancel	Remove All		Ť	

7. Click Apply to accept the change.

Activating Calling Name Presentation Feature

- 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.

Group >Users : 4604	Hate - blane Welcome B.cocodi
Options: Profile Incoming Calls Outpoing Calls Call Control Call Control Call Control Call Control Call Control Messaving Service Scripts USBes	Calling Name Delivery Caling Name Delivery does the Calling Line mem for sales from index par group or enterprise (Internal) and/or sales from outdale your group or enterprise (External is to discloyed. On assignment the Connected Line terrification Presentation and/ore your or sales from index par group or enterprise (External is to discloyed. On assignment the Connected Line terrification Presentation and/ore your or sales the connected line identify of the called pary. The salting for Calling Name Delivery also controls the Connected Line identification Presentation service.
	CK Apply Cancel

8. Click Apply to accept the change.

Assigning the Calling Number Delivery Service to a User

Procedure

- **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>.

Group >Users : 4604					Help - Home Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls			packs for a user. If a service or service pack is unassigned the ser	vice data that has been filled out will be lost.	Welcome Lonout
Call Control Calling Plans Client Applications	OK Apply	Cancel Available Service Packs	-	User Service Packs	
Messaging Service.Scripts Utilities			Add > Remove <		
			Add All >> Remove All		
		Available Services		User Services	
		BroadWorks Anywhere	Add > Remove < Add All >> Remove All	Catiling Line ID Bocking Override Catiling Line ID Bocking Develop Catiling Name Delivery Catiling Name Retrieval Catiling Namber Delivery Catiling Party Catility Of Catility Catiling Party Catility Of Catility Catiling Party Catility Of Catility Catility Of Catility Of Catility Catility Of Catility Of Catility Catility Of Catility Of Catility Of Catility Catility Of Catility Of Catility Of Catility Catility Of Catility Of Catility Of Catility Of Catility Catility Of Catility Of Ca	<
	OK Apply	Cancel			

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

Activating Calling Number Presentation Feature

Procedure

- 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.

BROADSOFT	Help - Home
Group >Users : 4604	Welcome [Located]
Options: Profit: Incoming_Calls Optioning_Calls Call Control Call Control Call Control Call Control Call Control Service Scottan Messaulting Service Scottan Utilities	Calling Number Delivery Callin
	OK Apply Cancel

8. Click Apply to accept the change.

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.

Configuring the Calling Line ID Source

Procedure

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/T27G, X=1-6; for W52P/W56P, X=1-5; W53P/W60P, X=1-8; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920/CP960, X=1.

Parameters	Permitted Values	Default
account.X.cid_source	Refer to the following content	0

Parameters	Permitted Values	Default	
 Description: Configures the calling line ID source for account X. O-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 preferentially. If the server does not send the "F 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 order for the sources of caller identity information (configured by the parameter "sip.cid_source.preference").			
Permitted Values:			
0 to 6 (for SIP-T58V/T58A/T56A/T54S/T52S/T48G/T48S/T4 T40G/T29G/T27G/T23P/T23G/T21(P) E2/T19(P) 0 to 5 (for W52P and W56P)		.P/T41S/T40P/	
sip.cid_source.preference	String	Refer to the following content	
Description:			
Configures the priority order for the sources of can be in any order. Default values:	caller identity information	n. The headers	
P-Preferred-Identity, P-Asserted-Identity, Remote-Party-ID, From Note : Yealink IP phones support deriving caller identity from the following SIP headers: From, P-Asserted-Identity (PAI), P-Preferred-Identity and Remote-Party-ID			

(RPID). It works only if "account.X.cid_source" is set to 6 (PREFERENCE).

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.

Yealink 1466 English(English)			
	Status Account Network	DSSKey Features Settings Directo	ry Security Applications
Register	Account	Account 1 🔹 🕜	NOTE
Basic	Keep Alive Type	Default 👻 🕜	DTMF
	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 phone's keypad during a call.
Advanced	Subscribe Period(Seconds)	1800	phone's keypad during a call.
	DTMF Type	RFC2833 • 🕜	Session Timer It allows a periodic refresh of SIF
	DTMF Info Type	DTMF-Relay 🔹 🕜	sessions through a re-INVITE request, to determine whether a
	DTMF Payload Type(96~127)	101 💡	SIP session is still active.
	BLF Send DTMF	Disabled 🔹 🕜	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	ibe for MWI Disabled - 🕜	(SCA)/ Bridge Line Appearance (BLA)
	MWI Subscription Period(Seconds)	3600	It allows users to share a SIP line on several IP phones. Any IP
	Subscribe MWI To Voice Mail	Disabled 👻 🕜	phone can be used to originate o receive calls on the shared line.
	Voice Mail	2413333608	receive cans on the shared line.
	Voice Mail Display	Enabled - 🕜	Network Conference It allows multiple participants
	Caller ID Source	FROM 🗸 🕜	(more than three) to join in a call.
	Session Timer Disabled 🗸 🥥	Disabled 🗸 🕜	
	Session Expires(30~7200s)	1800	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.

This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

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

Configuring the BroadSoft Server

Assigning the Calling Line ID Blocking Override Service to a

User

Procedure

- **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.

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

BRMADSOFT		Help - Home
Group >Users : 4604		Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls Call Control	Assign Services Assign Services and service packs for a user. If a service pack is unassigned the service data that has been fil OK Apply Cancel	lied out will be lost.
Calline Pane Cent Jositations Messalon Service Script Ubline	Available Service Packs Us Add >	ser Service Packs
	Available Services Call Forwarding Not A Call Not A Call Not	Reachable chive ch

7. Click Apply to accept the change.

Activating Calling Line ID Blocking Override Feature

Procedure

- **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.

BRADSOFT	Help	- Home
Group >Users : 4604	Welcome D	Logout]
Options: Profile	Calling Line ID Blocking Override Calling Line ID Blocking Override (CUC) places a user to override calling line identity presentation restrictions and always receive the calling line identity, if available	
Incoming Calls Outgoing Calls Call Control	OK Apply Cancel	
Calling Plans Client Applications Messaging	Enable Calling Line ID Blocking Override: On Off 	
Service Scripts Utilities	OK Apply Cancel	

7. Click Apply to accept the change.

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. This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

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

Assigning the Connected Line Identification Presentation

Service to a User

Procedure

- **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 - Home
Group >Users : 4604			Welcome [Logout]
Options: Ass	sign Services		
Profile Assign Assign	Services allows you to assign or unassign services and service packs for a	a user. If a service or service pack is unassigned the service data that has been filled out will be lost.	
	OK Apply Cancel		
Call Control	Available Service Packs	User Service Packs	
Calling Plans Client Applications	Aväliable Service Packs	User Service Packs	
Messaging		Add >	
Service Scripts		ADD >	
Utilities		Remove <	
		Add All >>	
		Remove All	
	Available Services	User Services	
	BroadWorks Anywhere	Add > Classmark	
		Add > Client Call Control CommPilot Call Manager	\sim
		Remove < CommPilot Express	
		Communication Barring User-Control Connected Line Identification Presentati	00
		Connected Line Identification Restriction	
		Add All >> Customer Originated Trace Custom Ringback User	
		Remove All Custom Ringback User - Call Waiting	~
		Custom Ringback User - Video	
	OK Apply Cancel		

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.

Configuring the Connected Line Identification Source

Procedure

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/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27G, X=1-6; for W52P/W56P, X=1-5; W53P/W60P, X=1-8; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920/CP960, X=1.

Parameters	Permitted Values	Default	
account.X.cp_source	Integer from 0 to 2	0	
Description:			
Configures the connected line identification so	urce 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. This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

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

Configuring the BroadSoft Server

Assigning the Connected Line Identification Restriction Service

to a User

Procedure

- **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>.

BRADSOFT				Help - Home
Group >Users : 4604				Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls	Assign Services Assign Services allows you to assign or unassign services and services are services and services are services and services are servi	vice packs for a user. If a service or service pack is unassign	ed the service data that has been filled out will be lost.	
Call Control Calling Plans	Available Service Packs		User Service Packs	
<u>Citert Applications</u> <u>Messaping</u> Sentre Scripts <u>Utiline</u>		Add > Remove < Add All >> Remove All		
	Available Services		User Services	
	Broad/Vorks Anywhere	Ads > Remove < Ads All >> Remove All	Classmark Clent Call Control CommPilot Call Manager CommPilot Sayles, Buller-Control Connected Line Mentification Prosentation Connected Line Mentification Restriction Customer Originated Trace Custom Ringback User - Call Walting Custom Ringback User - Call Walting Custom Ringback User - Video	~
	OK Apply Cancel			

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

Activating the Connected Line Identification Restriction

Feature

Procedure

- **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.

BROADSOFT	Heip - Home
Group >Users : 4604	Welcome Local
Options: Profile Incoming Calls Outcoing Calls	Connected Line Identification Restriction Connected Line identification Restriction allows you block your number from being show when receiving a call. Members of your group can still see your number when they call you. You have the choice of furning z on o off pri a calls and the section of our of unity the these access codes.
Call Control	OK Apply Cancel
Calling Plans Client Applications Messaging Service Scripts	Enable Connected Line Identification Restriction:
Utilities	OK Apply Cancel

7. Click Apply to accept the change.

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 the 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/W53P/W56P/W60P DECT IP phones.

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

Configuring the BroadSoft Server

Assigning the Meet-Me Conferencing Service to the Group

Procedure

- **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>.

BREADSOFT		Help - Hom
Group		Welcome (Looper
Dptions: Profile Resources	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> Incoming Calling Plan Instant Group Call Remove Invertiony (Report Invertiony (Repo
		LDAP Integration Kost Anti-Southereacho Add All >> CAdd All >> CAdging Control Control Control Kast Con Hold - Video Cudging Calling Plan
	OK Apply Cancel	Remove All Preferred Carrier Group Series Completion

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

Adding a Meet-Me Conference Bridge

You can create conference bridges and assign users who can host conferences on those bridges.

Procedure

- **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	dgeone				Welcome	[Logout]
Options: Profile Calling Plans	Meet-Me Conference Brid Modify the selected Meet-Me conference bridge.	ge Profile				
	* Celling Lins ID Lest Name. Department Time Zone: Socurity Pin Length: Operator Phone Number / SIP-JIRI Mesimum Ports Available For This Bridge. * Allocated Ports To This Bridge.	Meet-Me Conference Conference None v (GMT+08:00) Asia/Shanghai 6 v gligts 3	Change User ID (Also sever * Calling Line ID First Name Language Network Class of Service	English V		
	Maximum Scheduled Conference Duration: Enter search criteria below					
	User ID 🗸	Starts With V		+	Search	
	A	vailable Users		Conference Hosts		
	11162,11162,133566 7331,1232,1231, 22,431,1231,1231, 22,431,1232,2 22,251,1232,2 40004591,40004591,40004591, 40004591,40004591,40004591, 4011,4011,4011,140511, 4200,4000,4200,4200, 4307,4302,4302,4302,4302,4302,4302,4302,4302	40004980) 40004981)	Add > Remove < Add All >> Remove All	Yealmk,4006 (4006) Yealmk,4008 (4006)		
	OK Apply Delete	Cancel				

- 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.

BROADSOFT		Help	p - <u>Home</u>
Group >Meet-Me Conference Bridges : Br	idgeone	Welcome	[Logout]
Options: Profile Calling Plans	Meet-Me Conference Bridge 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: 4007 Activated Extension: 4007 @ [bbx;yealink.com ∨ Allase: #p @ [bbx;yealink.com ∨ sip @ [bbx;yealink.com ∨ Sip @ [bbx;yealink.com ∨		

12. Click Apply to accept the change.

Adding a New Conference

You can specify the number of participants the conference may have, how to notify the conference participants and which type of conference you want to create.

Procedure

- **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.

The main parameters are described as below:

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 following shows an example:

Title:	Myconfei	ence
Estimated number of p	articipants:	2
Туре:	Reservatio	onless
Schedule Start Date:	Select today	's date

Never

Schedule End Date:

BRADSOFT	Help - Home
Group >Users : 4604	Welcome Locast
Options: Profile Incontrol Calls Cultoring Calls Call Control Calling Plans Ciller Lapsications Meet Mc Contenening	Meet-Me Conference Add Create a rear conference.
 Meet Met Conferences Motocoping Service Scients Unified 	* Title: University of the second sec
	When attendess join/exerce @ Pay non O Pay recorded name O No notification Type: One Time O Recurring @ Reservationiess Scheduling Details Conference Time: Sum Date: [11:52014] (mm/dddyyyy) * End Date: [11:52014] (mm/dddyyyy)

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.

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.

Configuring a Meet-Me Conference Key

Procedure

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 and CP920 IP phones).

The "X" is an integer which specifies the sequence number of the line key. For CP960, X=1-30; 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/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	

Parameters	Permitted Values					
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/T27G)						
1 to 3 (For SIP-T40P/T40G/T23P/T23G)						
1 to 2 (For SIP-T21(P) E2)						
1 (For CP960)						
1-Line1						
2 -Line2						
3 -Line3						
16 -Line16						
linekey.X.value	String within 99 characters					
Description:						
Configures the Meet-Me conference bridge r	number.					
linekey.X.extension	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 charact						
Description:						
(Optional.) Configures the short label displayed on the LCD screen for line key.						
(Optional.) Configures the short label display	ed on the LCD screen for line key.					

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 programmable key as a Meet-Me conference key.

The "X" is an integer which specifies the sequence number of the programmable key. For SIP-T54S/T48S/T48G/T46S/T46G, X=1-10, 12-14, 17-18; for SIP-T52S/T42S/T42G/T41S/T41P/T40G/T40P, X=1-10, 13, 17-18; for SIP-T29G/T27G,

X=1-14, 17-18; for SIP-T23G/T23P/T21(P) E2, X= 1-10, 14, 17-18; for SIP-T19(P) E2, X=1-9, 13, 14, 17-18; for SIP-T58V/T58A/T56A, X=1-4, 12-14; for CP960, X=1-3; for CP920, X=1-6, 9, 13.

Parameters	Permitted Values				
programablekey.X.type	55				
Description:					
Configures the programmable key type.					
55-Meet-Me Conference					
programablekey.X.line	Integer from 1 to 16				
Description:					
Configures the line to apply the Meet-Me	conference key.				
Valid values are:					
1 to 16 (For SIP-T58V/T58A/T56A/T54S/T4	48S/T48G/T46S/T46G/T29G)				
1 to 12 (For SIP-T52S/T42S/T42G)					
1 to 6 (For SIP-T41S/T41P/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					
Note: It is not applicable to SIP-T19(P) E2	, CP920 IP phones.				
programablekey.X.value String within 99 characters					
Description:					
Configures the Meet-Me conference bridg	ge number.				
programablekey.X.extension	String within 256 characters				

Parameters	Permitted Values	
Description: Configures the conference ID or Moderat	or PIN followed by the # sign.	
programablekey.X.label String within 99 characters (X ranges from 1 to 4) String within 99 characters		
Description: (Optional.) Configures the label displayed	on the LCD screen for each soft key.	

The following shows an example of the Meet-Me conference key (programmable 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:

	Status	Account	Network	DSSKey	Features	Settings	Directory	Security	Application
Line Key 1-9	Enable Page	Tips Disabled	•	Label	Length Default	•		NOTE	
	Key	Туре		Value	Label	Line	Extension		
Line Key 10-18	Line Key1	Line -	Default	•	4603	Line 1 🔹			w you to quickly
Line Key 19-27	Line Key2	Meet-Me Confei 🗸	4608			Line 1 👻	•••••	access feature and voice mai	es such as recal II.
Programable Key	Line Key3	Line -	Default	•		Line 3 🔹			
Ext Key	Line Key4	Line -	Default	•		Line 4 🔹		You can on more guides.	click here to get
	Line Key5	Line -	Default	•		Line 5 🔹		, in the second s	
	Line Key6	Line 👻	Default	-		Line 6 🔹			
	Line Key7	Line -	Default	•		Line 7 🔹			
	Line Key8	Line 👻	Default	-		Line 8 👻			
	Line Key9	Line -	Default	-		Line 9 👻			

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. When the monitored user receives an incoming call, during a conversion or has a parked call, users can also long press the BLF list key to view the call information first and then select to pick up the call, barge in the call, or retrieve the parked call.

This feature is not applicable to SIP-T19(P) E2, CP920, W52P, W53P, W56P and W60P 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.

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

Configuring the BroadSoft Server

Assigning the BLF Service to a User

Procedure

- **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 [Logout]
Options: Profile Incoming Calls	Assign Services Assign Services allows you to assign or unassign services and servic	e packs for a user. If a service or service pack is unassigned the service data that h	nss 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 <	
Unities		Add All >> Remove All	
	Available Services		User Services
	BroadWorks Anywhere	Remove < BroadTouch BroadTouch BroadTouch BroadTouch BroadWork Call Center Call Forwar Call Forwar Call Forwar Call Forwar	h Business Communicator Desktop - Video ↑ h Business Communicator Mobile - Video h MobileLink s Mobility Field - Premium ding Aways
	OK Apply Cancel		

7. Click Apply to accept the change.

Configuring BLF List for the User

You can create a list of users to monitor and assign a SIP-URI to the list.

