

# Yealink IP Phones Deployment Guide for Broadsoft UC-One Environment

Version 84.12 Nov. 2018

### **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-T58A 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-T58A, 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 and CP930W-Base 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.

# **Table of Contents**

About This Guide	iii
Who should use this guide?	iii
In This Guide	
Table of Contents	v
BroadWorks Device Management	1
Overview	1
Key Concepts	1
Network Architecture	
Configuring Device Management on BroadWorks.	5
Log in BroadWorks as System Administrator	5
Customizing BroadWorks Tags	5
Creating the Device Profile Type	9
Defining Device Profile Type Files	
Log in BroadWorks as Group Administrator	
Creating the BroadWorks Device Profile	
Customizing a Static Tag	
Uploading Device Template Files	
Uploading Static Files	
Assigning the Device Profile to the User	
Checking the Users Assigned the Device Profile	
Configuring BroadSoft Integrated Features	
BroadCloud Features	
Configuring Yealink IP Phones	
Xtended Services Interface (XSI)	
Configuring Yealink IP Phones	
Simultaneous Ring Personal	
Configuring the BroadSoft Server	
Line ID Blocking	
Configuring the BroadSoft Server	
Anonymous Call Rejection	
Configuring the BroadSoft Server	

BroadWorks Anywhere	
Configuring the BroadSoft Server	
Remote Office	54
Configuring the BroadSoft Server	54
BroadSoft Directory	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
BroadSoft Call Log	65
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Local Call Log	
Configuring Yealink IP Phones	
Call Park	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	74
Group Paging	
Configuring the BroadSoft Server	
Instant Group Call	
Configuring the BroadSoft Server	
Hunt Group	
Configuring the BroadSoft Server	
CommPilot Call Manager	
Configuring the BroadSoft Server	
Authentication	
Configuring the BroadSoft Server	
Authorization/Account Codes	
Configuring the BroadSoft Server	
Call Waiting	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Diversion Inhibitor	
Configuring the BroadSoft Server	
Do Not Disturb	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Call Forward	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Group Night Forwarding	
Configuring the BroadSoft Server	
Alternate Numbers	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Sequential Ring	

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

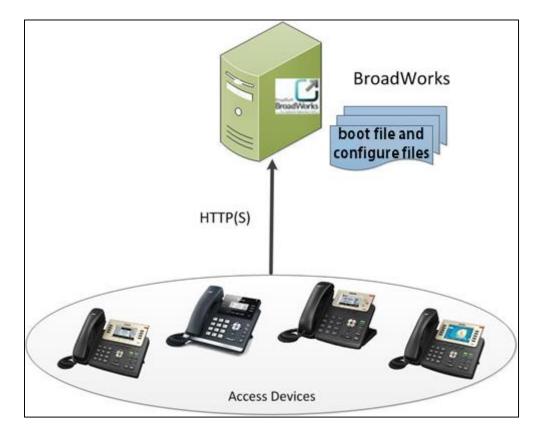
Call Decline Policy	
Configuring the BroadSoft Server	
Configuring Yealink IP Phones	
Emergency Call	243
Configuring Yealink IP Phones	245
Silent Alerting	250
Configuring the BroadSoft Server	250
Upgrading Firmware	252
	254
Downloading and Verifying Configurations	
Downloading Boot and Configuration Files	
Downloading Boot and Configuration Files Checking the BroadWorks Server Settings	254
Downloading Boot and Configuration Files Checking the BroadWorks Server Settings Configuring the IP Phone via Web User Interface	254
Downloading Boot and Configuration Files Checking the BroadWorks Server Settings	254
Downloading Boot and Configuration Files Checking the BroadWorks Server Settings Configuring the IP Phone via Web User Interface Verifying Configurations	254 255 256
Downloading Boot and Configuration Files Checking the BroadWorks Server Settings Configuring the IP Phone via Web User Interface	254 255 256

BLF LED Mode	260
Line Keys and Programmable Keys	261
Line Reys and Frogrammable Reys	201
Configuring a Line Key	262
Configuring a Programmable Key	264

# **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.



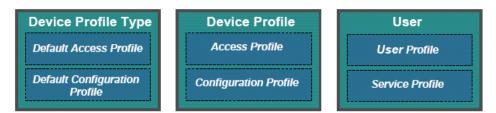
### **Key Concepts**

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**

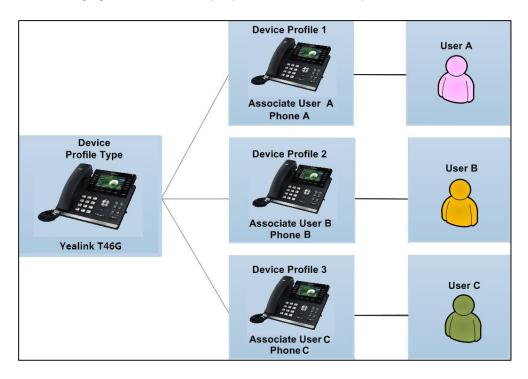
The device profile type is the foundation for Device Management. It is a template for device profiles. When a new type of device is added to the network, a corresponding "device profile type" must be defined to model the characteristics of that device. The device profile type defines default (Default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

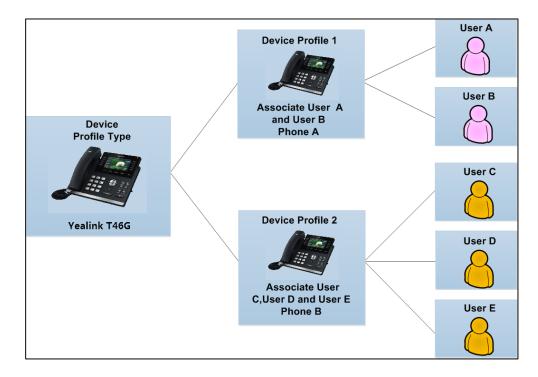
#### User

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:

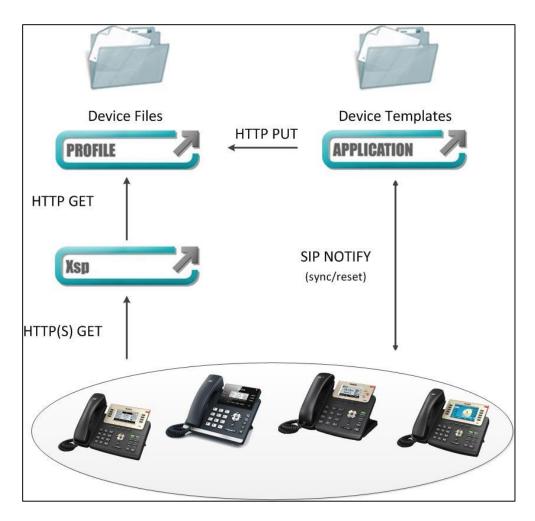


### **Network Architecture**

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 al	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
System	un commige	Welcome Default Administrator [Logout]
Options: Profile Resources	Device Management Tag Sets Add Tag Add a new device management tag to an existing tag set.	
Services Call Center Communication Barring Meet-Me Conferencing Utilities	ОК Cancel Tag Set Name: System Default Tag Name: % NEW_CUSTOM_STATIC_TAG %	
	Tag Value: value OK Cancel	

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

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

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

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

### **Creating Device Type Specific Tags**

#### 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/CP930W-B ase phones) Chinese_T (not applicable to W52P/W53P/W56P/W60P/CP930W-B ase 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/CP930W-B	
	ase Phones)	
	Chinese_T (not applicable to	
	W52P/W53P/W56P/W60P/CP930W-B	
	ase Phones)	
	French	
	French_CA (not applicable to	
	SIP-T58A/CP960,	
	W52P/W53P/W56P/W60P/CP930W-B	
	ase phones)	
	German	
	Italian	
	Polish	
	Portuguese	
%LANGUAGEGUI%	Portuguese_LA (not applicable to	The language of the
	SIP-T58A/CP960,	phone user interface
	W52P/W53P/W56P/W60P/CP930W-B	
	ase phones)	
	Spanish	
	Spanish_LA (not applicable to	
	SIP-T58A/CP960,	
	W52P/W53P/W56P/W60P/CP930W-B	
	ase phones)	
	Turkish	
	Czech (only applicable to W52P	
	Phones)	
	Swedish (only applicable to	
	W52P/W53P/W56P/W60P/CP930W-B	
	ase Phones)	
	Hebrew (only applicable to W52P	
	Phones)	
	Russian	

Tag Name	Valid Value	Description
% <i>PhoneModel_</i> FIRMWA RE% (e.g., T46_FIRMWARE)	<x.x.x.x>.rom Example: 28.81.193.10.rom</x.x.x.x>	The firmware version
%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	
Signaling Address Type	Intelligent Proxy	
	Addressing	
Standard Options		

Parameter	Value	Description
		Defines the number of
		users who can be
Number of Ports	Limited To 6	associated with default
		device profile of a device
		profile type.
Dingback Tone (Farly Media	Local Dingback No Farly	Determines SDP handing
Ringback Tone/Early Media	Local Ringback - No Early Media	for initial INVITE messages
Support	Media	sent to the device.
		Defines whether requests
Authentication	Enabled	for a device are
		authenticated.
		Defines whether a default
		device profile of this device
Registration Capable	Checked	profile type is allowed to
		register with the
		BroadWorks.
		Defines whether the 3264
RFC3264 Hold	Checked	hold mechanism is used in
		the SIP signaling.
Advanced Options		
		Determines which type of
		Notify event is sent to the
		device. BroadWorks
Reset Event	checkSync	reboots the remote device
		via a NOTIFY request with
		an event type of either
		reSync or checkSync.

### **Defining the Default Configuration Profile**

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

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

Parameter	Value	Description
Device Configuration	Use Default System Tag	Selects the device tag set
Tags	Set and Tag Set.	created in the section Creating

Parameter	Value	Description
	Select the tag set name (e.g., YealinkT46-Tags) from the pull-down list of Use Default System Tag Set and Tag Set.	Device Type Specific Tags.
Allow Identity/Device Profiles to Configure Custom Tags	Checked	Determines whether new static tags can be customized at the profile level. For more information on how to customize static tags at the profile level, refer to Customizing a Static Tag.
Allow Groups to Configure Custom Tags	Checked	Determines whether new static tags can be customized at the group level. For more information on how to customize static tags at the group level, refer to Customizing a Static Tag.
Device Access Protocol	http	Determines the transfer protocol used by the device to get its files.
Device Access FQDN	<broadworks-xsp-cluste r-Address&gt; 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	2 Confin File	Defines the number of
Туре	3 Config File	configuration files for the

Parameter	Value	Description
		device profile type.
Boot File	y000000000000.boot	References configuration files in the boot file to be acquired by all your phones, and specifies the download sequence of these configuration files.
CPE System File Name	y000000000028.cfg	Specifies the system configuration file name requested by the device.
Device File Format	%BWMACADDRESS%.cfg	Specifies the device file name requested by the device.

### **Creating a Device Profile Type**

### Procedure

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

2. Click Add.

Innovation callin	ıg.	Help - ! Welcome Default Administrator 止
ons:		
rofile	entity/Device Profile Type Add	
Add	a new identity/device profile type.	
ervices	OK Cancel	
all Center		
et-Me Conferencing	* Identity/Device Profile Type:	
ies	Signaling Address Type: Non-intelligent De	evice Addressing
	Standard Options	
	Number of Ports:   Output  Unlimited	C Limited To
	Ringback Tone/Early Media Support: <ul> <li>RTP - Session</li> </ul>	
	RTP - Early Ses	
	C Local Ringback Authentication:   Enabled	- No Early Media
	© Disabled	
		eb Portal Credentials
	Registration Capable Authenticate REFE	
	Static Registration Capable RFC3264 Hold	
	E164 Capable Video Capable	
	Trusted Use History Info He	eader
	Advanced Options	Forwarding Override
	Wireless Integration	Conference Device
	PBX Integration	Mobility Manager Device
	Add P-Called-Party-ID	Music On Hold Device
	Auto Configuration Soft Client	Requires BroadWorks Digit Collection
	Requires BroadWorks Call Waiting Tone	Requires MWI Subscription
	Advice of Charge Capable           Support Emergency Disconnect Control	Support Call Center MIME Type Support Identity In UPDATE and Re-INVITE
	Enable Monitoring	Support defitity in OPDATE and Re-INVITE
	Reset Event: O reSync O checkSync  Not Supported	d
	Trunk Node:  User  Pilot  Proxy	
	Unscreened Presentation Identity Policy:   Profile Pr	esentation Identity
		ned Presentation Identity
		ned Presentation Identity With Profile Domain
	Web Based Configuration URL Extension:	

- 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	y00000000000.boot	Specifies the name of the
Format	y0000000000000000000000000000000000000	system boot file.
		Specifies the name of the
Repository File	y00000000000.boot	system boot file stored in the
Format	y0000000000000000000000000000000000000	Device Management
		repository.
File Category	Dynamic Per-Type	Specifies the type of the file.
File Customization	A 1	Identifies who can customize
	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	Client Certificate	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:

- T58A: y00000000058.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: y0000000076.cfg
- T29G: y0000000046.cfg
- T27G: y0000000069.cfg
- T23P/G: y0000000044.cfg
- T21(P) E2: y0000000052.cfg
- T19(P) E2: y00000000053.cfg
- W52P/W56P: y0000000025.cfg
- W53P/W60P/CP930W-Base: y00000000077.cfg
- CP960: y0000000073.cfg
- CP920: y0000000078.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 configuration file.
		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.
File Ceteren		Specifies the type of the
File Category	Dynamic Per-Type	file.
		Identifies who can
File Customization	Administrator	customize the system
		configuration file.
Assign File	Custom	
	User Name and Password	Defines the
Authentication Mode	MAC-Based	authentication method.
		Defines where the MAC
MAC Address In		address is obtained if
MAC Address In	Client Certificate	using MAC-Based
		authentication method.

Parameter	Value	Description
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		Specifies the name of the
Format	%BWMACADDRESS%.cfg	device-specific configuration
Format		file.
		Specifies the name of the
Depository File Format	% PMMAACADDRESS% of a	device-specific configuration
Repository File Format	%BWMACADDRESS%.cfg	file stored in the Device
		Management repository.
File Category	Dynamic Per-Device	Specifies the type of the file.
		Identifies who can customize
File Customization	Administrator and User	the device-specific
		configuration file.
Assign File	Custom	
Authentication Mode	User Name and Password	Defines the authentication
Authentication Mode	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/CP930W-Base Phones)
- 000.GUI.English.lang (not applicable to W52P/W53P/W56P/W60P/CP930W-Base 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: 20.01.199.10.1011	static file.
		Specifies the name of the
Repository File Format	Example: 28.81.193.10.rom	static file stored in the Device
		Management repository.
File Category	Static	Specifies the type of the file.
File Customization	Allow	Determines whether the
File Customization	Allow	static files can be customized.
Assign File	Custom	
Authentication Mode	Not set	The static file is not
Authentication Mode		authenticated.
Device Access HTTP	<b>_</b>	
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	Identity/Device Profile Add Add a new group identity/device profile.	
Services Service Scripts	OK Cancel	
Acct/Auth Codes Call Center Calling Plan	* Identity/Device Profile Name: [Yealink_T46G_Test identity/Device Profile Type: [Yealink_T46G]	
Meet-Me Conferencing Utilities	Protocol: SiP2.0 • HostNameIPAdvess: Pont	
	Transport Unspecified •	
	MAC Address: 001665456FC3 Serial Number:	
	Description. Outbound Proxy Server.	
	STUN Server, Physical Location,	
	Authentication © Use Identity/Device Profile Type Credentials	
	Use Custom Credentials     * Device Access User Name: Yealink, T46G. Test	
	* Device Access Password * Re-type Device Access Password	
	OK Cancel	

Parameter	Example Value	Description
Identity/Device Profile Name	Yealink_T46G_Test	Defines the device profile name.
MAC Address	001565456FC3	Specifies the MAC address of the device.
Authentication	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]
Options: Profile Resources Services Service Scripts Actt/Auth Codes Call Center	Identity/Device P Add or modify group level identit OK Add Enter search criteria belo Identity/Device Profile N	//device profiles. Displays al Cancel		ice profiles defined at §	group level.	+	Sear	rch
Calling Plan Meet-Me Conferencing	Identity/Device Profile	Identity/Device Profile	Available	Host Name/IP	MAC Address	Status	Version	Edit
<u>Utilities</u>	<u>Name</u> ▲ 4604UC	Type Yealink_T48G	Ports 6	Address		Online	Yealink	Edit
	4608	Yealink-T29G	26			Online	Yealink Sl	Edit
	4609	Yealink-T46G	5			Online	Yealink Sl	Edit
	4609_1	Yealink-T46G	5			Online	Yealink Sl	Edit
	w52pBLA Yealink T46G Test	2Wire HomePortal Yealink-T46G	1 6	001565456fc3		Online Online		<u>Edit</u> Edit
	YealinkT23	Yealink T23P Test2	2			Online	Yealink Sl	Edit
	Yealink T23-Test	Yealink T23	1			Online	Yealink W5	Edit
	Yealink T46-Test	2Wire HomePortal	2			Online		Edit
	Yealink-T48G-TEST	Yealink_T48G	6	10.3.20.9		Online	Yealink Sl	Edit
	<u>First</u> <u>Previou</u>	<u>s</u>	[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 [Log	gout]
Options: Profile Resources Services	Identity/Device Profile Custom Tag Add Add a new custom device management tag to the Identity/Device Profile.	
Service Scripts Acct/Auth Codes Call Center Calling Plan Meet-Me Conferencing Utilities	Identity/Device Profile Name: Yealink_T46G_Test Identity/Device Profile Type: Yealink-T46G Tag Name: %[LANGUAGEGUI 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 Service Scripts	Device Configuration Lists the configurable devices for the group.		
Act/Ant Codes Call Center Calling Plan Meet-Me Conferencing Utilities	Identity/Device Profile Type (A 2Wire HomePortal Business Communicator - PC Yealink, T48G Yealink, T23P Yealink, T23P Yealink, T23P Yealink, T23P Yealink, T29P Yealink, T29 Yealink, T29 Yealink, T29 Yealink, T29 Yealink, T42G Yealink, T46G	Configure Device.	Edit Edit Edit Edit Edit Edit Edit Edit
	Identity/Device Profile Type V	[Page 1 of 1]	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: <u>Profile</u> <u>Resources</u>	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 Utilities	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.

System Template Configuration Items <e.g., y0000000028.cfg="">         static.network.internet_port.type =0       Configures the WAN port to obtain IP address from DHCP server.         local_time.ntp_server1       Configures the primary and secondary NTP servers.         The tags %SNTP_SERVER_1%       The tags %SNTP_SERVER_2% are created on BroadWorks.         local_time.ntp_server2       e.g.,%SNTP_SERVER_1%=time-a.nist.gov and %SNTP_SERVER_2%=time-b.nist.gov         call_waiting.enable = 1       call_waiting.tone = 1         call_waiting.tone = 1       0 (Disable),1 (Enable)         features.feature_key_sync.enable       Enables or disables feature key synchronization.         0 (Disable),1 (Enable)       The tag %FEATURE_KEY_SYN% is customized on BroadWorks         e.g., %FEATURE_KEY_SYN%       customized on BroadWorks         e.g., %FEATURE_KEY_SYN%=0       customized on BroadWorks</e.g.,>	Item	Description
static.network.internet_port.type =0address from DHCP server.address from DHCP server.Configures the primary and secondary NTP servers.local_time.ntp_server1SNTP_SERVER_1% local_time.ntp_server2The tags %SNTP_SERVER_2% are created on BroadWorks. e.g.,%SNTP_SERVER_1%=time-a.nist.gov and %SNTP_SERVER_2%=time-b.nist.govcall_waiting.enable = 1 call_waiting.tone = 1Enables or disables call waiting and call waiting tone. 0 (Disable),1 (Enable)features.feature_key_sync.enable = %FEATURE_KEY_SYN%Enables or disables feature key synchronization. 0 (Disable),1 (Enable)the tag %FEATURE_KEY_SYN%Configures the access URL for downloadingstatic.firmware.url =Configures the access URL for downloading	System Template Configuration Ite	ms <e.g., y00000000028.cfg=""></e.g.,>
local_time.ntp_server1servers.= %SNTP_SERVER_1%and %SNTP_SERVER_2% are created onlocal_time.ntp_server2BroadWorks.= %SNTP_SERVER_2%e.g.,%SNTP_SERVER_1%=time-a.nist.govand %SNTP_SERVER_2%=time-b.nist.govand %SNTP_SERVER_2%=time-b.nist.govcall_waiting.enable = 1call_waiting.tone = 1call_waiting.tone = 10 (Disable),1 (Enable)features.feature_key_sync.enableEnables or disables feature keysynchronization.0 (Disable),1 (Enable)The tag %FEATURE_KEY_SYN%Enables on BroadWorkse.g., %FEATURE_KEY_SYN%=1or %FEATURE_KEY_SYN%=1or %FEATURE_KEY_SYN%=0Static.firmware.url =	static.network.internet_port.type =0	
call_waiting.enable = 1 call_waiting.tone = 1waiting tone. 0 (Disable),1 (Enable)features.feature_key_sync.enable = %FEATURE_KEY_SYN%Enables or disables feature key synchronization. 0 (Disable),1 (Enable) The tag %FEATURE_KEY_SYN% is customized on BroadWorks e.g., %FEATURE_KEY_SYN%=1 or %FEATURE_KEY_SYN%=0static.firmware.url =Configures the access URL for downloading	= %SNTP_SERVER_1% local_time.ntp_server2	servers. The tags %SNTP_SERVER_1% and %SNTP_SERVER_2% are created on BroadWorks. e.g.,%SNTP_SERVER_1%=time-a.nist.gov
features.feature_key_sync.enable       synchronization.         0 (Disable),1 (Enable)         The tag %FEATURE_KEY_SYN% is         customized on BroadWorks         e.g., %FEATURE_KEY_SYN%=1         or %FEATURE_KEY_SYN%=0         static.firmware.url =	-	waiting tone.
	_ ,_ ,	synchronization. 0 (Disable),1 (Enable) The tag %FEATURE_KEY_SYN% is customized on BroadWorks e.g., %FEATURE_KEY_SYN%=1
http://%BWDEVICEACCESSEODN%   the firmware	static.firmware.url = http://%BWDEVICEACCESSFQDN%:	Configures the access URL for downloading the firmware.

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

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

Item	Description	
Device-specific Template Configuration Items <%BWMACADDRESS%.cfg>		
account.1.enable = %BWLINE-BINARY-1% account.1.display_name = %BWCLID-1%	Enables or disables the first line. 0 (Disable),1 (Enable) "%BWLINE-BINARY-1%" identifies whether to assign a line port to the first user. Configures the name to be displayed on the phone for the first line. The tag "%BWCLID-1%" will be replaced by the Calling Line ID (CLID) retrieved from the	
	Calling Line ID First and Last Name fields in the first user's profile on BroadWorks.	
account.1.user_name = %BWLINEPORT-1%	Configures the user ID for the first line. The tag "%BWLINEPORT-1%" will be replaced by the line/port setting in the first user's address on BroadWorks.	
account.1.auth_name = %BWAUTHUSER-1% account.1.password = %BWAUTHPASSWORD-1%	Configures SIP authentication for the first line. If the authentication service is assigned on BroadWorks, the tags "%BWAUTHUSER-1%" and "%BWAUTHPASSWORD-1%" will be replaced by the first user's authentication settings on BroadWorks.	
account.1.blf.blf_list_uri = %BWBLF-URI-1%	Configures the BLF List for the first line. The tag "%BWBLF-URI-1%" will be replaced by the Busy Lamp Field (BLF) List URI for the first user. e.g., %BWBLF-URI-1%=sip:myblf@pbx.yeali	

Item	Description			
	nk.com			
	If the BLF List feature is not configured for			
	the first user, this will be left blank.			
	Configures the first line as a private or			
account 1 shared line	shared line.			
account.1.shared_line = %BWSHAREDLINE-BINARY-1%	0 (Private),1 (Shared)			
	%BWSHAREDLINE-BINARY-1% indicates			
	whether the first line is shared.			
	Configures network conference for the first			
a = 2	line.			
account.1.conf_type = 2	"%BWNETWORK-CONFERENCE-SIPURI-1%			
account.1.conf_uri	will be replaced by the network conference			
= %BWNETWORK-CONFERENCE-SI PURI-1%	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					N	Velcome	[Logout]
Options: Profile  Resources Services Acctivan Codes Call Center Meet Mc Centerencing Unities	Rebuild the files (force)	dentity/Device Profi Users :: Yealink_T46G_T :: Yealink-T46G to reset the phone	Files	Custom Tags	-		
	Reset the phones	ls	A		Repository	Template	Edit
	% BWMACADDRESS%.cfg	Is Authenticated	Access File https://ylxsp.yealink.com:443/dms/Yealink-T2: Note: this URL has undefined content. Validat value(s).	3/(%25BWMACADDRESS%25).cfg e it manually by replacing any content between {} with valid	File Download	File Download	Edit
	y00000000000.boot y000000000028.cfg	~	http://xsp.yealink.com:80/dms/YealinkT46G/y http://xsp.yealink.com:80/dms/YealinkT46G/y		Download Download	Download Download	Edit Edit
			[ Page	1 of 1 ]			
	ОК						

- 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: Profile Resources	Identity/Device Profile File Modify Modify an existing identity/Device Profile file.		
Services	OK Apply Cancel		
Service Scripts			
Acct/Auth Codes	Identity/Device Profile Name: Yealink_T46G_Test Identity/Device Profile Type: Yealink-T46G		
Call Center	File Format: V00000000028 cfg		
Calling Plan	Access File That //socyealink.com/80/dms/YealinkT46G/v00000000028.cfg		
Meet-Me Conferencing Utilities	Repository File Download		
	Template File: Download         Obfault         Outside         Currently using configuration file: Excesser: No file selected.         First beader "#iversion:10.0.0.1" can not be edited or deleted, and must be placed in the first line.#ife file: for 2007/06/746/712.07/07/07/460/7420/710.711         Phones trunning file: And must be placed in the first line.#ife file: The selected in the file file applicable to SIP- file?file?file?file?file?file?file?file?		

- 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.