Procedure

- 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 10 to add more users to the Monitored Users box.

BREADSOFT		Help	2 - Home
Group >Users : 4604		Welcome	[Logout]
Options: Profile Incoming Calls Outooing Calls Call Control Call Control Callent Applications Meta-Me Conferencing Messaoing	Busy Lamp Field Bows you to create a list of users to monitor via your SIP Attendent Console Phone and assign a SIP URI to the list.	_	
intessaging Service Scripts Utilities	Enter search criteria below User ID V Starts With V + Available Users Monitored Users	Search	
	111102 (1135556) Yealini. 4507 (4507) 21,24 (122) (221) 21,24 (122) (221) 22,43 (122) (221) 22,25 (125) (221) 22,26 (125) (221) 22,26 (125) (221) 22,26 (125) (221) 40004891 (10004891) (401) 40014911 (401) (401) 40014911 (401) (402) 4000491 (10004891) (402) 40014911 (401) (402) 4000491 (1000491) (402) 40014911 (401) (402) Move Up Move Dome		

12. Click Apply to accept the change.

Configuring Yealink IP Phones

BLF List is configurable using template configuration files or via web user interface.

Procedure

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/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for CP960, X=1.

Parameters	Permitted Values	Default
phone_setting.auto_blf_list_enable	Boolean	1
Description: Enables or disables the IP phone to automatica 0 -Disabled 1 -Enabled	lly configure the BLF list	t keys in order.
account.X.blf.blf_list_uri	%BWBLF-URI-X%	Blank
Description: Configures the BLF List URI to monitor the user	s for account X.	
account.X.blf_list_code	%BWFAC-DIRECTE D-CALL-PICKUP-X %	Blank
Description:		
Configures the Directed Call Pickup FAC (defau	lt: *97) for account X.	
account.X.blf_list_barge_in_code	%BWFAC-DIRECTE D-CALL-PICKUP-W ITH-BARGE-IN-X%	Blank
Description:		
Configures the Directed Call Pickup with Barge	-in FAC (default: *33) fo	r account X.
account.X.blf_list_call_parked_code	%BWFAC-CALL-PA RK-PRIMARY%	Blank
Description:		
It configures the call park FAC (default: *68) for	account X.	
Example:		
account.1.blf_list_call_parked_code = *68		
Note: It is only applicable to IP phones running	g firmware version 84 or	later.
account.X.blf_list_call_parked_list	all or serial number in the BLF list	Blank
Description:	1	
It configures the serial numbers of the monitor park the active call to for account X.	ed users in the BLF list v	where you can
This parameter has a higher priority than "trans press the BLF list key, the phone parks a call ot		-

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

Parameters	Permitted Values	Default	
Multiple serial numbers are separated by comm	nas.		
Example:			
account.1.blf_list_call_parked_list =			
When you leave it blank, you cannot park an ac	ctive call to any monitor	ed user.	
account.1.blf_list_call_parked_list = all			
You can park the active call to any monitored u	iser.		
account.1.blf_list_call_parked_list = 1,3,4			
You can park the active call to the first, third or	fourth monitored user	in the BLF list.	
Note: It works only if "account.X.blf_list_call_pa applicable to IP phones running firmware version	_ 0	d. It is only	
account.X.blf_list_retrieve_call_parked_cod	d_cod String within 32		
e	characters	Blank	
Description:			
Configures Call Park Retrieve FAC (default: *88)	for account X.		
phone_setting.blf_list_sequence_type	0, 1, 2 or 3	0	
Description:			
Configures the order of BLF list keys to be assig	ned automatically.		
0 -linekey->exp1 key->expN key			
1 -exp1 key ->expN key ->linekey			
2-linekey page1->page1 from exp1 key to expN key ->page2 from exp1 key to expN key ->>linekey from page2 to page3			
3 - page1 from exp1 key to expN key ->page2 from exp1 key to expN key			
->>linekey			
N above is the number of your connected expa	insion modules.		
Note: It works only if "phone_setting.auto_blf_l	ist_enable" is set to 1 (E	nabled). It is	
only applicable to			
SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T4	46S/T46G/T29G/T27G IF 	phones.	
features.pickup.blf_visual_enable	Boolean 0		
Description:			
Enables or disables the IP phone to display a vi	sual alert when the mor	nitored user	
receives an incoming call.			
0 -Disabled			
1 -Enabled			
features.pickup.blf_visual.list	any, monitored	any	

Parameters	Permitted Values	Default		
	phone number or			
	ListX			
Description:				
Configures the monitored users who want to en	nable visual alert for BLF	pickup feature.		
The IP phone displays a visual alert when a mo	nitored user receives an	incoming call.		
Multiple monitored users are separated by con	nmas.			
Example:				
features.pickup.blf_visual.list = any or leave it b	llank			
The IP phone displays a visual alert when any n call.	nonitored user receives	an incoming		
features.pickup.blf_visual.list = 4604,4605				
The IP phone displays a visual alert when moninincoming call.	The IP phone displays a visual alert when monitored user 4604 or 4605 receives an incoming call.			
features.pickup.blf_visual.list = List1				
The IP phone displays a visual alert when any user in the List 1 receives an incoming call. ListX stands for the BLF list of account X configured by the parameter "account.X.blf.blf_list_uri".				
Note: It works only if "features.pickup.blf_visua	l_enable" is set to 1 (En	abled). It is only		
applicable to IP phones running firmware version	on 84 or later.			
features.pickup.blf_audio_enable	features.pickup.blf_audio_enable Boolean 0			
Description:				
Enables or disables the IP phone to play an auc	dio alert when the monit	ored user		
receives an incoming call.				
0 -Disabled				
1-Enabled	_			
	any, monitored			
1-Enabled features.pickup.blf_audio.list	any, monitored phone number or ListX	any		
features.pickup.blf_audio.list	phone number or	any		
features.pickup.blf_audio.list Description:	phone number or ListX			
features.pickup.blf_audio.list Description: Configures the monitored users who want to en	phone number or ListX nable audio alert for BLF	pickup feature.		
features.pickup.blf_audio.list Description: Configures the monitored users who want to en The IP phone plays an audio alert when a moni	phone number or ListX nable audio alert for BLF itored user receives an in	pickup feature.		
features.pickup.blf_audio.list Description: Configures the monitored users who want to en The IP phone plays an audio alert when a moni Multiple monitored users are separated by con	phone number or ListX nable audio alert for BLF itored user receives an in	pickup feature.		
features.pickup.blf_audio.list Description: Configures the monitored users who want to en The IP phone plays an audio alert when a moni	phone number or ListX nable audio alert for BLF itored user receives an in nmas.	pickup feature.		

Parameters	Permitted Values	Default
features.pickup.blf_audio.list = 4604,4605		
The IP phone plays an audio alert when monimicoming call.	ored user 4604 or 4605 ı	receives an
features.pickup.blf_audio.list = List1		
The IP phone plays an audio alert when any us ListX stands for the BLF list of account X confi "account.X.blf.blf_list_uri".		in incoming call.
Note: It works only if "features.pickup.blf_aud applicable to IP phones running firmware vers		abled).It is only
features.blf.ring_type	Refer to the following content	Splash.wav
Description:		
Configures a ring tone to play when the moni	tored user receives an in	coming call.
Permitted Values:		
Ring1.wav, Ring2.wav, Ring3.wav, Ring4.wav, I Ring8.wav, Silent.wav or Splash.wav.	Ring5.wav, Ring6.wav, Rir	ig7.wav,
Example:		
features.blf.ring_type = Ring1.wav		
Note: It works only if "features.pickup.blf_aud	io_enable" is set to 1 (En	abled). It is not
applicable to SIP-T58V/T58A/T56A/CP960 IP	bhones.	I
features.blf_led_mode	0, 1, 2 or 3	0
Description:		
Configures BLF LED mode and provides four k status.	inds of definition for the	BLF list key LED
For more information refer to DIFLED Marke		
For more information, refer to BLF LED Mode.		
Note: For T58V/T58A/T56A, it is only applicable.		ule EXP50
	le to the expansion mod	ule EXP50
Note: For T58V/T58A/T56A, it is only applicable	le to the expansion mod	ule EXP50 1
Note: For T58V/T58A/T56A, it is only applicable connected to IP phones. It is not applicable to	le to the expansion mod CP960 IP phones.	
Note: For T58V/T58A/T56A, it is only applicate connected to IP phones. It is not applicable to features.blf.show_callinfo.enable	le to the expansion mod CP960 IP phones. 0 or 1	1
Note: For T58V/T58A/T56A, it is only applicable connected to IP phones. It is not applicable to features.blf.show_callinfo.enable Description: Enables or disables the IP phone to display th	le to the expansion mod CP960 IP phones. 0 or 1	1
Note: For T58V/T58A/T56A, it is only applicable connected to IP phones. It is not applicable to features.blf.show_callinfo.enable Description: Enables or disables the IP phone to display th BLF/BLF List key.	le to the expansion mod CP960 IP phones. 0 or 1 e call information by long	1 g pressing the

Parameters	Permitted Values	Default	
up the incoming call, barge in a conference, or retrieve the parked call.			
Note: It is only applicable to IP phones	running firmware version 84 or	later.	
The following shows an example of config	uring BLF List in a template co	nfiguration file	
(e.g., %BWMACADDRESS%.cfg):			
account.1.blf.blf_list_uri = %BWBLF-URI-19	%		
account.1.blf_list_code = %BWFAC-DIREC	TED-CALL-PICKUP-1%		
account.1.blf_list_barge_in_code = %BWF4	AC-DIRECTED-CALL-PICKUP-W	ITH-BARGE-IN-1%	
account.1.blf_list_retrieve_call_parked_cod	e = *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 CP960, X=1-30; 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/T27G, X=1-21; for SIP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X=1-2.			
Parameters	Permitted Valu	ies	
linekey.X.type	39		
Description:			
Configures the line key type.			
39 -BLF List.			
linekey.X.line	Refer to the following	g content	

Description:

Configures the line to apply the BLF List 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)

Parameters	Permitted Values	
1 to 6 (For SIP-T41S/T41P/T27G)		
1 to 3 (For SIP-T40P/T40G/T23P/T23G)		
1 to 2 (For SIP-T21(P) E2)		
1 (For CP960)		
1-Line1		
2 -Line2		
3 -Line3		
16 -Line16		
linekey.X.label	String within 99 characters	
Description:		
(Optional.) Configures the label displaye	ed 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.		

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.

4604 20:06 Mon Aug 15
 4604
 4607 Y...
 4603 Y...
 History Directory DND Menu

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

Configuring the BroadSoft Server

Assigning the SCA Service to a User

Procedure

- **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				Help - Home
Group >Users : 4604				Welcome [Logout]
Options: Profile Incoming Calls	Assign Services Assign Services allows you to assign or unassign services and service	e packs for a user. If a service or service pack is unassigned t	the service data that has been filled out will be lost.	
Outgoing Calls Call Control Calling Plans	OK Apply Cancel Available Service Packs		User Service Packs	
Client Applications Meet-Me Conferencing Messaging Service Scripts Utilities		Add > Remove <		
		Add All >> Remove All		
	Available Services		User Services	
	Broad/Works Anywhere	Add > Remove <	Push to Talk Remote Office Selective Call Acceptance Selective Call Rejection Sequential Ring Service Scripts User	Â
		Add All >> Remove All	Shared Call Appearance Shared Call Appearance 10 Shared Call Appearance 15 Shared Call Appearance 20 Shared Call Appearance 25	>
	OK Apply Cancel			

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

Configuring SCA for the User

Procedure

- **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	Allows alerting all the locations sharing the
	call appearance when a location places a call

Parameter	Description
calls	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.
	Determines whether to play a warning tone when a shared location barges in on an active call.
	None: disables warning tone feature.
Bridge Warning tone	Barge-in only: enables the warning tone feature.
	Barge-in and repeat every 30 seconds:
	enables the warning tone feature and the
	warning tone repeats periodically every 30 seconds.

The following shows an example:

Alert all appearances for Click-to-Dial calls:	Selected
Alert all appearances for Group Paging calls:	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

BRaadsoft		He	lp - Home
Group >Users : 4604		Velcome	[Logout]
Cptions: Profile Incoming Calls Incoming Calls Incoming Calls Callson Calls Callson Calls Callson Calls Callson Callson Callson Callson Callson Callson Service Scudes UBBloss UBBloss	Shared Call Appearance Based Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. Define the line policy on Device Policies page OK Apply Add Cancel Image: Apple and the pageraments of Olek-Ab-Dail calls Imageraments of Allow Dail realis Imageraments of Allow Dail pageraments of Allow Dail calls Image: Call Amorphisms Imageraments of Allow Dail realis Imageraments of Allow Dail realis Image: Call Amorphisms Imageraments of Allow Dail realis Imagerament of Allow Dail realis Image: Call Amorphisms Imagerament of Allow Dail realis Imagerament of Allow Dail realis Image: Call Park molification Image Dail Park molification Image Dail Park molification Bridge Variang Item: Image Dail Park molification Image Dail Park molification Image: Dail Park molification Image Dail Park molification Image Dail Park Molification Image: Dail Park molification Image Dail Park molification Image Dail Park Molification Image: Dail Park molification Image Dail Park Molification Image Dail Park Molification Image: Dail Park Molification Image Dail Park Molification Image Dail Park Molification Imagerament Molification Imager	3.	
	Delete Identity/Device Profile Type Line/Port No Entries Present		Edit
	[Page 1 of 1]		
	Identity/Device Profile Type V Starts With V	Find	Find All
	OK Apply Add Cancel		

- 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: <u>Profile</u> Incoming Calls	Shared Call Appearance Add Allows administrators to allocate additional devices or lines to you.		
Outgoing Calls Call Control	OK Cancel		
Calling Plans			
Client Applications Meet-Me Conferencing	Identity/Device Profile Name: Yealink_T46G_Test (Group) * Line/Port: 4604_1 ptx.yealink.com		
Messaging Service Scripts Utilities	☑ Enable this location		
Unides	☑ 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.

Configuring Yealink IP Phones

Registering the Primary Account and Configuring SCA on the

Primary Phone

Procedure

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

Note The primary account and the alternate accounts should be assigned to different device profiles.

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/T27G, X=1-6; for W52P/W56P, X=1-5; W53P/W60P, X=1-8; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920/CP960, 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	Γ				
account.X.label	%BWEXTENSION-X %				
Description:					
Configures the label to be displayed on the phone idle.	for account X when the p	hone is			
account.X.display_name	%BWCLID-X% Blar				
Description: Configures the name to be displayed on the callee	's phone for account X.				
account.X.auth_name	%BWAUTHUSER-X%	Blank			
Description:					
Configures the authentication ID for account X.					
ccount.X.password %BWAUTHPASSWO RD-X%					
Description:					
Configures the authentication password for account	nt X.				
account.X.user_name	%BWLINEPORT-X%	Blank			

Parameters	Permitted Values	Default			
Description:					
Configures the user ID for account X.					
account.X.sip_server.Y.address	%BWHOST-X%	Blank			
(Y ranges from 1 to 2)		Dialik			
Description:					
Configures the IP address of SIP server Y for accou	nt X.				
account.X.sip_server.Y.port	5060	5060			
(Y ranges from 1 to 2)	5000	5000			
Description:					
Configures the port of SIP server Y for account X.					
account.X.outbound_proxy_enable %USE_SBC_BOOLEA					
	N%				
Enables or disables the outbound proxy server for 0 -Disabled 1 -Enabled	account X.				
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 c X.	outbound proxy server 2 f	or account			
account.X.backup_outbound_port	Integer from 0 to 65535	5060			

Parameters	Permitted Values	Default
Description:		
Configures the port of the outbound proxy server	2 for account X.	
The following shows an example of the primary according configuration file (e.g., %BWMACADDRESS%.cfg):	ount configuration in a ten	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_BO	OLEAN%	
account.2.outbound_host = %SBC_ADDRESS%		
account.2.outbound_port = %SBC_PORT%		
Add/Edit SCA parameters in the configuration temp	ate files:	

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 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%			
Description:				
Configures the line to be private or s	shared for account X.			
0 -Private line				
1-Shared line				
features.auto_linekeys.enable	%AUTO_LINEKEYS%	0		
Description:				
Enables or disables the DSS keys to	be assigned with Line type aut	omatically.		
0 -Disabled				
1-Enabled				
Note: The number of the DSS keys i	s determined by the value of th	ne parameter		
"account.X.number_of_linekey". It is	not applicable to SIP-T19(P) E2	, CP920, W52P,		

	Parameters Permitted Values Defaul					
W53P, W56P and W60P IP phones.						
account.X.auto_label.enable	Boolean	0				
Description:						
Enables or disables the Auto Label fea automatically assigned line DSS keys.	-	applicable to the				
0-Disabled						
1-Enabled						
If it is set to 0 (Disabled), the label dis value of the parameter "account.X.lab If it is set to 1 (Enabled), the label disp value of the parameter "accout.X.auto	played on the LCD screen is d	·				
Note: It works only if "features.auto_l applicable to SIP-T19(P) E2, SIP-T56A, W60P IP phones.	-					
account.X.auto_label.rule String {L}_{1}						
Description:						
Configures the Auto Label rule for acc	count X.					
You need to know the following basic	c regular expression syntax:					
{L} : The value is configured by the pa	rameter "account.X.label".					
{N} : An increasing number from N. Fo labels: abc15, abc26, abc37, and so or Multiple labels are separated by " ". Fo display "Yea" for first three line keys, a Tom_3, and so on in turn.	n. or example, Yea Yea Yea Tom	{2} means to				
Other Characters : for example, ABC,	will display ABC same as wha	t you have				
configured.						
Note: It works only if "features.auto_l	•					
"account.X.auto_label.enable" are set						
E2, SIP-T56A/T58V/T58A/CP960, W52	2P, W53P, W56P and W60P IP	phones.				
account.X.number_of_linekey	%NUM_OF_LINEKEYS%	1				
Description:						
Configures the number of DSS keys to	o be assigned with Line type a	automatically from				
the first unused one (unused one mea						
a DSS key is used, the IP phone will sk	kip to the next unused DSS ke	ey.				

Parameters	Permitted Values	Default			
Note : It works only if "features.auto applicable to SIP-T19(P) E2, CP920, 0					
account.X.shared_line_callpull_c ode	c String within 32 characters Blank				
Description:					
Configures the shared line call pull F	AC (default: *11) for account X	•			
Note: It works only if "account.X.sha	ared_line" is set to 1 (Shared lin	e). It is not			
applicable to W52P, W53P, W56P ar					

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

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. 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:

1 603		20 2	9 Mon Aug 15
<u>603</u>			
2 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.

Registering the Alternate Accounts and Configuring SCA on the

Alternate Phones

Procedure

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>ര</u> 4605		20:3	1 Mon Aug 15
<u>605</u>			
1604			
4604			
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.

Configuring a Private Hold Key

Procedure

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, W52P, W53P W56P and W60P IP phones).

The "X" is an integer which specifies the sequence number of the line key. For CP960, X=1-30; 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/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

Parameters	Permitted Values				
Description:					
Configures the line key type.					
20 -Private Hold					
linekey.X.label	String within 99 characters				
Description:					
(Optional.) Configures the label displaye	ed 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 di	splayed on the LCD screen for line key.				

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:

	Status	Account	Network	Dsskey	Features	Settings	Directory	Security Application
Line Key 1-9	Enable Page	Tips Disabled	•	Label	Length Default	•		NOTE
	Кеу	Туре	٧	/alue	Label	Line	Extension	
Line Key 10-18	Line Key1	Line	✓ Default		4605	Line 1 👻		Line Keys Line keys allow you to quickly
Line Key 19-27	Line Key2	Line	▼ Default	~	4604	Line 2 👻		access features such as recall and voice mail.
Programable Key	Line Key3	Line	▼ Default	~	4604	Line 2 👻		
Ext Key	Line Key4	Private Hold	•			N/A +		You can click here to get more guides.
	Line Key5	Line	▼ Default	-		Line 5 👻		J.
	Line Key6	Line	✓ Default	-		Line 6 👻		
	Line Key7	Line	▼ Default	-		Line 7 👻		
	Line Key8	Line	▼ Default	Ŧ		Line 8 👻		
	Line Key9	Line	▼ Default			Line 9 👻		

Configuring Barge-in Feature

Procedure

1. Add/Edit barge-in parameter in the configuration template files.

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

Parameter	Permitted Values	Default
account.X.share_line.barge_in.enable	Boolean	1
Description:		
Enables or disables the users to interrupt/barge into an active call on the shared line for		
account X.		
0-Disabled		
1-Enabled		
Note: It is only applicable to IP phones (except SIP-T19(P) E2/T58V/T58A/T56A/CP960,		
W53P and W60P) running firmware version 83 or later.		

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

account.1.share_line.barge_in.enable = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

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). This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

For more information on Music/Video on Hold, refer to *BroadWorks Web Interface Administrator Guide*.

Configuring the BroadSoft Server

Assigning 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>.

		tele - Home Welcome (Locodi
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	Assigned Services
Meet-Me.Conferencing Utilities		Remove < LDAP Integration Meet-Ne Conterneting Music On Hold
		Add All >> Outpoint Carling Carling Plan Outpoint Carling Plan Preferred Carrier Group Remove All Service Scritics Scritics
	OK Apply Cancel	

4. Click Apply to accept the change.

Configuring Music/Video on Hold for a Department

Procedure

- **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.

Modifying 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.

BROADSOFT		Help - Home
Group		Welcome [Logout]
Options: Profile Resources Services	Music/Video On Hold Modify Modify the selected Music/Video On Hold source. OK Apply Cancel	
Service Scripts Acct/Auth Codes Call Center Calling Plan	General Settings	Internal Calls Settings
Meet-Me Conferencing Utilities	 ☑ Enable music/video during Call Hold ☑ Enable music/video during Call Park: ☑ Enable music/video during Fally Camp On Music/Video On Hold message: Preferred Audo Code: [\u00e0 \u00e0 \u0	
	External Source Identity/Device Profile None Custom Music/Video File Loed Custom Music File:	385
	Load Custom Video File:)规则

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

Assigning the Music/Video on Hold User Service to a User

Procedure

- **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>.

BROADSOFT				Help - Home
Group »Users : 4604				Welcome [Logout]
Options: Profile Incomine Calls Outcoing Calls Call Control	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 unassigned the service do	ata that has been filled out will be lost.	
Calling Plans	Available Service Packs		User Service Packs	
Clent Applications Meet-Mc Conferencing Service Scripte Untifics		Ads> Remove < Add All >> Remove All		
	Available Services		User Services	
	BroadWorks Anywhere	Ads> Intel Remove Last Remove Last Add All >> MM Add All >> MM Remove All Physical	rend User mail Calling Line ID Delivery Number Redial ation-Based Calling Restrictions ation-Based Calling Restrictions tiple Call Arrangement is Cn Hedd User D Delivery to Mobile Endpoint aga Call ook Integration sical Location com Phone Services	~
	OK Apply Cancel			

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

Configuring Music/Video on Hold for the User

Procedure

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.

BROADSOFT		Help - Home
Group >Users : 4604		Welcome [Logout]
Options: Podia Insoming Calls Outputna Calls Outputna Calls Callin Control Callin Control Calling Pans Cilent Applications Med-M& Conferencing	Music/Video On Hold Music On Hold allows you to hum on music for all calls when the remote party is held or parted. OK Apply Caretel Music On Hold © on ⊖ Oer	
Messaging	General Settings Internal Calls Settings	
Service Scride URMes	Music/Video On Hold message: © Group Defined Music/Video O custom Music Pile Load Custom Music File: Load Custom Video File: OK Apply Cancel	

8. Click Apply to accept the change.

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. This feature is not applicable to W52P/W53P/W56P/W60P DECT IP phones.

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 Alternate Numbers.

Configuring the BroadSoft Server

Assigning 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>.

BROADSOFT					Help - Home
Group >Users : 4604					Welcome [Logout]
Options:					
Profile	Assign Services				
Incoming Calls	Assign Services allows you to a	ssign or unassign services and service	e packs for a user. If a service or service pack is unassigned the service	vice data that has been filled out will be lost.	
Outgoing Calls	OK Apply	Cancel			
Call Control		Guilde			
Calling Plans		Available Service Packs		User Service Packs	
Client Applications	_				
Meet-Me Conferencing	_		Add >		
Messaging Service Scripts	-				
Utilities	-		Remove <		
<u>ounics</u>					
			Add All >>		
			Remove All		
			100000101		
		Available Services		User Services	
		BroadWorks Anywhere		Physical Location	
		BIOAUWORKS Arrywhere	Add >	Polycom Phone Services	~
				Pre-alerting Announcement	
			Remove <	Preferred Carrier User Priority Alert	_
				Privacy	
				Push to Talk	
			Add All >>	Remote Office Selective Call Acceptance	
			Remove All	Selective Call Rejection	~
				Sequential Ring	
	OK Apply	Cancel			
	ON Apply	Calife			

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

Configuring Priority Alert for a User

Procedure

- **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

DD ADCOCT	
BRADSOFT	Help - Home
Group >Users : 4604	Welcome Lecoul
Options:	Priority Alert Add
Profile	Allows you to add a priority alert 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
Incoming Calls	numbers call. If you need to have a printing and the more distinct time or holday periods, you can create multiple printing act to accur. Here, you can have a printing act to accur. Here
Outgoing Calls	OK Cancel
Call Control	OK Cancel
Calling Plans Client Applications	
Meet-Me Conferencing	* Description: [D-Ring x
Messacing	© Use priority elert
Service Scripts	○ Use planty elect O Donot use priority elect
Utilities	Selected Time Schedule: [Every Day All Day]
	Selected Inite Schedule: [None]
	Calls from-
	Any external phone number
	O Following phone numbers:
	Any private number
	Any unavailable number
	Specific phone numbers:
	OK Cancel

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

Configuring 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>.

BROADSOFT		Help - Home		
Group >Hunt Groups : HuntGroup1		Welcome [Logout]		
Options: Profile <u>Calling Plans</u>	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			
	Alternate Numbers Anonymous Call Repetition Gall Forwarding Always Call Forwarding Busy Call Forwarding Selective	Alert		
	Calling Line ID Delivery Blocking Calling Name Retrieval Call Me Now Connected Line Issentification Restriction Connected Line Issentification 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		

BROADSOFT	tisip - tione
Group >Hunt Groups : HuntGroup1	Welcome Learni
Options: Profile Incoming Calls Calling Plans	Priority Alert Add Alow you to add a priority alert 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 defined time or holiday periods, you can create multiple priority alert entries.
	* Deskription: G-ring © Uke priority allet © Drot Lose priority allet Drot dues priority allet Setected Holdsy Schedular: [Wint VDar X] Calls form Projected phone numbers Projected phone number Specific phone number Specific phone number Specific phone number

Selected

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

Any private number:

Configuring 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>.

DDMADCOCT		
BRADSOFT		Help - Home
Group >Call Centers : 4601		Welcome [Logout]
Options:	Assign Services Assign Service allows you to assign a runassign 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 Alternative Number Alternative Number Basic Call Logis Add 5 Call Forwarding Always Remover K Call Forwarding Basy Calls Forwarding Basy Calls for Name Retrieval Calls for Name Retr	

- 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				

Specific phone numbers:

Options: Priority Alert Add	BRADSOFT	Help - Home
Potic Profit Potic Profit Bottle Poticities Allow you back printly alter failed and/or holdby schedule you would like a priority alter do cour. Alto, you can have a priority alter do cour when only specified numbers call or all edem numbers call or all edem numbers call or you can create multiple priority alter do cour. Alto, you can have a priority alter do cour when only specified numbers call or all edem number call or all edem numbers call or all edem number	Group >Call Centers : 4601	Welcome Loosed
	Profile Routing Policies Incoming Calls	Allows you to add a priority alert 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.
		© Use priority alert ○ Do not use priority alert Selected Time Schedule: None ♥ Calls from ● Following phone number ● Following phone number

4607 4608

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

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.

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

Configuring the BroadSoft Server

Assigning the Voice Messaging or Video Voice Messaging

Service to a User

Procedure

- **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 Voice Messaging User or Voice Message User Video and then click Add>.

BRADSOFT		Help - Home
Group >Users : 4604		Welcome [Logout]
Options:	Assign Services Asign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the ser OK Apply Cancel Available Service Packs Add > Remove < Add All >>	ervice data that has been filled out will be lost.
	Add All >> Voce Manager Voce Manager Remove All Voce Potal Ca Zone Calling Re	ice Mail Support II II ling UUser Enterprise Extensions mg User - Vadeo aling E
	Video Ad-On Video Ad-On Video On Hold Virtual On-Net Add All >> Voco Messapi Remove All	User Enterprise Extensions ing User Juser - Video alling

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

Defining Distribution Lists to Send Voice Messages

- **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.

BRadsoft	Help - Hons
Group >Users : 4604	Welcome Locot
Options: <u> Profile Incoming Cells Outgoing Cells </u>	Distribution Lists Distribution Lists allows you to create lists of numbers to send voice messages in bulk. OK Apply Cancel
Calling Plans Client Applications Meet-Me Conferencing	
Messaging Service Scripts Utilities	Distribution List Phone Number / SIP-URI: 4607
	Delete Phone Number / SIP-URI 4005 Oelete
	OK Apply Cancel

- 9. Repeat steps 6 to 8 to add more numbers.
- 10. Click Apply to accept the change.

Configuring 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

BReadsoft	Help - Home
Group >Users : 4604	Welcome Locati
Options: Profile	Voice Management
Incoming Calls	Voice Management allows you to specify how to handle your messages. Use Unified messaging if you want to use your phone to retrieve messages. You can also just choose to send the message to your e-mail and not use
Outgoing Calls	the phone for messaging. Note that the message settings here also apply to other types of messaging such as fax if enabled.
Call Control	OK Apply Cancel
Calling Plans	
Client Applications Meet-Me Conferencing	Voice Messaging: 🗑 on 🔿 off
Messaging	Send All Calls to Voice Mail
Service Scripts	✓ Send Busy Calls to Voice Mail
Utilities	Send Unanswered Calls to Voice Mail
	When a message arrives:
	Use unified messaging Advanced Settings (Also saves current screen data)
	Q Use Phone Message Walting Indicator
	O Forward it to this e-mail address:
	Additionally:
	Audianolisty
	E-mail a carbon copy of the message to
	Transfer on '0' to Phone Number
	OK Apply Cancel

7. Click Apply to accept the change.

Configuring Voice Portal Calling for the User

Procedure

- **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.

BRADSOFT	Hele - Home
Group >Users : 4604	Welcome Lozaut
Options: Profile Incoming Calls Outdoing Calls Call Control Call Control Call Control Callent Applications Meet Mic Conferencing	Voice Portal Calling Voice Portal Calling Voice Portal Calling allow 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. OK Apply Cancel Voice Portal Calling: On Orf
Messaging Service Scripts Utilities	CK Apply Cancel

7. Click Apply to accept the change.

Configuring Yealink IP Phones

Procedure

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/T48G/T46S/T46G/T29G, X=1-16; for SIP-T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27G, X=1-6; for W52P/W56P, X=1-5; W53P/W60P, X=1-8; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920/CP960, X=1.

AGE key to dial	the voice set voice out the ail screen.					
ressing the MES mber to access /IESSAGE key to AGE key to dial	SSAGE key the voice set voice out the ail screen.					
ressing the MES mber to access /IESSAGE key to AGE key to dial	SSAGE key the voice set voice out the ail screen.					
ressing the MES mber to access /IESSAGE key to AGE key to dial	SSAGE key the voice set voice out the ail screen.					
mber to access /IESSAGE key to AGE key to dial	the voice set voice out the ail screen.					
/IESSAGE key to AGE key to dial	set voice out the ail screen.					
/IESSAGE key to AGE key to dial	set voice out the ail screen.					
mails. If the voice mail number is not configured, press the MESSAGE key to set voice mail. If the voice mail number is configured, press the MESSAGE key to dial out the voice mail number to access the voice mail portal. If it is set to 1 (Enabled), press the MESSAGE key to enter the View Voice Mail screen. Note : It is not applicable to CP960, W52P, W53P, W56P and W60P IP phones.						
bw.voice_mail.visual.enable Boolean 0						
Description: Enables or disables the visual voice mail feature. 0 -Disabled 1 -Enabled Note : It is not applicable to CP960, W52P, W53P, W56P and W60P IP phones.						
bw.voice_mail.visual.display_videomail.enable Boolean 0						
 Description: Enables or disables to display the video mails in the Voice Mail list. O-Disabled 1-Enabled Note: It works only if "bw.voice_mail.visual.enable" is set to 1 (Enabled). It is not applicable to CP960, W52P, W53P, W56P and W60P IP phones. 						
	Boolean					

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

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 CP920, CP960, W52P, W53P, W56P and W60P 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 LED Indicator 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.

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

Configuring the BroadSoft Server

Adding a Premium 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.

Procedure

- **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.

BROADSOFT								Help - Home
Group							v	Nelcome [Logout]
Options: Profile Resources Services		center or manage exist	ng call centers. You can c or video for callers on holo		to allow agents to log in and	out, to queue incoming calls that cannot be an	nswered immediately, to re-direct co	alls when the group
Service Scripts	OK	Apply Add I	Basic Add Standard	Add Premium	Add Call Center Wizard	Cancel		
Acct/Auth Codes								
Call Center	Active	Name	Type	Video	Phone Number	Extension	Department	Edit
Calling Plan	8	4601	Premium	~	4601	4601		Edit
Meet-Me Conferencing Utilities	OK	Apply Add I	Basic Add Standard	Add Premium	Add Call Center Wizard	Cancel		

Assigning the Call Center Service to a User

It is a virtual user service that allows users to receive incoming calls from a central phone number.

- **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>.