- 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	Welcom	e [Logout]
Options:  Profile Incoming Calls Contacting Calls	Addresses Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.	
Outgoing Calls Call Control Calling Plans Client Applications Meet-Me Conferencing Messaging Service Scripts Utilities	OK     Apply     Cancel       Phone Number:     4603     Activated       Extension:     4603       I Identity/Device Profile     Trunking       None     Identity/Device Profile       Identity/Device Profile     None       Identity/Device Profile     * Line/Port.       Yealink_T46G_Test     @ pbx.yealink.com v       AdvancedSettings	
	Aliases: sip: 4603@pbx.yealink.com sip:@_pbx.yealink.com v sip:@_pbx.yealink.com v sip:@_pbx.yealink.com v	

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	lcome	[Logout]
Options: Profile Resources	Identity/Device Profile Modify View the line/ports assigned on the Identity/Device Profile.										
Services Service Scripts Acct/Auth Codes Call Center Call Center	OK Apply Cancel Profile Users	Files		Cus	tom Ta	ags					
<u>Calling Plan</u> <u>Meet-Me Conferencing</u> <u>Utilities</u>	Enter search criteria below           Line/Port User Part          Starts W	/ith 🗸							+	Sear	ch
	Primary Line/Port	Port	Endpoint Type	<u>Dn</u> Type	<u>User</u> ID	Last Name	<u>First</u> Name	Phone Number	Extension	Departmen	<u>nt</u> Edit
	Yealink_T46G_Test@pbx.yealin	n 1	Primary	Main	4603	Yealink	4603	4603	4603		<u>Edit</u>
	[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-T58A/T54S/T52S/T48S/T48G/T46S/T46G/T29G IP phones that support XMPP.

The following shows BroadCloud features available on SIP-T58A/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**

### Procedure

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

Parameters	Permitted Values	Default	
bw.xmpp.enable	Boolean	0	
Description:			
Enables or disables UC feature.			
0-Disabled			
1-Enabled			
<b>Note</b> : If you change this parameter, the IP phone will r effect.	eboot to make the ch	ange take	
features.uc_username	String within 99 characters	Blank	
Description:			
Configures the user name for UC authentication.			
features.uc_password	String within 32 characters	Blank	
Description:			
Configures the password for UC authentication.			
bw.xmpp.change_presence.enable	Boolean	0	
Description:			
Enables or disables to change your presence status on	the IP phone.		
<b>0</b> -Disabled			
1-Enabled			
bw.xmpp.presence_icon.mode	Boolean	0	

Parameters	Permitted Values	Default
Description:		1
Enables or disables to display presence icon in a new	style.	
0-Disabled		
1-Enabled		
Note: For more detail on the presence icon, refer to		
Yealink_IP_Phone_Features_Integrated_with_BroadSof	t_UC-One_User_Guide	
bw.xmpp.change_presence.force_manual.enable	Boolean	1
Description:		I
Enables or disables to synchronize the presence status	s to BroadWorks serve	r when vo
change your presence status manually on the IP phon		,, je
0-Disabled		
1-Enabled		
phone_setting.dsskey_directory_auto.enable	Boolean	1
Description:		
Enables or disables the Auto Favorite feature.		
0-Disabled		
1-Enabled		
If it is set to 1 (Enabled), the IP phone will download ir	nformation of favorites	s from the
cloud server and automatically configure UC Favorite	keys from the first unu	used 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.		
Note: It works only if "bw.xmpp.enable" is set to 1 (En	abled).	1
phone_setting.uc_favorite_sequence_type	0, 1, 2 or 3	0
Description:		1
Configures the order of UC Favorite keys to be assigned	ed automatically.	
<b>0</b> -linekey->exp1 key->expN key		
1-exp1 key ->expN key ->linekey		
	>page2 from exp1 ke	y to expN
2-linekey page1->page1 from exp1 key to expN key -	15 1	
2-linekey page1->page1 from exp1 key to expN key -		
<ul> <li>2-linekey page1-&gt;page1 from exp1 key to expN key - key -&gt;&gt;linekey from page2 to page3</li> <li>3-page1 from exp1 key to expN key -&gt;page2 from ex -&gt;&gt;linekey</li> </ul>	p1 key to expN key	
<ul> <li>2-linekey page1-&gt;page1 from exp1 key to expN key - key -&gt;&gt;linekey from page2 to page3</li> <li>3-page1 from exp1 key to expN key -&gt;page2 from exp1</li> </ul>	p1 key to expN key modules.	01

Parameters	Permitted Values	Default
the phone in advance. It is only applicable to	·	
SIP-T54S/T52S/T48S/T48G/T46S/T46G/T29G IP phone	es.	
phone_setting.keytype_sequence	blf_list, uc_favorite, 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/T46G/T46G/T29G IP phones running firmware version 83 or

1			
	2	tc	۱r

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

Parameters	Permitted Values	Default
Description:		
It enables or disables the IP phone to automatically s Buddies directory, and display results on the pre-dial		BroadSoft
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 BroadSoft Bud	dies directory.	
search_in_dialing.bw_uc_buddies.enable	Boolean	0
Description:		
It enables or disables the users to access the BroadSo	oft Buddies directory by	/ pressing
the <b>Directory/Dir</b> soft key.		
0-Disabled		
1-Enabled		
directory_setting.bw_uc_buddies.priority	Integer greater than or equal to 0	12
Description:		
<b>Description:</b> It configures the display priority of the BroadSoft Bud	ldies directory.	
	-	configurat

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-T58A/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	
<b>63</b> -UC Favorite (It is configurable only when th	
"phone_setting.dsskey_directory_auto.enable" i <b>64</b> -Buddies	s set to 0 (Disabled).)
<b>65</b> -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-T58A/T54S/T48S/T48G/T46S/T4	46G/T29G)
1 to 12 (For SIP-T52S)	
1-Line1	
<b>2</b> -Line2	
<b>3</b> -Line3	
<b>16</b> -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	
(X ranges from 1 to 21)	String within 99 characters
Description:	
(Optional.) Configures the short label displayed	I on the LCD screen for line key.
Note: It is only applicable to SIP-T52S IP phone	25.

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								Er	Log Out Iglish(English) 🗸
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Applications
Broadsoft XSI		XMPP Accoun	t					NOTE	
Broadsoft XMPP		XMPP UserNa		abc@c	lemo.bc.im	0		Broadsoft X	мрр
			Confirm		Cano	el		You can on more guides.	lick here to get

ealink   1466									Log Ou English(English)
	Status	Account		letwork	Dsskey	Features	Settings	Directory	Security Applications
Line Key 1-9	Enable Page	Tips Disabled		•	Label	Length Default	•		NOTE
Line Key 10, 10	Кеу	Туре		v	alue	Label	Line	Extension	
Line Key 10-18	Line Key1	Line	•	Default	•	4603	Line 1 🔹		Line Keys Line keys allow 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	•		Line 4 🔹		You can click here to get more guides.
	Line Key5	Line	•	Default	•		Line 5 🔹		
	Line Key6	Line	•	Default	•		Line 6 🔹		
	Line Key7	Line	•	Default	•		Line 7 🔹		
	Line Key8	Line	•	Default	•		Line 8 🔹		
	Line Key9	Line	•	Default	•		Line 9 🔹		

ealink 1466								E	Log inglish(English)			
	Status	Account	Network	Dsskey	Features	Setting	Js Director	y Security	Application			
Forward&DND		General Inform	nation					NOTE				
General		Call Waiting		Enable	d	- 0		Call Waiting	1			
Information		Auto Redial		Disable	d	- 0			hones to receive a			
Audio		Auto Redial Ir	nterval (1~300s)	10		0			new incoming call when there i already an active call.			
Intercom			imes (1~300)	10		0		It allows IP p	Auto Redial It allows IP phones to			
Transfer		Key As Send Reserve # in	# Enable	d	- 0 - 0		number after	automatically redial a busy number after the first attempt.				
Call Pickup				:				Key As Sen Assigns "#" o key.	d or ``*'' as the send			
Remote Control				•				Hotline				
Phone Lock								out the hotlin	automatically dia ne number when			
1.00		Reboot in Tal	king	Disable	d	- 0			ndset, pressing th e key or the line k			
ACD		Enable Auto F	avorite	Enable	d	- 0		Call Comple	- 1			
SMS		Hide Feature	Access Codes	Disable	d	• 🕜		It allows use	rs to monitor the nd establish a call			
Action URL		Display Metho	od on Dialing	User N	ame	• 0			sy party becomes			
Bluetooth		Auto Linekeys	;	Disable	d	• 🕜						
Power LED			Confirm		Can	cel		You can more guides	click here to get 5.			

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.

alink   1466	Status	Account	Ì	Network	Dsskey	Features	Settings	Directory	Security Application
ine Key 1-9	Enable Page 1	Tips Disabled		•	Label L	ength Default	•		NOTE
	Кеу	Туре		Va	lue	Label	Line	Extension	
ine Key 10-18	Line Key10	Line	•	Default	•		Line 10 👻		Line Keys Line keys allow you to quickly
ine 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 (not applicable to W52P/W56P/CP930W-Base phones)
- Line ID Blocking (not applicable to W52P/W56P phones)
- Anonymous Call Rejection (not applicable to W52P/W56P phones)
- BroadWorks Anywhere (not applicable to W52P/W56P/CP930W-Base phones)
- Remote Office (not applicable to W52P/W56P/CP930W-Base phones)
- BroadSoft Directory
- BroadSoft Call Log
- Call Park Feature via XSI Mode (not applicable to W52P phones)
- Call Waiting Feature via XSI Mode
- Voice Messaging/Video Voice Messaging
- Centralized Call Recording (not applicable to W52P/W53P/W56P/W60P/CP930W-Base phones)
- Executive and Assistant (not applicable to W52P/W53P/W56P/W60P/CP930W-Base phones)
- BroadWorks Mobility (not applicable to W52P/W53P/W56P/W60P/CP930W-Base phones)
- Group Night Forwarding (not applicable to W52P/W53P/W56P/W60P/CP930W-Base phones)

- Silent Alerting (not applicable to W52P/W56P/CP930W-Base IP phones)
- **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.

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

Note

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-T58A/T54S/T48G/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/CP930W-Base, 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	
Description:		
Enables or disables the Broadsoft XSI feature	e.	
0-Disabled		
1-Enabled		
Note: If you change this parameter, the IP p	hone will reboot to make the c	hange take
effect. For W52P/W56P Phones, the default	value is 1 (Enabled).	
sip.authentication_for_xsi	Boolean	0
Description:		
Configures the authentication mechanism for	or the XSI.	
<b>0-</b> User Login Credentials for XSI Authenticat	tion	
1-SIP Credentials for XSI Authentication		
If it is set to 0 (User Login Credentials for XS	I Authentication), the IP phone	uses the
XSI user ID and password for XSI authentica	tion.	
If it is set to 1 (SIP Credentials for XSI Authe	ntication), the IP phone uses th	e XSI user
ID, the register name and password of the c		
	corresponding SIP account for X	(SI
- ·	forresponding SIP account for X	(SI
authentication. Note: It works only if "bw.xsi.enable" is set t		KSI
authentication. <b>Note:</b> It works only if "bw.xsi.enable" is set t	to 1 (Enabled).	
authentication. <b>Note:</b> It works only if "bw.xsi.enable" is set t		Blank
authentication. <b>Note:</b> It works only if "bw.xsi.enable" is set t account.X.xsi.user	to 1 (Enabled).	
authentication. Note: It works only if "bw.xsi.enable" is set t account.X.xsi.user Description:	to 1 (Enabled). %BWLOGIN-ID-X%	
authentication. Note: It works only if "bw.xsi.enable" is set t account.X.xsi.user Description: Configures the user ID for XSI access auther	to 1 (Enabled). %BWLOGIN-ID-X%	
authentication. Note: It works only if "bw.xsi.enable" is set t account.X.xsi.user Description: Configures the user ID for XSI access auther Note: It works only if "bw.xsi.enable" is set t	to 1 (Enabled). %BWLOGIN-ID-X%	
authentication. Note: It works only if "bw.xsi.enable" is set t account.X.xsi.user Description: Configures the user ID for XSI access auther Note: It works only if "bw.xsi.enable" is set t account.X.xsi.password	to 1 (Enabled). <b>%BWLOGIN-ID-X%</b> ntication. to 1 (Enabled).	Blank
authentication. Note: It works only if "bw.xsi.enable" is set t account.X.xsi.user Description: Configures the user ID for XSI access auther Note: It works only if "bw.xsi.enable" is set t account.X.xsi.password Description:	to 1 (Enabled). <b>%BWLOGIN-ID-X%</b> Intication. to 1 (Enabled). <b>%XSIPASSWORD-X%</b>	Blank
authentication. Note: It works only if "bw.xsi.enable" is set t account.X.xsi.user Description: Configures the user ID for XSI access auther Note: It works only if "bw.xsi.enable" is set t account.X.xsi.password Description: Configures the password for XSI access auth	to 1 (Enabled). <b>%BWLOGIN-ID-X%</b> htication. to 1 (Enabled). <b>%XSIPASSWORD-X%</b> hentication.	Blank
authentication. Note: It works only if "bw.xsi.enable" is set t account.X.xsi.user Description: Configures the user ID for XSI access auther Note: It works only if "bw.xsi.enable" is set t account.X.xsi.password Description: Configures the password for XSI access auth Note: It works only if "bw.xsi.enable" is set t	to 1 (Enabled). <b>%BWLOGIN-ID-X%</b> Intication. to 1 (Enabled). <b>%XSIPASSWORD-X%</b> Intertication. to 1 (Enabled) and it is required	Blank
authentication. Note: It works only if "bw.xsi.enable" is set t account.X.xsi.user Description: Configures the user ID for XSI access auther Note: It works only if "bw.xsi.enable" is set t account.X.xsi.password Description: Configures the password for XSI access auth Note: It works only if "bw.xsi.enable" is set t the value of the parameter "sip.authentication	to 1 (Enabled). <b>%BWLOGIN-ID-X%</b> Intication. to 1 (Enabled). <b>%XSIPASSWORD-X%</b> Intertication. to 1 (Enabled) and it is required	Blank
authentication. <b>Note:</b> It works only if "bw.xsi.enable" is set t account.X.xsi.user	to 1 (Enabled). <b>%BWLOGIN-ID-X%</b> Intication. to 1 (Enabled). <b>%XSIPASSWORD-X%</b> Intertication. to 1 (Enabled) and it is required	Blank
authentication. Note: It works only if "bw.xsi.enable" is set t account.X.xsi.user Description: Configures the user ID for XSI access auther Note: It works only if "bw.xsi.enable" is set t account.X.xsi.password Description: Configures the password for XSI access auth Note: It works only if "bw.xsi.enable" is set t the value of the parameter "sip.authenticatio Credentials for XSI Authentication). account.X.xsi.host	to 1 (Enabled). <b>%BWLOGIN-ID-X%</b> Intication. to 1 (Enabled). <b>%XSIPASSWORD-X%</b> Interfication. to 1 (Enabled) and it is required on_for_xsi" is set to 0 (User Logi	Blank Blank only wher
authentication. Note: It works only if "bw.xsi.enable" is set t account.X.xsi.user Description: Configures the user ID for XSI access auther Note: It works only if "bw.xsi.enable" is set t account.X.xsi.password Description: Configures the password for XSI access auth Note: It works only if "bw.xsi.enable" is set t the value of the parameter "sip.authenticatio Credentials for XSI Authentication). account.X.xsi.host	to 1 (Enabled). <b>%BWLOGIN-ID-X%</b> Intication. to 1 (Enabled). <b>%XSIPASSWORD-X%</b> Interfication. to 1 (Enabled) and it is required on_for_xsi" is set to 0 (User Logi	Blank Blank only wher
authentication. Note: It works only if "bw.xsi.enable" is set t account.X.xsi.user Description: Configures the user ID for XSI access auther Note: It works only if "bw.xsi.enable" is set t account.X.xsi.password Description: Configures the password for XSI access auth Note: It works only if "bw.xsi.enable" is set t the value of the parameter "sip.authenticatio Credentials for XSI Authentication).	to 1 (Enabled). %BWLOGIN-ID-X% Intication. to 1 (Enabled). %XSIPASSWORD-X% mentication. to 1 (Enabled) and it is required on_for_xsi" is set to 0 (User Logi %XSP_ADDRESS%	Blank Blank only wher in Blank

Parameters	Permitted Values	Default		
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).			
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).			
he following shows example configurations	for user login credentials for XSI			
uthentication 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
Diodabole Abi	Allow SIP Authentication For XSI Disabled -	apps-broadsoftXSI-note
	Host Server xsp.yealink.com	
	Port 80	Click here to get more
	XSI Server Type HTTP 👻 🕐	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:

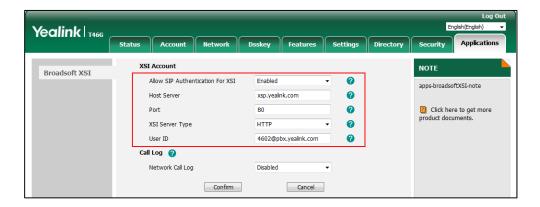
account.1.xsi.user = 4602@pbx.yealink.com

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:



## **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/CP930W-Base 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

#### **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 Simultaneous Ring Personal and then click Add>.

BReadSoft						He	lp - <u>Home</u>
Group >Users : 4609						Welcome	[Logout]
Options:  Profile Incoming Calls	Assign Services			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.		
Outgoing Calls	ОК	Apply	Cancel				
Calling Plans Client Applications			Available Service Packs		User Service Packs		
Litent Applications Meet-Me Conferencing Messaging Service Scripts Utilities				Add > Remove <			
				Add All >> Remove All			
			Available Services		User Services		
			Call Center - Premium	Ad> Remove < Add All >> Remove All	Shared Call Appearance 30 Shared Call Appearance 35 Shared Call Appearance 5 Simultaneous From Personal Speed Dial 100 Speed Dial 30 M Control Third-Party Vote Mail Support Three-Way Call Two-Stage Daling Voteo Add-Con	~	
	ок	Apply	Cancel				

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:

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

Answer confirmation required:	Selected

Phone Number / SIP-URI:

4607

BREADSOFT					Help - Home
Group >Users : 4609				We	Icome [Logout]
Options:           Profile           Incoming Calls           Outcoing Calls           Call Control           Calling Plans	you are not at your phone but you would I entry can be a list of up to 12 phone num (phone number and day of week and time	to list up to 10 phone numbers or SIP-URI address- ke your cell phone to ring when you get a call. You c bers or digit patterns, a specified time schedule, an	es you would like to ring in addition to your primary pl an also turn off simultaneous ring when you are at y d a specified holiday schedule. All criteria for an entry is as if this service was not turned on. Warning: if yo essaging system!	our desk on a call. The criteria for each must be satisfied for the call to enter	Simultaneous Ring Simultaneous Ring
Client Applications Messaging	OK Apply Add	Cancel			
Service Scripts Utilities	Simultaneous Ring Personal: ) I Do r	Dn <sup>©</sup> Off lot ring my Simultaneous Ring Numbers if I'm alrea	dy on a call		
	Answer confirmation required	Phone Number / SIP-URI	Answer confirmation required	Phone Number / SIP-URI	
		4607			
	Active Description	n Ring Simultaneou	isly	Calls from	Edit
	No Entries Present				
	OK Apply Add	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

BR®ADSOFT	Help - Home
Group >Users : 4609	Welcome Logouti
Options: <u>Profile</u> ▶ Incoming Calls <u>Outqoing Calls</u>	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. If you need more than 12 numbers or more distinct time or holiday periods, you can create multiple simultaneously ring personal entries.
<u>Caticortoi</u> Catino Pinas <u>Client Acelications</u> <u>Messaaina</u> <u>Bendes Scripta</u> <u>Utilitas</u>	ok     Cancel       * Description: R-entry1 <ul> <li>Use simultaneous impersonal</li> <li>Do noti use simultaneous impersonal</li> <li>Selected Time Schedule: Reny Dary All Day *</li> <li>Selected Time Schedule: Reny Constraints</li> <li>Any prione number</li> <li>Selected Time Schedule: Reny Constraints</li> <li>Selected Time Schedule: Reny Constratin Schedule: Reny Constraints</li></ul>
	OK Cancel

Calls from: Any phone number

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

## **Line ID Blocking**

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

#### 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 Calling Line ID Delivery Blocking and then click Add>.

BRADSOFT					Help - Home
Innevation colling.					
Group >Users : 4609					Welcome [Logout]
Options:	Assign Service	s			
Profile			ervice packs for a user. If a service or service pack is unassigned	the service data that has been filled out will be lost.	
Incoming Calls Outgoing Calls					
Call Control	OK Apply	Cancel			
Calling Plans		Available Service Packs		User Service Packs	
Client Applications.					
Meet-Me Conferencing			Add >		
Messaging Service Scripts					
Utilities			Remove <		
			Add All >>		
			7007011		
			Remove All		
		Available Services		User Services	
		Call Center - Premium	Add >	Call Forwarding No Answer Call Forwarding Not Reachable	
				Call Forwarding Not Reachable Call Forwarding Selective	
			Remove <	Call Forwarding Selective Calling Line ID Blocking Override	
				Calling Line ID Delivery Blocking Calling Name Delivery	
				Calling Name Retrieval	
			Add All >>	Calling Number Delivery Calling Party Category	
			Remove All	Call Me Now	~
				Call Notify	
	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.

Group >Users : 4609	• Hele - Home Leased
Options: Profile Incoming Calls Outgoing Calls	Calling Line ID Delivery Blocking Calling Line ID Delivery Bicking 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 or all calls and then selectively turning it back on or off using the feature access codes.
Call Control	OK Apply Cancel
Calling Plans Client Applications Meet-Me Conferencing Messaging	Block Calling Line ID on Outgoing Calls: 🔞 On 🔿 Off
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 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	ogouti
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 filled out will be lost.		
Call Control Calling Plans Client Applications	Available Service P	scks	User Service Packs		-
Meet-Me Conferencing Messaging Service Scripts Utilities		Add > Remove <			
		Add All >> Remove All			
	Available Service	8	User Services		
	Basir: Call Logs Call Center - Premiu	Add > Remove <	Alternate Numbers Anonymous Call Rejection Authentication Automatic Callback Automatic Hold/Retrieve Barge-in Exempt	^	
		Add All >> Remove All	Barge-in Exempt Broad Jouch Business Communicator Desktop Broad Jouch Business Communicator Mobile - V Broad Jouch MobileLink Broad/Works Anywhere Broad/Works Mobility	Video /ideo	
	OK Apply Cancel				

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 Outpoint Calls Outpoint 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 calls within you group.
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/CP930W-Base 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

BRADSOFT		Hel	lp - Home
Group		Welcome	[Logout]
Options: Profile Resources	BroadWorks Anywhere Add Create a BroadWorks Anywhere Portal		
Services     Service Scripts <u>Act/Auth Codes     Call Center     Calling Plan     Meet.Me Conferencing     Utilities     </u>	OK Cancel  * BroadWorks Anywhere ID: Portal1 @ [pbx yealink.com ✓]  * Name: [Anywhere Portal1  * Calling Line ID Last Name: [Porta1  * Calling Line ID First Name: [Anywhere		
	Department: None ♥ Language: English ♥ Time Zone: (GMT+08:00) Asia/Shanghai ♥ Con Re UseB Pr: O Users in Entruptine ® Users in Group Prompt to Confirm Calling Location: ○ Never Prompt ○ Anays Prompt @ Prompt If Not Available © Prompt Prompt Mode ♥ Prompt Prompt Mode		
	Promit For Hasscode     OK Cancel		

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

9. Enter the extension in the **Extension** field.

BR: ADSOFT Income of the second secon	11	Heli Welcome	p - <u>Home</u> [Logout]
Options:      Profile Incoming Calls Outgoing Calls	BroadWorks Anywhere Addresses Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.		
Call Control Messaging Utilities	Phone Number [ 4006 V Activated Extension (4006 V)		
	Aliases : sip: sip: sip: @ pbx.yealink.com • sip: @ pbx.yealink.com •		
	OK Apply Cancel		

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>.

BRADSOFT			Help - Home
Group >Users : 4609			Welcome [Logout]
Gloup Zosers . 4003			
Assign Services			
Profile	ion or upgesign convision and con	vice packs for a user. If a service or service pack is unassigned	the service data that has been filled out will be lost
incoming Galis	agn or unassign services and serv	vice packs for a user. If a service of service pack is chassigned	a the service data that has been lilled out will be lost.
Outgoing Calls OK Apply	Cancel		
Call Control	Available Service Packs		User Service Packs
Calling Plans Client Applications	Available Service Packs		User Service Packs
Meet-Me Conferencing			
Messaging		Add >	
Service Scripts		Remove <	
Utilities			
		Add All >>	
		OW OF 22	
		Remove All	
	Available Services		User Services
	Call Center - Premium		Basic Call Logs
		Add >	Basic Call Logs BroadTouch Business Communicator Desktop - Video
		Remove <	BroadTouch Business Communicator Mobile - Video BroadTouch MobileLink
			BroadWorks Anywhere
			BroadWorks Mobility
		Add All >>	Busy Lamp Field Call Forwarding Always
			Call Forwarding Busy
		Remove All	Call Forwarding No Answer Call Forwarding Not Reachable
			Call Forwarding Not Reachable
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.

BROADSOFT			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		
Callina Plans Cilient Applications Meet-Me Conferencing Messacing Service Scripts Utilities	Alert all locations for Click-to-Dial calls     Alert all locations for Gloup Paging calls     View Available Portal List		
<u>Oundes</u>	Phone Number A Description	Edit	
	No Entries Present [Page 1 of 1]		
	Phone Number V Starts With V	Eind	Eind All
	OK Apply Add Cancel		

- 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.

BRADSOFT		Help - Hom
Group >Users : 4609		Welcome (Logou
Options: Profile Incoming Calls	BroadWorks Anywhere Phone Number Add Allows BroadWorks Anywhere Phone Number to be configured along with multiple selective criteria for each phone number	
Outabing Calls Call Control Calling Plans Client Applications Messaging	OK Cancel Phone Number Selective Criteria	
Bandes Acida Utilites	* Phone Number: [4603 Description: Home Office	
	Require Answer Confirmation     Subset StradWorks-based Call Control Services      OK Cancel	

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

BRGADSOFT	Help - Hor	a
Group >Users : 4609	Welcome Laac	1
Carolog Users: 44009 Options: Profile Incomin Calls Outdoin Calls Calling Call Calling Call Calling Call Calling Call Calling Call Call Call Call Call Call Call Call	BroadWorks Anywhere Criteria Add  Move you to add a selective criteria for a BroadWork Anywhere phone number:  OK Cancel  Phone Number: 4003  * Description: Mone Office  * Description: Mone Office * De	1
	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.

BROADSOFT	Help - Home
Group >Users : 4609	Welcome Looquit
Options:  Profile Incoming Calls	Passwords Passwords allows you configure your passwords for the web portal and/or portal.
Outgoing Calls Call Control Calling Plans Client Applications	OK Appy Cancel O Set web access password Set portal password
Messaging Service Scripts Utilities	Rest Pasword  Tipe new pasword  Rest prev pasword  Rest pasword  Re
	OK Apply 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/CP930W-Base 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>.