BRADSOFT				Help - Home
Group >Users : 4603				Welcome [Logout]
Options: Profile Incoming Calls Cuttoping Calls Call Control	OK Apply Cancel	e packs for a user. If a service or service pack is unassigned the service data		
Calito Zient Cient Aceletationa Messavira Service Scula Utilitea	Available Service Packs	Add >> Remove < Add All >> Remove All	User Service Packs	
	Available Services		User Services	
	BroadWorks Anywhere	Add > Broad Remove < Bury I Remove < Call F Call P Call P Add All >> Call F Call P Call P Call P Call P	Touch MobileLink Norts Mobility antip Field warder A Fremum Navarding Always swarding Busy swarding Busy swarding Not Asachable swarding Stelchag Line ID Blocking Override Line ID Blocking Override	~
	OK Apply Cancel			

7. Click Apply to accept the change.

Assigning Users 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 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>.

BRADSOFT		Help - Home
Group >Call Centers : 4601	Welcom	e [Logout]
Options:	Agents Configure the list of opents that belong to this call center. Users are available if they have been assigned an appropriate Call Center feature. Users with Call Center - Besic may be assigned to Basic call centers. Cit Center - March and the assigned to Basic or Standard call centers. Users with Call Center - Premium may be assigned to any call center. Cit Apply Cencer	. Users with
	Enter search criteria below User ID V Starfs With V · Sea	ch
	Kvalide Agents Kasigned Agents 4232 4327 (4327) Ads = 4232 4327 (4325) Remove 4233 433 4433 461 (403) Ads A 4234 433 461 (403) Remove 4234 433 463 (453) Ads A 4234 433 463 (453) Remove 4234 433 463 (453) Ads A 4234 453 453 Move Up 4234 453 (453) Remove A 4234 453 (

- 7. Repeat the step 6 to assign more agents to the call center.
- 8. Click **Apply** to accept the change.

Changing the Agent State

Procedure

- 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.

	BRMADSOFT						Help - Home
Owder Control Codes Call Certific 15 Control Codes Call Certer displays por current ACD state and all the ACDs you belong to and whether you are currently joined in their call centers. You can set your ACD state and join or remove yourself from that ACD's call center control Codes Call Certer displays por current ACD state and all the ACDs you belong to and whether you are currently joined in their call centers. You can set your ACD state and join or remove yourself from that ACD's call center control Codes Call Certer displays por current ACD state and all the ACDs you belong to and whether you are currently joined in their call centers. You can set your ACD state and join or remove yourself from that ACD's call ce particle Scrutch Call Certer displays por current ACD state and all the ACD's you belong to and whether you are currently joined in their call centers. You can set your ACD state and join or remove yourself from that ACD's call ce particle Scrutch Call Certer displays por current ACD state and all the ACD's you belong to an or remove yourself from that ACD's call ce particle Scrutch Call Certer Service Assigner Premium Littles Call Certer Service Assigner Premium Littles Call Certer Service Assigner Threshold Profile V Littles Call Certer Service Assigner State as [None V Littles Littles	Group >Users : 4603						Welcome [Logout]
Force agent to unvestable after [7] consecute bounds during Force agent to unvestable after [7] consecute bounds data Force agent to unvestable after [7] consecute bounds data Force agent to unvestable on not reschable	Incoming Calls Quitoping Calls Call Control Calling Plans Client Applications Messaging Service Scripts	Cell Centers display gue current ACD permitted by your administrator.	ancel Prenium (Arailable >> (Default Agent Threshold Profil Make oxloging calls as [None >> 0 Default Organit Smart Smar	e ✔ onds Vot Disturb activation nomic calls 2) consecutive bounced calls	n their call centers. You can set yo	ur ACD state and join or remove j	yourself from that ACD's call center if
Join Call Center Call Center ID Phone Number Extension Routing Type Skill Level		Join Call Center	Call Center ID	Phone Number	Extension	Routing Type	Skill Level
Own control Own control							

- 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.

Configuring 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.

	Help - Home
Group	Welcome <u>Ragaut</u>
Options: Profile Resources	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.
Services Service Scripts Acct/Auth Codes	
Call Center Calling Plan Meet-Me Conferencing Utilities	C Active * Code: [00] Description: [on Lunch
<u>Connes</u>	OK Cancel

- 8. Click **OK** to accept the change.
- 9. Repeat steps 5 to 8 to add more unavailable codes.

Configuring Hold Reminder

Procedure

- 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 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.

BRADSOFT		Help	o - <u>Home</u>
Group >Call Centers : 4601	We	elcome	[Logout]
Cytions: Drutie Beating Policies Internet Cells Cellina Plans	Bounce Calls Configure the call center routing policy for cells unanswered by agents. Cric Agenty Cancel Bounce Calls effic Braps Transfer to phone number / SP-URI Bounce cells efficient and the second		
	OK Apply Cancel		

7. Click Apply to accept the change.

Configuring Call Information

Procedure

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	on Canon			
Acct/Auth Codes				
Call Center	* Identity/Device Profile Name: Call Center_	Call Inf		
Calling Plan	Identity/Device Profile Type: Yealink-T460	3 v		
Meet-Me Conferencing Utilities	Protocol: SIP 2.0 V			
<u>Oundes</u>	Host Name/IP Address:	Port:		
	Transport: Unspecified	✓		
	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.

BROADSOFT		Help	p - <u>Home</u>
Group >Users : 4603		Welcome	[Logout]
Cycloser 4003 Options: Incline Cala Incline Cala Odd Control California California California California California Scricte Scritta Utilites	Addresses Addres		
	OK Apply Cancel		

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

Configuring 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.

BRMADSOFT						Help - Home
Group >Call Centers : 4601					Welcom	e [Logout]
Options: Profile Routing Policies	Call Dispositie		ied to a call to identify marketing promotions or other to	pics pertaining to a call.		
Incoming Calls Outgoing Calls Call Control Calling Plans	OK Appl					
Client Applications Messaging Utilities	Force use of cal	odes in addition to call center codes disposition codes with default code: None	×			
	Active	Code	Description Promotion A	Level Queue	Edit Edit	
	Code	✓ Starts With ✓	[Page 1 of 1]			Find All
	OK Appl				Fild	<u>FIICA</u>

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.

BRADSOFT	Hele - Home
Group	Welcome Logouri
Options: Profile Resources	Call Disposition Codes Add Call Disposition Codes Add allows you to add a new Disposition Code entry Specify the code and description.
Services Service Scripts Acct/Auth Codes	OK Cancel
Call Center Calling Plan Meet-Me Conferencing	Active * Code: 10 Description: Franction A
<u>Utilities</u>	OK Casel

- 6. Click **OK** to accept the change.
- 7. Repeat steps 3 to 5 to add more disposition codes.

Configuring 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.

- BRMADSOFT Help - Home roup >Users : 460 Welcome Assign Services Profile ned the service data that has been filled out will be los acks for a user. If a service or service pack is una Incoming Call Outgoing Call Call Control OK Apply Cancel User Service Packs Calling Plans Client Application Add > Service Scripts Remove < Add All >> Remove All Available Services BroadWorks Anywhere User Serv Add > ation Barring User-Control Line Identification Present Remove < ack User - Call Wai ack User - Video Add All >> up up with Barge-in Remove All
- 6. In the Available Services box, select Customer Originated Trace and then click Add>.

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

Assigning 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>.

	lling.				Help - Home
Group >Call Centers : 460	01				Welcome [Logout]
Options: Profile Routing Policies Incoming Calls	Superviso Configure the list		may supervise thi	s Call Center.	
Outgoing Calls Call Control Calling Plans Client Applications	Supervisors	лфру		Assign Agents	
Messaging	Enter search	n criteria belo	ow		
<u>Utilities</u>	User ID	•	Starts With 💌		+ Search
		Available S	Supervisors		Assigned Supervisors
			A	Add > Remove <	Yealink,4607 (4607) Yealink,4604 (4604) Yealink,4608 (4608) Yealink,4603 (4603)
				Add All >> Remove All	-
	ОК	Apply	Cancel		

- 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 Group > Call Centers : 4601		Help - Home Welcome [Logout]
Options:	Supervised Agents Configure agents to be supervised. Available egents are any agent available currently not supervised and can include agents that are also supervisors. OK Apply Carned Supervisors Supervisors Supervisors Supervisors	
Messacing Utilities	Tenter sector Control totoly Finite sector Control below User ID Starts With Assigned Agents Vealink.4604 (4604) Add > Vealink.4604 (4604) Add > Vealink.4604 (4604) Add All >>	Search
	Remove All	

12. Click Apply to accept the change.

Configuring Queue Status Notification

Procedure

- **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.

BROADSOFT		Hel	lp - <u>Home</u>
Group >Call Centers : 4601		Welcome	[Logout]
Options: Profile Routing Policies	Queue Status Notification Configure status sent to agent devices and control the thresholds for high volume notifications.		
Incontra Cella Cutacina Cella Call Control Callon Piera Callent Agalentona Messaging Utilities	OK Apply Cancel Image: Cancel Image: Cancel Image: Cancel		
	OK Apply Cancel		

8. Click Apply to accept the change.

Configuring DND for Call Center

Procedure

- 1. Log into the web portal as a group administrator.
- 2. Click Call Center->Call Centers.
- 3. Select the call center added above and then click Edit.
- 4. Click Incoming Calls->Do not Disturb.
- 5. Check the Enable notification of queue status to agent devices checkbox.
- 6. In the **Do Not Disturb** field, mark the desired radio box.

Allo	ws you to se		rectly to your voice 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 e Ring Reminder. This is important when you have forgotten the service is turned on and you are at your phone waiting to receive calls.
	ОК	Apply	Cancel
	Do Not Di	sturb:	Off g Reminder when a call is blocked
	ОК	Apply	Cancel

7. Click Apply to accept the change.

Configuring Yealink IP Phones

Configuring Automatic Call Distribution Feature

Procedure

1. Add/Edit ACD 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/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920, X=1.

If the primary account (e.g., 4603) is the first user assigned to the device profile, replace "X" by "1".

Parameters	Permitted Values	Default
account.X.acd.enable	%ACD_LINE_BINA RY%	0
Description:		
Enables or disables ACD feature for account X.		
0-Disabled		
1-Enabled		

Parameters	Permitted Values	Default
account.X.acd.initial_state	Integer	1
Description:		
Configures the initial agent state for account X.		
1-Available		
2 -Unavailable	Γ	
account.X.acd.available	Boolean	0
Description:		
Enables or disables the IP phone to display the Unav	vail and Avail soft keys	for
account X after logging into the ACD system.		
0 -Disabled		
1-Enabled		
Note : It is not applicable to T58V/T58A/T56A IP pho	nes.	
acd.enable	0 or 1	0
Description:		
Enables or disables the IP phone to automatically ch	ange the status of the A	CD agent
to available after the designated time.		
0 -Disabled		
1-Enabled		
	o 1 (Enabled).	
1 -Enabled Note: It works only if "account.X.acd.enable" is set to		
	1 (Enabled). Integer from 0 to 120	60
Note: It works only if "account.X.acd.enable" is set to	Integer from 0 to	60
Note: It works only if "account.X.acd.enable" is set to acd.auto_available_timer Description:	Integer from 0 to 120	60
Note: It works only if "account.X.acd.enable" is set to acd.auto_available_timer Description: Configures the interval (in seconds) for the status of	Integer from 0 to 120	60
Note: It works only if "account.X.acd.enable" is set to acd.auto_available_timer Description:	Integer from 0 to 120 the ACD agent to be	
Note: It works only if "account.X.acd.enable" is set to acd.auto_available_timer Description: Configures the interval (in seconds) for the status of automatically changed to available.	Integer from 0 to 120 the ACD agent to be	
Note: It works only if "account.X.acd.enable" is set to acd.auto_available_timer Description: Configures the interval (in seconds) for the status of automatically changed to available. Note: It works only if "account.X.acd.enable" and "ac	Integer from 0 to 120 the ACD agent to be	
Note: It works only if "account.X.acd.enable" is set to acd.auto_available_timer Description: Configures the interval (in seconds) for the status of automatically changed to available. Note: It works only if "account.X.acd.enable" and "ac Unavailable Code	Integer from 0 to 120 the ACD agent to be cd.enable" are set to 1 (I	Enabled).
Note: It works only if "account.X.acd.enable" is set to acd.auto_available_timer Description: Configures the interval (in seconds) for the status of automatically changed to available. Note: It works only if "account.X.acd.enable" and "ac Unavailable Code account.X.acd.unavailable_reason_enable	Integer from 0 to 120 the ACD agent to be cd.enable" are set to 1 (I Boolean	Enabled).

Parameters	Permitted Values	Default
1-Enabled		
account.X.reason_code.Y	Integer from 1 to	
(Y ranges from 1 to 100)	2147483647	blank
Description:		
Configures the unavailable code which must match	one of the codes config	ured on
BroadWorks for account X.		
Multiple unavailable codes can be configured startin	g with Y=1,2,3100. At	most 100
unavailable codes can be configured, and the value	of Y must be continuous	5.
account.X.reason_code_name.Y String within 99		blank
(Y ranges from 1 to 100)	characters	
Description:		
Configures the unavailable reason which must match	one of the reasons con	figured on
BroadWorks for account X.		
Multiple unavailable reasons can be configured start	ing with Y=1,2,3100. A	At most
100 unavailable reasons can be configured, and the	value of Y must be cont	inuous.
Call Information		
account.X.call_center.call_info_enable	Boolean	0
Description:		
	re for account X	
Enables or disables call center call information feature		
Enables or disables call center call information feature 0 -Disabled		
0 -Disabled		
0-Disabled 1-Enabled		30
0-Disabled 1-Enabled Note: It is not applicable to SIP-T58V/T58A/T56A IP account.X.call_center.show_call_info_time	phones.	30
0-Disabled 1-Enabled Note: It is not applicable to SIP-T58V/T58A/T56A IP account.X.call_center.show_call_info_time Description:	phones. Integer	
0-Disabled 1-Enabled Note: It is not applicable to SIP-T58V/T58A/T56A IP account.X.call_center.show_call_info_time Description: Configures the interval (in seconds) to specify how lot	phones. Integer	
 0-Disabled 1-Enabled Note: It is not applicable to SIP-T58V/T58A/T56A IP account.X.call_center.show_call_info_time Description: Configures the interval (in seconds) to specify how loc displays for account X. 	phones. Integer ong the call center call ir	
 0-Disabled 1-Enabled Note: It is not applicable to SIP-T58V/T58A/T56A IP account.X.call_center.show_call_info_time Description: Configures the interval (in seconds) to specify how loc displays for account X. Note: It is not applicable to SIP-T58V/T58A/T56A IP 	phones. Integer ong the call center call ir	
 O-Disabled 1-Enabled Note: It is not applicable to SIP-T58V/T58A/T56A IP account.X.call_center.show_call_info_time Description: Configures the interval (in seconds) to specify how loc displays for account X. 	phones. Integer ong the call center call ir	
 0-Disabled 1-Enabled Note: It is not applicable to SIP-T58V/T58A/T56A IP account.X.call_center.show_call_info_time Description: Configures the interval (in seconds) to specify how loc displays for account X. Note: It is not applicable to SIP-T58V/T58A/T56A IP 	phones. Integer ong the call center call ir	
 O-Disabled 1-Enabled Note: It is not applicable to SIP-T58V/T58A/T56A IP account.X.call_center.show_call_info_time Description: Configures the interval (in seconds) to specify how loc displays for account X. Note: It is not applicable to SIP-T58V/T58A/T56A IP Disposition Code account.X.call_center.disp_code_enable 	phones. Integer ong the call center call ir phones.	nformation
O-Disabled 1-Enabled Note: It is not applicable to SIP-T58V/T58A/T56A IP account.X.call_center.show_call_info_time Description: Configures the interval (in seconds) to specify how loc displays for account X. Note: It is not applicable to SIP-T58V/T58A/T56A IP Disposition Code	phones. Integer ong the call center call ir phones. Boolean	nformation

Parameters	Permitted Values	Default	
1-Enabled			
Note: It is not applicable to SIP-T58V/T58A/T56A IP phones.			
account.X.bw_disp_code.Y Integer from 1 to			
(Y ranges from 1 to 100)	2147483647		
Description:			
Configures the disposition code which must match o	ne of the codes configu	ured on	
BroadWorks for account X.		m a at 100	
Multiple disposition codes can be configured starting disposition codes can be configured, and the value c	-		
Note : It is not applicable to SIP-T58V/T58A/T56A IP		••	
account.X.bw_disp_code_name.Y	String within 99		
(Y ranges from 1 to 100)	characters	Blank	
	<u> </u>		
Description:			
Configures the disposition code name which must m	atch one of the names	configured	
on BroadWorks for account X.			
Multiple disposition code names can be configured s	starting with Y=1,2,31	00. At	
most 100 disposition code names can be configured	, and the value of Y mu	st be	
continuous.			
Note: It is not applicable to SIP-T58V/T58A/T56A IP	phones.		
Customer Originated Trace			
account.X.call_center.trace_enable	Boolean	0	
Description:			
Enables or disables the customer originated trace fea 0 -Disabled			
1-Enabled			
Note : It is not applicable to SIP-T58V/T58A/T56A IP	nhones		
	phones.		
Emergency Escalation			
account.X.call_center.emergency_enable	Boolean	0	
account.X.call_center.emergency_enable Description:	Boolean	0	
		0	
Description:		0	
Description: Enables or disables the emergency escalation feature		0	
Description: Enables or disables the emergency escalation feature 0 -Disabled	e for account X.	0	

Parameters	Permitted Values	Default
(Y ranges from 1 to 100)		
Description: Configures the supervisor number for account X. Multiple supervisor numbers can be configured start 100 supervisor numbers can be configured, and the v Note : It is not applicable to SIP-T58V/T58A/T56A IP account.X.supervisor_info_code_name.Y	value of Y must be cont	
(Y ranges from 1 to 100)	characters	ыапк
Description: Configures the supervisor name for account X. Multiple supervisor names can be configured starting supervisor names can be configured, and the value of Note : It is not applicable to SIP-T58V/T58A/T56A IP	of Y must be continuous	
Queue Status Notification		
account.X.call_center.queue_status_enable	Boolean	0
Description: Enables or disables the queue status notification feat 0 -Disabled 1 -Enabled Note : It is not applicable to SIP-T58V/T58A/T56A IP		
account.X.call_center.queue_status_light_enable	Boolean	0
Description: Enables or disables the power LED indicator to flash reached the maximum number of calls for account X 0 -Disabled (power LED indicator does not flash) 1 -Enabled (power LED indicator fast flashes (300ms)) Note : It is not applicable to SIP-T58V/T58A/T56A IP		ue has
features.homescreen_softkey.acd.enable	Boolean	1
Description: Enables or disables the IP phone to display the ACD son the idle screen. 0 -Disabled	I soft keys such as Login	or Logout

Parameters	Permitted Values	Default
1-Enabled		
Note: It works only if the value of parameter "accour	nt.X.acd.enable" is set to	01
(Enabled). It is only applicable to IP (except SIP-T58V	/T58A/T56A) phones ru	inning
firmware version 83 or later.		
The following shows an example of ACD configuration: (e.g., %BWMACADDRESS%.cfg):	s in a template configu	ration file
account.1.acd.enable = %ACD_LINE_BINARY%		
account.1.acd.initial_state = 1		
account.1.acd.available = 1		
account.1.acd.unavailable_reason_enable = 1		
account.1.reason_code.1 = 500		
account.1.reason_code_name.1 = On Lunch		
account.1.call_center.call_info_enable = 1		
account.1.call_center.show_call_info_time = 30		
account.1.call_center.disp_code_enable = 1		
account.1.bw_disp_code.1 = 100		
account.1.bw_disp_code_name.1 = Promotion A		
account.1.call_center.trace_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		
Add/Edit feature key synchronization parameters in the y000000000028.cfg):	e configuration templat	e files (e.g.,
features.feature_key_sync.enable = 1		
Add/Edit DSS key parameters in the configuration tem	plate files:	
You can configure a line key as an ACD key, a Disp Coc Emergency key (not applicable to SIP-T19(P) E2 IP pho	-	ey or an
The "X" is an integer which specifies the sequence num SIP-T48S/T48G, X=1-29; for SIP-T58V/T58A/T56A/T54S SIP-T42S/T42G/T41S/T41P, X=1-15; for SIP-T52S/T27G SIP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X	5/T46S/T46G/T29G, X=1 , X=1-21; for	

Parameters	Permitted Values
linekey.X.type	Integer

2.

3.

Parameters	Permitted Values		
Description:			
Configures the line key type.			
42- ACD			
58 -ACD Trace (not applicable to SIP-	I58V/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	le key or the Emergency key.		
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	S 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

Configuring DND for Call Center

Call center is a virtual account, so if you want to enable the DND feature for it, you can enable

the DND feature for the virtual account. As a result, all incoming calls to the call center are rejected automatically.

You can configure XSI for the virtual account to subscribe and synchronize the call center status with the server.

Procedure

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

Parameters Permitted Values D		Default
bw.virtual_user.1.enable	0 or 1	
Description:		
Enables or disables the virtual account for	the call center.	
0-Disabled		
1-Enabled		
Note: It works only if "bw.xsi.enable" is set	to 1 (Enabled). This parameter is	only
applicable to IP phones running firmware v	version 84 or later.	
bw.virtual_user.1.label	String within 99 characters	Blank
Description:		
Configures the virtual account label display	ved on the phone.	
Note: It works only if "bw.xsi.enable" is set	to 1 (Enabled). This parameter is	only
applicable to IP phones running firmware v	version 84 or later. If you leave it h	plank, the
virtual user name uses VirtualUser1 by defa	ault.	
bw.virtual_user.1.xsi.user	String within 99 characters	
		Blank
Description:		Blank
Description: Configures the user ID of virtual account for	or XSI access authentication.	Blank
Configures the user ID of virtual account for	to 1 (Enabled). This parameter is	
Configures the user ID of virtual account for Note: It works only if "bw.xsi.enable" is set	to 1 (Enabled). This parameter is	
Configures the user ID of virtual account for Note: It works only if "bw.xsi.enable" is set applicable to IP phones running firmware v	to 1 (Enabled). This parameter is version 84 or later.	only
Configures the user ID of virtual account for Note: It works only if "bw.xsi.enable" is set applicable to IP phones running firmware v bw.virtual_user.1.xsi.password	to 1 (Enabled). This parameter is version 84 or later. String within 99 characters	only
Configures the user ID of virtual account for Note: It works only if "bw.xsi.enable" is set applicable to IP phones running firmware v bw.virtual_user.1.xsi.password Description:	to 1 (Enabled). This parameter is version 84 or later. String within 99 characters	only Blank
Configures the user ID of virtual account for Note: It works only if "bw.xsi.enable" is set applicable to IP phones running firmware w bw.virtual_user.1.xsi.password Description: Configures the password of virtual account	to 1 (Enabled). This parameter is version 84 or later. String within 99 characters to T XSI access authentication. to 1 (Enabled) and it is required o	only Blank only when
Configures the user ID of virtual account for Note: It works only if "bw.xsi.enable" is set applicable to IP phones running firmware v bw.virtual_user.1.xsi.password Description: Configures the password of virtual account Note: It works only if "bw.xsi.enable" is set	to 1 (Enabled). This parameter is version 84 or later. String within 99 characters for XSI access authentication. to 1 (Enabled) and it is required of ion_for_xsi" is set to 0 (User Login	only Blank only when

Parameters	Permitted Values	Default
bw.virtual_user.1.xsi.host	IP address or domain name	
Description:		
Configures the IP address of the Xtended Se	ervices Platform server for the vi	rtual
account.		
Note: It works only if "bw.xsi.enable" is set		only
applicable to IP phones running firmware ve	ersion 84 or later.	
bw.virtual_user.1.xsi.server_type HTTP or HTTPS		Blank
Description:		
Configures the access protocol of the Xtenc account.	ded Services Platform server for t	he virtual:
Note: It works only if "bw.xsi.enable" is set	to 1 (Enabled). This parameter is	only
applicable to IP phones running firmware ve	ersion 84 or later.	
bw.virtual_user.1.xsi.port Integer from 1 to 65535		80
Description:	I	<u> </u>
Description: Configures the port of the Xtended Services	s Platform server for the virtual a	ccount.
•		
Configures the port of the Xtended Services	to 1 (Enabled). This parameter is	
Configures the port of the Xtended Services Note: It works only if "bw.xsi.enable" is set t	to 1 (Enabled). This parameter is	
Configures the port of the Xtended Services Note: It works only if "bw.xsi.enable" is set to applicable to IP phones running firmware very bw.virtual_user.1.xsi.dnd.enable	to 1 (Enabled). This parameter is ersion 84 or later.	only
Configures the port of the Xtended Services Note: It works only if "bw.xsi.enable" is set to applicable to IP phones running firmware very bw.virtual_user.1.xsi.dnd.enable Description:	to 1 (Enabled). This parameter is ersion 84 or later. 0 or 1	only 0
Configures the port of the Xtended Services Note: It works only if "bw.xsi.enable" is set to applicable to IP phones running firmware verto bw.virtual_user.1.xsi.dnd.enable Description: Enables or disables the user to control the I	to 1 (Enabled). This parameter is ersion 84 or later. 0 or 1	only 0
Configures the port of the Xtended Services Note: It works only if "bw.xsi.enable" is set to applicable to IP phones running firmware vertex bw.virtual_user.1.xsi.dnd.enable Description: Enables or disables the user to control the I 0-Disabled	to 1 (Enabled). This parameter is ersion 84 or later. 0 or 1 DND status for the virtual accour	only 0
Configures the port of the Xtended Services Note: It works only if "bw.xsi.enable" is set i applicable to IP phones running firmware ve bw.virtual_user.1.xsi.dnd.enable Description: Enables or disables the user to control the I 0-Disabled 1-Enabled, user can toggle DND on or off fe	to 1 (Enabled). This parameter is ersion 84 or later. 0 or 1 DND status for the virtual accour or the virtual account.	only 0
Configures the port of the Xtended Services Note: It works only if "bw.xsi.enable" is set if applicable to IP phones running firmware ve bw.virtual_user.1.xsi.dnd.enable Description: Enables or disables the user to control the I 0-Disabled 1-Enabled, user can toggle DND on or off fe Note: It works only if "bw.xsi.enable" and "b	to 1 (Enabled). This parameter is ersion 84 or later. 0 or 1 DND status for the virtual accour or the virtual account. ow.virtual_user.1.enable" are set t	only 0 nt. co 1
Configures the port of the Xtended Services Note: It works only if "bw.xsi.enable" is set i applicable to IP phones running firmware ve bw.virtual_user.1.xsi.dnd.enable Description: Enables or disables the user to control the I 0-Disabled 1-Enabled, user can toggle DND on or off fe	to 1 (Enabled). This parameter is ersion 84 or later. 0 or 1 DND status for the virtual accour or the virtual account. ow.virtual_user.1.enable" are set t	only 0 nt. co 1
Configures the port of the Xtended Services Note: It works only if "bw.xsi.enable" is set if applicable to IP phones running firmware veri bw.virtual_user.1.xsi.dnd.enable Description: Enables or disables the user to control the I 0-Disabled 1-Enabled, user can toggle DND on or off fe Note: It works only if "bw.xsi.enable" and "b (Enabled). This parameter is only applicable or later.	to 1 (Enabled). This parameter is ersion 84 or later. 0 or 1 DND status for the virtual accour or the virtual account. pw.virtual_user.1.enable" are set t to IP phones running firmware v	only 0 nt. to 1 version 84
Configures the port of the Xtended Services Note: It works only if "bw.xsi.enable" is set a applicable to IP phones running firmware ve bw.virtual_user.1.xsi.dnd.enable Description: Enables or disables the user to control the I 0-Disabled 1-Enabled, user can toggle DND on or off fe Note: It works only if "bw.xsi.enable" and "b (Enabled). This parameter is only applicable	to 1 (Enabled). This parameter is ersion 84 or later. 0 or 1 DND status for the virtual accour or the virtual account. ow.virtual_user.1.enable" are set t to IP phones running firmware v call center configurations in a ter	only 0 nt. to 1 version 84
Configures the port of the Xtended Services Note: It works only if "bw.xsi.enable" is set if applicable to IP phones running firmware ver bw.virtual_user.1.xsi.dnd.enable Description: Enables or disables the user to control the I 0-Disabled 1-Enabled, user can toggle DND on or off fe Note: It works only if "bw.xsi.enable" and "b (Enabled). This parameter is only applicable or later. he following shows an example of DND for o	to 1 (Enabled). This parameter is ersion 84 or later. 0 or 1 DND status for the virtual accour or the virtual account. ow.virtual_user.1.enable" are set t to IP phones running firmware v call center configurations in a ter	only 0 nt. to 1 version 84
Configures the port of the Xtended Services Note: It works only if "bw.xsi.enable" is set if applicable to IP phones running firmware ver bw.virtual_user.1.xsi.dnd.enable Description: Enables or disables the user to control the I 0-Disabled 1-Enabled, user can toggle DND on or off fe Note: It works only if "bw.xsi.enable" and "b (Enabled). This parameter is only applicable or later. he following shows an example of DND for or profiguration file (e.g., %BWMACADDRESS%.)	to 1 (Enabled). This parameter is ersion 84 or later. 0 or 1 DND status for the virtual accour or the virtual account. ow.virtual_user.1.enable" are set t to IP phones running firmware v call center configurations in a ter	only 0 nt. to 1 version 84
Configures the port of the Xtended Services Note: It works only if "bw.xsi.enable" is set if applicable to IP phones running firmware vere bw.virtual_user.1.xsi.dnd.enable Description: Enables or disables the user to control the I 0-Disabled 1-Enabled, user can toggle DND on or off fe Note: It works only if "bw.xsi.enable" and "b (Enabled). This parameter is only applicable or later. he following shows an example of DND for of onfiguration file (e.g., %BWMACADDRESS%. w.virtual_user.1.enable = 1	to 1 (Enabled). This parameter is ersion 84 or later. 0 or 1 DND status for the virtual accour or the virtual account. ow.virtual_user.1.enable" are set t to IP phones running firmware v call center configurations in a ter	only 0 nt. to 1 version 84

bw.virtual_user.1.xsi.password = 132456

bw.virtual_user.1.xsi.host = xsp.yealink.com

bw.virtual_user.1.xsi.server_type = HTTP bw.virtual_user.1.xsi.port = 80

2. Upload template boot and configuration files.

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/W53P/W56P/W60P DECT IP 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.

Assigning the Hoteling Host Service to a User

This service allows for the designation of a particular user account as a host.

- 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: Profile Incoming Calls	Assign Services Assign Services allows you to assign or unassign services and serv	rice packs for a user. If a service or service pack is unassign	ed 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	
Cilent Applications Metasalong Service Scripts Utilities		Add > Remove < Add All >> Remove All		
	Available Services		User Services	
	BroadWorks Anywhere	Add > Remove < Add All >> Remove All	External Calling Lune ID Delivery External Casion Ringback Fax Messaging Frash Call Hold Group Mght Forwarding Hong Mght Forwarding Hong Hess In-Call Service Activation Intercept User Intercept User Intercept Luser	
	OK Apply Cancel			

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

Configuring a Host Profile for the User

Procedure

- **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.

BRADSOFT	Heliz - Home
Group >Users : 4603	Welcome Lecoul
Options: <u>Profile</u> Incoming Calls Outpoing Calls	Hoteling Host Hoteling loss a user to be designated as a host user. A user, who is assigned the hoteling guest service, can then be associated to the host user. When associated, the host user allows the guest user to use the host's device with the guest's service profile. If association timit is not enforced, the Guest user is allowed to associate with the Host user indefinitely.
<u>Call Control</u> <u>Calling Plans</u> <u>Client Applications</u> <u>Messaging</u>	OK Apply Cancel Hoteling Host: IOn O Off
Service Scripts Utilities	Statistic constant Enterprise Group Access Level: O Enterprise Group Cassosided Guest
	Last Name. First Name Priors Number: Location Dailing Code: Extension Association Date:
	OK Apply Cancel

8. Click Apply to accept the change.

Assigning the Hoteling Guest Service to a User

This service allows a user to associate their profile with a Hoteling Host account.

- 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>.

BROADSOFT					Help - Home
Group >Users : 4604					Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls			e packs for a user. If a service or service pack is unassigned the s	ervice data that has been filled out will be lost.	
Call Control	OK Apply	Cancel			
Calling Plans Client Applications		Available Service Packs		User Service Packs	
Meet-Me Conferencing			Add >		
Messaging					
Service Scripts Utilities			Remove <		
Unites					
			Add All >>		
			Remove All		
		Available Services		User Services	
		BroadWorks Anywhere	Add >	Flash Call Hold Group Night Forwarding	^
			Remove <	Hoteling Guest Hoteling Host	
				In-Call Service Activation	
				Integrated IM&P Intercept User	
			Add All >>	Internal Calling Line ID Delivery Last Number Redial	
			Remove All	Location-Based Calling Restrictions	~
				Multiple Call Arrangement	
	OK Apply	Cancel			

7. Click Apply to accept the change.

Configuring a Guest Profile for the User

Procedure

- 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 to 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>.

BREADSOFT	Hele - Home
Group »Users : 4604	Welcome Local
Options: Profile Incomine Cells Cutorions Cells Cutorions Cells Call Control Cellers Acquisitions Meter MM Conferencing Meters MM Conferencing Service S. Scitch Utilities	Hoteling Guest Hoteling Guest allows a user to associate their service profile with a Hoteling Hot user. This allows the puest user to use the host's device with the guest user's service profile. This is useful for transient employees. OK Apply Cancel Hoteling Guest IK On Orf Hoteling Linet 24 Hours 24
	Enter search criteria below User ID V Starts With V + Search
	Available Hosts Associated Host
	Add > [Yealink,4603 (4603) Remove [
	OK Apply Cancel

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

Changing a Portal Password for Hoteling Guest

This portal password is used for authentication when a user logs into a host phone and access their own guest profile. It is also applying for BroadWorks Anywhere.