BREADSOFT				Hel	lp - Home
Group >Users : 4609				Welcome	[Logout]
Options: Profile	Assign Services Assign Services allows you to assign or unassign services and	eandra narke for a usar if a sandra or sandra nark is unassid	nnard the early're date that has been filled out will be lost		
Incoming Calls Outgoing Calls		service packs for a user. If a service of service pack is unassig	ned the service data that has been miled out will be lost.		
Call Control	OK Apply Cancel			<u> </u>	
Calling Plans	Available Service Packs		User Service Packs		
Client Applications					
Meet-Me Conferencing		Add >			
Messaging Service Scripts					
Utilities		Remove <			
		Add All >> Remove All			
	Available Services		User Services		
	Call Center - Premum	Add > Remove < Add All >> Remove All	Preferred Carner User Printry Ader Printry Ader Printry Tak Resorded Griefen Selective Call Reportion Sequencial Ring Service Call Reporting Service Call Appearance Shared Call Appearance Shared Call Appearance 10	~	
	OK 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	Hale - Hone Welcome (Leonal)
Options: Profile Incoming Calls Quitaging Calls Call Control Calling Plans	Remote Office Remote Office allows you but your home phone, your cell phone or even a hotel phone as your business phone. By using the CommPlot Call Manager, you can make phone calls from this remote phone and have them billed to provi business. The service all office all calls coming to your business phone to ring the remote office phone.           OK         Apply         Cancel
Client Applications Meet-Me Conferencing Messaging Service Scripts Utilities	Remote Office: @ 0.n ○.off *Remote Phone Number / SIP-URI: 4657 x 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**

### Procedure

- **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.

ns:	Enterprise Directory									
olie	Displays the enterprise directory listing. A summary of	the anti-main disactory and	a be assessed a been see by	eastly product and a data	des above latens he area	4994.6				
ESENTES		on a sub-free around to	nee yne sne, mae'r sar or	1033) (2100 210 210 200	the future is an to fee					
nvices	OK									
evice Scripts rci/Auth Codes										
	Enterprise Directory Summary Enterprise D	rectory Detail								
al Centar	Enterone Criectory Summary Enterone C	Decicity Later								
ting Plan										
eet Me Conferencing	Enter search criteria below									
lites	Last Name 🗸		Starts With 🗸							Search
	Name 🝙	User ID	Phone Number	Extension	Department	Mobile	E-mail Address	YahoolD	Group ID	IM&P ID
	yealink (Ibababababa	4368	4368	4368					TestGroup16	
	Yealnk,4003	4603	4603	4603					TestGroup15	
	Yealnk,4607	4607	4607	4607					TestGroup15	
	Yealnk,4809	4609	4609	4609					TestGroup15	
	yealnk.teet	4431	4431	4431					TestOroup07	
	yealink (BroadWorks Anywhere)	yealnk							TestOroup04	
	yealink (Call Center)	44266	4426	4426					TestGroup07	
	yealink (Call Center)	testdese	4575	4575					TestGroup13	
	yealink1 (BroadAlorks Anywhere)	yeaink1							TestGroup24	
	yealink10 (BroadWorks Anywhe	yealnk10							TestOroup04	
	yealink2 (Broad/Alorka Anjwhere)	yealnk2							TestOroup04	
	ysalink3 (ResadAbrils Anywhere)	ysaink3							TestCircupi04	
	yealink4 (BroadMorks Anywhere)	yealn84							TestGroup04	
	ysalinic5 (Broad/Vicriis Anywhere)	ysaink5							TestGroupII4	
	yeatrix6 (BroadWorks Anywhere)	yeulnikő							TestGroupi24	
	yeatink7 (BroadWorks Anywhere)	yealnk7 yealnk8							TestGroupi04	
	yealink5 (Broad/Vorks Anywhere)								TestGroup04	
	yealink9 (BroadWorks Anywhere)	yealink9			[Page 1 of 1]				TestGroup04	
				2	[rage root]					
	20K									

**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	4603	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				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						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,0bababababa		Yealink,4603		
4368	Voice: 4368 Extension: 4368	4602 Veice: 4603 Extension: 4603		
Yealink,4607		Yealink,4609		
4607	Volca: 4807 Extemplon: 4607	4509 Valoc: 4009 Extension: 4609		
yealink,test		yealink (BroadWorks Anywhere)		
4431	Voice: 4431 Extension: 4431	yaalink		
yealink (Call Center)		yealink (Call Center)		
44266	Voice: 4426 Extension: 4420	terdese Value: 475 Extension: 475		
yealink1 (BroadWorks Anyw	here)	yealink10 (BroadWorks Anywhere)		
yealnk1		yealida to		
yealink2 (BroadWorks Anyw	here)	yealink3 (BroadWorks Anywhere)		
yealink?		yealek3		
yealink4 (BroadWorks Anyw	here)	yealink5 (BroadWorks Anywhere)		
yealink4		yealink5		

## Adding a Contact to the Group Common Directory

### Procedure

- **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 Logouth
Options: Profile Resources	Common Phone List Add Add a common phone number to the list
Services Service Scripts AccWAuth Codes	
Call Center Calling Plan Meet Me Conferencing	* Name: Bob
<u>Utilities</u>	OK Curcel

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.

BR®ADSOF	<u>न</u>		Help - Home
Group	ana).		Welcome [Logout]
Options:	Common Phone List Import		
Profile			
Resources	Import common phone list entries from a CSV file. For details about the CSV file, c	ick on the Help link for this page.	8
Services	OK Apply Cancel		
Service Scripts			
Acct/Auth Codes			
Call Center	Select a Phone List File:	Browse	
Calling Plan			
Meet-Me Conferencing	OK Apply Cancel		
Utilities	or Papy Garter		

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	0K Canal		
Client Applications Meet Me Conferencing Messaging	* Name: Lily * 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**

### Procedure

- 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.

BREADSOFT		Help - Home
Group		Welcome [Logout]
Options: Profile Profile Profile Profile Profile Profile Service Straigh AcctUnAP Codes Call Canter Call Canter Call Canter Meth Mc Contractiona  ▶ Utilities	Custom Contact Directory Add Create a new custom contact directory. OK Cancel * Directory Name: Executive × Enter search criteria below User ID × Starts With × •	Search
	Available Users         Assigned Users           111qq, 111qq (35566) 122 BroadWorks Anywhere (24133334666) 12341, 22341 (2241) 21241, 22441 (2241) (2241) (2241), 22441 (2241) (2241), 22441 (2241) (2241), 22441 (2241), 22441 (2241) (2241), 22441 (2241) (2241), 22441 (	

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 Directory feature. <b>0-</b> Disabled				
1-Enabled				
<b>Note:</b> It works only if "bw.xsi.enable" is set to 1 (Enablec	l). For W52P/W56P l	Phones, the		
default value is 1 (Enabled).	1	[		
bw_phonebook.group_enable	Boolean	1		
Description:				
Enables or disables the IP phone to display the group di	rectory.			
<b>0</b> -Disabled				
1-Enabled				
Note: It works only if "bw.xsi.directory.enable" is set to 1	L (Enabled).			
bw_phonebook.group_displayname %BWGROUP-1 %		Group		
Description:				
Configures the group directory name displayed on the IP phone.				
Note: It works only if "bw.xsi.directory.enable" and "bw_	Note: It works only if "bw.xsi.directory.enable" and "bw_phonebook.group_enable" are			

Parameters	Permitted Values	Default	
set to 1 (Enabled).			
bw_phonebook.group_common_enable	Boolean	1	
Description:			
Enables or disables the IP phone to display the group co <b>0</b> -Disabled <b>1</b> -Enabled	ommon directory.		
Note: It works only if "bw.xsi.directory.enable" is set to 2	1 (Enabled).		
bw_phonebook.group_common_displayname	String within 99 characters	GroupCo mmon	
Description:			
Configures the group common directory name displayer <b>Note:</b> It works only if "bw.xsi.directory.enable" and "bw_phonebook.group_common_enable" are set to 1 (E			
bw_phonebook.enterprise_enable	Boolean	1	
Description:			
Enables or disables the IP phone to display the enterpris <b>0</b> -Disabled <b>1</b> -Enabled	se directory.		
<b>Note:</b> It works only if "bw.xsi.directory.enable" is set to 2	1 (Enabled).		
bw_phonebook.enterprise_displayname	%BWENTERPRI SE-1%	Enterprise	
Description:			
Configures the enterprise directory name displayed on the IP phone. <b>Note:</b> It works only if "bw.xsi.directory.enable" and "bw_phonebook.enterprise_enable" are set to 1 (Enabled).			
bw_phonebook.enterprise_common_enable	Boolean	1	
Description:	1		
Enables or disables the IP phone to display the enterprise common directory. <b>0</b> -Disabled <b>1</b> -Enabled			
<b>I</b> -Enabled <b>Note:</b> It works only if "bw.xsi.directory.enable" is set to 2	1 (Enabled)		
THE TE WORKS ONLY IT DW.ASI. UNECTORY. ENABLE IS SET TO .			

Parameters	Permitted Values	Default	
bw_phonebook.enterprise_common_displayname	String within 99 characters	Enterprise Common	
Description:			
Configures the enterprise common directory name displ	ayed on the IP phor	ne.	
Note: It works only if "bw.xsi.directory.enable" and			
"bw_phonebook.enterprise_common_enable" are set to	1 (Enabled).		
bw_phonebook.personal_enable	Boolean	1	
Description:			
Enables or disables the IP phone to display the personal	directory.		
0-Disabled	-		
1-Enabled			
Note: It works only if "bw.xsi.directory.enable" is set to 1	. (Enabled).		
bw_phonebook.personal_displayname	String within 99 characters	Personal	
Description:			
Configures the personal directory name displayed on the	e IP phone.		
Note: It works only if "bw.xsi.directory.enable" and "bw_	phonebook.persona	l_enable"	
are set to 1 (Enabled).			
bw_phonebook.custom	Boolean	0	
Description:			
Enables or disables custom directory feature.			
0-Disabled			
1-Enabled			
Note: It works only if "bw.xsi.directory.enable" is set to 1	(Enabled).		
directory.update_time_interval	Integer from 60 to 34560	60	
Description:			
Configures the interval (in minutes) for the IP phone to u	pdate the data of th	ne BroadSoft	
Directory from the BroadSoft server.			
Note: It works only if "bw.xsi.directory.enable" and "bw.xsi.directory.update.enable" are			
set to 1 (Enabled).			
bw.xsi.directory.alphabetized_by_lastname.enable	Boolean	0	

Parameters	Permitted Values	Default		
<b>Description:</b> Specifies the call ID (first name and last name) display method when the phone receives an incoming call, places an outgoing call or is during an active call.				
<ul> <li>0-First name Last name</li> <li>1-Last name, First name</li> <li>Note: It is not applicable to CP930W-Base, CP920, SIP-T and W60P IP phones.</li> </ul>	58A/CP960, W52P, V	W53P, W56P		
bw.xsi.directory.update.enable	Boolean	1		
<ul> <li>Description:</li> <li>Enables or disables the IP phone to automatically download all contacts in the BroadSoft</li> <li>Directory from the server.</li> <li>O-Disabled, the IP phone downloads partial contacts from the server (the maximum of contacts available for viewing at one time is determined by the server), and you can manually download the remaining contacts as needed</li> <li>1-Enabled</li> <li>Note: It works only if "bw.xsi.directory.enable" is set to 1 (Enabled). It is only applicable</li> </ul>				
search_in_dialing.bw_directory.enable	Boolean	0		
<ul> <li>Description:</li> <li>It enables or disables the IP phone to automatically sear directory, and display the results on the pre-dialing/dial</li> <li>0-Disabled</li> <li>1-Enabled</li> <li>Note: It is not applicable to W52P and W56P phones.</li> </ul>		BroadSoft		
search_in_dialing.bw_directory.priority	Integer greater than or equal to 0	5		
Description:				
It configures the search priority of the BroadSoft directo	ory.			
Note: It is not applicable to W52P and W56P phones.				
	1			
directory_setting.bw_directory.enable	Boolean	0		

Param	eters	Permitted Values	Default	
0-Disabled				
<b>1</b> -Enabled				
Note: It is not applicable to	CP930W-Base, W52P, W53P	, W56P and W60P I	P phones.	
		Integer greater		
directory_setting.bw_direc	tory.priority	than or equal	6	
		to 0		
Description:				
It configures the display price	ority of the BroadSoft directo	ory.		
Note: It is not applicable to	CP930W-Base, W52P, W53P	, W56P and W60P I	P phones.	
The following shows an exa (e.g., %BWMACADDRESS%	mple of BroadSoft Directory cfg):	configurations in a	template file	
bw.xsi.enable = 1				
bw.xsi.directory.enable = 1				
bw_phonebook.group_enab	ble = 1			
bw_phonebook.group_disp	bw_phonebook.group_displayname = %BWGROUP-1%			
bw_phonebook.group_com	mon_enable = 1			
bw_phonebook.group_com	mon_displayname = GroupC	Common		
bw_phonebook.enterprise_	enable = 1			
bw_phonebook.enterprise_	displayname = %BWENTERP	RISE-1%		
bw_phonebook.enterprise_	common_enable = 1			
bw_phonebook.enterprise_	common_displayname = Ent	erpriseCommon		
bw_phonebook.personal_er	nable = 1			
bw_phonebook.personal_di	splayname = Personal			
bw_phonebook.custom = 1				
Upload template boot and	configuration files.			
For more information, refer	For more information, refer to Uploading Device Template Files.			
After the above configurations, the tags in the template file will be replaced by the actua				
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 A, 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 Contact	S			
2. Yealink				
3. Interoperability				
4. GroupCom	mon			
5. Enterprise	Common			
Back	Update	Search	Enter	

For W52P/W53P/W56P/W60P/CP930W-Base phones, you can access the BroadSoft Directory by pressing **OK**->**Directory**->**Network Dir** or **Network Directory** 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>.

BRAADSOFT		Help - Home
Group >Users : 4603		Welcome [Logout]
Profile	Assign Services Assign Services allows you to assign or unassign services and service pr will be tost.	backs 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
Linin Administrations Messaaina Senke Scripta Utilities		Add >           Remove            Add All >>           Remove All
	Available Services	User Services
	BroadWorks Anywhere	Add>     Barge-in Exempt       Besic Coll Logs     BroadTouch Business Communicator Desktop - Video       BroadTouch Business Communicator Mobile - Video     BroadTouch Business Communicator Mobile - Video       BroadTouch Business Communicator Mobile - Video     BroadTouch Business Communicator Mobile - Video       BroadTouch Business Communicator Mobile - Video     BroadTouch Business Communicator Mobile - Video       BroadTouch Business Communicator Mobile - Video     BroadTouch Business       BroadTorks Mobility     Busy Lamp Field       Call Forwarding Always     Call Forwarding Busy       Call Forwarding No Answer     +
	OK Apply Cancel	

# 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	<b>[</b>			Help - Home
Group >Users : 4603	-			Welcome [Loqout]
Options: Profile Incoming Calls Outgoing Calls	Basic Call Basic Call Logs to see the desire	displays the most rece	ntly received, missed, or placed calls ar	d also allows deletion of call logs. Click on the appropriate tab
Call Control Call Control Calling Plans Client Applications Messading Service Scripts Utilities Utilities	OK Select Placed C	All Deselect All	ils Missed Calls	
	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:				
Enables or disables the BroadSoft Call Log feat	ure.			
<b>0</b> -Disabled				
1-Enabled				
bw.calllog_and_dir Boolean 0				
Description:				
It enables or disables the IP phone to directly e pressing or tapping the <b>History</b> soft key on the		า when		
<b>0</b> -Disabled, the IP phone will enter Local Calls screen when pressing or tapping the <b>History</b> soft key.				
1-Enabled				
<b>Note:</b> It is not applicable to W53P/W60P/CP93	0W-Base phones.			
bw.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				

ntry on the phone, the call lo				
	og entry			
<b>Note:</b> It works only if "bw.xsi.call_log.enable" is set to 1 (Enabled). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base phones.				
Boolean	0			
Description:				
Enables or disables the user to view BroadSoft Call Log for multiple accounts.				
<b>0</b> -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				
<b>Note:</b> It works only if "bw.xsi.call_log.enable" is set to 1 (Enabled). It is only applicable to phones (except SIP-T19(P) E2/CP920/CP960/CP930W-Base) running firmware version 83 or later.				
n al t e	es. Boolean Il Log for multiple account Call Log for the first accou log entry for the first accou count to access the BroadS t to 1 (Enabled). It is only a			

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  $\mathbb{V}_{2}^{*}$  , 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

All Calls Placed Calls Missed Calls 1/4 sunmy Today 14:59 sunmy Today 14:58 + 4601 Today 14:58 Today 14:58 **r** 4601 4608 4608 Today 14:58 Delete Option Send Back

The following shows an example of call log list:

For W52P/W53P/W56P/W60P 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-T58A/CP960 and W52P/W53P/W56P/W60P/CP930W-Base 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. <b>0</b>-Disabled</mac></mac>					
1-Enabled static.auto_provision.local_calllog.backup.path	String	Blank			
Description:					
Configures a path or URL for the IP phone to upload/download <mac>-calllog.xml file.</mac>	l the				
If it is left blank, the IP phone will try to upload/download the to/from the provisioning server.	<mac>-calllo</mac>	g.xml file			
Note: It works only if "auto_provision.local_calllog.backup.enab	le" is set to 1	(Enabled)			
	Integer				
static.auto_provision.local_calllog.write_delay.terminated	from 10	60			
	to 600				
Description:					
<b>Description:</b> Configures the delay time (in seconds) for the IP phone to uplo	ad the				

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

static.auto\_provision.local\_calllog.backup.enable = 1

static.auto\_provision.local\_calllog.backup.path = http://10.2.3.123/log

static.auto\_provision.local\_calllog.write\_delay.terminated = 60

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

# **Call Park**

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

IP phones support Call Park Notification using a SUBSCRIBE/NOTIFY mechanism for

communicating to the BroadWorks server when a call is parked against the extension of the IP phone. The IP phone provides a visual indicator for the parked call and turns off the indicator after the parked call is retrieved. This feature is not applicable to W52P 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>.

BROADSOFT			Help - Home
Group			Welcome [Logout]
Options: Profile Resources Resources	Assign Group Services Assign or unassign group services for the group.		
Services Service Scripts Acct/Auth Codes Call Conter	OK Apply Cancel Available Services		Assigned Services
<u>Calling Plan</u> <u>Meel-Me Conferencing</u> <u>Unifies</u>		Add > C Remove < C Add All >> C Remove All H	Account/Authorization Codes Jall Capacity Management Jall Packu Jastom Ringback Group Jastom Ringback Group - Video Internet Outgoing Calling Plan Joroup Paging Jurit Group Jurit Group
	OK Apply Cancel		

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.

BRADSOFT		Help - Home
Group		Welcome [Logout]
Options:	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 set           OK         Apply         Add         Cancel           Settings for Call Park         Hendlow parking user fork         Internate Recall User         Add cancel           Settings for Call Park         Settings for Call Park         Settings for Call Park         Settings for Call Park           Add the parking user fork         Mean parking user fork         Settings for Croup Call Park         Settings for Croup Call Park           Settings for Croup Call Park         Settings for Croup Call Park         Settings for Croup Call Park           Settings for Croup Call Park         Settings for Croup Call Park         Settings for Croup Call Park           Settings for All Parked Calls         Settings for All Parked Calls         Settings for All Parked Calls           Ring Parteen for Recall User Walt Time (45 seconds         Seconds         Atert Alternate Recall User Walt Time (45 seconds	ngs for your group's users.
	Group Call Park Name A Ed	
	Group <u>Ed</u> Test11 Ed	8
	CK Apply Add Cancel	11

The call park parameters are described as below:

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

### **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.

#### Procedure

- **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.
- 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.

BROADSOFT			Help - Home
Group			Welcome [Logout]
Options:           Profile           Resources           Services           Service Scripts           Acct/Auth Codes	Group Call Park Modify Modify the selected Group Call Park group.	_	
Catico Pian Catico Pian Metel-Me Conferencina USIBiea	Profile         Atternate Recall User           * Group Name         Group Park           Recall To:              • Aret parking user only            Aket parking user first, then atternate user               Aket atternate user only		
	Enter search criteria below User ID V Starts With V		+ Search
	Available Users		Assigned Users
		Add > Remove < Add AB >> Remove AB	Yealink, 4608         (4608)           Yealink, 4607         (4607)           Yealink, 4605         (4605)           Yealink, 4603         (4604)           Yealink, 4604         (4604)           Yealink, 4602         (4602)           Yealink, 4602         (4604)           Yealink, 4602         (4605)           Yealink, 4602         (4605)           Wowe Up         Move Down
	OK Apply Delete Cancel		

8. Click Apply to accept the change.

## **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>.

BROADSOFT		Help - Home
Group		Welcome [Logout]
Options: Profile Resolutes Services Service Scrute Acct/Auth Codes Call	Group Call Park Modify       Select a hunt group as the attenuate user to recall       OK     Apply       Cancel       Profile     Attenuate Recall User       Enter search criteria below	
Utilities	Last Name V Starts With V	Search
	Available Hunt Groups Selected Hunt Group	
	Hunt Group (21133453) Hunt Group (24133453) Hunt group (44000) HuntGroup (HuntGroup1) HuntGroup7 (HuntGroup1) James Lead (James Leist) my funt group (456) my funt group (456) TEST-hunt group (4367)	
	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

Parameters	Permitted Values	Default
Description:		
Configures the call park mode.		
0-XSI		
1-FAC		1
features.call_park.enable	Boolean	0
Description:		1
Enables or disables the IP phone to display the	<b>Park</b> soft key during a call.	
0-Disabled	, ,	
1-Enabled		
Note: If it is set to 1 (Enabled), the Retrieve so	oft key will also be displayed o	on the
dialing screen.		
features.call_park.group_enable	Boolean	0
Description:		
Enables or disables the IP phone to display the	<b>GPark</b> soft key during a call	
0-Disabled		
1-Enabled		
Note: If it is set to 1 (Enabled), the <b>Retrieve</b> so	oft 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 narked
against its line.		is parked
0-Disabled		
1-Enabled		
<b>Note:</b> It works only if the value of parameter "a (BroadSoft).	account.X.sıp_server_type" is s	set to 2
features.call_park.park_ring	Boolean	0
Descriptions		
Description:		
Enables or disables an audio notification when	a call is parked against its lin	e.
Enables or disables an audio notification when <b>0</b> -Disabled	a call is parked against its lin	e.
Enables or disables an audio notification when		

Parameters	Permitted Values	Default			
features.call_park.park_code	String within 32 characters	Blank			
Description:					
Configures the call park code for the <b>Park</b> soft	key.				
This call park code will also apply to the call pa	rk key.				
Note: It works only if "features.call_park.park_n	node" is set to 1 (FAC).				
features.call_park.group_park_code Characters					
Description:					
Configures the group call park code for the GP	<b>ark</b> soft key.				
This group call park code will also apply to the	group call park key.				
Note: It works only if "features.call_park.park_n	node" is set to 1 (FAC).				
features.call_park.park_retrieve_code	String within 32 characters	Blank			
Description:					
Configures the retrieve park code for the <b>Retri</b>	<b>eve</b> soft kev.				
This park retrieve code will also apply to the pa	•				
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.				
<b>0</b> -Disabled					
1-Enabled					
If it is set to 0 (Disabled), the IP phone will enter	r the pre-dialing screen whe	n pressing			
the <b>Park/Retrieve</b> 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 yo	ou have			
configured the call park code/park retrieve cod					
T58A/CP960/CP920/W53P/W56P/W60P/CP930	W-Base 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:

ealink 1466								Er	Log ( glish(English)
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Application
Forward&DND	Call	Pickup						NOTE	
	I	Directed Call Pick	up	Disabled		• 0		Directed Ca	
General Information	1	Directed Call Pick	up Code			0		Picks up an ir specific exter	coming call on a sion.
Audio	(	Group Call Pickup		Disabled		- 0		Directed Ca	
Intercom		Group Call Pickup	Code			0		Picks up inco	ming calls within
~ (		/isual Alert for Bl	F Pickup	Disabled		• 0		pre-defined group.	
Transfer	Audio Alert for BLF Pickup Ring Type for BLF Pickup		Disabled		• 🕜		You can configure directed/group call pickup		
Pick up & Park			Splash.w	av	• 🕜	feature for the II		ne IP phone.	
Remote Control	Call	Park 🕜							for BLF Pickup
Phone Lock	(	Call Park Mode		XSI		•		to display a v	isual prompt whe
Phone Lock		Call Park		Enabled		• 0		incoming call.	
ACD		Group Call Park		Enabled		•			for BLF Pickup
SMS		/isual Alert For P	arked Call	Enabled		- 0		to play an ale	supervisor's phor ert tone when th
Action URL		Audio Alert For P	arked Call	Enabled		• 0		monitored user receives an incoming call.	
Bluetooth			Confirm		Cancel	]		You can	click here to ge
								more guides	

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:

	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Applications	
Forward&DND	Call	Pickup						NOTE		
Tormaracono	1	Directed Call Pick	up	Disabled		- 0		Directed Ca	all Pickup	
General Information		Directed Call Pick	up Code			0			incoming call on a	
Audio		Group Call Pickup		Disabled		- 0				
Technica		Group Call Pickup	Code			0		Directed Ca Picks up inco	all Pickup oming calls within a	
Intercom	,	/isual Alert for BI	F Pickup	Disabled		- 0		pre-defined group.		
Transfer		Audio Alert for B		Disabled		- 0		You can configure		
Pick up & Park			Splash.w	214	· •	directed/group call pickup feature for the IP phone.				
	Ring Type for BLF Pickup			Spidsri.w	Shaan.wav		Visual Alert for BLF Pickup			
Remote Control	_	· ·					-		supervisor's phon	
Phone Lock		Call Park Mode		FAC		•		the monitor	visual prompt whe ed user receives ar	
		Call Park		Enabled		• 🕜		incoming cal	ι.	
ACD		Call Park Code		*68		0			t for BLF Pickup	
SMS		Group Call Park		Enabled		•		It allows the supervisor's phone to play an alert tone when the		
Action URL		Group Call Park C	ode	#58		0		monitored user receives an incoming call.		
		Park Retrieve Cor	de	*88		0				
Bluetooth		/isual Alert For P	arked Call	Enabled		- 0			n click here to get	
Power LED				Enabled		• 0		more guide	s.	

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/CP930W-Base 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>.