Procedure

- 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	Help - Home
Group >Users : 4604	Welcome (Looouti
Options: Profile Incoming Calls Outdoing Calls Call Control Call Control	Passwords Passwords allows you configure your passwords for the web portal and/or portal.
Caling Plans Caling Plans Client Applications Meet-Me Conferencing Messaging Service Scripts Utilities	O Sur web access password Result Password *type neu password *type neu password *texture password *texture password *texture password *texture password
	OK Apply Cercel

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.

Procedure

1. Add/Edit Hoteling 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/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920/CP960, X=1.

Parameters	Permitted Values	Default
account.X.hoteling.enable	Boolean	0
Description:		

Parameters	Permitted Values	Default		
Enables or disables hoteling feature for account 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 characters	Blank		
Description:				
Configures the user ID used to log into the guest p	profile for account X.			
account.X.hoteling.password	String within 99 characters	Blank		
Description:				
Configures the password used to log into the gues	t profile for account X.			
features.homescreen_softkey.hoteling.enable	Boolean	1		
Description:				
Enables or disables the IP phone to display the Hoteling soft keys such as GuestIn or GuestOut on the idle screen. 0 -Disabled 1 -Enabled				
Note : It works only if "account.X.hoteling.enable" is set to 1 (Enabled). It is only applicable to IP phones (except SIP-T58V/T58A/T56A/CP960) running firmware version 83 or later.				
hoteling.authentication_mode	Boolean	0		
Description:				
Configures the hoteling authentication mode. 0 -The phone uses the hoteling user ID and password as authentication credentials.				
1 -The phone uses the provisioning user name and password as authentication credentials, and at the same time provides the hoteling user ID and password in the				

Parameters	Permitted Values	Default
payload of the message for authentication credentials.		
Note: It works only if "account.X.hoteling.enable" is set to 1 (Enabled). It is only		
applicable to IP phones (except SIP-T58V/T58A/T56A/CP960) running firmware version		
83 or later.		

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/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 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 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, W53P, W56P and W60P IP phones.

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.

Note

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 to 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		Guest		
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

Creating a Virtual Account to be Flexible Seating Host

Procedure

- **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

Group		weicome	[Logout]
Options: Profile Resources	Flexible Seating Host Add Create a fieldle seating host.		
Services Accil/Auth Codes Call Center Meet-Me Conferencing Utilities	OK Cancel * Flexible Seating Host ID 240028 @ yealink.com ✓ * Name: 240028 ✓ * Calling Line ID Last Name: Host * Calling Line ID First Name: Department: None ✓ Language English ✓		
	Time Zone: ((GMT+08:00) PRC V Network Class of Service: None V		

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

Configuring 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 > Elexible Seating Host : 240028		Welcome	[Logout]
Options: Profile Outgoing Calls Call Control	Flexible Seating Host Addresses Addresses allows you to view and maintain your prione number and other identities that are used to make and receive calls. OK Apply Cancel		
<u>Communication Barrino</u> Utilites	Phone Number: [240028 v] Activated Extension: 0:0028 v] © Identify/Device Pottle Okone Identify/Device Pottle Name [240028 (Group) ♥ • UmePott [240028 (Group) ♥] Allases: sp: 240028(gyealink.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 Services Call Center Meet-Me Conferencing Utilities	Identity/Device Profile Modify Modify or delete an existing group identity/device profile. OK Apply Delete Cancel Profile Users Files Custom Tags		
URRIGE	Identity/Device Profile Name: 240028 Identity/Device Profile Type: Yealink-T46G Device Type URL: https://thus.yealink.com/443/dms/Yealink/46G/ Protocol: SIP 2.0 ♥ Host Name/IP Address: Transport: Unspecified ♥ MAC Address: Description: Outbound Proxy Server: Strial Number: Description: Outbound Proxy Server: STUN Server: Physical Location: LinessPorts: 16 Assigned Lines/Ports: 10 Urassigned Lines/Ports: 10 Version: -Authentication Use Catom Credentials * Device Access Password * Device Access Password		
	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.

Configuring the Phone for the Host

Procedure

1. Log into the web user interface.

The default administrator user name and password are both "admin" (case-sensitive).

- 2. Click on Settings->Auto Provision.
- 3. Paste Device Type URL that you copy in step 9 above in the Server URL field.
- Enter Device Access User Name that you remember in step 9 above in the User Name field.
- 5. Enter Device Access Password that you remember in step 9 above in the Password field.

Yealink 1466		Log Out English(English) 🗸
	Status Account Network DSSKey Features Settings Directory	Security Applications
Preference	Auto Provision	NOTE
Time & Date	PNP Active ● on ○ off ∅ DHCP Active ● on ○ off ∅	Auto Provision The IP phone can interoperate
Call Display	Custom Option(128~254)	with provsioning server using auto provisioning for
Upgrade	DHCP Option Value yealink	deploying the IP phones.
Auto Provision	Server URL https://ybsp.yealink.com:443/dms/Yea 🕜	When the IP phone triggers to perform auto provisioning, it
Configuration	User Name 240028	will request to download the configuration files from the
	Password ••••••	provisioning server. During the auto provisioning process, the
Dial Plan	Attempt Expired Time(s) 5	IP phone will download and update configuration files to the
Voice	Common AES Key ••••••• 🕜	phone flash.
Ring	MAC-Oriented AES Key •••••••	You can click here to get
Tones	Zero Active Enabled 🗸 🕜	more guides.
	Wait Time(1~100s) 10	
Softkey Layout	Power On 💿 On 🔘 Off 🕜	
TR069	Repeatedly On Off 🕜	
Voice Monitoring	Interval(Minutes) 1440	
SIP	Weekly On Off 🕜	
	Weekly Upgrade Interval(0~12week) 4	
Power Saving	Inactivity Time Expire(0~120min) 0	
	Time 00 : 00 00 : 00 🕜	
	 ✓ Sunday ✓ Monday ✓ Tuesday 	
	Day of Week Wednesday Thursday Friday Saturday	
	Flexible Auto Provision On Off O	
	Flexible Interval Days 30	
	Flexible Time 02 : 00 : 0	
	Autoprovision Now	

6. Click Autoprovision Now.

Configuring 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.
- 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 > Elexible Seating Host : 240028	Welcome [Logout]
Options: Profile Outooing Calls Call Control Communication Barring	Flexible Seating Host Guest Association Usage the puest sexecular setting for a feurile senting host A user who is assigned the Flexible Beating Guest service can be associated with the host. When associated, the host allows the guest user to use the host device with the guest device profile. If the association limit is not enforced, the guest user is allowed to associate with the host indefinitely.
Utilities	C Enforce Association Limit 24 Hours Access Level: O Enterprise @ Group Associated Guiest Last Name: Prono Number:
	Lozaton Daling Code: Extension. Association Date: OK Apply Cancel

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

Viewing the Host-guest Association for a Guest

Procedure

- **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.



Configuring the Flexible Seating Guest

Assigning 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.
- 6. In the Available Service box, select Flexible Seating Guest and then click Add>.

Assign Services Assign Services and service and service packs for a user. If a service OK Apply Cancel Available Service Packs	vice or service pack is unassigned the service data that has been filled out will be lost. User Service Packs Add >
Available Service Packs	
	Add >
	Remove < Add All >> Remove All
Available Services	User Services
Alternate Numbers Antendant Console Automatic CaliBack BroadTouch Business Communicator Desktop BroadTouch Business Communicator Desktop - Audio BroadTouch Business Communicator Mobile BroadTouch Business Communicator Mobile BroadTouch Business Communicator Mobile - Audio BroadTouch Business Communicator Mobile - Audio BroadTouch Business Communicator Mobile - Vadio BroadTouch Business Communicator Mobile - Mobile BroadTouch Business Communicator Mobile - Mobile	Addi >> External Guilling Line ID Delivery Remove Fax Messagin Ringback Remove Fax Messagin Ringback Add All I>> Fax Messaging Add All I>> In Call Hold Remove All In Call Service Activation Integrated M&P
	Alternate Numbers Anonymous Call Rejection Attendant Conside Automatic Callback Communicator Desktop- Broad Touch Business Communicator Desktop- Broad Touch Business Communicator Desktop- Broad Touch Business Communicator Desktop- Broad Touch Business Communicator Mobile - Broad Touch Business Communicator Mobile - video Broad Touch Business Communicator Mobile - video

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

Configuring the Flexible Seating Guest for a User

Procedure

- **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:	Flexible Seating Guest		
Profile			
Incoming Calls	Allows a user to associate their device profile with a flexible seating host.		
Outgoing Calls	OK Apply Cancel	í .	l I
Call Control			
Client Applications			
Messaging	Profile Host Association		
Service Scripts			
Communication Barring	Flexible Seating Guest:		
Collaborate			
Utilities	Unlock Phone PIN Code: 1234		
	Device Profile		
	Identity/Device Profile Name: 240029_1 (Group) V Configure Identity/Device Profile		
	* Line/Port 240029 1 @/ylas.yealink.com V		
	Chevroit 24023_1 IBI yias.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.

Creating the Host-guest Association

Procedure

- **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	Ŵ	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		
Service Scripts Communication Barring		
Collaborate	Host Association Limit: 24 Hours	
Utilities	✓ Limit Association to 12 Hours	
	Enter search criteria below	
	User ID V Starts With V +	Search
	Available Hosts Associated Host	
	Ad > 240028, Fexible 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: Erodia Calis Cutationa Calis Cutationa Calis Caliconto Calient Anolications Messacinds Service Scripts Communication Barring	Flexible Seating Guest Associate a feedle seating host. Stred CK Apply Cancel Profile Host Association	
<u>Collaborate</u> <u>Utilities</u>	Host Association Limit. 24 Hours	
	Enter search criteria below User ID	Search
	Add > 240028, Flexible Seating Guest[24002 Remove <	28)
	Association Date: Sal Jul 09 16 34 21 05 Association Expiry, Sun Jul 10 4 34 21 C5 OK Apply Cancel	

Configuring Yealink IP Phones

Procedure

1. Add/Edit Flexible Seating 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/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920/CP960, 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 for account X.				
0-Disabled				
1-Enabled				
Note: For the host, It works only if "account.X.hoteling.enable" and				

Parameters	Permitted Values	Default		
"account.X.acd.enable" are set to 0 (Disabled).				
account.X.hoteling.pin	%BWFLEXIBLESEATING UNLOCKPIN-X%			
Description:				
Configures the flexible seating PIN for account	Х.			
account.X.hoteling.auto_login_enable	account.X.hoteling.auto_login_enable Boolean			
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		
Description:				
Configures the user ID used to log into the gue	est profile for account X.			
account.X.hoteling.password	String within 99 characters	Blank		
Description:				
Configures the password used to log into the g	juest profile for account X.			
auto_provision.server.url	URL within 511 characters	Blank		
Description:				
Configures the device type URL of the provisio	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 Bl		Blank		
Description:				
Configures the device access password of prov	isioning server for the host.			

Parameters	Permitted Values	Default		
features.homescreen_softkey.hoteling.ena ble	Boolean	1		
Description:				
Enables or disables the IP phone to display the GuestIn on the idle screen. 0 -Disabled				
1-Enabled				
Note : It works only if "account.X.flexible_seating.enable" is set to 1 (Enabled). It is only applicable to IP phones (except SIP-T58V/T58A/T56A/CP960) running firmware version 83 or later.				
bw.flexible_seating.remember_password.l dap.enable	Boolean	0		
Description:				
Enables or disables the IP phone to save and use LDAP directory user credentials when using flexible seating feature. 0 -Disabled				
1-Enabled				
Note : It works only if "account.X.flexible_seating.enable" is set to 1 (Enabled). The IP phone can record up to 100 user credentials. If you disable this feature, all saved user credentials are cleared. It is only applicable to IP phones running firmware version 84 or later.				
The following shows an example of the flexible s configuration file of host (e.g., %BWMACADDRE		nplate		
	55%.crg).			
account.1.flexible_seating.enable = 1	NF 10/			
<pre>account.1.hoteling.mode = %BWHOTELINGMOE auto_provision.server.url = https://ylxsp.yealink.c</pre>				
auto_provision.server.urr = https://yixsp.yealink.c	.011.445/0115/ Feallink 1400/			
auto_provision.server.password = 123456				
	asting configuration in a tom	nlato		
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, W53P, W56P and W60P IP phones.

You can configure the recording mode to record all calls, or to selectively record calls that are 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 responses with 200 OK and offers SDP, and then receives ACK with SDP from BroadWorks contains an "a=record" attribute with the setting "on".	None
Always with Pause/Resume	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 "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	PauseREC/ResumeREC
	"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 save 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 responses with 200 OK and offers 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 contains 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 with Pause/Resume Mode mentioned above. Resume Recording: The same as Always with Pause/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

Assigning 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.
- 6. In the Available Services box, select Call Recording and then click Add>.

Group >Users : 2413333610		Welcome Admin2 Yealink [Logout]
Options: Profile Incoming Calls Outgoing Calls	Assign Services Assign Services allows you to assign or unassign services and service packs for a user. It	a service or service pack is unassigned the service data that has been filled out will be lost.
Call Control	On Apply Contor	
Client Applications	Available Service Packs	User Service Packs
Messaging Service Scripts Collaborate		Advanced Features I Advanced Features I Basic Interop
Utilities		Remove < BroadTouch Business Communicator Call Logs - Basic Only Video
		Add All >> Remove All
	Available Services	User Services
	Shared Call Appearance 10 Voice Messaging User - Video	Add > Call Center - Standard Call Recording Remove < Patient - Standard MAS Banice Paycour Phased MAS Banice Paycour Phase - Call Appearance
		Add All >> Voice Messaging User
	OK Apply Cancel	

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

Configuring Call Recording for a User

You can select a recording mode, specify whether to notify the callers that the call is recorded.

- **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 [Legend]
Options: Profile Incoming Calls	Call Recording Call Recording allows you to record calls.
Outgoing Calls Call Control Client Applications Messaging Service Scripts Collaborate Utilities	OK Apply Cancel Record Call: ③ Always △ Always with PauseResume ○ On Demand ○ On Demand with User Initiated Start ○ On Demand with User Initiated Start ○ On Demand with User Initiated Start ○ On Demand with User Initiated Start ○ On Demand with User Initiated Start ○ On Demand with User Initiated Start
	Never Recording Start/Stop Announcement Record Voice Messaging Pusse/Resume Notification: None Beep Record Start Stop Announcement
	Play Announcement Recording Notification: Repeat Record Call Warning Tone Every 15 seconds OK Apply Cancel

- 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
	ends. In the Always, Always with
Nov Coll Decording Stort/Stor	Pause/Resume or On Demand recording
Play Call Recording Start/Stop Announcement	mode, the call recording starts automatically
Announcement	when the user makes or receives a call, and
	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

Procedure

1. Add/Edit record 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/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920/CP960, X=1.

Parameters	Permitted Values	Default
account.X.call_recording.enable	Boolean	0
Description:		
Enables or disables the centralized call recordin	g feature for account X.	
0 -Disabled		
1-Enabled		
bw.call_recording.mode	Boolean	1
Description:		
Configures the centralized call recording mode		
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 value of the parameter "features.usb_call_recording.enable" is set to 0).

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, W53P, W56P and W60P 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 for more information.
	Alert type does not apply to Broadworks Anywhere and 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 an assistant.

Executive Service	Description
	Once the assistant pushes a call to the executive, the call is
	released and a SIP BYE is sent to the 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 the 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

Assigning 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.

Group >Users : 240021		Welcome Logou
Deptions: Profile Incoming Calls Outgoing Calls	Assign Services Assign Service allows you to assign or unassign services and service packs for a user. If a service or service pack is unassign OK Apply Cancel	gned the service data that has been filled out will be lost.
Call Control Client Applications	Available Service Packs	User Service Packs
Messaging Communication Barring Collaborate Utilities	Add > Remove < Add All >> Remove All	
	Barge-in-Estend; Add> Barge-in-Estend; Add> Barge-in-Estend; Add> Broad Fouch Business Communicator Desktop: Remove Broad Fouch Business Communicator Desktop: Remove Broad Fouch Business Communicator Desktop: Add> Broad Fouch Business Communicator Mobile Remove Broad Fouch Business Communicator Mobile Add > Broad Fouch Business Communicator Mobile Add > Broad Fouch Business Communicator Tablet - Audio Add All >> Broad Fouch Business Communicator Tablet - Addo Remove All	User Services

6. In the Available Service box, select Executive and then click Add>.

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

Configuring a List of Assistants for an Executive

Procedure

- **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.