		Halo - Home Welcome Rescut
Options:  Profile  Resources Services	Assign Group Services Assign or unassign group services for the group. OK Apply Cancel	
Service Script ActifAuft Codes Call Center Calling Usin Meth Mc Conferencing Utilities	Available Services	Assigned Services  Add > Call Pickup Custom Ringback Group Add All >> Incoming Calling Plan Hint Group Incoming Calling Plan
	OK Apply Cancel	Instant Group Call Remove Aal Inverter 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

Calling Line ID Last Name: Group

Calling Line ID First Name: Paging

BRADSOFT	Halp - Har
Group	Welcome [Load
Options: Profile Resources Services	Paging Group Add Create a new paging group.
Santia Schilda	* Peging Group ID Group 1 @ [pbx yealink com v * Name: Paging  * Calling Line ID First Name: Paging  * Call
	Calling Line ID to deliver:  Paging group Originating user with prefic Continuation tone sending timeout:

- 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		Help - Home Welcome [Logout]
Group >Paging Groups : Group1		Welcome [Logout]
Options:  Profile	Paging Group Addresses Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.	
	OK Apply Cancel	
	Phone Number (4604 v) Activated Extension (4604 Aliases : elp: elp: elp: elp: elp: elp: elp: elp:	

**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 subscribes 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	
	1111eg 111ge (335566)         Add >           12243 12241 (12341)         Add >           1243 (4321)         Remove <           22,5,26 (4352)         Remove <           40004980, 40004980 (40004980)         40004981,40004981 (40004981)           40004981,40004981 (40004981)         Add x >>	
	4200 4200 (4200) 4301 Value 123 (4301) 4302 (4302 (4302)	
	OK Apply Cancel	
BR®ADSOFT		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	
	111qq,111qq,(335566)         Yealink,4607 (4607)           12341;12341 (12341)         Add >           214.3 (4521)         Yealink,4608 (4605)           22.4 3 (4322)         Remove            2b, 26 (4586)         Performance	
	22.0.2 (4:350) 42004490, 40004990 (40004990) 4000490, 4000490 (40004990) 4001490, 40004961 (40001991) 4011 (4011) 4202 (4200 (4200) 4303 (Value, 122 (4301)) Kemove 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/CP930W-Base 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 - Hon Welcome Logos
Options: Profile Resources	Assign or unass		ervices es for the group.		
Services	ОК	Apply	Cancel		
<u>Acct/Auth Codes</u>			Available Services		Assigned Services
Calling Plan Meet-Me Conferencing Utilities				Add > Remove <	Hund Group Incoming Calling Plan Instant Group Call Intercept Group
				Add All >> Remove All	Inventiory Report LDAP Integration Music On Hold Music On Hold - Video Outgoing Calling Plan •
	ок	Apply	Cancel	-	Breforred Carrier Group

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		Hel	lp - <u>Home</u>
Group		Welcome	[Logout]
Options: Profile Resources	Instant Group Call Add Greate a new instant group call.		
Sarvices     Sarvices Soriah     Astrukturh Codes     Call Contex     Call Contex     Call Contex     Med Mac Conferencing     Utilities	OK       Cancel         * Instant Group		

- 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.

BRADSOFT		Hel	lp - <u>Home</u>
Group >Instant Group Call : Instantgroup	of	Welcome	[Logout]
Options:	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: [4504 ] Activated Extension: [4604		
	Allses: sip:         @ [bbz:yealink.com ∨]           sip:         @ [bbz:yealink.com ∨]           sip:         @ [bbz: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/CP930W-Base 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	Assign Group Services Assign or unassign group services for the group.	
Services Service Scripts Acct/Auth Codes Call Center	OK Apply Cancel Available Services	Assigned Services
Calling Plan Meet-Me Conferencing Utilities	Re	Emergency Zones     Enhanced Outgoing Calling Plan     Group Paging     Hut Group     Incoming Calling Plan     Instant Group Call     Intercept Group     Inverting Report
		LAI>> Inventor, Report LDAP Integration NAME Inc. The Integration NAME Inc. The Integration Music Ch Hold

### **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.

BROADSOFT		Help - Hor
Group		Welcome ILogo
ptions: Profile Resources	Hunt Group Add Create a new hort group.	
Services	OK Cancel	
Sensice Sitchin Acclauth Codes Call Center Callion Plan Meet-Ma Conferencing Utilities	* Hunt Group ID: [HuntGroup1 @ [bbxyealink.com v * Name [HuntGroup] * Cating Line ID List Name [Group + Cetting Line ID First Name [Hunt Department [Nome v] Language English v Time Zone: [GMT+03:00] Asia/Shanghai v	
	Index and standing of signals     Index and standing of seconds     Cally Forward call after waiting of seconds     Cally Forward (signals)	_
	Not Reachable Settings     Enable Call Forwarding Not Reachable     Calls Forward to     Maia Hind Clong houy when all available     Calling Line 10 Settings     @ Use the system default CLUD configuration (currently including the Hunt Group Name in the CLUD)	
	Clustomice the CLID for this Munit Group: Include the Hunit Group Name in the CLID	
	Enter search criteria below User ID V Starts With V	- Search
	Available Users	Assigned Users
	1110a 1110a (35556)           1234 (1234)           2134 (1234)           224 (1234)           234 (1234)           234 (1234)           234 (1234)           234 (1234)           234 (1234)           234 (1234)           234 (1234)           234 (1234)           400 (400 (400 (400 (400 (400 (400 (400	Yealink, 4602 (4602)         Yealink, 4603 (4603)           Yealink, 4604 (4604)         Yealink, 4606 (4606)           Yealink, 4607 (4607)         Yealink, 4607 (4607)           Yealink, 4607 (4607)         Yealink, 4609 (4609)           Yealink, 4609 (4609)         Yealink, 4609 (4609)
	CK Cancel	

- 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		Help	- Home
Group >Hunt Groups : HuntGroup1		Welcome	Logout]
Options:  Profile Calling Plana	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		
	Allases : sip:		
	OK Appy Cancel		

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	Hala - Home
Group >Hunt Groups : HuntGroup1	Welcome [Logout]
Options:  Profile Calling Plans	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
	* Yealink, 4602 (4602); 12 % * Yealink, 4604 (4603); 12 % * Yealink, 4604 (4605); 12 % * Yealink, 4606 (4605); 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/CP930W-Base phones.

# **Configuring the BroadSoft Server**

### Logging into the Call Manager

### Procedure

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

The CommPilot Call Manager is shown as below:

BROADSOFT				0 Support	🧭 Help	🛄 Configure
4609 Yealink 4609 Ext: 4609				Service Status:		CFA RO
Enter Phone Number				Dia d		Redial
						Answer
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/CP930W-Base 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					He	lp - <u>Home</u>
Group >Users : 4608					Welcome	[Logout]
Options:  Profile Incoming Calls	Assign Services Assign Services allows you to a		ervice packs for a user. If a service or service pack is unassi	igned the service data that has been filled out will be lost.		
Outgoing Calls Call Control	OK Apply	Cancel				
Calling Plans Client Applications		Available Service Packs		User Service Packs		
Meet-Application Meet-Meconferencing Messaging Service Scripts Utilities			Add > Remove <			
			Add All >> Remove All			
		Available Services		User Services		
		Basic Call Logs Call Center - Premium	Add > Remove < Add All >> Remove All	Alternate Numbers Anonymous Call Registion Automatic Callback Automatic Callback Automatic Callback Automatic Number BroadTouch Business Communicator Desktop BroadTouch Business Communicator Mobile - N BroadTouch Noble/Link BroadVichs Anywhere BroadVichs Mobile/Link	Video Video	
	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 Outcoing Calls	Authentication Authentication allows you buse encryption to safely determine that the user at a given phone is who they say they are. This helps prevent hijscking of service in hosted communications networks. The user name and password must match the user name and password configured on your phone, or in your phone's configuration file.
Call Control Calling Plans Cilient Applications Meet-Mee Conferencing Meessaging	CiK Apply Cancel  *Authentic stion User Name: 4508  *Type new suthentic stoo password +++++
Service Scripts  Utilities	* Re-type new suttentication 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/CP930W-Base 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>.

		Halp - Homa Weicome [Logouf]
Options: Profile Presources Sarvices Service Scripts	Assign Group Services Assign or unassign group services for the group. OK Apply Cancel	
accellum Codes Call Center Calline Jan Marci Mc Conferencies Utilites		Add > Call Capacity Management Call Capacity Management Call Capacity Management Call Capacity Management Call of https Castom Ringback Group Castom Ringb

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

BRADSOFT				Help - Ho
Group				Welcome Log
Options: Profile Resources Service Scripts Acct/Auth Codes Cell Center	read-only screen on their CommPilot Portal.	calls made outside the group by pro	ampting users for an account code. However, co	ses are not validated. The account codes you define are presented to the use de. Calls are not connected unless a valid code is entered.
<u>Calling Plan</u> <u>Meet-Me Conferencing</u> <u>Utilities</u>	Number of Digits: 4	Authorization Code O Deactivate: Free Calls without Account/Authori:	-	+ Search
		stricted Users		Restricted Users
		4608 (4608)	Add > Remove 4 Add All >> Remove All	Yealink. 4602 (4602) Yealink. 4604 (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.

BROADSOFT	Hele - H	ome
Group	Welcome Los	(out]
Options: Profile Resources Services	Codes Management Add Add new account or authorization codes.	
Service Scripts Acct/Auth Codes Call Center Callicenter Calling Plan Meet-Me Conferencing Utilities	*Account/Authorization Code: 1111 Description: code1	
	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>.

BROADSOFT					He	lelp - Home
Group >Users : 4609					Welcome	[Logout]
Options:	Assign Se	arvices				
Profile			sign or unassign services and ser	rvice packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost	t.	
Incoming Calls Outgoing Calls			Cancel		_	_
Call Control	ок	Apply	Cancel			
Calling Plans			Available Service Packs	User Service Packs		
Client Applications		E				
Meet-Me Conferencing	-			Add >		
Messaging Service Scripts	-			Remove <		
Utilities	-			remove <		
				Add All >>		
				Remove All		
			Available Services	User Services		
			Call Center - Premium	Add > Call Me Now Call Notify		
				Call Return		
				Remove < Call Transfer Call Waiting	_	
				Charge Number		
				Classmark		
				Add All >> Client Call Control CommPilot Call Manager		
				CommPilat Express	~	
				Communication Barring User-Control		

## **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		Hel	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     Celling Plans	OK Apply Cancel		
Client Applications Meet-Me Conferencing Messaging Service Scripts	Call Weiting:		
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. <b>0</b> -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.			
<b>0</b> -Disabled			
1-Enabled			
<b>Note:</b> It works only if "call_waiting.mode"	is set to 0 (Local).	1	
call_waiting.tone	Boolean	1	
Description:			
Enables or disables call waiting tone.			
<b>0</b> -Disabled			
1-Enabled			

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

call\_waiting.mode = 0

call\_waiting.enable = %CALL\_WAITING\_BINARY%

call\_waiting.tone = 1

**2.** Customize the static tag on BroadWorks. The tag name is %CALL\_WAITING\_BINARY% and the tag value is 1.

For more information, refer to Customizing a Static Tag.

**3.** Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

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

 $call_waiting.enable = 1$ 

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

Yealink 1466	Status Account Network	DSSKey Features	Settings Directo	Log Out English(English) - Pry Security Applications
Forward&DND	General Information			NOTE
General Information	Call Waiting Auto Redial	Enabled Disabled	▼ 00 ▼ 00	Call Waiting It allows IP phones to receive a
Audio	Auto Redial Interval (1~300s)	10	0	new incoming call when there is already an active call.
Intercom	Auto Redial Times (1~300) Key As Send	10	0 - 0	Auto Redial It allows IP phones to automatically redial a busy
Transfer	Reserve # in User Name	# Enabled	• 0	number after the first attempt.
Call Pickup	Hotline Number		0	Key As Send 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/CP930W-Base 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 - Home
Group >Users : 4609			Welcome [Logout]
Options:   Profile Incoming Calls Outpoing Calls Call Control	Assign Services Assign Services allows you to assign or unassign services and service packs for a user. If a se OK Apply Cancel	rvice or service pack is unassigned the service data that has been filled out will be lost.	
Calling Plans	Available Service Packs	User Service Packs	
Client Applications Meet Mc Conferencing Service Stridts Utilines		Add > Remove < Add All >> Remove All	
	Available Services	User Services	
	Call Canter - Premum	Add > Custom Ringback User - Call Waking Custom Ringback User - Call Waking Directed Call Pickup with Barge-in Directed Call Pickup with Directed Call Pickup with Barge-in Directed Call Pickup with Directed Call P	~
	OK Apply Cancel		

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				He	lp - <u>Home</u>
Group >Users : 4609				Welcome	[Logout]
Profile     Incoming Calls     Assign 5	ign Services Services allows you to assign or unassign services and se OK Apply Cancel	ervice packs for a user. If a service or service pack is una:	ssigned the service data that has been filled out will be lost.		
Calling Plans	Available Service Packs		User Service Packs		
Client Applications Methoda Contensiona Messasiona Service Scripte Utilities		Add > Remove < Add All >> Remove All			
	Available Services		User Services		
	Call Center - Premium	Add > Remove < Add All >> Remove All	Custom Ringback User - Call Waiting Custom Ringback User - Video Directed Call Pickup Brended Call Pickup Broket Activities Extend Calling Line ID Delivery External Custom Ringback Fax Messaging Flash Call Fold Group MgH 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.

BROADSOFT	Help - Home
Group >Users : 4609	Welcome [Legaut
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 forgotten 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 Disturb:
Utilities	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-T58A/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/CP930W-Base, 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-T58A/CP960, W52P and W56P IP phone	S.	
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 DND a	re synchronize	d.

Parameters	Permitted Values	Default
If it is set to 1 (Enabled), a user changes the DND status on BroadWorks, notifies the phone of synchronizing the status. Conversely, if the user ch the phone, the IP phone notifies the BroadWorks server of synchronizing <b>Note:</b> It works only if "features.feature_key_sync.enable" is set to 1 (Enable to CP920, W52P, W53P, W56P, W60P and CP930W-Base phones.	anges DND sta g the status.	atus on
account.X.dnd.feature_key_sync.enable	Boolean	Blank
Description:		
It enables or disables the DND feature synchronization for account X.		
0-Disabled		
1-Enabled, server-based DND is enabled. Server and local phone DND a	re synchronize	d.
<b>Note:</b> The value configured by this parameter takes precedence over the parameter "features.dnd.feature_key_sync.enable". It works only if "account.X.feature_key_sync.enable" is set to 1 (Enabled). It is not applicated to 129G/T41P/T42G/T46G/T48G/T58A/W53P/W60P/CP920/CP960/CP930W	able to	-
features.dnd.feature_key_sync.local_processing.enable	Boolean	0
<ul> <li>Description:</li> <li>Enables or disables the local DND when DND is activated on the BroadW</li> <li>0-Disabled</li> <li>1-Enabled</li> <li>Note: It works only if "features.feature_key_sync.enable" and "features.dnd.feature_key_sync.enable" are set to 1 (Enabled). This feature per-line basis takes precedence over that configured on a phone basis. I CP930W-Base, W52P, W53P, W56P and W60P IP phones.</li> </ul>	e configured c	
features.dnd_mode	Integer	0
Description:		
Configures the mode for the IP phone to handle DND.		
<b>0</b> -Phone, DND is effective for the phone system		
${f 1}$ -Custom, DND can be configured for each or all accounts		
<b>Note</b> : It works only if "features.dnd.allow" is set to 1 (Enabled). It is not a E2/CP960/W52P/W53P/W56P/W60P/CP930W-Base IP phones.	pplicable to Si	P-T19(P)
features.dnd.enable	Boolean	0

Parameters	Permitted Values	Default
Description:		
Triggers the DND feature to on or off.		
0-Off		
<b>1</b> -On		
Note: It works only if "features.dnd.allow" is set to 1 (Enabled) and the v	value of the par	rameter
"features.dnd_mode" is set to 0 (Phone). It is not applicable to		
W52P/W53P/W56P/W60P/CP930W-Base 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 v	alue of the pa	rameter
"features.dnd_mode" is set to 1 (Custom). It is not applicable to CP960 a	nd CP920 IP p	hones.
account.X.features.dnd.feature_key_sync.local_processing.enable	Boolean	Blank
Description:		
Enables or disables the local DND when DND is activated on the BroadV	Vorks server fo	r account
0-Disabled		
1-Enabled		
<b>Note:</b> It works only if "features.feature_key_sync.enable" and "features.dnd.feature_key_sync.enable" are set to 1 (Enabled). It is not approximately and the synchronized structure is a set to 1 (Enabled).	policable to	
CP930W-Base, 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 DND icon on the idle	screen.	
0-Disabled		
1-Enabled		
<b>Note</b> : It works only if "features.dnd.allow" is set to 1 (Enabled). It is not a SIP-T58A/CP960, CP930W-Base, W52P, W53P, W56P and W60P IP phon	•••	

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

```
features.dnd_mode = 1
```

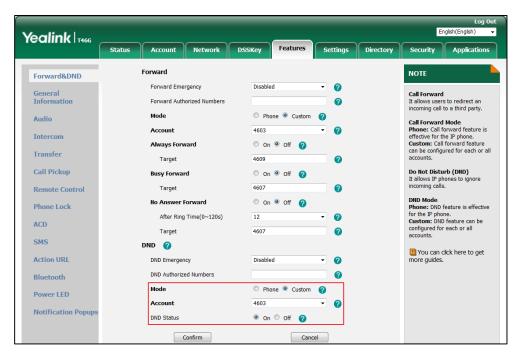
account.2.dnd.enable = %BWDND-BINARY-2%

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.
- 6. In the Available Services box, select Call Forwarding Always, Call Forwarding Busy and Call forwarding No Answer and then click Add>.

BRGADSOFT				Hel	Ip - Home
Group >Users : 4609				Welcome	[Logout]
Options:      Profile Incoming Calls Quitoping Calls Call Control	Assign Services Assign Services allows you to assign or unassign services and OK Apply Cancel	service packs for a user. If a service or service pack is u	unassigned the service data that has been filled out will be lost.		
<u>Callon Jana</u> <u>Client Applications</u> <u>Med: Mit Conferencina</u> <u>Messadilla</u> <u>Service Scripta</u> Lottine	Available Service Packs	Add × Remove < Add All >> Remove All	User Service Packs		
	Available Services		User Services		
	Call Center - Premium	Add > Remove < Add All >> Remove All	BroadWorks Anywhere BroadWorks Mobility Busy Lamp Field Call Forwarding Aways Call Forwarding Not Reachable Call Forwarding Not Reachable Call Forwarding Selective Call Forwarding Selective Calling Line ID Bickeing Overnide Calling Line ID Bickeing Overnide Calling Line ID Bickeing Codering Calling Line ID Bickeing Codering Calling Line D Dielwery Bickeing		
	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.

BRADSOF	Help - Home
Group >Users : 4609	Welcome Locauti
Options: Excitite Inscenting Calita Cutaging Calita Cutaging Calita Calita Plans Cilient Applications MestAec Conferencing Messacing Service Script Utilities	Call Forwarding Alarys alays alays a point forward all you incoming calls to a different phone number or SIP-URI but is spontane addies or SIP-URI but is spontane addies or SIP-URI but forward by using but and the spontane addies or SIP-URI but forward to using the SiRe spontane addies or SIP-URI but forward to using the SiRe spontane addies by using but and the SiRe spontane addies by using but and the SiRe spontane addies by using but addies and the SiRe spontane addies by using but addies ad
	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.

BRADSOFT	Help - Home
Group >Users : 4609	Welcome [Lozaut]
Options:	Call Forwarding Busy Call Forwarding busy slows you to breased all your incoming calls to a different phone number or SIP-URI / your phone is currently busy. Use this service when you would rather have a secretary or co-worker encew the call inservice and or the call-busy encerts your vice incoming calls to a different phone number or SIP-URI / your phone is currently busy. Use this service when you would rather have a secretary or co-worker sets the phone number or SIP-URI to forward to using the feature access code.  OK Apply Call
Client Applications Meet-Me Conferencing Messaeing Service Scripts Utilities	Cell Forwarding Busy: [2] on O cet * Calls Forward to phone number / SIP-URI: 4608
	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.

Group >Users : 4609	Hite-Home Weicome [Locodi
	Welcome Local
Options: Profile Untoins Calls Call Control Call Control Call Control Call Control Call Control Call Control Call Control Met M& Control Met M& Control Met M& Control Service Scripts Littles	Call Forwarding No Answer I No Instance of SIP-URI when you do not answer your phone. Use this service when you would rather have a secretary or co-worker reserve the call stands of the calls bead set to your vice messaging box. If you miss a tail.
	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-T58A/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/CP930W-Base, 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	0-Disabled		
1-Enabled			
<b>Note:</b> It is not applicable to T58A/CP96/W52P/W56P IP phones.			
features.forward.feature_key_sync.enable	Boolean	1	
Description:			
It enables or disables the forward feature synchronization.			
<b>0</b> -Disabled			

Parameters	Permitted Values	Default		
<ul> <li>1-Enabled, server-based call forward is enabled. Server and local phone call forward are synchronized.</li> <li>Note: It works only if "features.feature_key_sync.enable" is set to 1 (Enabled). It is not applicable to</li> </ul>				
W52P, W53P, W56P, W60P and CP930W-Base phones.				
account.X.forward.feature_key_sync.enable	Boolean	Blank		
Description:				
It enables or disables the forward feature synchronization for account X.				
0-Disabled				
<b>1</b> -Enabled, server-based call forward is enabled. Server and local phone call synchronized.	forward are			
<b>Note:</b> 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/T58A/W53P/W60P/CP920/CP960/CP930W-Base phones.				
features.forward.feature_key_sync.local_processing.enable	Boolean	0		
Description:				
Enables or disables the local forward when forward is activated on the Broa	dWorks server.			
0-Disabled				
1-Enabled				
Note: It works only if "features.feature_key_sync.enable" and				
"features.forward.feature_key_sync.enable" are set to 1 (Enabled). This featu	re configured o	on a		
per-line basis takes precedence over that configured on a phone basis. It is	not applicable	to		
CP930W-Base, W52P, W53P, W56P and W60P IP phones.				
features.fwd_mode	Integer	0		
Description:				
Configures the call forward mode.				
<b>0</b> -Phone, call forward is effective for the phone system				
1-Custom, call forward can be configured for each or all accounts				
Note: It works only if "features.fwd.allow" is set to 1 (Enabled). It is not appl	icable to CP93	OW-Base,		
SIP-T19(P) E2, CP960, W52P, W53P, W56P and W60P IP phones.				
forward always mobile	Boolean	0		
forward.always.enable				
Description:				

Parameters	Permitted Values	Default
0-Off		
<b>1</b> -On		
Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the v	alue of the param	eter
"features.fwd_mode" is set to 0 (Phone). It is not applicable to		
W52P/W53P/W56P/W60P/CP930W-Base IP phones.		
	String	
forward.always.target	within 32	Blank
	characters	
Description:		
Configures the destination number of always call forward.		
<b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the v	value of the param	eter
"features.fwd_mode" is set to 0 (Phone). It is not applicable to		
W52P/W53P/W56P/W60P/CP930W-Base IP phones.		
forward.busy.enable	Boolean	0
		•
Description:		
-		
Description: Triggers the busy call forward to on or off on a phone basis. <b>0</b> -Off		
Triggers the busy call forward to on or off on a phone basis.		
Triggers the busy call forward to on or off on a phone basis. <b>0</b> -Off <b>1</b> -On	value of the param	eter
Triggers the busy call forward to on or off on a phone basis. <b>0</b> -Off	value of the param	eter
Triggers the busy call forward to on or off on a phone basis. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value of the features.fwd_mode" is set to 0 (Phone). It is not applicable to	value of the param	eter
Triggers the busy call forward to on or off on a phone basis. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the ve		eter
Triggers the busy call forward to on or off on a phone basis. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the way "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones.	value of the param String within 32	eter Blank
Triggers the busy call forward to on or off on a phone basis. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value of the features.fwd_mode" is set to 0 (Phone). It is not applicable to	String	
Triggers the busy call forward to on or off on a phone basis. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the way "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones.	String within 32	
Triggers the busy call forward to on or off on a phone basis. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the v. "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones. forward.busy.target Description:	String within 32	
Triggers the busy call forward to on or off on a phone basis. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the v. "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones. forward.busy.target Description: Configures the destination number of busy call forward.	String within 32 characters	Blank
Triggers the busy call forward to on or off on a phone basis. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the var "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones. forward.busy.target Description: Configures the destination number of busy call forward. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the var	String within 32 characters	Blank
Triggers the busy call forward to on or off on a phone basis. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the vert "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones. <b>forward.busy.target</b> <b>Description:</b> Configures the destination number of busy call forward. <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the vert "features.fwd_mode" is set to 0 (Phone). It is not applicable to	String within 32 characters	Blank
Triggers the busy call forward to on or off on a phone basis. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the var "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones. forward.busy.target Description: Configures the destination number of busy call forward. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the var	String within 32 characters	Blank
Triggers the busy call forward to on or off on a phone basis. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the vert "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones. <b>forward.busy.target</b> <b>Description:</b> Configures the destination number of busy call forward. <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the vert "features.fwd_mode" is set to 0 (Phone). It is not applicable to	String within 32 characters	Blank
Triggers the busy call forward to on or off on a phone basis. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the v. "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones. <b>forward.busy.target</b> <b>Description:</b> Configures the destination number of busy call forward. <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the v. "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones.	String within 32 characters	<b>Blank</b> eter
Triggers the busy call forward to on or off on a phone basis. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the vertice of the set of the	String within 32 characters	<b>Blank</b> eter
Triggers the busy call forward to on or off on a phone basis. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the vert "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones. forward.busy.target Description: Configures the destination number of busy call forward. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the vert "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones. forward.no_answer.enable	String within 32 characters	<b>Blank</b> eter
Triggers the busy call forward to on or off on a phone basis. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the var "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones. forward.busy.target Description: Configures the destination number of busy call forward. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the var "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones. forward.no_answer.enable Description: Triggers the no answer call forward to on or off on a phone basis.	String within 32 characters	<b>Blank</b> eter
Triggers the busy call forward to on or off on a phone basis. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the vertice of the set of the	String within 32 characters value of the param Boolean	Blank eter 0

Parameters	Permitted Values	Default		
W52P/W53P/W56P/W60P/CP930W-Base IP phones.				
forward.no_answer.target	String within 32 characters	Blank		
Description:				
Configures the destination number of no answer call forward. <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the valu "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones.	e of the parame	eter		
forward.no_answer.timeout	Integer from 0 to 20	2		
Description:				
Configures ring times (N) to wait before forwarding incoming calls. The incoming calls will be forwarded when not answered after N*M (M is co "phone_setting.ring_duration") seconds. <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value		eter		
"features.fwd_mode" is set to 0 (Phone). It is not applicable to				
W52P/W53P/W56P/W60P/CP930W-Base IP phones. The permitted values a value of the parameter "features.forward.no_answer.show_ring_times".	are determined	by the		
features.forward.no_answer.show_ring_times	String within 512 characters	0,2,3,4,5 ,6,7,8,9, 10,11,12 ,13,14,1 5,16,17, 18,19,20		
Description:				
Configures the permitted values of the ring times (N) to wait before forwar	dina incomina (			
g	5 5 5	Lalis.		
Example:	j	Lans.		
Example:	14,15,16,17,18,1 rd.enable″ is set	9 to 1		

Parameters	Permitted Values	Default
Description:		
Configures the interval (in seconds) of the ring for no answer forward feature	e.	
<b>Note:</b> It works only if "forward.no_answer.enable" or "account.X.timeout_fwe (Enabled). It is only applicable to phones (except W53P/W60P/CP930W-Base 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 activate	d on BroadWo	rks server.
0-Disabled		
1-Enabled		
Note: It works only if "features.feature_key_sync.enable" and		
"features.forward.feature_key_sync.enable" are set to 1 (Enabled). It is not ap CP930W-Base, W52P, W53P, W56P and W60P IP phones.	oplicable to	
	%BWCFA-	
account.X.always_fwd.enable	BINARY-X	0
	%	
Description:		
Triggers the always call forward to on or off for account X.		
0-Disabled		
1-Enabled		
Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value	•	
"features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E	2/CP920/CP96	0 IP
phones.		
a construction of the design of	String	Diamb
account.X.always_fwd.target	within 32	Blank
	characters	
	characters	
Description:	characters	
<b>Description:</b> Configures the destination number of always call forward for account X.	characters	
		eter
Configures the destination number of always call forward for account X. <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E	e of the parame	
Configures the destination number of always call forward for account X. <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value	e of the parame	
Configures the destination number of always call forward for account X. <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E	e of the parame	
Configures the destination number of always call forward for account X. <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones.	e of the parame 2/CP920/CP96	0 IP

Parameters	Permitted Values	Default
0-Disabled		
1-Enabled		
Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value $\mathbf{N}$	e of the parame	eter
"features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E	2/CP920/CP96	0 IP
phones.		
	String	
account.X.busy_fwd.target	within 32	Blank
	characters	
Description:		
Configures the destination number of busy call forward for account X.		
<b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value	e of the parame	eter
"features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E	•	
phones.	.2, 0, 520, 0, 50	0 11
account.X.timeout_fwd.enable	Boolean	0
Description:		
<b>Description:</b> Triggers the no answer call forward to on or off for account X. <b>0</b> -Off		
Triggers the no answer call forward to on or off for account X.		
Triggers the no answer call forward to on or off for account X. <b>0</b> -Off	e of the parame	eter
Triggers the no answer call forward to on or off for account X. <b>0</b> -Off <b>1</b> -On	•	
Triggers the no answer call forward to on or off for account X. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value	•	
Triggers the no answer call forward to on or off for account X. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E	•	
Triggers the no answer call forward to on or off for account X. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E	2/CP920/CP96	
Triggers the no answer call forward to on or off for account X. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones.	2/CP920/CP96	O IP
Triggers the no answer call forward to on or off for account X. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones.	Integer from 0 to	O IP
Triggers the no answer call forward to on or off for account X. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. <b>account.X.timeout_fwd.timeout</b>	Integer from 0 to 20	O IP
Triggers the no answer call forward to on or off for account X. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. account.X.timeout_fwd.timeout Description: Configures ring times (N) to wait before forwarding incoming calls for account	Integer from 0 to 20	0 IP
Triggers the no answer call forward to on or off for account X. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. account.X.timeout_fwd.timeout Description:	Integer from 0 to 20	0 IP
Triggers the no answer call forward to on or off for account X. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. <b>account.X.timeout_fwd.timeout</b> <b>Description:</b> Configures ring times (N) to wait before forwarding incoming calls for account The incoming calls will be forwarded when not answered after N*M (M is compared to the incoming calls will be forwarded when not answered after N*M (M is compared to the incoming calls of the incoming calls of the incoming calls of the incoming calls of the incoming calls will be forwarded when not answered after N*M (M is compared to the incoming calls of the incoming calls of the incoming calls will be forwarded when not answered after N*M (M is compared to the incoming calls of the incoming calls will be forwarded when not answered after N*M (M is compared to the incoming calls of the incoming calls will be forwarded when not answered after N*M (M is compared to the incoming calls of	Integer from 0 to 20 unt X.	0 IP 2
Triggers the no answer call forward to on or off for account X. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. account.X.timeout_fwd.timeout Description: Configures ring times (N) to wait before forwarding incoming calls for account The incoming calls will be forwarded when not answered after N*M (M is configures. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value	2/CP920/CP96 Integer from 0 to 20 unt X. onfigurable by e of the parame	0 IP 2 eter
Triggers the no answer call forward to on or off for account X. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. account.X.timeout_fwd.timeout Description: Configures ring times (N) to wait before forwarding incoming calls for account The incoming calls will be forwarded when not answered after N*M (M is configures. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E	2/CP920/CP96 Integer from 0 to 20 unt X. onfigurable by e of the parame	0 IP 2 eter
Triggers the no answer call forward to on or off for account X. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. account.X.timeout_fwd.timeout Description: Configures ring times (N) to wait before forwarding incoming calls for account The incoming calls will be forwarded when not answered after N*M (M is configures. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value	2/CP920/CP96 Integer from 0 to 20 unt X. onfigurable by e of the parame	0 IP 2 eter
Triggers the no answer call forward to on or off for account X. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. account.X.timeout_fwd.timeout Description: Configures ring times (N) to wait before forwarding incoming calls for account The incoming calls will be forwarded when not answered after N*M (M is component of the incoming calls will be forwarded when not answered after N*M (M is component of the incoming calls of the incoming calls of the permitted values are determined by the value of the parameter phones. The permitted values are determined by the value of the parameter	2/CP920/CP96 Integer from 0 to 20 unt X. onfigurable by e of the parame	0 IP 2 eter
Triggers the no answer call forward to on or off for account X. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. account.X.timeout_fwd.timeout Description: Configures ring times (N) to wait before forwarding incoming calls for account The incoming calls will be forwarded when not answered after N*M (M is component of the incoming calls will be forwarded when not answered after N*M (M is component of the incoming calls of the incoming calls of the permitted values are determined by the value of the parameter phones. The permitted values are determined by the value of the parameter	2/CP920/CP96 Integer from 0 to 20 unt X. onfigurable by e of the parame 2/CP920/CP96	0 IP 2 eter
Triggers the no answer call forward to on or off for account X. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. <b>account.X.timeout_fwd.timeout</b> <b>Description:</b> Configures ring times (N) to wait before forwarding incoming calls for account The incoming calls will be forwarded when not answered after N*M (M is configures. <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. The permitted values are determined by the value of the parameter "features.forward.no_answer.show_ring_times".	2/CP920/CP96 Integer from 0 to 20 unt X. onfigurable by of the parame 2/CP920/CP96 r String	0 IP 2 eter 0 IP
Triggers the no answer call forward to on or off for account X. 0-Off 1-On Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. account.X.timeout_fwd.timeout Description: Configures ring times (N) to wait before forwarding incoming calls for account The incoming calls will be forwarded when not answered after N*M (M is configures. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. The permitted values are determined by the value of the parameter "features.forward.no_answer.show_ring_times". account.X.timeout_fwd.target	2/CP920/CP96 Integer from 0 to 20 unt X. onfigurable by e of the parame 2/CP920/CP96 r String within 32	0 IP 2 eter 0 IP
Triggers the no answer call forward to on or off for account X. <b>0</b> -Off <b>1</b> -On <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. <b>account.X.timeout_fwd.timeout</b> <b>Description:</b> Configures ring times (N) to wait before forwarding incoming calls for account The incoming calls will be forwarded when not answered after N*M (M is configures. <b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled) and the value "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E phones. The permitted values are determined by the value of the parameter "features.forward.no_answer.show_ring_times".	2/CP920/CP96 Integer from 0 to 20 unt X. onfigurable by e of the parame 2/CP920/CP96 r String within 32	0 IP 2 eter 0 IP

Parameters	Permitted Values	Default		
Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value	e of the parame	eter		
"features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) B	2/CP920/CP96	0 IP		
phones.				
features.fwd_diversion_enable	Boolean	1		
Description:				
Enables or disables the IP phone to present the diversion information when	the call is forw	varded to		
your IP phone.				
0-Disabled				
1-Enabled				
<b>Note:</b> It works only if "features.fwd.allow" is set to 1 (Enabled).				
The following shows an example of always call forward configu	rations for acco	ount 2 in a		
template configuration file (e.g., y000000000028.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 incoming call to a third party.
Audio	Mode O Phone O Custom	Call Forward Mode
Intercom	Account 4603 ♥ ? Always Forward ◎ On ○ Off ?	Phone: Call forward feature is effective for the IP phone. Custom: Call forward feature
Transfer	Target 4609	can be configured for each or all accounts.
Call Pickup	Busy Forward O On O Off 🕜	Do Not Disturb (DND) It allows IP phones to ignore
Remote Control	Target 🕜	incoming calls.
Phone Lock	No Answer Forward On  On Off	DND Mode Phone: DND feature is effective
ACD	After Ring Time(0~120s) 12 🔹 🧭	for the IP phone. Custom: DND feature can be
100	Target 🕜	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/CP930W-Base 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>.

Group >Users : 240161								Welcome	[Logout]
Options:   Profile Incoming Calls Outgoing Calls	Assign Services all has been filled out	ows you to as	ssign or unassign serv	ices and serv	vice packs for a user.	If a service or serv	rice pack is unassig	ned the servic	e data that
Call Control	OK	Apply	Cancel						
Messaging Communication Barring		Available	Service Packs				User Service Pack	s	
Unities					Add > Remove < Add All >> Remove All				
		Availab	le Services				User Services		
	BroadTouch B BroadTouch B BroadTouch B BroadTouch B BroadTouch B BroadTouch B BroadTouch B	sole pt usiness Con usiness Con usiness Con usiness Con usiness Con usiness Con usiness Con	nmunicator Desktop nmunicator Desktop nmunicator Desktop nmunicator Mobile nmunicator Mobile nmunicator Mobile nmunicator Tablet nmunicator Tablet -	Audio Audio Video	Add > Remove < Add All >> Remove All	Custom Ringt Diversion Inhi Do Not Distur Executive Executive Ass Group Night Internal Callin Multiple Call A Music On Hol N-Way Call Security Class	bitor b sistant g Line ID Deliver Arrangement d User	y	<b>^</b>
	OK	Apply	Cancel						

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 Resources	Schedule Add a new sched	Sulle or manage exist	ing schedules.				
Services Call Center	ОК	Apply	Add Cancel				
Meet-Me Conferencing	Delete	Schedule	Name 🔺	Type	Level	Ed	it
Utilities		Yealink		Holiday	Group	Ed	it
	Schedu	le Name 🗸	Starts With V			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]
Options: Profile Resources Services	Event Add Add a new event to schedule.		
Call Center Meet-Me Conferencing Utilities	Schedule Name: Yealink         * Event Name: off-work         Event Details         Event Time:         * Start Date: 10/22/2016         Image: 10/22/2016 <td></td> <td></td>		
	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.
- **3.** Set the parameters of group night forwarding:

Group Night Forwarding:	Automatic On
Business Hour:	Every Day All Day
Holiday Schedule:	Yealink
Forward to Phone number/S	SIP-URI: 240163

Group	Welcome [Logout]
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       On       Business Hours:         Every Day All Day        Holiday Schedule:         Yealink        Yealink
	OK Apply Cancel

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

## **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.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 240161), who has been assigned the group night forward service.
- 5. Click on Call Control->Group Night Forwarding.
- 6. Mark the desired radio box in the Group Night Forwarding field.

Group >Users : 240161		Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls	Group Night Forwarding Configure the Group Night Forwarding settings for the user.		
<u>Call Control</u> <u>Messaging</u> <u>Communication Barring</u>	OK Apply Cancel		
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/CP930W-Base 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)
Bellcore-dr2	Ringing Long		630	800	1025
	Silent		315	400	525
	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)
Bellcore-dr3	Ringing	Short	315	400	525
	Silent		145	200	525
	Ringing	Short	315	400	525
	Silent		145	200	525
	Ringing	Long	630	800	1025
	Silent		2975	4000	4400

#### **Short-Long-Short Ring Pattern**

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

Selecting this pattern results in the following distinctive ring pattern:

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

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>.

BROADSOFT						lp - <u>Home</u>
Group >Users : 4604					Welcome	[Logout]
Options: Profile	Assign Services		trvice packs for a user. If a service or service pack is unassign	ed the service data that has been filled out will be lost.		
Incoming Calls Outgoing Calls Call Control	OK Apply	Cancel				
Calling Plans Client Applications		Available Service Packs		User Service Packs		
Messaging Service Scripts Utilities			Add > Remove <			
			Add All >> Remove All			
		Available Services		User Services		
		BroadWorks Anywhere	Add > Remove < Add All >> Remove All	Alternatis Numbers Anonymous Call Rejection Authentication Automatic Califack Automatic Califack Barges n Exempt Basic Call Logs Broad Touch Mobile Like Broad Touch Mobile Like Broad Touch Mobile Like Broad Touch Mobile Like Broad Touch Mobile Like	Video Video	
	OK Apply	Cancel				

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**.

RADSOFT					Help -
iroup > <u>Users</u> : 4604					Welcome 🔝
tions: Profile Incoming Calls Outgoing Calls Call Control	Alternate Numbers Alternate Numbers allows up to ten addition your primary phone. In addition, you can sp OK Apply Cance	ecify 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	additional numbers and extensions ring your phone(s) just an configure new numbers and extensions for you.
Calling Plans Client Applications Messaging	Distinctive Ring:  On Off	21			
Service Scripts	Alternate Number ID	Phone Number	Activated	Extension	Ring Pattern
LUDDES	1 2 3 4 5 6 7 8 8 9	4607 ♥ None ♥ None ♥ None ♥ None ♥ None ♥ None ♥	v		IongLong v Normal v Normal v Normal v Normal v Normal v Normal v Normal v

- **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	Default		
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

1-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 Outcoing 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 unas	signed the service data that has been filled out will be lost.		
Calling Plans		Available Service Packs		User Service Packs		
Client Applications Messaalina <u>Service Scripts</u> Utilities			Add > Remove < Add AB >> Remove All			
		Available Services		User Services		
		BroadWorks Anywhere	Add > Remove < Add All >> Remove All	Push to Taik Remote Office Selective Call Acceptance Selective Call Reperform Service Scripts User Shared Call Appearance 10 Shared Call Appearance 15 Shared Call Appearance 15 Shared Call Appearance 25	~	
	OK Apply	Cancel				

7. Click Apply to accept the change.

### **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: Selecte	Use sequential ring:	Selected
------------------------------	----------------------	----------

Selected Time Schedule: Every Day All Day

Selected Holiday Schedule: None

Calls from:

Any phone number

BReadsoft	Hale - Home
Group >Users : 4604	Welcome [Logout]
Options:  Profile Incoming Calls Outgoing Calls Call Control	Sequential Ring Modify Allows you to modify a sequential imp entry. Specify the time schedule and/or holday schedule you would like calls sequentially rung. Also, you can have the call sequentially rung when only the specified numbers call or all rundees call. If you need more than 12 numbers or more distinct time or holday periods, you can create multiple sequential imp entities.
Calling Plans Client Applications Messacing Service Scripts Utilities	* Description: Entry 1 × © Use sequential ring O bon to use sequential ring
	Selected Time Schedule [Every Day AII Day V] Selected Hildsy Schedule [None V]
	Any phone number     Following phone number:     Any unavailable number     Any unavailable number
	Specific phone numbers:
	OK Delete Carcel

- 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:

Number of rings:

Answer confirmation required: Selected

BReadsoft						Help - Home
Group >Users : 4604						Welcome [Logout]
Options: Profile Inscening Calls Cutoons Calls Call Control Call Control Caller Apple abox Messacing Service Scripts Uptities	calis matching yourp oach Sequential Ring Sequential Ring (pho Saved OK W Use Base Number o	Is you to sequentially ring up to 5 loc re-defined criteria. Use this service to emply can be a list of up to 12 phone ne number and day of week and time Apply Add Cance Location first frings for Base Location: 3 V	te search process if the base location is busy.	r, or an important customer or edule, and a specified holiday	n your cell phone, alternate business phone, schedule, All criteria for an entry must be sa	or home phone. The criteria for
	1	4607		3 V		
	2	4608		3 🗸	V	
	3			3 🗸		
	4			3 🗸		
	5			3 🗸		
	Active	Description	Ring Sequentially		Calls from	Edit
		Entry 1	Yes		All calls	Edit
	ОК	Apply Add Cano	cel			

4607 4608

3

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     Incoming Calls     Assign	Sign Services I Services allows you to assign or unassign services and se OK Apply Cancel	rvice packs for a user. If a service or service pack is unassig	ned the service data that has been filled out will be lost.	
Calling Plans	Available Service Packs		User Service Packs	
Clien Asplicationa Messation Service Scrote Unlines		Add > Remove < Add All >> Remove All		
	Available Services		User Services	
	BroadWorks Anywhere	Add > Remove < Add All >> Remove All	Calling Name Retrieval Calling Name Delvery Calling Party Category Call Ne New Call Return Call Nation Call Variage Call Variage Call Variage Call Variage Call Variage Charge Mumber Classmatk Classratk Control	~
	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.

6. Configure the following parameters of call transfer.

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

Selected
4
Selected 120
On

Use Diversion Inhibitor for Consultative Calls: On

BRADSOFT		Help - Home
Group >Users : 4604	W	/elcome [Logout]
Options: Profile Incoming Calls	Call Transfer Call Transfer allows you to transfer a call to another phone using your phone or the CommiPilot Call Manager.	
Outgoing Calls  Call Control  Calling Plans	OK Apply Cantel	
Client Applications <u>Messaging</u> <u>Service Scripts</u> Utilities	Call Transfer Reall @ On Ort Configure Call Transfer Recall Number of trigo Metore reads Ø Enable Busy Camp On [120] seconds	
	Use Diversion Inhibitor for Blind Transfer.   On Off Use Diversion Inhibitor for Consultative Calls.  On Off	
	OK Apply Cancel	

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	Permitted Values	Default			
features.feature_key_sync.enable	%FEATURE_KEY_SY N%	0			
Description:	Description:				
It enables or disables to synchronize th	ne feature status betweer	n the IP phone and the			
server.					
<b>0</b> -Disabled	0-Disabled				
<b>1</b> -Enabled, the IP phone to send a SUE	<b>1</b> -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 %FEATURE_KEY_SY Blank N%					
Description:					
It enables or disables to synchronize the feature status between the IP phone and the					

Parameters	Permitted Values	Default	
server for account X.			
<b>0</b> -Disabled			
<b>1</b> -Enabled, the IP phone to send a SUBSCRIBE message with event "as-feature-event"			
to the server.			
Note: It is not applicable to			
T29G/T41P/T42G/T46G/T48G/T58A/W	53P/W60P/CP920/CP960	/CP930W-Base	
phones. The value configured by this parameter takes precedence over that			
configured by the parameter "features	.feature_key_sync.enable	".	

**2.** Customize the static tag on BroadWorks. The tag name is %FEATURE\_KEY\_SYN% and the tag value is 1.

For more information, refer to Customizing a Static Tag.

3. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

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

features.feature\_key\_sync.enable = 1

## **Network Conference**

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

Note

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

## **Configuring Yealink IP Phones**

### 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-T58A/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/CP930W-Base, 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%	
factures conformer with mentions call anable	Peeleen	•
features.conference.with_previous_call.enable	Boolean	0
features.conference.with_previous_call.enable Description:	Boolean	0
Description:	a conference direct	
<b>Description:</b> Enables or disables the IP phone to merge two calls into	a conference direct	ly by
<b>Description:</b> Enables or disables the IP phone to merge two calls into pressing the <b>Conference</b> soft key when there are two c	a conference direct alls on the phone. he held party or a ne	ly by
<b>Description:</b> Enables or disables the IP phone to merge two calls into pressing the <b>Conference</b> soft key when there are two c <b>0</b> -Disabled, you can select to set up a conference with t	a conference direct alls on the phone. he held party or a ne	ly by
<b>Description:</b> Enables or disables the IP phone to merge two calls into pressing the <b>Conference</b> soft key when there are two c <b>0</b> -Disabled, you can select to set up a conference with t when pressing the <b>Conference</b> soft key during multiple	o a conference direct alls on the phone. he held party or a ne calls. SIP-T58A/CP960,	ly by

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

alink	Status Account Network D	SSKey Features Se	ettings Directory	English(English) Security Applications
Register	Account	Account 1	0	NOTE
5	Keep Alive Type	Default 👻	0	
Basic	Keep Alive Interval(Seconds)	30	0	DTMF It is the signal sent from the IP
Codec	RPort	Disabled -	0	phone to the network, which is generated when pressing the IF
dvanced	Subscribe Period(Seconds)	1800	0	phone's keypad during a call.
	DTMF Type	RFC2833 -	0	Session Timer
	DTMF Info Type	DTMF-Relay -	0	It allows a periodic refresh of S sessions through a re-INVITE
			•	request, to determine whether SIP session is still active.
		-		
				Busy Lamp Field/BLF List Monitors a specific extension/a
	SIP Registration Retry Timer(0~1800s)	30	0	list of extensions for status changes on IP phones.
	Conference Type	Network Conference 👻	0	
	Conference URI	conference01@pbx.yealink.cc	0	Shared Call Appearance (SCA)/ Bridge Line
	ACD Subscribe Period(120~3600s)	3600	0	Appearance (BLA) It allows users to share a SIP lin
	VQ RTCP-XR Collector name		0	on several IP phones. Any IP phone can be used to originate
	VQ RTCP-XR Collector address		0	receive calls on the shared line.
	VQ RTCP-XR Collector port	5060	0	Network Conference
			-	It allows multiple participants

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

## **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/CP930W-Base 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>.

	·g.				Help - Home Welcome [Loqout]
Options: Profile Resources	_	Group Se ssign group service			
Services Service Scripts Acct/Auth Codes Call Center	ОК	Apply Available	Cancel Services	_	Assigned Services
<u>Calling Plan</u> <u>Meet-Me Conferencing</u> <u>Utilities</u>			*	Add > Remove <	Account/Authorization Codes Call Capacity Management Call Park Call Pickup Custom Ringback Group Custom Ringback Group - Video
			Ŧ	Add All >> Remove All	Emergency Zones Enhanced Outgoing Calling Plan Group Paging Hunt Group Incoming Calling Plan
	ОК	Apply	Cancel		

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.

			Help - Home Welcome (Logout)
Options: Profile Profile Profile Profile Profile Profile Services Services Services Crait Context Context Crait Context Co	Group Call Park Add Create a new Group Call Park group. OK Cancel Protel Alternate Recall User * Group Name Group1 Recall To:  Alter parking user only Alter atternate user only Alter atternate user only	1	
	Enter search criteria below		
	User ID V Starts With V		+ Search
	Available Users		Assigned Users
	4610.4610 (4610) 4612.4612 (4612) 4613.4613 (4613) Line.Line (4611)	Add > Remove < Add All >> Remove All	Yealink, 4602 (4602)           Yealink, 4603 (4603)           Yealink, 4603 (4604)           Yealink, 4605 (4605)           Yealink, 4605 (4606)           Yealink, 4608 (4608)           Yealink, 4609 (4609)           Move Up         Move Down
	OK Cancel		

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

### 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>.

BRADSOFT			Hel	p - <u>Home</u>
Group >Users : 4604		v	Velcome	[Logout]
Options:	Assign Services			
<u>Profile</u>	Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the r	envice data that has been filled out will be lost		
Incoming Calls		ervice data that has been nied out will be lost.		
Outgoing Calls	OK Apply Cancel			
Call Control	Available Service Packs	User Service Packs	_	_
Calling Plans Client Applications	Available Service Packs	User Service Packs		
Client Applications Messaging				
Service Scripts	Add >			
Utilities	Remove <			
	Tremove <			
	Add All >>			
	All DDA			
	Remove All			
	Available Services	User Services		-
	BroadWorks Anywhere	nected Line Identification Restriction tomer Originated Trace	~	
		tom Ringback User		
	Remove < Cus	tom Ringback User tom Ringback User - Call Waiting		
	Cus	tom Ringback User - Video cted Call Pickup	- 11	
		cted Call Pickup cted Call Pickup with Barge-in		
	Add All >> Dive	rsion Inhibitor		
	Dol	Not Disturb		
	Remove All Exte	mal Calling Line ID Delivery mal Custom Ringback	~	
		and outern rangeden		
	OK Apply Cancel			

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.
Automatic Target 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	Hele - Home
Group >Users : 4604	Welcome Research
Options: Profile Incoming Calls Outpoing Calls	Directed Call Pickup with Barge-in Directed Call Pickup with Barge-in allows you to dial 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 on if the call has been answered, then targe-in excurs. A barge-in results in a three-way call being created between you, the group member being barge-in on, and the other party the group member is commended to. You are the committee or the super-in three-way call being created between you, the group member being barge-in on, and the other party the group member is
Callicontrol     Calling Plans     Glient Applications     Messaging     Service Scripts     Utilities	OK     Apply     Cancel       Barge-In Warning Tone:     Image: Image of the second
	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				Hel	lp - Home
Group >Users : 4607				Welcome	[Logout]
Options:  Profile Incoming Calls	Assign Services Assign Services allows you to assign or unassign services and t	service packs for a user. If a service or service pack is una	ssigned 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 Messaoing Service Scripts Utilities		Add > Remove <			
		Add All >> Remove All			
	Available Services		User Services		
	Basic Call Logs Call Center - Premium	Ads > Remove < Add All >> Remove Ad	Alternate Numbers Ancrymous Call Rejection Authentication Automatic Collack Automatic Hold/Retrieve Engraft Constrainess Communicator Desktop- BroadTouch Business Communicator Mobile - V BroadTouch Business Communicator Mobile - V BroadTouch MobileLink BroadWorks Anywhere BroadWorks Mobiley	Video	
	OK Apply Cancel				

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.