7. 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 Incoming Calls Outdoing Calls Call Control Clent Applications Messaging Communication Barring	Executive Executive alows a user to define an assistant pool that will answer calls for the user. The executive can configure call filtering, screening and alerting. Saved OK Apply Cancel Assistants Filtering Screening Alerting	
<u>Collaborate</u> Utilifies	☑ Allow Assistants to Oct-in-Opt-out of Pool Enter search criteria below User ID ✓ Starts With ✓	Search
	Available Assistants Assigned Assistants Add >> 240022 240022 240022 240022 0240023 - In 240023.240023 (240023) - In 240023.240023 (240023) - In Add Al >> Remove Add Al >> More Up More Up More Dome	
	OK Apply Cancel	

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

Assigning Multiple Call Arrangement Service to an Executive

Procedure

- **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:	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 filed out will be lost.	
Outgoing Calls	OK Apply Cancel	
Call Control		
Client Applications	Available Service Packs User Service Packs	
Messaging		
Communication Barring	Add >	
Collaborate Utilities		
Oundes	Remove <	
	Add All >> Remove Aal	
	Available Services User Services	
	Barge-in Exempt Add > Controller Call Logs Basic Call Logs Boroaff ouch business Communicator Desktop - Audio CommPiol Call Manager Broadf ouch business Communicator Desktop - Audio Remove Custom Ringback User - Video Broadf ouch business Communicator Desktop - Audio Remove Durche Business Communicator Mobile - Audio Broadf ouch business Communicator Mobile Add A Do Not Disturber Broadf ouch business Communicator Mobile - Audio Add A Do Not Disturber Broadf ouch business Communicator Mobile - Audio Add A Executive Broadf ouch business Communicator Mobile - Audio Add A Executive Broadf ouch business Communicator Tablet - Audio Remove All Third-Party Voice Mail Support OK Add A Third-Party Voice Mail Support Third-Party Voice Mail Support	·

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

Configuring the Call Filtering for an Executive

If the Multiple Call Arrangement service is not assigned to an executive, then Executive Call Filtering feature is always disabled.

- **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: Profile Incoming Calls Outgoing Calls C	Executive Executive allows a user to define OK Apply	ne an assistant pool that will Add Cance		e executive can configu	re call filtering, screening and	d alerting.		
Client Applications Messaging	Assistants	Filtering	Screening	Alerting				
Communication Barrina Collaborate Ublifies	 Call Filtering Criteria Us 	Simple r Type: All Calls All Internal Calls All External Calls Advanced ad in Advanced Mode:						
	Active No Entries Present	Description		Filter	Calls from	Calls to	Edit	
	OK Apply	Add Cance	H					

- 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]
Add a call filtering criteria for			
Calls for Calls from Any external Carly of the num Calls from Calls for Calls for Calls for Call	DepartA OFIne call Opond ther call Opond ther call opond ther call exact [incred] opond ther call opond there call opo		

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

Configuring the Call Screening for an Executive

Procedure

- **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	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		
Call Control Client Applications Messaging Service Scripts	Assistants Filtering Screening Alerting		
Collaborate Utilities	Call Screening: ● On ○ Off Alert Type: ● Silert ○ Ring Splash ☐ Alert BroadWork Mobility Location		
	Alef BroadNords Anywhere Locations Alef Shared Call Appearance Locations		
	OK Apply Cancel		

9. Click Apply to accept the change.

Configuring the Call Alerting for an Assistant

Procedure

- **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	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		
<u>Call Control</u> Client Applications	Assistants Filtering Screening Alerting		
Collaborate Unitide	Alerting Mode:		
	Ork Apply Cancel		

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

Configuring the Executive-Assistant Feature

Assigning 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		Welcome [Logout]
Options: Profile Incoming Calls Qutgoing Calls	Assign Services Assign Services allows you to assign or unassign services and service packs for a user. If a service or service packs OK Apply Cancel	ck is unassigned the service data that has been filled out will be lost.
Call Control Client Applications	Available Service Packs	User Service Packs
Messaana Communication.Barring Soliaborate Utilities	Add > Remove < Add Ad >> Remove Ad	
	Available Services Etrophin Extremp Broad Fouch Business Communicator Desktop Broad Touch Business Communicator Desktop Broad Touch Business Communicator Mobile Broad Touch Business Communicator Mobile Add All >> Broad Touch Business Communicator Tablet Broad Touch Business Broad Broad Business Broad Broad Business Broa	User Services

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

Configuring 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				Welcome	[Logout]
Options: Profile Incoming Calls Quitoping Calls Call.Control Messauling Communication Barring Utilities	ОК	Assistant ve pools the assistant is assigned to. The assistant ca Apply Cancel Divert. © On _ Orr ne Number / SIP-URt. [2400156]	In view and configure the executive's setting.	_	
	Opt-in ☑ ☑	Executive First Name 240021 240024	Executive Last Name 240021 240024	Edit Edit Edit	
	ОК	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 an assistant to opt-in/opt-out (refer to Configuring the Executive Feature).

Changing 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 Outoping Calls Call Control	Executive Allows an executive assist	ant to configure the executive's setting on bi y Add Cancel	ehalf of the executive.				
Messaging Communication Barring	Filtering	Screening	Alerting				
Utilities	_	-					
	Call Filtering Criteria	On Off Simple Filter Type: All Calls All Internal Calls All All External Calls Advanced Used in Advanced Mode:					
	Active	Description	Filter	Calls from	Calls to	Edit	
		Depart-A	Yes	All calls	Primary	Edit	
	OK App	y 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 the 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, W53P, W56P and W60P IP phones.

Configuring the BroadSoft Server

Assigning the Security Classification Service to a User

Procedure

- **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	W	/elcome 🛛	Logout]
Options:	Assign Services and service safety of 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		
Massaina Communication Barring Collationate Utilities	Add > Remove < Add Ail >> Remove Ail		
	Available Services User Services		_
	Barge-in Exempt Add > Executive Basic Call Logs Add > FileAble Searing Guest Broad Touch Business Communicator Deaktop Add > Remore Broad Touch Business Communicator Deaktop Remore Multiple Call Arrangement Broad Touch Business Communicator Mohile Remore Multiple Call Arrangement Broad Touch Business Communicator Mohile Add All >> Remore Broad Touch Business Communicator Mohile Add All >> Remore Broad Touch Business Communicator Mohile Add All >> Thmree Way Call Broad Touch Business Communicator Mohile Add All >> Thmree Way Call Broad Touch Business Communicator Mable Add All >> Thmree Way Call Broad Touch Business Communicator Mable Add All >> Video Mid Wagnort Broad Touch Business Communicator Tablet Yell Remove Ail Voice Messaging User Video Video		
	OK Apply Cancel		

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

Assigning 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	Classifi	ation		
Profile					
Incoming Calls	Configure the use	er security class	ation settings.		
Outgoing Calls	ОК	Apply	Cancel		
Call Control					
Client Applications					
Messaging	Secur	rity Classification	Unclassified V		
Communication Barring					
Collaborate					
Utilities	OK	Apply	Cancel		

7. Click Apply to accept the change.

Configuring Yealink IP Phones

Procedure

1. Add/Edit Security Classification 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/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920/CP960, X=1.

Parameters	Permitted Values	Default		
account.X.security_classification.enable	Boolean	0		
Description:				
Enables or disables security classification feature for 0 -Disabled	or account X.			
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, W53P, W56P and W60P 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

Assigning BroadWorks Mobility Service to a User

Procedure

- **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 🔝	.ogout]
Options: Profile Incoming Calls Outgoing Calls	Assign Services Assign Services allows you to assign or unassign services and servi been filled out will be lost.	ice packs for a user. If a service or service pack is unassigned the service data that ha	as
Call Control	OK Apply Cancel		
Calling Plans			_
Client Applications	Available Service Packs	User Service Packs	
Meet-Me Conferencing Messaging Service Scripts		Add >	
<u>Utilities</u>		Remove All	
	Available Services	User Services	
	BroadTouch Business Communicator Desklop - Video BroadTouch Business Communicator Mobile - Video BroadTouch MobileLink	Add > Automatic Callback Automatic Hold/Retrieve Barge-In Exempt Basic Call Logs BroadWorks Anywhere BroadWorks Mobility	
		Add All >> Call Center - Premium Call Forwarding Always Remove All Call Forwarding Busy Call Forwarding Not Answer	
	OK Apply Cancel		

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

Configuring Broadworks Mobility Feature for a User

You can activate/deactivate Broadworks Mobility, assign mobile phone numbers and other custom settings for the mobile device.

- **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
Enable Diversion Inhibitor	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 is performed by
Services	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

Group >Users : 4603	Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls	BroadWorks Mobility Configure the BroadWorks Mobility settings.
<u>Call Control</u> <u>Calling Plans</u> <u>Client Applications</u> <u>Meet-Me Conferencing</u> <u>Messaging</u> <u>Service Scripts</u>	BroadWorks Mobility: On Off Phone to Ring: Fixed O Mobile O Both Mobile Number: 15980751615 Alert for Click-to-Dial calls:
Utilities	Alert for Group Paging calls Enable Diversion Inhibitor Require Answer Confirmation Use BroadWorks-based Call Control Services
	BroadWorks Mobility Configuration Use Group Settings Use User Settings
	OK Apply Cancel

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 CP960, W52P, W53P, W56P and W60P IP phones.

Configuring the BroadSoft Server

Assigning the Call Decline Service to a User

Procedure

- **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 Vev or modify Device Policies for the User.		
Outgoing Calls Call Control Client Applications	OK Apply Cancel		
Messaging Communication Barring Collaborate Utilities	Single User Private and Shared Lines Control Device Feature Synchronization Control Device Feature Synchronization Control Control Device		
Sectoral Contraction of the sector of the se	Multiple User Shared Lines Enable ACD Enable CAI Forwarding Always		
	Enable Call Forwarding Busy Enable Call Forwarding Notwee Enable Call Forwarding Notwee Enable Do Not Dehun		
	Enable Executive Enable Executive		
	Enable Security Classification Enable Call Recording		
	OK Apply Cancel		

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

Configuring Yealink IP Phones

Procedure

1. Add/Edit Call Decline 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/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920, X=1.

Parameters	Permitted Values	Default			
features.call_decline.enable	Boolean	0			
Description:					
Enables or disables call decline feature.					
0 -Disabled					
1-Enabled					
account.X.features.call_decline.enable	%BWDFS-CALL-DECLIN E-BINARY-X%	Blank			
Description:	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.

This feature is not applicable to W52P, W53P, W56P and W60P 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). You 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 (HELD)

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

This feature is not applicable to T58V/T58A/T56A/CP960 IP phones.

Network Hold and Operator Ring-back For Emergency Calls

Emergency Originator Actions

An emergency originator is defined as the BroadWorks user who initiates an emergency call.

When a user originates an emergency call, both the *Resource-Priority: emgr.0* and *Priority: emergency* headers are presented in the initial INVITE. When emergency originator hangs up, the IP phone sends a re-INVITE with a=inactive in the SDP to the emergency operator, instead of sending a BYE to terminate the call. This is interpreted by the server as a call-on-hold request.

Emergency Operator Actions

An emergency operator is defined as the person who answers an emergency call. Whenever a call-on-hold request is received from the emergency originator for an emergency call that was initiated with an INVITE *Resource-Priority: emgr.0* and *Priority: emergency* headers, the emergency operator can initiate an event to ring the originator back via a **Hold/Resume** soft key or play a howler tone towards the emergency originator.

The originating phone will be preferentially ringing upon receiving the re-INVITE from the operator, regardless of the call state (for example, DND/call forward feature is activated). The ring tone is played continuously until the emergency originator answers or the server releases. The originator cannot reject this ring-back call.

Configuring Yealink IP Phones

Procedure

Parameters	Permitted Values	Default		
dialplan.emergency.asserted_id_source	ELIN, CUSTOM or HELD	ELIN		
Description:				
Configures the precedence of source of emergency outbound identities when placing an emergency call.				
If it is set to ELIN, 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 custom outbound identity configured by "dialplan.emergency.custom_asserted_id" will be used if the phone fails to get the LLDP-MED ELIN value.				
If it is set to CUSTOM, the custom outbound identity configured by				
"dialplan.emergency.custom_asserted_id" will be used; if the value of the parameter "dialplan.emergency.custom_asserted_id" is left blank, the LLDP-MED ELIN value will be used.				
If it is set to GENBAND(not applicable to T58V/T58A/T56A/CP960 IP phones), the GENBAND E911 feature is enabled, the location ID will be added to the INVITE and REGISTER SIP messages.				
If it is set to HELD (not applicable to T58V/T58A/T56A/CP960 IP phones), the IP phone will				

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

Parameters	Permitted Values	Default		
use the HELD protocol to retrieve location information from the Location Information Server.				
Note: If the obtained LLDP-MED ELIN value is blank and no custom outbound identity, the				
PAI header will not be included in the SIP INVITE request. HELD is only applicable to IP				
phones running firmware V82 or later.				
dialplan.emergency.held.server_url	String	Blank		
Description:				
Configures the Location Information Server URL for the IP phone to send HELD location request.				
Note: It works only if "dialplan.emergency.asserted_id_	_source" is set to HEL	D. It is applicable		
to IP phones (except T58V/T58A/T56A/CP960) running	firmware V82 or late	er.		
dialplan.emergency.held.request_type	SIMPLE or REDSKY	SIMPLE		
Description:				
Configures the type of the location request message.				
If it is set to SIMPLE, the IP phone will send the location	n request message d	efined in		
RFC5985.				
If it is set to REDSKY, the IP phone will send the location request message defined by REDSKY.				
Note: It works only if "dialplan.emergency.asserted_id_source" is set to HELD. It is applicable				
to IP phones (except T58V/T58A/T56A/CP960) running firmware version 82 or later.				
dialplan.emergency.held.request_element.X.name	String	Blank		
(X ranges from 1 to 255)	-			
Description:				
Configures the custom element name to be sent in a lo	ocation request mess	age.		
For example:				
dialplan.emergency.held.request_element.1.name = mac				
dialplan.emergency.held.request_element.2.name = companyID				
dialplan.emergency.held.request_element.3.name = nai				
The value of X must be continuous.				
Note: It works only if "dialplan.emergency.asserted_id_source" is set to HELD. It is applicable				
to IP phones (except T58V/T58A/T56A/CP960) running firmware version 82 or later.				
dialplan.emergency.held.request_element.X.value (X ranges from 1 to 255)	String	Blank		

Parameters	Permitted Values	Default		
Description:				
Configures the custom element value to be sent in a location request message.				
For example:				
dialplan.emergency.held.request_element.1.value = 001565B38ECB				
dialplan.emergency.held.request_element.2.value = 6f2f2d50-c385-4b72-b84a-ce0ca3a77cb7				
dialplan.emergency.held.request_element.3.value = 8611@pbx.yealink.com				
The value of X must be continuous.				
Note: It works only if "dialplan.emergency.asserted_id_source" is set to HELD. It is applicable to IP phones (except T58V/T58A/T56A/CP960) running firmware version 82 or later.				
dialplan.emergency.custom_asserted_id	10-25 digits, SIP URI, or TEL URI	Blank		
Description:				
Configures the custom outbound identity when placing an emergency call.				
If using a TEL URI (for example, tel:+16045558000), the full URI is included in the				
P-Asserted-Identity (PAI) header (for example, <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 (for example, <sip:1234567890123@emergency.com>).</sip:1234567890123@emergency.com>				
If using a 10-25 digit number (for example, 1234567890), the SIP URI constructed from the				
number and SIP server (for example, abc.com) is included in the P-Asserted-Identity (PAI)				
header (for example, <sip:1234567890@abc.com>).</sip:1234567890@abc.com>				
Note: It works only if "dialplan.emergency.asserted_id_source" is not set to HELD.				
dialplan.emergency.server.X.address	IP address or	Blank		
(X ranges from 1 to 3)	domain name			
Description:				
Configures the IP address or domain name of the emergency server X to be used for routing calls.				
Note: If the account information has been configured (no matter whether the account				
registration succeeds or fails), the emergency calls will be dialed using the following priority:				
SIP server>emergency server; if not, the emergency server will be used. It works only if				
"dialplan.emergency.asserted_id_source" is not set to HELD.				
dialplan.emergency.server.X.port	Integer from 1	5060		
(X ranges from 1 to 3)	to 65535			

Parameters	Permitted Values	Default				
Description:						
Configures the port of emergency server X to be used	for routing calls.					
Note: It works only if "dialplan.emergency.asserted_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 protocol the IP phone uses to server X.	o communicate with t	he emergency				
0 -UDP						
1 -TCP						
2-TLS						
3-DNS-NAPTR						
Note: It works only if "dialplan.emergency.asserted_id_	_source" is not set to	HELD.				
dialplan.emergency.X.value	number or SIP	Refer to the				
(X ranges from 1 to 255)	URI	following content				
Description:						
Configures the emergency number to use on your IP p emergency services in the local area when required.	bhone so a caller can	contact				
Default:						
When $X = 1$, the default value is 911;						
When $X = 2-255$, the default value is Blank.						
Note: It works only if "dialplan.emergency.asserted_id_	_source" is not set to	HELD.				
dialplan.emergency.X.server_priority	a combination					
(X ranges from 1 to 255)	of digits 1, 2 and 3	1, 2, 3				
Description:						
Configures the priority for the emergency servers to be	e used.					
Multiple values are separated by commas. The servers	to be used in the orc	ler listed (left to				
right).						
The IP phone tries to make emergency calls using the emergency server with higher priority, and then with lower priority. The IP phone tries to send the INVITE request to each emergency server for three times. Example :						

Example:

Parameters	Permitted Values	Default
dialplan.emergency.1.server_priority = 2, 1, 3		
It means the emergency calls will be dialed using the for 2>emergency server 1>emergency server 3. The IP pho- each emergency server for three times.	• •	• •
Note : If the account information has been configured registration succeeds or fails), the emergency calls will SIP server>emergency server; if not, the emergency server "dialplan.emergency.asserted_id_source" is not set to h	be dialed using the f rver will be used. It w	ollowing priority:
bw.emergency_calling.enable	Boolean	0
Description:		
Enables or disables BroadWorks Emergency Calling fea 0 -Disabled	iture.	
${f 1}$ -Enabled, the IP phone supports network hold and op	perator ring-back for	emergency calls.
Note: It is only applicable to IP phones running firmwa	are version 83 or late	r.
account.X.reg_with_pani_header.enable ^[1]	Boolean	0
Description:		
Enables or disables the IP phone to carry the PANI hea	der in the REGISTER	request message
for account X.		
0-Disabled		
1-Enabled		
Note : It is only applicable to IP phones running firmwa	are version 83 or late	
account.X.invite_with_pani_header.enable ^[1]	Boolean	0
Description:		
Enables or disables the IP phone to carry the PANI hea 0 -Disabled	der in the INVITE req	uest message.
1-Enabled		
The PANI header format is:		
P-Access-Network-Info:IEEE-802.3; eth-location=< <i>MA</i> local-time-zone="0800"	C Address Of The Pho	one>;
Note: It is only applicable to IP phones running firmwa	are version 83 or later	

^[1]X is the account ID. For SIP-T54S/T48G/T48S/T46G/T46S/T29G, X=1-16; for SIP-T52S/T42G/T42S, X=1-12; for SIP-T41P/T41S/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.

The following shows an example of the emergency call configuration in a template configuration file (e.g., y000000000028.cfg):

dialplan.emergency.asserted_id_source = ELIN

dialplan.emergency.1.value= 311

dialplan.emergency.server.1.address = 10.200.108.48

dialplan.emergency.custom_asserted_id = tel:+16045558000

bw.emergency_calling.enable = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

Silent Alerting

When an incoming call arrives, the BroadWorks server sends INVITE to the phone with Alert-Info:<http://127.0.0.1/silent>. Then the IP phone automatically plays the silent ring tone (Silent.wav).

This feature is not applicable to W52P and W56P IP phones.

The Silent Alerting feature is applicable to the following accounts:

- Primary
- Hoteling Guest
- Flexible Seating Guest
- Shared Call Appearance
- **Note** Before configuring Silent Alerting feature, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the Silent Alerting 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

Assigning the Silent Alerting Service to a User

Procedure

- 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 Service box, select Silent Alerting and then click Add>.

Group > Users : 240161		Welcome Logou
ptions: Profile Incoming Calls Outgoing Calls	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 service data that has been filled out will be lost
Call Control Calling Plans	Available Service Packs	User Service Packs
Messaging	Available Service Packs	USEI SEIVICE PACKS
Communication Barring Utilities		Add >
		Add All >> Remove All
	Available Services	User Services
	Shared Call Appearance Shared Call Appearance 10 Shared Call Appearance 15 Shared Call Appearance 20 Shared Call Appearance 25 Shared Call Appearance 35	Calling Line D Blocking Overde - Calling Line D Blocking Overde - Calling Line D Delivery Blocking Calling Name Delivery Calling Name Retrieval Calling Name Delivery Do Not Delivery
	Shared Call Appendice 35 Shared Call Appearance 5 Simultaneous Ring Personal Speed Dial 10 Speed Dial 8	Add All >> Remove All v

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

Configuring the Silent Alerting Feature for a User

Procedure

- **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 Incoming Calls->Silent Alerting.
- 6. Mark the **On** radio box in the **Silent Alerting** field.

Group > Users : 240161	3roup > Users : 240161 W						
Options:	silent Alerting						
Profile	The second se						
Incoming Calls	Silent Alerting allows user to suppress ringing phone when incoming calls are received.						
Outgoing Calls	OK Apply Cancel						
Call Control							
Calling Plans							
Messaging	Silent Alerting: 💽 On 🕓 Off						
Communication Barring							
Utilities	OK Apply Cancel						
	OK Appy Calicer						

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

Upgrading Firmware

Procedure

- 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.

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 the latest Administrator Guide for your phone on Yealink Technical Support.

Downloading and Verifying Configurations

Downloading Boot and 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.

Checking the BroadWorks Server Settings

Procedure

- **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						We	lcome	[Logout]
Options: Profile Resources	Identity/Device Profil Add or modify group level identity/device		vice profiles defined a	at group level.				
Services Call Center		ncel						
Meet-Me Conferencing Utilities	Enter search criteria below	Starts With V				+	Searc	h
	Identity/Device Profile Name	Identity/Device Profile Type	Available Ports	Host Name/IP Address	MAC Address	Status	Version	Edit
	240028	Yealink-T46G	16			Online		Edit
	240161	Yealink-T46G	14			Online	Yealink Sl.	. Edit
	240162	Yealink-T46G	15			Online	Yealink Sl.	. Edit
	240163	Yealink-T46G	15			Online	Yealink Sl.	. Edit
			[Page 1 of 1]					
	OK Add Ca	ncel						

- 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]
	Identity/De Modify or delete an e								
Services	ОК	Apply	Delete	Cancel					
Call Center Meet-Me Conferencing									
Utilities	Profile	1	Users		Files	Custom Tags			
		/Device Prof Device Ty Address:	e Name: 24002 ile Type: Yealin pe URL: https:/ Protocol: SIP :	k-T46G /ylxsp.yealink.o 2.0 V	com:443/dms/YealinkT46	G(/			
	MAC Address			6574b450					
	Serial Number		0015	05740450					
		r:							
	Description:	_							
	Outbound Pro								
	STUN Server:								
	Physical Local								
		Assigned Line					_		
	O Use Ide	ntity/Device	Profile Type Cri	edentials					
		stom Creden	tials						
	* Device Ac	cess User N	ame: 24	0028					
			s Password:						
	* Re-type D	levice Acces	s Password:						
		_			_				
	ОК	Apply	Delete	Cancel					

Configuring the IP Phone via Web User Interface

Procedure

- **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.

a articulu		_		_	_	_	_		Log Ou inglish(English)		
ealink 1466	Status	Account	Network	SSKey	Features	Settings	Directory	Security	Applications		
Preference		Auto Provision						NOTE	1		
Time & Date		PNP Active			Doff 🕜			Auto Provi	sion le can interoperate		
Call Display		Custom Option(1	28~254)		0			with provsic auto provisi	ning server using oning for		
Upgrade		DHCP Option Va	ue	yealink	0				ie IP phones.		
Auto Provision		Server URL			sp.yealink.com	:443/dms/Yea	0	perform aut	Phone triggers to provisioning, it to download the		
Configuration		User Name Password		240028			0	configuratio	n files from the server. During the		
Dial Plan	l	Attempt Expired	Time(s)	5	-	0	V	auto provisi IP phone w	oning process, the Il download and		
Voice		Common AES Ke	Ŷ		•	0		update conf phone flash	iguration files to th		
Ring		MAC-Oriented A	ES Key	•••••	•	0		[]] You can clie			
Tones		Zero Active		Enabled	Enabled 👻 🕜			more guides.			
Softkey Layout		Wait Time(1~100	5)		10 ?						
TR069		Repeatedly		On C	<u> </u>						
Voice Monitoring		Interval(Minutes)		1440	•	0					
STP		Weekly		🔘 On () off 🕜						
Power Saving			Interval(0~12week)			0					
Tower Saving		Inactivity Time E	xpire(0~120min)	0	00 : 00	0					
		Time		Sunda Monda	y iy	0					
		Day of Week		Wedne Wedne Thursc	Jay						
		Flexible Auto Pro) off 🕜						
		Flexible Interval I	Days	30		0					
		Flexible Time		02 : 00							
				Autop	rovision Now						

5. Mark the On radio box in the Power On field.

6. 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 (v1.1	2.4-0-gb486	lda from	master-1.	12)]														
Ele	Edit	<u>V</u> iew <u>G</u> o	Capture	Analyze	Statistics	Telephony	Tools	(nternals	<u>H</u> elp														
۰	•	1 🔳 🕰	6	* 2	୍ 🍦	🔶 🥥 🗿	2 [0, 🖭	🏼 🖾 🚺	»% 🔛											
Filte	r: ht	tp					1	• Expres	sion Clea	ar Appij	Save												
No.	1	Source			Time		De	stination				Proto	col	Length 1	Info								
	1	10.2.20.20	07		0.00000	0	10	0.2.5.14	16			HTTP		224	HTTP/	1.1 302	2 Found						
	2	10.2.5.140	6		0.00272	8	1	.2.20.3	207			HTTP		500	GET /	servlet	:?p=sett	ings-co	nfig&g=	load H	TTP/1.1		
	51	10.2.20.20	07		0.14662	6	10	0.2.5.14	16			HTTP		1040	HTTP/	1.1 200	ок						
	55	10.2.5.140	6		1.66466	2	10	.2.20.2	207			HTTP		499	GET /	servlet	:?p=sett	ings-au	top&g=1	oad HT	TP/1.1		
	100	10.2.20.20	07		1.78044	7	10	.2.5.14	46			HTTP		544	HTTP/	1.1 200	ОК						
	105	10.2.5.140	6		4.18037	8	10	. 2. 20. 2	207			HTTP										HTTP/1.1	(applica
	111	10.2.20.20	07		4.41123	3	1	0.2.5.14	16			HTTP		226	GET /	Yealink	ст46/001	5654146	dd.boot	HTTP/	1.1		
	120	10.2.5.140	6		4.41663	7	10	.2.20.2	207			HTTP		66	HTTP/	1.1 404	NOT FO	und (t	ext/htm	1)			
	125	10.2.20.20	07		4.42638	19	10	0.2.5.14	16			HTTP		227	GET /	Yealink	ст46/у00	0000000	000. boo	t HTTP,	/1.1		
	136	10.2.5.140	6		4.45644	2	10	.2.20.2	207			HTTP		66	HTTP/	1.1 404	NOT FO	und (t	ext/htm	1)			
	140	10.2.20.20	07		4.45845	3	10	0.2.5.14	16			HTTP							028.cfg				
	161	10.2.5.14	6		4.46676	9	1).2.20.1	207			нттр		336	HTTP/	1.1 200) ОК (а	pplicat	ion/oct	et-str	eam)		
	189	10.2.20.20	07		4.52094	2	10	0.2.5.14	16			HTTP				1.1 200				_			
	196	10.2.5.140	6		9.55915	5	10	. 2. 20. 2	207			HTTP		506	GET /	servlet	?p=sett	ings-au	top&q=r	esult&	random=0	.70822804	07453065 H
	206	10.2.5.140	6		14.5613	40	10	.2.20.3	207			HTTP		507	GET /	servlet	?p=sett	ings-au	top&q=r	esult&	random=0	.17672431	030174907

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 a is static tag or dynamic built-in tag.
 - If the tag is a static tag, ensure that the tag names configured on the phone and server are the same.

• If the tag is a 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, CP920, CP960, W52P, W53P, W56P and W60P 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
Slow-flashing red (15)	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 Ted	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.
0#	The monitored user is idle.
Off	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.

LED Status	Description				
	The monitored user is talking.				
	The monitored user's conversation is placed on hold				
	(This LED status requires server support).				
Class flashing and (1a)	The call is parked against the monitored user's phone				
Slow-flashing red (1s)	number.				
0"	The monitored user is idle.				
Off	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.
Solid fed	The monitored user's conversation is placed on hold
	(This LED status requires server support).
Clow flaching red (1c)	The call is parked against the monitored user's phone
Slow-flashing red (1s)	number.
Off	The monitored user is idle.
UII	The monitored user does not exist.

Line Keys and Programmable Keys

You can assign predefined functionalities to line keys and programmable keys. Line keys and programmable 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	Programmable Key
CP960	30	3
T58V/T58A/T56A	27	7
SIP-T54S	27	15
SIP-T52S	21	13
SIP-T48G/S	29	15
SIP-T46G/S	27	15
SIP-T42G/S	15	13

Phone Model	Line Key	Programmable Key
SIP-T41P/S	15	13
SIP-T40P/G	3	13
SIP-T29G	27	16
SIP-T27G	21	16
SIP-T23P/G	3	13
SIP-T21(P) E2	2	13
SIP-T19(P) E2	/	13
CP920	/	8

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 CP960, X=1-30; 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/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		

Parameters	Permitted Values	Default
60-Emergency		
62-Network UC Favorites		
63-UC Favorite (if Auto Favorite feature is disabled, you need to configure UC Favorite		
keys manually, and then the downloaded infor	mation of favorites	s will be applied to
these keys)		
64-Buddies		
65 -My Status (It is configurable only when the "bw.xmpp.change_presence.enable" is set to 1		
Note: Network UC Favorites, UC Favorite, Budo		are only applicable to
SIP-T58V/T58A/T56A/T54S/T48G/T48S/T46G/T	-	
	Refer to the	
linekey.X.line	following	Refer to the
	content	following 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/T27G)		
1 to 3 (For SIP-T40P/T40G/T23P/T23G)		
1 to 2 (For SIP-T21(P) E2)		
1 (For CP960)		
1-Line1		
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.		
 When X=16, the default value is 16.	String within	
 When X=16, the default value is 16. linekey.X.extension	String within 256	Blank

Parameters	Permitted Values	Default	
linekey.X.label	String within 99 characters	Blank	
Description: (Optional.) Configures the label displayed on the LCD screen for each line key.			
linekey.X.shortlabelString within(X ranges from 1 to 21)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.			

Configuring a Programmable Key

You can configure programmable key to access the features for more convenience. The parameters of the programmable keys are detailed in the following:

The "X" is an integer which specifies the sequence number of the programmable key. For SIP-T54S/T48S/T48G/T46S/T46G, X=1-10, 12-14, 17-18; for

SIP-T52S/T42S/T42G/T41S/T41P/T40G/T40P, X=1-10, 13, 17-18; for SIP-T29G/T27G, X=1-14, 17-18; for SIP-T23G/T23P/T21(P) E2, X= 1-10, 14, 17-18; for SIP-T19(P) E2, X=1-9, 13, 14, 17-18; for SIP-T58V/T58A/T56A, X=1-4, 12-14; for CP960, X=1-3.

Parameters	Permitted Values	Default	
programablekey.X.type	Integer	Refer to the following content	
Description:			
Configures the programmable key type.			
5-DND			
9 -Direct Pickup	9 -Direct Pickup		
23-Group Pickup			
55-Meet-Me Conference			
64-Buddies			
65 -My Status (It is configurable only when the parameter			
"bw.xmpp.change_presence.enable" is set to 1 (Enabled).)			
For CP960 IP phones:			
When X=1, the default value is 308 (Dial)			
When X=2, the default value is 29 (Directory)			
When X=3, the default value is 309 (Bluetooth)			

Parameters	Permitted Values	Default
For SIP-T58V/T58A/T56A IP phones:	l	
When X=1, the default value is 0 (NA).		
When X=2, the default value is 0 (NA).		
When X=3, the default value is 0 (NA).		
When X=4, the default value is 0 (NA).		
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 pho	ones:	
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).		
When X=6, the default value is 61 (Directory).		
When X=7, the default value is 51 (Switch Acco	ount Up).	
When X=8, the default value is 52 (Switch Acco	ount Down).	
When X=9, the default value is 33 (Status).		
When X=10/12/13, the default value is 0 (NA).		
When X=14, the default value is 2 (Forward).		
When X=17/18, the default value is 0 (NA).		
For SIP-T52S/T42S/T42G/T41S/T41P/T40P/	T40G 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).		
When X=6, the default value is 61 (Directory).		
When X=7, the default value is 51 (Switch Acco	ount Up).	
When X=8, the default value is 52 (Switch Acco	ount Down).	
When X=9, the default value is 33 (Status).		
When X=10/13/17/18, the default value is 0 (N	IA).	
For SIP-T29G/T27G IP phones:		
When X=1, the default value is 28 (History).		
When X=2, the default value is 61 (Directory).		

Parameters	Permitted Values	Default
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 (Directory).		
When X=7, the default value is 51 (Switch Acco	ount Up).	
When X=8, the default value is 52 (Switch Acco	ount Down).	
When X=9, the default value is 33 (Status).		
When X=10/11/12/13, the default value is 0 (N	A).	
When X=14, the default value is 2 (Forward).		
When X=17/18, the default value is 0 (NA).		
For SIP-T23P/T23G/T21(P) E2 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).		
When X=6, the default value is 61 (Directory).		
When X=7, the default value is 51 (Switch Acco	ount Up).	
When X=8, the default value is 52 (Switch Acco	ount 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 (Forward).		
When X=17/18, the default value is 0 (NA).		
For SIP-T19(P) E2 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).		
When X=6, the default value is 61 (Directory).		
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).		
When X=13, the default value is 0 (NA).		
When X=14, the default value is 2 (Forward).		
When $X=17/18$, the default value is 0 (NA).		

Parameters	Permitted Values	Default	
programablekey.X.extension	String within 256 characters	Blank	
Description: Configures the conference ID or Moderator PIN followed by the # sign.			
programablekey.X.label String within 99 characters Blank			
Description: (Optional.) Configures the label displayed on the LCD screen for each soft key.			