BROADSOFT	Help -	- <u>Home</u>
Group >Users : 4607	Welcome L	Logout]
Options: Profile Incoming Calls	Barge-in Exempt Barge-in Exempt allows you to block barge-in attempts from other users with Directed Call Pickup with Barge-in.	
<u>Outgoing Calls</u> <u>Call Control</u> <u>Calling Plans</u> <u>Client Applications</u>	OK Apply Cancel Bargs-in Exempt: () On ⊖Off	
Mest-Me Conferencing Messaging Service Scripta 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-T58A/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	
features.pickup.direct_pickup_enable	Boolean	0	
Description:			
Enables or disables the IP phone to display the	DPickup soft key on the dial	ing screen.	
<b>0</b> -Disabled			
1-Enabled			
features.pickup.direct_pickup_code %BWFAC-DIRECTED-CA LL-PICKUP-1%		Blank	

Parameters	Permitted Values	Default		
Description:				
Configures the Directed Call Pickup FAC (defau	lt: *97) on a phone basis.			
	String within 32	Disula		
account.X.direct_pickup_code	characters	Blank		
Description:				
Configures the Directed Call Pickup FAC (defau	t: *97) on a per-line basis for	account X.		
The Directed 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 FAG	C either on a phone basis or o	on a		
per-line basis.				
The following shows an example of directed call configuration file (e.g., %BWMACADDRESS%.cfg)		mplate		

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:

ealink   T46G								Log 0 English(English)		
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Applications	
Forward&DND		Call Pickup						NOTE		
General		Directed Call Pickup			Enabled 🔹 🕜			Directed Call Pickup		
Information		Directed Call		·		0		Picks up an ir specific exter	ncoming call on a nsion.	
Audio			Group Call Pickup Group Call Pickup Code		Enabled • ?			Directed Call Pickup Picks up incoming calls within a		
Intercom		Visual Alert for BLF Pickup			Enabled • ?			Picks up incoming pre-defined group		
Transfer		Audio Alert for BLF Pickup		Enable	Enabled 🔹 🕜			You can configure directed/group call pickup		
Pick up & Park		Ring Type for BLF Pickup		Splash.wav 🔻 🕐		• 🕜		feature for t	for the IP phone.	
Remote Control		Call Park 🕜							for BLF Pickup supervisor's phon	
Phone Lock		Call Park Mod	e	XSI	4	• 0		the monitore	o display a visual prompt whe ne monitored user receives a	
ACD		Group Call Park	rk	Disable	-	· 0		incoming call. Audio Alert for BLF Pickup It allows the supervisor's pho to play an alert tone when t		
SMS		Visual Alert F		Disable	d	• 0				
Action URI		Audio Alert F	or Parked Call	Disable	ed	- 0		monitored user re incoming call.	ser receives an	
Bluetooth			Confirm		Canc	el		You can more guides	click here to get	

### **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-T58A/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					
features.pickup.group_pickup_enable	Boolean	0					
Description:							
Enables or disables the IP phone to display the <b>GPickup</b> soft key on the dialing screen.							
0-Disabled							
1-Enabled							
features.pickup.group_pickup_code	%BWFAC-CALL-PICKUP -1%	Blank					
Description:							
Configures the Group Call Pickup FAC (default:	*98) on a phone basis.						
account.X.group_pickup_code	String within 32 characters	Blank					
Description:							
Configures the Group Call Pickup FAC (default:	*98) on a per-line basis for a	ccount 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 FA	C either on a phone basis or o	on a					
per-line basis.							
The following shows an example of group call pic configuration file (e.g., %BWMACADDRESS%.cfg)		blate					
features.pickup.group_pickup_enable = 1							
features.pickup.group_pickup_code = %BWFAC-0	CALL-PICKUP-1%						
Upload template boot and configuration f	iloc						
opioad template boot and configuration i	iies.						

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

2.

shown as below:

ealink 146G		English						Log ( nglish(English)		
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Application	
Forward&DND		Call Pickup						NOTE		
		Directed Call	Pickup	Enable	d	• 🕜				
General Information		Directed Call	ected Call Pickup Code		*97			Directed Call Pickup Picks up an incoming call on a		
		Group Call Pic	kup	Enable	d	- 0		specific exter	nsion.	
Audio		Group Call Pickup Code		*98	*98			Directed Call Pickup Picks up incoming calls within		
Intercom	Visual Alert for BLF Pickup		Enable	*98 🕜 Enabled 🗸 🧹		pre-defined group.				
Transfer		Audio Alert for BLF Pickup		Enable	Enabled 🔹 🕜		You can configure directed/group call pickup			
Pick up & Park	Ring Type for BLF Pickup		Splash	Splash.wav 🔹 🕐		feature for the IP phone.				
Remote Control		Call Park 🛛 🕜							for BLF Pickup	
Kemote Control		Call Park Mode		XSI	XSI		• 🕜		It allows the supervisor's phot to display a visual prompt who	
Phone Lock		Call Park		Enable	d	• 🕜		the monitore incoming call	ed user receives a	
ACD		Group Call Pa	rk	Disable	ed	• 0			for BLF Pickup	
SMS		Visual Alert F	or Parked Call	Disable	ed	• 0			supervisor's pho ert tone when th	
0110		Audio Alert F	or Parked Call	Disable	ed	- 0			ser receives an	
Action URL								_		
Bluetooth		(	Confirm		Cano	cel		You can more guides	click here to get	

## **Calling Line ID Presentation**

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

#### **Calling Name Presentation**

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

#### **Calling Number Presentation**

Calling Number Presentation allows the IP phone to display the caller's phone number, derived from a SIP header contained in the INVITE request, when receiving an incoming call. The BroadWorks server provides external calling number delivery and internal calling number delivery services. External calling number delivery allows the number 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/CP930W-Base 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.

**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.

### 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.

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

BRADSOFT				Help - Home
Group >Users : 4604				Welcome [Logout]
Options:      Profile Incoming Cells Outgoing Cells	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	d the service data that has been filled out will be lost.	
Call Control Calling Plans	Available Service Packs		User Service Packs	
Citert Acolications Messability Service Scripts Utilities		Ads > Remove < Ads Al >> Remove Al		
	Available Services		User Services	
	Broad/Works Anywhere	Ad > Renove < Add Al >> Renove Al	External Caling Line (D Delivery External Custom Ringback Park Messaging Group Neigh Forwarding Hoteling Guest Hoteling Hot In-Call Service Activation Integrated MAP Undergo Line (D Delivery	Ŷ
	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.

BRADSOFT	Help - Home
Group >Users : 4604	Welcome Record
Options: Profile Incoming Calls Outgoing Calls Call Control Calling Plans	External Calling Line ID Delivery to be connected Line Identification Presentation service acts as to be connected line Identify of the called party. The control setting to External Calling Line ID Delivery to control the Connected Line Identification Presentation service.  OK Apply Cancel
Client Applications Messaging Service Scripts Utilities	Estable External Calling Line ID Delivery: (a) On O Off Note: Since Connected Line Identification is assigned, the onbit 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 Lossouth
Options: Profile Incoming Calls Outgoing Calls Call Control	Internal Calling Line ID Delivery 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 acits as overlay service for the Internal Calling Line ID Delivery. The connected Line Identification Presentation service acits as overlay service for the Internal Calling Line ID Delivery. The connected Line Identification Presentation service acits as overlay service for the Internal Calling Line ID Delivery also controls the Connected Line Identification Presentation service.
Calling Plans Client Applications Messaging Service Scripts Utilities	Enable Internal Calling Line ID Delivery: (2) on () or Note: Since Connected Line Identification Presentation is assigned, the onbiff flag controls when the Connected Line Identification is presented.
	OK Apply Cancel

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				Help	p - <u>Home</u>
Group >Users : 4604				Welcome	[Logout]
Options:  Profile Incoming Calls Outgoing Calls Call Control	Assign Services Assign Services allows you to assign or unassign services allows you to assign or unassign services OK Apply Cancel	nices and service packs for a user. If a service or service pack is unassi	igned the service data that has been filled out will be lost.		
Lait Latros Calenz Para Client Audications Messaana Messaana Service Scruts Ublines	Available Se	Add > Remove < Remove Al	User Service Packs		
	Avaitable Bread Works		User Services	^ ~	

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	Hele - Hame Welcome 1
Dptions: Profile Incoming Calls Cultoring Calls Calling Dana Calling Dana Client Acolections Messavity Service Scripts Utilities	Calling Name Delivery Caling Inter Delivery alone the Caling have the same for calles from inside your group or exterprise (internal) and is called from cubic any or group or exterprise (External) is be displayed. On assignment the Connected Line identification Presentation alone you to see the connected line identify of the called party. The sating for Caling Name Delivery. The Connected Line identification Presentation alone you to see the connected line identify of the called party. The sating for Caling Name Delivery. The Connected Line identification Presentation alone you to see the connected line identify of the called party. The sating for Caling Name Delivery. The Connected Line identification Presentation alone you to see the connected line identify of the called party. The sating for Caling Name Delivery. The Connected Line identification Presentation alone you to see the connected line identify of the called party. The sating for Caling Name Delivery. Caling Nam
	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
Options:	Assign Services	gn or unassign services and servic	e packs for a user. If a service or service pack is unassigned the ser	rvice data that has been filled out will be lost.	Welcome [Logout]
Incoming Calls Outgoing Calls Call Control	ОК Арріу	Cancel			
Calling Plans Client Applications		Available Service Packs	_	User Service Packs	
Messaging Service.Scripts Utilities			Add > Remove <		
			Add All >> Remove All		
		Available Services		User Services	
		BroadWorks Anywhere	Add > Remove < Add All >> Remove All	Cating Line D Elocking Override Cating Line D belvery Blocking Cating Name Delivery Cating Name Retrieval Cating Name Cetterval Cating Party Category Cati Nothy Cati Nothy Cati Nothy Cati Nothy Cati Nothy Cati Nothy Cati Nothy Cati Nothy	~
	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.

BRADSOFT	Help - Home
Group >Users : 4604	Welcome Locout
Options: Profile Incoming Calls Outgoing Calls Call Control	Calling Number Delivery Calling Number Delivery allows the Calling Line number for callers from inside your group or enterprise (External) to be displayed. On assignment the Connected Line identification Researchance were assist as overlay service for Calling Number Delivery. The Connected Line identification Presentation allows you to see the connected line identify and the called party. The setting for Calling Number Delivery allow controls the Connected Line identification Presentation allows you to see the connected line identify and the called party. The setting for Calling Number Delivery allow controls the Connected Line identification Presentation service.
Calling Plans Client Applications Messaging Service Scripts Utilities	OK     Apply     Cancel       Enable External Calling Number Delivery:     © on ○ or       Enable Internal Calling Number Delivery:     © on ○ or
	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-T58A/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.cid_source	Refer to the following content	0

Parameters	Permitted Values	Default	
Description:			
Configures the calling line ID source for account	ıt X.		
<b>0</b> -FROM (Derives the name and number of the	caller from the "From" he	eader).	
1-PAI (Derives the name and number of the cal	ler from the "PAI" header	. If the server	
does not send the "PAI" header, displays "anon	ymity" on the callee's pho	one).	
2-PAI-FROM (Derives the name and number of	the caller from the "PAI"	header	
preferentially. If the server does not send the "F	PAI" header, derives from	the "From"	
header).			
3-RPID-PAI-FROM			
4-PAI-RPID-FROM			
5-RPID-FROM			
6-PREFERENCE			
If it is set to 6 (PREFERENCE), the IP phone uses	the custom priority orde	r for the	
sources of caller identity information (configure	ed by the parameter		
"sip.cid_source.preference").			
Permitted Values:			
0 to 6 (for			
SIP-T58A/T54S/T52S/T48G/T48S/T46G/T46S/T4	2G/T42S/T41P/T41S/T40	P/T40G/T29G	
/T27G/T23P/T23G/T21(P) E2/T19(P) E2, CP920 a	and CP960)		
		Refer to the	
sip.cid_source.preference	String	following	
		content	
		1	
Description:			
Configures the priority order for the sources of	caller identity information	n. The header	
can be in any order.			

#### Default values:

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.

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

fealink 1466			Log Or English(English)	
	Status Account Network	DSSKey Features Settings Directory	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 daring a can.	
	DTMF Type	RFC2833 • 🕜	Session Timer It allows a periodic refresh of Si	
	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	<b>0</b>	Monitors a specific extension/a list of extensions for status	
	Retransmission	Disabled 🔹 🕐	changes on IP phones.	
	Subscribe Register	Disabled 👻 🕐	Shared Call Appearance	
	Subscribe for MWI	Disabled 👻 🕐	(SCA)/ Bridge Line Appearance (BLA)	
	MWI Subscription Period(Seconds)	3600 🕜	It allows users to share a SIP lin on several IP phones. Any IP	
	Subscribe MWI To Voice Mail	Disabled 🔹 🕜	phone can be used to originat receive calls on the shared lin	
	Voice Mail	2413333608		
	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 🗸		
	Session Expires(30~7200s)	1800	VQ-RTCPXR The VQ-RTCPXR mechanism,	

# **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/CP930W-Base 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.

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

BROADSOFT			Help - Home
Group >Users : 4604			Welcome [Logout]
Options:  Profile Incoming Calls Outgoing Calls Call Control	Assign Services Assign Services allows you to assign or unassign services and service OK Apply Cancel	ce packs for a user. If a service or service pack is unassigned the service data tha	t has been filled out will be lost.
Calling Plans	Available Service Packs		User Service Packs
Client Applications Messadio Service Scripts Utilities		Ads > Remove < Ads All >> Remove All	
	Available Services		User Services
	BroadWorks Anywhere	Ad3 > Call Forw Call Forw Remove < Call Forw Calling L Calling L Calling N Calling N Calling N Calling N	
	OK Apply Cancel		

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.

BROADSOFT	н	elp - Home
Group >Users : 4604	Welcome	[Logout]
Options: Profile Incoming Calls	Calling Line ID Blocking Override Calling Line ID Blocking Override (CLUD) allows a suser to override calling line identity presentation restrictions and always receive the calling line identity, if available	
Outgoing Calls Call Control	OK Apply Cancel	
Calling Plans Client Applications Messaging	Enable Calling Line ID Blocking Override: <ul> <li>On O 0ff</li> </ul>	
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/CP930W-Base 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>.

BREADSOFT					Help - Hom
Group >Users : 4604					Welcome [Logo:
ptions: Profile Incoming Calls		ssign or unassign services and service packs fo	r a user. If a service or service pack is unassigned the	service data that has been filled out will be lost.	
Outgoing Calls Call Control	OK Apply	Cancel			
Calling Plans		Available Service Packs		User Service Packs	
<u>Client Applications</u> <u>Messaging</u> <u>Service: Scripts</u> <u>Utilities</u>			Add > Remove <		
			Add All >> Remove All		
		Available Services		User Services	
		BroadWorks Anywhere	Add >> Remove < Add Aa >> Remove Aa	Essennit Client Call Manager CommPilot Call Manager CommPilot Express Communication Barring User-Control Econocical Line Identification Presentation Contected Line Identification Presentation Custom Ringback User - Vole Custom Ringback User - Vole	Ŷ
	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-T58A/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.cp_source	Integer from 0 to 2	0		
Description:				
Configures the connected line identification source for account X.				
${f 0}$ -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 fi	2-RFC 4916 (Derives the identity of the callee from "From" header in the UPDATE			
message).				
The following shows an example of the connector	d line identification course c	opfiquration		

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/CP930W-Base 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 Call Control	Assign Services Assign Services allows you to assign or unassign services and service OK Apply Cancel	ce packs for a user, if a service or service pack is unassigned the service data that h	as been filled out will be lost.
Calling Plans	Available Service Packs		User Service Packs
Ctert Applications Messaaling Service Scripta Unities		Add > Remove < Add All >> Remove All	
	Available Services		User Services
	BroadWorks Anywhere	Remove < CommPilot Communica Connected Add All >> Custom Rim Exemps all Custom Rim	Call Manager Express tion Barring User-Control Line Identification Presentation Line Identification Restriction roginated Trace
	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.

BReadSoft	Help - Home
Group >Users : 4604	Welcome Locoth
Options: Profile Incoming_Calls Outgoing_Calls	Connected Line Identification Restriction Connected Line Identification Restriction allows you'r block your runneer from being shown when receiving a call. Members of your group can still see your number when they call you. You have the choice of furning it on o of for all et alm of the sected build yilling it fight back on of using the father 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/CP930W-Base 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>.

BROADSOFT		Help - Home
Group		Welcome [Logout]
Options:	Assign Group Services Assign or unassign group services for the group. Cit Apply Cancel	
Activity Code Activity Code Call Center Calling Plan Meet Ma Contenning Uniting	Available Services	Antigned Services       Add >     Inscrime Calling Plan       Add >     Instant Orcup Calling Plan       Remove      Instances (Propa       LQAP Integration     LQAP Integration       LQAP Integration     LQAP Integration       Add All >>     Music On Hold - Video       Add All >>     Music On Hold - Video       Chaption Calling Plan     Preferred Carrier Group       Remove All     Serier Completion
	OK Apply Cancel	

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 : Br	idgeone				Welcome	[Logout]
Options: Profile Calling Plans	Meet-Me Conference Bridge Modify the selected Meet-Me conference bridge.	Served a politica				
	Continence Bridge ID Bits * Name * Celling Line ID Last Hame (Due Celling Line ID Last Hame (Due Time Zone (C Security Pro Length (E Operator Phone Number / SP-UTI) Meximum Ports Available For This Bridge * Allocated Ports To This Bridge [ @ Alloc	et-Me Contreence Inference In e v VIT-08:00) Asia/Shanghai VIT-08:00) Asia/Shanghai VII-08:00) Asia/Shanghai VII-08:00) Asia/Shanghai VII-08:00 Asia/S	Network Class of Service:     the conference end	Meet-Me English V		
	Enter search criteria below					_
	User ID V	Starts With 🗸		+	Search	1
	â valie	ble Users		Conference Hosts		
	11100,11100 (335566)           12341,12341 (1234)           21,43 (432)           24,84 (432)           300489,40004990 (4000)           4004981,40004991 (400499)           4004981,40004991 (4001)           4200,4200 (4200)           4301Valant, 123,4301)           4302,4302 (4302)           OK         Acety           0K         Acety	04980) (04981)	Add > Remove < Add All >> Remove All	Yeatink, 4008 (4604) Yeatink, 4008 (4608)		

- 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		Hel	p - <u>Home</u>
Group >Meet-Me Conference Bridges : Bri	dgeone	Welcome	[Logout]
Options:  Profile Calling Plans	Meet-Me Conference Bridge Addresses Advesses allows you to view and maintain your phone number and other identifies that are used to make and receive calls.		
	OK Apply Cancel		
	Phone Number: 4607 v Activated Extension: 4607		
	Alisses : sip: @ [pbx;yealink.com V sip: @ [pbx;yealink.com V		
	eip. 🖉 (bbx. yealink.com 🗸		
	OK Apply Cancel		

**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	<b>Note</b> : 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.
	<b>One Time</b> : The conference happens once, on the scheduled date and time, and is not repeated.
Туре	<b>Recurring</b> (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.
	<b>Reservationless</b> : The conference is not scheduled for any particular time and can be started at any time.

The following shows an example:

Title: Myconference			
Estimated number of p	participants:	2	
Туре:	Reservatio	onless	
Schedule Start Date:	Select today	's date	

BROADSOFT		Help - Hon
Group > <u>Users</u> : 4604		Welcome [Logos
ptions: <u>Profile</u> Incoming Cells Outgoing Cells	Meet-Me Conference Add Create a new conference.	
Call Control Calling Plans	OK Cancel	
Cient Adolizationa Messaging Messaging Scritch Scieda Littles	Bidge       Meet-Me Conference         * Time       Myconference         Account Code	

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

Schedule End Date:

Never

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-T58A/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-T58A/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	
<b>2</b> -Line2	
<b>3</b> -Line3	
<b>16</b> -Line16	
linekey.X.value	String within 99 characters
Description:	
Configures the Meet-Me conference bridge	number.
linekey.X.extension	String within 256 characters
Description:	
<b>Description:</b> Configures the conference ID or Moderator F	PIN followed by the # sign.
-	PIN followed by the # sign.
-	PIN followed by the # sign. String within 99 characters
Configures the conference ID or Moderator I	
Configures the conference ID or Moderator R linekey.X.label	String within 99 characters
Configures the conference ID or Moderator R linekey.X.label Description:	String within 99 characters the LCD screen for each line key.
Configures the conference ID or Moderator R Iinekey.X.label Description: (Optional.) Configures the label displayed on Iinekey.X.shortlabel	String within 99 characters
Configures the conference ID or Moderator R linekey.X.label Description: (Optional.) Configures the label displayed on	String within 99 characters the LCD screen for each line key.
Configures the conference ID or Moderator R Iinekey.X.label Description: (Optional.) Configures the label displayed on Iinekey.X.shortlabel	String within 99 characters the LCD screen for each line key.
Configures the conference ID or Moderator F linekey.X.label Description: (Optional.) Configures the label displayed on linekey.X.shortlabel (X ranges from 1 to 21)	String within 99 characters the LCD screen for each line key. String within 99 characters

The following shows an example of Meet-Me conference key (line key) configurations in a template configuration file (e.g., y0000000028.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-T58A, 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-T58A/T54S/T48S/T48G/T4	46S/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				
<b>2</b> -Line2				
<b>3</b> -Line3				
<b>16</b> -Line16				
<b>Note:</b> 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		
<b>Description:</b> Configures the conference ID or Moderat	or PIN followed by the # sign.		
programablekey.X.label (X ranges from 1 to 4) String within 99 characters			
<b>Description:</b> (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:

alink   146G					_			Er	nglish(English)
11400	Status	Account	Network	DSSKey	Features	Settings	Directory	Security	Application
Line Key 1-9	Enable Page 1	Fips Disabled	•	Label	Length Default	•		NOTE	
	Кеу	Туре	N N	/alue	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 recall I.
Programable Key	Line Key3	Line	Default	•		Line 3 🔹			
Ext Key	Line Key4	Line -	Default	•		Line 4 👻		You can o 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 👻			

## **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, W60P and CP930W-Base 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				Hel	lp - <u>Home</u>
Group >Users : 4604				Welcome	[Logout]
Options:   Profile Incomina Calls Outgoing 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 unassigne	d the service data that has been filled out will be lost.		
Call Control Calling Plans Client Applications	OK Apply Cancel Available Service Packs		User Service Packs		
Meet-Me Conferencing Messaging Service Scripts Utilities		Add > Remove <			
		Add All >> Remove All			
	Available Services		User Services		
	Broad/Works Anywhere	Add > Remove <	Basic Call Logs BroadTouch Business Communicator Desktop - V BroadTouch Business Communicator Mobile - Vic BroadTouch MobileLink BroadWorks Mobility Busy Lamp Field	fideo 🔨	
		Add All >> Remove All	Call Center - Premium Call Forwarding Always Call Forwarding Busy Call Forwarding No Answer Call Forwarding Not Reachable	~	
	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.

BRADSOFT		Help - Home
Group >Users : 4604		Welcome [Logout]
Options: Profile Inscening Calls Cutooling Calls Call Control Calling Flavis Calling Flavis Client Applications Meet Mc Conternening	Busy Lamp Field Busy Lamp Field Busy Lamp Field Busy Lamp Field allows you to create a list of users to monitor via your SIP Attendent Console Phone and assign a SIP URI to the list.           OK         Apply         Cancel           Uset URI: sip:         d604         @ [pbx yeatink com v]	
Messaging Service Scripts Utilities	Liner Los - Anno Anno Anno Anno Anno Anno Anno An	Search
	11150, 1110, (335565)         Yealink. 4507 (4607)           1214, 1152, 1124, 1	

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-T58A/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.

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

Parameters	Permitted Values	Default
phone_setting.auto_blf_list_enable	Boolean	1
<b>Description:</b> Enables or disables the IP phone to automatically co <b>0</b> -Disabled <b>1</b> -Enabled	nfigure the BLF list keys	in order.
account.X.blf.blf_list_uri	%BWBLF-URI-X%	Blank
<b>Description:</b> Configures the BLF List URI to monitor the users for	account X.	
account.X.blf_list_code	%BWFAC-DIRECTE D-CALL-PICKUP-X %	Blank
Description:		
Configures the Directed Call Pickup FAC (default: *97	7) for account X.	r
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 FA	C (default: *33) for acco	ount X.
account.X.blf_list_call_parked_code	%BWFAC-CALL-PA RK-PRIMARY%	Blank
Description:		
It configures the call park FAC (default: *68) for acco	unt X.	
Example:		
account.1.blf_list_call_parked_code = *68		
Note: It is only applicable to phones running firmwa	re version 84 or later.	
all or serial account.X.blf_list_call_parked_list list		Blank
Description:		
It configures the serial numbers of the monitored us park the active call to for account X.	ers in the BLF list where	you can
This parameter has a higher priority than "transfer.dsskey_deal_type", so that when you press the BLF list key, the phone parks a call other than transferring a call.		

Parameters	Permitted Values	Default			
Multiple serial numbers are separated by commas.					
Example:					
account.1.blf_list_call_parked_list =					
When you leave it blank, you cannot park an active call to any monitored user.					
account.1.blf_list_call_parked_list = all					
You can park the active call to any monitored user.					
account.1.blf_list_call_parked_list = 1,3,4					
You can park the active call to the first, third or fourt	h monitored user in the	e BLF list.			
<b>Note:</b> It works only if "account.X.blf_list_call_parked_ applicable to phones running firmware version 84 or	-	s only			
account.X.blf_list_retrieve_call_parked_code	String within 32 characters	Blank			
Description:					
Configures Call Park Retrieve FAC (default: *88) for a	ccount X.				
phone_setting.blf_list_sequence_type	0, 1, 2 or 3	0			
Description:					
Configures the order of BLF list keys to be assigned	automatically.				
<b>0</b> -linekey->exp1 key->expN key					
<b>1</b> -exp1 key ->expN key ->linekey					
<b>2</b> -linekey page1->page1 from exp1 key to expN key key ->>linekey from page2 to page3	->page2 from exp1 ke	y to expN			
<b>3</b> - page1 from exp1 key to expN key ->page2 from exp1 key to expN key ->>linekey					
N above is the number of your connected expansion	n modules.				
<b>Note:</b> It works only if "phone_setting.auto_blf_list_er		ed). It is			
only applicable to SIP-T58A/T54S/T52S/T48S/T48G/					
features.pickup.blf_visual_enable					
Description:					
Enables or disables the IP phone to display a visual a	lert when the monitore	d user			
receives an incoming call.					
0-Disabled					
1-Enabled	1	1			
features.pickup.blf_visual.list	any, monitored	any			

Parameters	Permitted Values	Default	
	ListX		
Description:			
Configures the monitored users who want to enable The IP phone displays a visual alert when a monitore		•	
Multiple monitored users are separated by commas.			
Example:			
features.pickup.blf_visual.list = any or leave it blank			
The IP phone displays a visual alert when any monito call.	pred user receives an ind	coming	
features.pickup.blf_visual.list = 4604,4605			
The IP phone displays a visual alert when monitored incoming call.	user 4604 or 4605 rece	ives an	
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".			
<b>Note:</b> It works only if "features.pickup.blf_visual_ena applicable to phones running firmware version 84 or		). It is only	
features.pickup.blf_audio_enable Boolean 0			
Description:			
Enables or disables the IP phone to play an audio ale	ert when the monitored	user	
receives an incoming call.			
<b>0</b> -Disabled			
<ul><li>0-Disabled</li><li>1-Enabled</li></ul>			
1-Enabled	any, monitored		
	phone number or	any	
1-Enabled	-	any	
1-Enabled	phone number or	any	
1-Enabled features.pickup.blf_audio.list	phone number or ListX audio alert for BLF pick	up feature.	
1-Enabled         features.pickup.blf_audio.list         Description:         Configures the monitored users who want to enable	phone number or ListX audio alert for BLF pick user receives an incom	up feature.	
1-Enabled         features.pickup.blf_audio.list         Description:         Configures the monitored users who want to enable         The IP phone plays an audio alert when a monitored	phone number or ListX audio alert for BLF pick user receives an incom	up feature.	
1-Enabled         features.pickup.blf_audio.list         Description:         Configures the monitored users who want to enable         The IP phone plays an audio alert when a monitored         Multiple monitored users are separated by commas.	phone number or ListX audio alert for BLF pick user receives an incom	up feature.	
1-Enabled         features.pickup.blf_audio.list         Description:         Configures the monitored users who want to enable         The IP phone plays an audio alert when a monitored         Multiple monitored users are separated by commas.         Example:	phone number or ListX audio alert for BLF pick user receives an incom	up feature. ing call.	

Parameters	Permitted Values	Default
The IP phone plays an audio alert when monitored u incoming call.	l Iser 4604 or 4605 receiv	res an
features.pickup.blf_audio.list = List1		
The IP phone plays an audio alert when any user in the ListX stands for the BLF list of account X configured l "account.X.blf.blf_list_uri".		oming call
<b>Note:</b> It works only if "features.pickup.blf_audio_ena applicable to phones running firmware version 84 or		l).It is only
features.blf.ring_type	Refer to the following content	Splash. wav
Description:		
Configures a ring tone to play when the monitored u	user receives an incomir	ng call.
Permitted Values:		
Ring1.wav, Ring2.wav, Ring3.wav, Ring4.wav, Ring5.w Ring8.wav, Silent.wav or Splash.wav.	vav, Ring6.wav, Ring7.w	av,
Example:		
features.blf.ring_type = Ring1.wav		
<b>Note:</b> It works only if "features.pickup.blf_audio_ena applicable to SIP-T58A/CP960 IP phones.	ble" is set to 1 (Enabled	). It is not
features.blf_led_mode	0, 1, 2 or 3	0
Description:		
<b>Description:</b> Configures BLF LED mode and provides four kinds of status.	f definition for the BLF I	ist key LED
Configures BLF LED mode and provides four kinds of	f definition for the BLF I	ist key LED
Configures BLF LED mode and provides four kinds of status.		·
Configures BLF LED mode and provides four kinds of status. For more information, refer to BLF LED Mode.		·
Configures BLF LED mode and provides four kinds of status. For more information, refer to BLF LED Mode. <b>Note:</b> For T58A, it is only applicable to the expansion		·
Configures BLF LED mode and provides four kinds of status. For more information, refer to BLF LED Mode. <b>Note:</b> For T58A, it is only applicable to the expansion phones. It is not applicable to CP960 IP phones.	n module EXP50 connec	cted to IP
Configures BLF LED mode and provides four kinds of status. For more information, refer to BLF LED Mode. <b>Note:</b> For T58A, it is only applicable to the expansion phones. It is not applicable to CP960 IP phones. <b>features.blf.show_callinfo.enable</b>	n module EXP50 connec <b>0 or 1</b>	ted to IP
Configures BLF LED mode and provides four kinds of status. For more information, refer to BLF LED Mode. <b>Note:</b> For T58A, it is only applicable to the expansion phones. It is not applicable to CP960 IP phones. <b>features.blf.show_callinfo.enable</b> <b>Description:</b> Enables or disables the IP phone to display the call in	n module EXP50 connec <b>0 or 1</b>	ted to IP
Configures BLF LED mode and provides four kinds of status. For more information, refer to BLF LED Mode. <b>Note:</b> For T58A, it is only applicable to the expansion phones. It is not applicable to CP960 IP phones. <b>features.blf.show_callinfo.enable</b> <b>Description:</b> Enables or disables the IP phone to display the call in BLF/BLF List key.	n module EXP50 connect <b>0 or 1</b> nformation by long pres g a call, or has a parkec	ted to IP <b>1</b> ssing the

Parameters	Permitted Values	Default		
Note: It is only applicable to phones running firmware version 84 or later.				
The following shows an example of configuring BLF List in a template configuration file (e.g., %BWMACADDRESS%.cfg):				
account.1.blf.blf_list_uri = %BWBLF-URI-1%				
account.1.blf_list_code = %BWFAC-DIRECTED-CALL-PICKUP-1%				
account.1.blf_list_barge_in_code = %BWFAC-DIRECTED-CALL-PICKUP-WITH-BARGE-IN-1%				
account.1.blf_list_retrieve_call_parked_code = *88				
phone_setting.blf_list_sequence_type = 0				
phone_setting.auto_blf_list_enable = 1				
features.pickup.blf_visual_enable = 1				
features.pickup.blf_audio_enable = 1				
features.blf_led_mode = 1				
If the parameter "phone_setting.auto_blf_list_enable" is set to 0, you need to configure the BLF list keys manually. Configure DSS keys to be BLF List keys using the following parameters in the configuration template files (e.g., y00000000028.cfg). The number of BLF List keys to be configured depends on the number of monitored users configured on BroadWorks.				
You can configure line keys to be BLF List keys.				
The "X" is an integer which specifies the sequence number of the line key. For CP960, X=1-30; for SIP-T48S/T48G, X=1-29; for SIP-T58A/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	39	
Description:		
Configures the line key type.		
<b>39</b> -BLF List.		
linekey.X.line	Refer to the following content	
Description:		
Configures the line to apply the BLF List key.		
Permitted Values:		
1 to 16 (For SIP-T58A/T54S/T48S/T48G/	T46S/T46G/T29G)	
1 to 12 (For SIP-T52S/T42S/T42G)		
1 to 6 (For SIP-T41S/T41P/T27G)		

Parameters	Permitted Values
1 to 3 (For SIP-T40P/T40G/T23P/T23G)	
1 to 2 (For SIP-T21(P) E2)	
1 (For CP960)	
1-Line1	
<b>2</b> -Line2	
<b>3</b> -Line3	
<b>16</b> -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	String within 99 characters
(X ranges from 1 to 21)	String within 55 characters
Description:	
(Optional.) Configures the short label d	isplayed on the LCD screen for line key.
Note: It is only applicable to SIP-T52S I	P phones.

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

linekey.2.line = 1

linekey.2.type = 39

**2.** Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

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

account.1.blf.blf\_list\_uri = 4604@pbx.yealink.com

account.1.blf\_list\_code = \*97

account.1.blf\_list\_barge\_in\_code= \*33

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

<u>ৰু</u> 4604		20:0	)6 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 Outgoing 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	the service dats that has been filled out will be lost.	
Callicontrol Calling Plans Client Applications	OK Apply Cancel Available Service Packs	_	User Service Packs	
Meet-Me Conferencing Messaging Service Scripts Utilities		Add > Remove <		
		Add All >> Remove All		
	Available Services		User Services	
	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

BRADSOFT		He	alp - <u>Home</u>
Group >Users : 4604		Welcome	[Logout]
Options:	Shared Call Appearance Shured Cal 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	je.	
Outgoing Calls     Call Control     Calling Plans     Client Applications	OK Appy Add Cancel		
<u>Meet-Me Conferencing</u> <u>Meet-Me Conferencing</u> <u>Messaging</u> Service Scripts	✓ Alert all appearances for Group Paging calls ✓ Allow Call Retrieve from another location		
Utilities	Multiple Call Arrangement:  ⓐ On ◯ orr ☑ Allow triding between locations ☑ Enside Call Park notification		
	Bridge Warning tone: O None		
	● Barge-In only ○ Barge-In and repeat every 50 seconds Device Policies: <u>Configura device policies</u>		
	Delete Identity/Device Profile Type		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> <u>Incoming Calls</u>	Shared Call Appearance Add Allows administrators to allocate additional devices or lines to you.		
Outgoing Calls Call Control	OK Cancel		
Caling Plans Client Applications Meet-Me Conferencing Messaging	Identity/Device Profile Name: Yealink_T46G_Test (Group)  * Line/Port: 4604_1 @ pbx.yealink.com *		
<u>Service Scripts</u> Utilities	<ul> <li>✓ Enable this location</li> <li>✓ Allow Origination from this location</li> <li>✓ Allow Termination to this location</li> </ul>		
	OK Cancel		

- 11. Click OK to accept the change.
- **12.** Repeat steps 6 to 10 to configure more alternate locations.
- Note The primary account and the alternate accounts should be assigned to different device profiles.

# **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:

The "X" in the parameter is an integer which specifies the line number on the IP phone. For SIP-T58A/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/CP930W-Base, 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		
account.X.label	%BWEXTENSION-X %	Blank
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%	Blank
<b>Description:</b> 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.		

Parameters	Permitted Values	Default
account.X.password	%BWAUTHPASSWO RD-X%	Blank
Description:		
Configures the authentication password for account	nt X.	
account.X.user_name	%BWLINEPORT-X%	Blank
Description:		
Configures the user ID for account X.		
account.X.sip_server.Y.address	%BWHOST-X%	Blank
(Y ranges from 1 to 2)		
Description:		
Configures the IP address of SIP server Y for accou	nt X.	
account.X.sip_server.Y.port	5050	5000
(Y ranges from 1 to 2)	5060	5060
Description:		
Configures the port of SIP server Y for account X.		
account.X.outbound_proxy_enable	%USE_SBC_BOOLEA N%	0
Description:		
Enables or disables the outbound proxy server for	account X.	
0-Disabled		
1-Enabled		1
account.X.outbound_host	%SBC_ADDRESS%	Blank
Description:		
Configures the domain name or the IP address of the outbound proxy server 1 for account X.		
account.X.outbound_port	%SBC_PORT%	5060
Description:	1	1
Configures the port of the outbound proxy server	1 for account X.	

Parameters	Permitted Values	Default	
account.X.backup_outbound_host	IP address or domain name	Blank	
<b>Description:</b> Configures the IP address or domain name of the outbound proxy server 2 for account X.			
account.X.backup_outbound_port Integer from 0 to 65535 5060			
Description:			
Configures the port of the outbound proxy server 2 for account X.			
The following shows an example of the primary account configuration in a template			

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

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 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-BI NARY-X%	0
Description:		
Configures the line to be private or shared for account X.		
<b>0</b> - Disabled		
1- Shared Call Appearance		

Parameters	Permitted Values	Default	
features.auto_linekeys.enable	%AUTO_LINEKEYS%	0	
<ul> <li>Description:</li> <li>Enables or disables the DSS keys to be assigned with Line type automatically.</li> <li>0-Disabled</li> <li>1-Enabled</li> <li>Note: The number of the DSS keys is determined by the value of the parameter</li> </ul>			
"account.X.number_of_linekey". It is not applicabl CP930W-Base, W52P, W53P, W56P and W60P IP			
account.X.auto_label.enable	Boolean	0	
<ul> <li>Description:</li> <li>Enables or disables the Auto Label feature for account X. It is only applicable to the automatically assigned line DSS keys.</li> <li>O-Disabled</li> <li>1-Enabled</li> <li>If it is set to 0 (Disabled), the label displayed on the LCD screen is determined by the value of the parameter "account.X.label".</li> <li>If it is set to 1 (Enabled), the label displayed on the LCD screen is determined by the value of the parameter "account.X.label".</li> <li>Note: It works only if "features.auto_label.rule".</li> <li>Note: It works only if "features.auto_linekeys.enable" is set to 1 (Enabled). It is not applicable to SIP-T19(P) E2, SIP-T58A/CP960, CP930W-Base, W52P, W53P, W56P and</li> </ul>			
W60P IP phones. account.X.auto_label.rule	String	{L}_{1}	
<ul> <li>Description:</li> <li>Configures the Auto Label rule for account X.</li> <li>You need to know the following basic regular expression syntax:</li> <li>{L}: The value is configured by the parameter "account.X.label".</li> <li>{N}: An increasing number from N. For example, abc{1}{5} represents the following labels: abc15, abc26, abc37, and so on.</li> <li>Multiple labels are separated by " ". For example, Yea Yea Yea Tom_{2} means to display "Yea" for first three line keys, and from the fourth one, display label Tom_2, Tom_3, and so on in turn.</li> <li>Other Characters: for example, ABC, will display ABC same as what you have configured.</li> <li>Note: It works only if "features.auto_linekeys.enable" and</li> </ul>			

Parameters	Permitted Values	Default
"account.X.auto_label.enable" are set to 1 (Enable	ed). It is not applicable to S	P-T19(P)
E2, SIP-T58A/CP960, CP930W-Base, W52P, W53P	, W56P and W60P IP phone	es.
account.X.number_of_linekey	%NUM_OF_LINEKEYS %	1
Description:		
Configures the number of DSS keys to be assigned with Line type automatically from the first unused one (unused one means the DSS key is configured as N/A or Line). If a DSS key is used, the IP phone will skip to the next unused DSS key. The order of DSS key assigned automatically is Line Key->Ext Key. <b>Note</b> : It works only if "features.auto_linekeys.enable" is set to 1 (Enabled). It is not applicable to SIP-T19(P) E2, CP920, CP960, CP930W-Base, W52P, W53P, W56P and W60P IP phones.		
account.X.shared_line_callpull_code	String within 32 characters	Blank
Description:		
Configures the shared line call pull FAC (default:	*11) for account X.	
Note: It works only if "account.X.shared_line" is set to 1 (Shared line). It is not		
applicable to CP930W-Base, W52P, W53P, W56P and W60P Phones.		

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

Tag Name	Value
%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:

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

 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 = %BWAUTHUSER-2% account.2.user\_name = %BWLINEPORT-2% account.2.sip\_server.1.address= %BWHOST-2% account.2.outbound\_proxy\_enable = %USE\_SBC\_BOOLEAN% account.2.outbound\_port = %SBC\_ADDRESS% account.2.outbound\_port = %SBC\_PORT%
 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>ຈ</u> 4605		20:3	1 Mon Aug 15
<u>4605</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.

**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 CP930W-Base, 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-T58A/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			
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.			
Note: It is only applicable to SIP-T52S IP phones.				

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

linekey.4.type = 20

2. Upload the template configuration files.

For more information, refer to Uploading Device Template Files.

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

ealink   1466	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Application
Line Key 1-9	Enable Page	Tips Disabled	•	Label	Length Default	•		NOTE	
Une Key 10, 10	Кеу	Туре	v	alue	Label	Line	Extension		
Line Key 10-18	Line Key1	Line	▼ Default	v	4605	Line 1 v			v you to quickly
Line Key 19-27	Line Key2	Line	✓ Default	Ţ	4604	Line 2 👻		access feature and voice mail	s such as recall
Programable Key	Line Key3	Line	▼ Default	v	4604	Line 2 👻			
Ext Key	Line Key4	Private Hold	•			N/A -		You can c more guides.	lick here to get
	Line Key5	Line	▼ Default	Ŧ		Line 5 👻			
	Line Key6	Line	▼ Default	Ŧ		Line 6 👻			
	Line Key7	Line	▼ Default	Ŧ		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-T58A/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.

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 i	nto an active call on the	e shared line for				
account X.						
<b>0</b> -Disabled	0-Disabled					
1-Enabled	1-Enabled					
Note: It is only applicable to phones (except SIP-	Note: It is only applicable to phones (except SIP-T19(P) E2/CP920, W53P, W60P and					
CP930W-Base) running firmware version 83 or la	ter.					

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/CP930W-Base 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

#### 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 Music On Hold and Music On Hold-Video, and then click Add>.

BRMADSOFT				Help	- Home
Group				Welcome	[Logout]
Options: Profile Resources	Assign Group Se Assign or unassign group service				
Services Service Scripts Acct/Auth Codes	OK Apply	Cancel Available Services		Assigned Services	
Call Center Catling Plan Metch.Mc Conferencing Utilities		Available Services	Add > Remove <	Instant Group Call Intercept Group Inventory Report LDAP Integration Meet-Me Conferencing	
			Add All >> Remove All	Music On Hold - Video Outgoing Caling Plan Prefered Carrier Group Series Completion Series Completion	
	OK Apply	Cancel			

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

## **Configuring Music/Video on Hold for a Department**

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Music/Video On Hold.
- 3. Click Add.
- 4. Select the desired department from the pull-down list of **Department**.
- 5. Configure the Music on/Video on Hold for individual services:
  - **Enable music/video during Call Hold**: Checking this checkbox enables the IP phone to play an audio or video file for held callers.

- **Enable music/video during Call Park**: Checking this checkbox enables the IP phone to play an audio or video file for parked callers.
- **Enable music/video during Busy Camp On**: Checking this checkbox enables the IP phone to play an audio or video file for camped callers.
- 6. Configure the source of the Music/Video on Hold message to play.
- 7. Click **Apply** to accept the change.

## Modifying Music/Video on Hold for a Group/Department

#### Procedure

- **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.

BREADSOFT		Help	o - <u>Home</u>
Group	We	lcome	[Logout]
Options: Profile Resources Services Services Services Call Center Call Center	Music/Video On Hold Modify Modify the selected Music/Maeo On Hold Source. OK Appy Cancel General Settings Internal Calls Settings		
Calling Ellan Meel-Me.Conferencing Utilities	✓ Enable music/video during Call Hold     ✓ Enable music/video during Call Park     ✓ Enable music/video during Bary Care On     Music/Video Orbeit musicate     Preferred Audo Codec: <u>None</u> ▼		
	System Delines Music/Visoo     External Source     Identity/Device Profile      None     Custom Music/Visoo File     Load Custom Music File:     Identity Castom Visoo File		
	OK Apply Cancel	1	

5. Click Apply to accept the change.

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

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

6. In the Available Services box, select Music On Hold User and then click Add>.

BROADSOFT				Help - Home
Group >Users : 4604				Welcome [Logout]
Options:  Profile Incoming Calls Cutooing Calls Call Control Call Control	Assign Services Assign Services allows you to assign or unassign services and services OK Apply Cancel	ice packs for a user. If a service or service pack is unassign	ed the service data that has been filled out will be lost.	
Calling Plans	Available Service Packs		User Service Packs	
Ctert Applications Mets-Mac Conferencing Messaging Sontice Social Utilities		Add > Remove < Add All >> Remove Al		
	Available Services		User Services	
	Broad/Vorks Anywhere	Add > Remove < Add All >> Remove All	Interest User Internal Caling Line ID Delivery Last Number Redail Location-Based Caling Restrictions Multiple Cali Arrangement Multiple Cali Arrangement Multiple Cali Arrangement Multiple Cali Arrangement October Integration Physica Location Polycicen Phone Services	~
	OK Apply Cancel	-		
	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 - Hom
Group >Users : 4604		Welcon	1e <u>(Logou</u>
Options:  Profile Incoming Calls Outgoing Calls	Music/Video On Hold Music On Hold allows you to turn on music for all calls wh OK Apply Cancel	en the remote party is held or partied.	
Call Control     Calling Plans     Client Applications     Mest-Me Conferencing     Messaging	Music On Hold: On Off	Internal Calls Settings	
Service Scripts	Music/Video On Hold message: © Group Defined Music/Video © Custom Music/Video File Load Custom Music File: Load Custom Video File:	306   206	

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/CP930W-Base 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 <u>Alternate Numbers</u>.

# **Configuring the BroadSoft Server**

## Assigning the Priority Alert 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 Priority Alert and then click Add>.

BRADSOFT					Help - Home			
Group >Users : 4604					Welcome [Logout]			
Options:  Profile Incoming Cells Quatoring Cells	Assign Services Assign Services allows you to ass OK Apply	ign or unassign services and service	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 Calling Plans		Available Service Packs User Service Packs						
<u>Chert Apolications</u> Messaging <u>Service Sciola</u> Jolitica			Add > Remove < Add All >> Remove All					
		Available Services		User Services				
		BroadWorks Anywhere	Ad > Renove < Add All >> Renove All	Physical Location Polycom Phone Services Physical Phone Services Phone Services P	Ŷ			
	OK Apply	Cancel						

7. Click Apply to accept the change.

## **Configuring Priority Alert for a User**

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

- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604), who has been assigned the priority alert service.
- 5. Click on Incoming Calls->Priority Alert.
- 6. Click Add to add a new priority alert entry.
- 7. Set the parameters of priority alert.

The following shows an example:

Description: D-Ring

Use Priority Alert: Selected

Select Time Schedule: Every Day All Day

Select Holiday Schedule: None

Any external phone number: Selected

BRADSOFT	Help - Home
Group >Users : 4604	Welcome Lecoud
Croup-Users 4604 Options: Data Data Data Data Data Data Data Dat	Priority Alert Add Adva you b add a plothy start ethy. Specify the time schedule and/or holdsy schedule you would like a plothy start to occur. Aleo, you can have a plothy start occur when only specified numbers call or all external
	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>.

BRADSOFT		Help - Home		
Group >Hunt Groups : HuntGroup1		Welcome [Logout]		
Options: Profile <u>Calling Plans</u>	Assign Services Assign Service allows you be 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 Anorymous Call Rejection Basic Call Logs Call Forwarding Aways Call Forwarding Dusy Call Forwarding Selective	Priority Alert		
	Calling Line ID Delivery Blocking Calling Name Retrieval Call Ne Nov Call Notify Connected Line Identification Restriction			
	OK Apply Cancel			

- 6. Click **OK** to accept the change.
- 7. Click on Incoming Calls->Priority Alert.
- 8. Click Add to add a new priority alert entry.
- 9. Set the parameters of priority alert.

The following shows an example:			
Description:	G-ring		
Use Priority Alert:	Selected		
Select Time Schedule:	Every Day All Day		
Select Holiday Schedule:	None		
Following phone numbers:	Selected		
Any private number:	Selected		

BROADSOFT		Help - H	ome
Group >Hunt Groups : HuntGroup1	We	come <u>ILo</u> o	aout]
Options: Profile Incoming Calls Calling Plans	Priority Alert Add Allow you to add a priority alert entry. Specify the time schedule and/or holday schedule you would like a priority alert to occur. Also, you can have a priority alert occur when only specified numbers call numbers all injunced more than 12 numbers or more distinct time or holday periods, you can create multiple priority alert entries.	or all external	
	Concel     Concel     Concel     Concel     Concel     Concel     Concel     Concel		

10. Click OK to accept the change.

# **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>.

BROADSOFT		Help - Home
Group »Call Centers : 4601		Welcome [Logout]
Options:  Profile Routing Policies Incoming Calls Option	Assign Services Assign Service allows you basign 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	
Calina Para	Available Services         User Services           Atternate Numbers         Add >           Anonymous Call Rejection A Call Rejection A Call Rejection Call Reporting Jusys         Add >           Call Forwarding Search Cecking Call In Now Call Notify Canter	

- 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:	4607 4608				

BREADSOFT	Help - Home
Group >Call Centers : 4601	Welcome [Lossed]
Options: Profile Rouding Policies Incoming Calls Calling Plans	Priority Alert Add Allows you bad's activity later farty. Specify the time schedule and/or holdsy schedule you would like a priority alert occur. Also, you can have a priority alert occur when only specified numbers call or all external moments call if you need more than 12 numbers or more distinct time or holdsy periods, you can neede multiple priority alert entries.
	* Description: [C-Ing © Use priority alert © no true priority alert Selected Trime Schedule: [Every Org AI DBy ~] Belected Indiay Schedule: [None ~] Calls from Ary othermathers Ary priorite number Society priore numbers Galage from Society priore numbers Galage from Galage from Society priore numbers Galage from Galage from

**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

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

 In the Available Services box, select Voice Messaging User or Voice Message User -Video and then click Add>.

Group >Users : 4604					He Welcome	lp - <u>Home</u>
Options:	Assign Service	25				100 000
Incoming Calls	Assign Services allows you	to assign or unassign services and service p	acks for a user. If a service or service pack is una	ssigned the service data that has been filled out	will be lost.	
Outgoing Calls	OK Apply	Cancel				
Call Control Calling Plans		Available Service Packs		User Service Packs		
Client Applications						
Meet-Me Conferencing		*				
Messaging			Add >			
Service Scripts			Remove <			
<u>Utilities</u>						
			Add All >>			
			Remove All			
		*	Remove Air			
		Available Services		User Services		
		Authentication 🔺		hird-Party MWI Control	*	
			Add > T	'hird-Party Voice Mail Support 'hree-Way Call		
				wo-Stage Dialing		
			v	/ideo Add-On		
				/ideo On Hold User		
			Add All >>	/irtual On-Net Enterprise Extensions /oice Messaging User		
			N 100 100 100 100 100 100 100 100 100 10	/oice Messaging User - Video		
				/oice Portal Calling one Calling Restrictions		
		· · · ·	Ľ	one Calling Restrictions	÷	
	OK Apply	Cancel				

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		Hel	p - <u>Home</u>
Group >Users : 4604		Welcome	[Logout]
Options: Profile Incoming Calls	Distribution Lists Distribution Lists allows you to create lists of numbers to send voice messages in bulk.		
Outgoing Cells Cell Control Celling Plans Client Applications Meet-Me Conferencing	OK         Apply         Cancel           Distribution List Numbers:         0         1         2         3         4         5         6         7         8         9         10         11         12         13         14		
Messaging     Service Scripts     Utilities	Description: [list 1		
	Phone Number / SIP-URL 4607 Add Delete Phone Number / SIP-URI		
	Delete		
	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**

### 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 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	l: Selected
Use unified messaging:	Selected

Use Phone Message Waiting Indicator: Selected

BRADSOFT	Help - Home
Group >Users : 4604	Welcome (Lazauti
Options: Profile Incoming Catls Codenic Catls Codenic Catls Call Contra Catlen Applications Catlen Applications Catlen Applications Media due Conferencies Media due	Voice Management         Wate Management allows you to pool if how to back your ensages. Use United message you want to use your show to retrieve messages. You can also just choose to and the message to your e-mail and not use the phone for message is lotted that message to your e-mail and not use the phone for messages. You can also just choose to and the message to your e-mail and not use the phone for messages. You can also just choose to and the message to your e-mail and not use the phone for message. You can also just choose to and the message to your e-mail and not use the phone for message. You can also just choose to and the message to your e-mail and not use the phone for message. You can also just choose to and the message to your e-mail and not use the phone for message. You can also just choose to and the message to your e-mail and not use the phone for message at the phone for message. You can also just choose to and the message to your e-mail and not use the message at the addrese
	CK Apply Cancel

7. Click Apply to accept the change.

## **Configuring Voice Portal Calling for the User**

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4604), who has been assigned the voice messaging/video voice messaging service.
- 5. Click on Messaging->Voice Portal Calling.

6. Mark the On radio box in the Voice Portal Calling field.

BR ADSOFT Group >Users : 4604	Hate - Home Welcome [Lozard]
Options: Profile Incoming Calls	Voice Portal Calling Voice Portal Calling allows you to originate calls from the Voice Portal. Once you have dialed in to the Voice Portal and suthenticated yourself, select the Marke Call menu option and enter the destination digits.
Call Control Calling Plans	OK Appy Cancel
Client Applications Meet-Me Conferencing Messaging	
Service Scripts Utilities	OK 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-T58A/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/CP930W-Base, 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 user (e.g., 4604) is the first user assigned to the device profile, replace "X" by "1".

Parameters	Permitted Values	Default				
voice_mail.number.X	%BWVOICE-PO RTAL-NUMBER -X%	Blank				
Description:						
Configures the voice mail number (voice mail access coo	de).					
voice_mail.message_key.mode Boolean 0						
Description:						
Enables or disables to enter the View Voice Mail screen by pressing the MESSAGE key when the phone is idle. <b>0</b> -Disabled						
1-Enabled						
If it is set to 0 (Disabled), the IP phone use the voice mail number to access the voice 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						

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, CP930W-Base, W52P, W53P, W56P and W60P IP

Parameters	Permitted Values	Default				
phones.						
bw.voice_mail.visual.enable	Boolean	0				
Description:						
Enables or disables the visual voice mail feature.						
<b>0</b> -Disabled						
1-Enabled						
Note: It is not applicable to CP960, CP930W-Base, W52	2P, W53P, W56P an	d W60P IP				
phones.						
bw.voice_mail.visual.display_videomail.enable Boolean 0						
Description:						
Enables or disables to display the video mails in the Void	ce Mail list.					
<b>0</b> -Disabled						
1-Enabled						
<b>Note:</b> It works only if "bw.voice_mail.visual.enable" is set to 1 (Enabled). It is not applicable to CP960, CP930W-Base, W52P, W53P, W56P and W60P IP phones.						
L The following shows an example of the voice messaging c	onfiguration in a ter	nplate				

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, CP930W-Base, 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-T58A 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-T58A 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-T58A 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-T58A 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-T58A 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-T58A 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.

- **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.

BRADSOFT									<u>He</u>	alp - <u>Home</u>
Group								v	Welcome	[Logout]
Options:	Call Cent	ters						,		
Profile										
Resources			existing call centers. You can con music or video for callers on hold.		to allow agents to log in and o	but, to queue incomin	ag calls that cannot be a	answered immediately, to re-direct ca	alls when the	group
Services	Califiot Scoope ou	as, and to promotion	Table of Video for callers of flore.							
Service Scripts	OK	Apply Ar	Add Basic Add Standard	Add Premium	Add Call Center Wizard	Cancel				
Acct/Auth Codes										
<u>Call Center</u>	Active	Name	Туре	Video	Phone Number		Extension	Department	F	Edit
Calling Plan	8	4601	Premium	~	4601		4601		F	Edit
Meet-Me Conferencing Utilities	OK	Apply A	Add Basic Add Standard	Add Premium	Add Call Center Wizard	Cancel	1			1

## 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.

### 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 Services box, select Call Center-Premium, and then click Add>.

BROADSOFT				Help - Home
Group >Users : 4603				Welcome [Logout]
Options:   Profile Incoming Calls Ostooing Calls Call Calls Call Carltol	Assign Services Assign Services allows you to assign or unassign services and services OK Apply Cancel	ice packs for a user. If a service or service pack is unassigned the		
Calling Plans Client Applications	Available Service Packs		User Service Packs	
Messacing Service Scripts Utilities		Add > Remove <		
		Add All >> Remove All		
	Available Services		User Services	
	BroadWorks Anywhere	Add > Remove < Add All >>	BroadTouch MobileLink BroadYorks Mobility Busy Lamp Field Call Forwarding Always Call Forwarding Always Call Forwarding No Answer Call Forwarding No Reachable Call Forwarding Selective	
	OK Apply Cancel	Remove All	Calling Line ID Blocking Override Calling Line ID Delivery Blocking	<b>~</b>

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>.

PP A PC A T					
BROADSOFT					Help - Home
Group >Call Centers : 4601					Welcome [Logout]
Options: Pacific Routing Pacific Incoming Calls Calling Plans	Call Center - Standard may be assigned 1 Call Center - Standard may be assigned 1 Center search criteria below User ID 4327, 4 4402, 4 4403,	o Basic or Standard call centers. Users with C	e been essioned an appropriate Call Center Rethrie. Up all Center - Promum may be assigned to any call center Add > Remove < Add All >> Remove All	ers with Call Center - Basic may be assigned to Bas	ic call centers. Users with
	OK Apply Can	cel			

- 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
Group >Users : 4603						Welcome [Logout]
Detions: Profile Incoming Calls Column Calls Call Control Caller Academics Center Academics Messacing Service Scrubs Utilities	Permitted by your administrator.	Cancel http://cancel.com/cancel/cance	Seconds Do Not Disturb activation remonal calls	n their call centers. You can set you	ur ACD state and join or removi	e yourself from that ACD's call center if
	Join Call Center	Call Center ID	Phone Number	Extension	Routing Type	Skill Level
		4601	4601	4601	Priority Based	
	OK Apply	Cancel				

- 6. Select the desired state from the pull-down list of ACD State.
- 7. Click **Apply** to accept the change.

Make sure the Join Call Center checkbox is checked.

Note

# **Configuring Unavailable Codes**

### Procedure

- 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.

BROADSOFT		Hel	lp - <u>Home</u>
Group		Welcome	Logout
Options:	Agent Unavailable Codes Add		
Profile			
Resources	Agent Unavailable Codes Add allows you to add a new Unavailable Code entry. Specify the code and description you would like for it.		
Services	OK Cancel		
Service Scripts			
AcctAuth Codes			
<u>Call Center</u>	✓ Active		
Calling Plan	* Code: 500		
Meet-Me Conferencing	Description: On Lunch		
Utilities			
	OK Cancel		

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

# **Configuring Hold Reminder**

- **1.** Log into the web portal as a group administrator.
- 2. Click on Call Center->Call Centers.
- 3. Select the call center added above and then click Edit.
- 4. Click on Routing Policies->Bounced Calls.
- 5. Check the Alert agent if call is on hold for longer than <number>seconds checkbox, and enter the amount of time (in seconds) if you want agents to be alerted about long-held calls.

6. Check the Bounce calls after being on hold by agent for longer than <number> seconds checkbox, and enter the number of time (in seconds) to bounce calls that are on hold longer than the specified number of seconds.

Group >Call Centers : 4601		He Welcome	<u>Ip - Home</u> (Logout)
Options: Exclin Incomine Califie Incomine Califie Califice Plane	Bounced Calls         Configure the call center routing policy for calls unanseered by agents.         OK       Apply         Cancel         Ø       Bounce Calls after [5]         Rings       Transfer to phose number / SIP-UR         Bounce calls if agent that is not for longer than [30]       seconds         Ø       Bounce calls after beings number that pagent for longer than [30]         Ø       Mark agent for longer than [30]         ØK       Apply         OK       Apply		

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

# **Configuring Call Information**

- **1.** Log into the web portal as a group administrator.
- 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 Service Scripts	OK Cancel		
Acct/Auth Codes			
Call Center	* Identity/Device Profile Name: Call Center_Call Inf		
Calling Plan	Identity/Device Profile Type: Yealink-T46G		
Meet-Me Conferencing	Protocol: SIP 2.0 V		
Utilities	Host Name/IP Address: Port:		
	Transport: Unspecified V		
	MAC Address:		
	Serial Number:		
	Description:		
	Outbound Proxy Server:		
	STUN Server:		
	Physical Location:		
	-Authentication		
	Use Identity/Device Profile Type Credentials		
	O Use Custom Credentials		
	* Device Access User Name:		
	* Device Access Password:		
	* Re-type Device Access Password:		
	OK Cancel		

**3.** Assign the call center agent to the device profile. Make sure the selected device profile is the one created above.

BRADSOFT		Hel	p - <u>Home</u>
Group >Users : 4603		Welcome	[Logout]
Croup-Valers 4603 Options: Profile Incomo Calls Control Calls Control Calls Call Control Calls Contr	Addresses Addresses Addresses allows you to kew and maintain your phone number and other identifies that are used to make and receive calls. OK       App       Cancel         OK       App       Cancel         Phone Number:       Idd03       Achieted         Extension:       Idd03       Okone         Identify/Device:       Profile       Orall inf (Group)         Identify/Device:       Profile       Otal Center:         Identify/Device:       Profile       Otal Center:         State:       Sign       Otal Center:         Sign       Sign       Sign         Sign       Sign       Operative call inf (Group)         Sign       Sign       Sign         Sign       Sign       Sign	Welcome	
	OK Apply Cancel		

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

# **Configuring Disposition Codes**

### 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 Call Disposition Codes.
- 5. Check Enable call disposition codes checkbox.

BRADSOFT					Help - Home
Group >Call Centers : 4601					Welcome [Logout
Options:  Profile Routing Policies	Call Disposition ( Add or Modify Call Disposition Co		ilied to a call to identify marketing promotions or othe	r topics pertaining to a call.	
Incoming Calls Outgoing Calls	OK Apply	Add Cancel			
Call Control Calling Plans	Enable call disposition				
Client Applications Messaging Utilities		n addition to call center codes sition codes with default code: None	~		
	Active	Code A	Description	Level	Edit
	<b>V</b>	100	Promotion A	Queue	Edit
			[Page 1 of 1 ]		
	Code 🗸	Starts With 🗸	]		Find Find All
	OK Apply	Add Cancel			

6. Click Apply to accept the change.

#### To configure Disposition Codes:

- 1. Log into the web portal as a group administrator.
- 2. Click on Call Center->Call Disposition Codes.
- 3. Click Add.
- **4.** Enter the desired disposition code and disposition name in the **Code** and **Description** fields respectively.

5. Check the Active checkbox.

	Hele - Home
Group	Welcome Leaguit
Options: Profile	Call Disposition Codes Add Call Disposition Codes Add allows you to add a new Disposition Code entry Specify the code and description.
Resources Services Service Scripts	0K Cased
Acct/Auth Codes  Call Center Calling Plan	
Meet-Me Conferencing Utilities	Description: Promotion A

- 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**

#### **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 Assign Services.
- 6. In the Available Services box, select Customer Originated Trace and then click Add>.

BRADSOFT				Help	- Home
Group >Users : 4603				Welcome	[Logout]
Options:  Profile Incoming Calls Outgoing Calls Call Control	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 th	ne service data that has been filled out will be lost.		
Calling Plans Client Applications	Available Service Packs		User Service Packs		
Litteri Applications Messacing Service Scripts Utilities		Add > Remove <			
		Add All >> Remove All			
	Available Services		User Services		
	Broad/Works Anywhere	Add > Remove <	CommPilot Express Communication Barring User-Control Connected Line Identification Presentation Connected Line Identification Restriction Outstomer Originated Trate Custom Ringback User - Call Waiting		
	OK Apply Cancel	Add All >> Remove All	Custom Kingback User - Video Directed Call Pickup Directed Call Pickup with Barge-in Diversion Inhibitor	~	

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>.

Group >Call Centers : 46	lling.		Help - Home Welcome [Loqout]
Options:   Profile Routing Policies	Supervisors Configure the list of users who m	hay supervise this Call Center.	
Incoming Calls Outgoing Calls Call Control	OK Apply Supervisors	Cancel Assign Agents	
Calling Plans Client Applications Messaging Utilities	Enter search criteria below	arts With 💌	+ Search
	Available Sup	pervisors	Assigned Supervisors
		Add> Remove <	Yealink,4607 (4607)
		Add All >> Remove All	
	OK 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>.

BROADSOFT		Help	2 - <u>Home</u>		
Group >Call Centers : 4601		Welcome	[Logout]		
Options:  Profile Roufing Criticis Incomn Calls Cuttoring Calls Calling Tanna Client Accleations Messaging Messaging Mathematical	Supervised Agents           Concert to be supervised, available currently not supervised and can include agents that are also supervisors.           Concert           Supervisors         A stage Agents           Supervisors         A stage Agents           Supervisors         Concert           Concert         Concert           Supervisors         Concert           Supervisors         A stage Agents           Concert         Concert           Concert         Concert           Supervisors         Concert           Concert         Concert           Concert         Concert           Concert         Concert           Supervisors         Concert           Concert         Concert           Concert         Concert           Concert         Concert           Concert         Concert           Concert         Concert <th colspan="2" concert<<="" th=""><th>Search</th><th></th></th>	<th>Search</th> <th></th>		Search	
	Remove All CK Apply Cancel				

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.

BRADSOFT	Help - Home
Group >Call Centers : 4601	Welcome [Logout]
Options: Profile Routing Policies	Queue Status Notification Configure status sent to open devices and control the thresholds for high volume notifications.
Incomina Calis Outlating Calis Calif Control Calif Control Califord Applications Messaging Utilities	OK     Apply     Cancel       CPEnable notification of queue status to agent devices       High volume notification thresholds:       CPEnable notification thresholds:
	CK     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.

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 to voice messaging by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your phone waiting to receive calls.
OK Apply Cancel
Do Not Disturb:  On Off Play Ring Reminder when a call is blocked
OK 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-T58A/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				
account.X.acd.initial_state Integer				
Description:				
Configures the initial agent state for account X.				
1-Available				
<b>2</b> -Unavailable				
account.X.acd.available	Boolean	0		
Description:				
Enables or disables the IP phone to display the <b>Unav</b>	<b>ail</b> and <b>Avail</b> soft keys	for		
account X after logging into the ACD system.				
<b>0</b> -Disabled				
1-Enabled				
<b>Note</b> : It is not applicable to T58A IP phones.	1			
acd.enable 0 or 1				

Parameters	Permitted Values	Defaul
Description:		
Enables or disables the IP phone to automatically	change the status of the A	ACD agent
to available after the designated time.		
0-Disabled		
1-Enabled		
Note: It works only if "account.X.acd.enable" is set	to 1 (Enabled).	
acd.auto_available_timer	Integer from 0 to 120	60
Description:		
Configures the interval (in seconds) for the status of automatically changed to available.	of the ACD agent to be	
Note: It works only if "account.X.acd.enable" and "	acd.enable" are set to 1 (	Enabled).
Unavailable Code		
		1
account.X.acd.unavailable_reason_enable	Boolean	0
	Boolean	0
Description:		0
		0
<b>Description:</b> Enables or disables unavailable code feature for ac		0
<b>Description:</b> Enables or disables unavailable code feature for ac <b>0</b> -Disabled <b>1</b> -Enabled	count X.	0
Description: Enables or disables unavailable code feature for ac 0-Disabled 1-Enabled account.X.reason_code.Y		
Description: Enables or disables unavailable code feature for ac <b>0</b> -Disabled <b>1</b> -Enabled <b>account.X.reason_code.Y</b> (Y ranges from 1 to 100)	count X. Integer from 1 to	
Description: Enables or disables unavailable code feature for ac 0-Disabled 1-Enabled account.X.reason_code.Y (Y ranges from 1 to 100) Description:	count X. Integer from 1 to 2147483647	blank
Description: Enables or disables unavailable code feature for ac 0-Disabled 1-Enabled account.X.reason_code.Y (Y ranges from 1 to 100) Description: Configures the unavailable code which must match	count X. Integer from 1 to 2147483647	blank
Description: Enables or disables unavailable code feature for ac 0-Disabled 1-Enabled account.X.reason_code.Y (Y ranges from 1 to 100) Description: Configures the unavailable code which must match BroadWorks for account X.	n one of the codes config	<b>blank</b> ured on
Description: Enables or disables unavailable code feature for ac 0-Disabled 1-Enabled account.X.reason_code.Y (Y ranges from 1 to 100) Description: Configures the unavailable code which must match BroadWorks for account X. Multiple unavailable codes can be configured start	n one of the codes config ing with Y=1,2,3100. At	blank ured on most 100
Description: Enables or disables unavailable code feature for ac 0-Disabled 1-Enabled account.X.reason_code.Y (Y ranges from 1 to 100) Description: Configures the unavailable code which must match BroadWorks for account X. Multiple unavailable codes can be configured start unavailable codes can be configured, and the value	n one of the codes config ing with Y=1,2,3100. At e of Y must be continuous	blank ured on most 100
Description: Enables or disables unavailable code feature for ac 0-Disabled 1-Enabled account.X.reason_code.Y (Y ranges from 1 to 100) Description: Configures the unavailable code which must match BroadWorks for account X. Multiple unavailable codes can be configured start	n one of the codes config ing with Y=1,2,3100. At of Y must be continuous String within 99	blank ured on most 100
Description: Enables or disables unavailable code feature for ac 0-Disabled 1-Enabled account.X.reason_code.Y (Y ranges from 1 to 100) Description: Configures the unavailable code which must match BroadWorks for account X. Multiple unavailable codes can be configured start unavailable codes can be configured, and the value	n one of the codes config ing with Y=1,2,3100. At e of Y must be continuous	blank ured on most 100
Description: Enables or disables unavailable code feature for ac 0-Disabled 1-Enabled account.X.reason_code.Y (Y ranges from 1 to 100) Description: Configures the unavailable code which must match BroadWorks for account X. Multiple unavailable codes can be configured start unavailable codes can be configured, and the value account.X.reason_code_name.Y	n one of the codes config ing with Y=1,2,3100. At of Y must be continuous String within 99	blank ured on most 100
Description: Enables or disables unavailable code feature for ac 0-Disabled 1-Enabled account.X.reason_code.Y (Y ranges from 1 to 100) Description: Configures the unavailable code which must match BroadWorks for account X. Multiple unavailable codes can be configured start unavailable codes can be configured start unavailable codes can be configured, and the value account.X.reason_code_name.Y (Y ranges from 1 to 100)	n one of the codes config ing with Y=1,2,3100. At e of Y must be continuou: String within 99 characters	blank ured on most 100 s. blank
Description: Enables or disables unavailable code feature for ac 0-Disabled 1-Enabled account.X.reason_code.Y (Y ranges from 1 to 100) Description: Configures the unavailable code which must match BroadWorks for account X. Multiple unavailable codes can be configured start unavailable codes can be configured, and the value account.X.reason_code_name.Y (Y ranges from 1 to 100) Description:	n one of the codes config ing with Y=1,2,3100. At e of Y must be continuou: String within 99 characters	blank ured on most 100 s. blank
Description:         Enables or disables unavailable code feature for ac         0-Disabled         1-Enabled         account.X.reason_code.Y         (Y ranges from 1 to 100)         Description:         Configures the unavailable code which must match         BroadWorks for account X.         Multiple unavailable codes can be configured start         unavailable codes can be configured, and the value         account.X.reason_code_name.Y         (Y ranges from 1 to 100)         Description:         Configures the unavailable reason which must match	n one of the codes config ing with Y=1,2,3100. At e of Y must be continuou: String within 99 characters ch one of the reasons cor	blank ured on most 100 s. blank

Parameters	Permitted Values	Default			
Call Information					
account.X.call_center.call_info_enable Boolean 0					
Description:					
Enables or disables call center call information featur <b>0</b> -Disabled	re for account X.				
1-Enabled					
Note: It is not applicable to SIP-T58A IP phones. account.X.call_center.show_call_info_time	Integer	30			
Description:					
Configures the interval (in seconds) to specify how lo	ong the call center call in	nformation			
displays for account X.					
<b>Note</b> : It is not applicable to SIP-T58A IP phones.					
Disposition Code					
account.X.call_center.disp_code_enable	account.X.call_center.disp_code_enable Boolean 0				
Description:					
Enables or disables the disposition code feature for a	account X.				
0-Disabled					
1-Enabled					
<b>Note</b> : It is not applicable to SIP-T58A IP phones.					
account.X.bw_disp_code.Y	Integer from 1 to	Blank			
(Y ranges from 1 to 100)	2147483647	Dialik			
Description:					
Configures the disposition code which must match one of the codes configured on					
BroadWorks for account X.					
Multiple disposition codes can be configured starting with Y=1,2,3100. At most 100					
disposition codes can be configured, and the value of Y must be continuous.					
Note: It is not applicable to SIP-T58A IP phones.	1				
	String within 99	Blank			

Parameters	Permitted Values	Default	
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	-		
most 100 disposition code names can be configured, continuous.	, and the value of find	SUDE	
<b>Note</b> : It is not applicable to SIP-T58A IP phones.			
Customer Originated Trace			
account.X.call_center.trace_enable	Boolean	0	
Description:			
Enables or disables the customer originated trace fea	ature for account X.		
0-Disabled			
1-Enabled			
<b>Note</b> : It is not applicable to SIP-T58A IP phones.			
Emergency Escalation			
account.X.call_center.emergency_enable	Boolean	0	
Description:			
Enables or disables the emergency escalation feature	e for account X.		
0-Disabled			
1-Enabled			
<b>Note</b> : It is not applicable to SIP-T58A IP phones.		[	
account.X.supervisor_info_code.Y	Integer from 1 to	Blank	
(Y ranges from 1 to 100)	2147483647		
Description:			
Configures the supervisor number for account X.			
Multiple supervisor numbers can be configured start	-		
100 supervisor numbers can be configured, and the	value of Y must be cont	inuous.	
<b>Note</b> : It is not applicable to SIP-T58A IP phones.			
account.X.supervisor_info_code_name.Y	String within 99	Blank	
(Y ranges from 1 to 100)	characters		

Parameters	Permitted Values	Default		
Description:				
Configures the supervisor name for account X. Multiple supervisor names can be configured starting with Y=1,2,3100. At most 100 supervisor names can be configured, and the value of Y must be continuous. <b>Note</b> : It is not applicable to SIP-T58A IP phones.				
Queue Status Notification				
account.X.call_center.queue_status_enable	Boolean	0		
Description:				
Enables or disables the queue status notification feat <b>0</b> -Disabled	ture for account X.			
1-Enabled				
<b>Note</b> : It is not applicable to SIP-T58A IP phones.				
account.X.call_center.queue_status_light_enable Boolean 0				
Description:				
<ul> <li>Enables or disables the power LED indicator to flash when the ACD call queue has reached the maximum number of calls for account X.</li> <li><b>0</b>-Disabled (power LED indicator does not flash)</li> <li><b>1</b>-Enabled (power LED indicator fast flashes (300ms))</li> <li><b>Note</b>: It is not applicable to SIP-T58A IP phones.</li> </ul>				
features.homescreen_softkey.acd.enable	Boolean	1		
Description:		-		
Enables or disables the IP phone to display the ACD s on the idle screen. <b>0</b> -Disabled <b>1</b> -Enabled <b>Note</b> : It works only if the value of parameter "accour (Enabled). It is only applicable to IP (except SIP-T58A version 83 or later.	nt.X.acd.enable" is set to	01		
he 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.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\_enable = 1

**2.** Add/Edit feature key synchronization parameters in the configuration template files (e.g., y000000000028.cfg):

features.feature\_key\_sync.enable = 1

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

You can configure a line key as an ACD key, a Disp Code key, an ACD Trace key or an Emergency key (not applicable to SIP-T19(P) E2 IP phones).

The "X" is an integer which specifies the sequence number of the line key. For SIP-T48S/T48G, X=1-29; for SIP-T58A/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	Integer	
Description:		
Configures the line key type.		
<b>42-</b> ACD		
58-ACD Trace (not applicable to SIP-T	58A IP phones)	
<b>59</b> -Disp Code (not applicable to SIP-T58A IP phones)		
60-Emergency (not applicable to SIP-	T58A IP phones)	
linekey.X.value	Integer	
Description:		
Configures the value for the Disp Code key or the Emergency key.		

Parameters	Permitted Values	
linekey.X.label	String within 99 characters	
Description:		
(Optional.) Configures the label displayed on the LCD screen for each line key.		
linekey.X.shortlabel	Staine within 00 shows store	
(X ranges from 1 to 21)	String within 99 characters	
Description:		
(Optional.) Configures the short label displayed on the LCD screen for line key.		
<b>Note:</b> It is only applicable to SIP-T52S IP phones.		

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

linekey.2.type = 58

**4.** Customize the static tag on BroadWorks. The tag name is %ACD\_LINE\_BINARY% and the tag value is 1.

For more information, refer to Customizing a Static Tag.

5. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

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

account.1.acd.enable = 1

## **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	Default
bw.virtual_user.1.enable	0 or 1	0

Parameters	Permitted Values	Default	
Description:			
Enables or disables the virtual account for the call center. <b>0</b> -Disabled <b>1</b> -Enabled			
<b>Note</b> : It works only if "bw.xsi.enable" is set applicable to phones running firmware vers		only	
bw.virtual_user.1.label	String within 99 characters Blank		
Description:			
Configures the virtual account label display	ed on the phone.		
<b>Note</b> : It works only if "bw.xsi.enable" is set to 1 (Enabled). This parameter is only applicable to phones running firmware version 84 or later. If you leave it blank, the virtual user name uses VirtualUser1 by default.			
bw.virtual_user.1.xsi.user	String within 99 characters	Blank	
<b>Description:</b> Configures the user ID of virtual account for XSI access authentication. <b>Note:</b> It works only if "bw.xsi.enable" is set to 1 (Enabled). This parameter is only applicable to phones running firmware version 84 or later.			
bw.virtual_user.1.xsi.password	String within 99 characters	Blank	
<b>Description:</b> Configures the password of virtual account for XSI access authentication. <b>Note</b> : It works only if "bw.xsi.enable" is set to 1 (Enabled) and it is required only when the value of the parameter "sip.authentication_for_xsi" is set to 0 (User Login Credentials for XSI Authentication). This parameter is only applicable to phones running firmware version 84 or later.			
bw.virtual_user.1.xsi.host	IP address or domain name	Blank	
Description: Configures the IP address of the Xtended Services Platform server for the virtual account. Note: It works only if "bw.xsi.enable" is set to 1 (Enabled). This parameter is only applicable to phones running firmware version 84 or later.			
bw.virtual_user.1.xsi.server_type	HTTP or HTTPS	Blank	
Description:			

Parameters	Permitted Values	Default
Configures the access protocol of the Xtenc account.		
<b>Note:</b> It works only if "bw.xsi.enable" is set the applicable to phones running firmware vers		oniy
bw.virtual_user.1.xsi.port	Integer from 1 to 65535	80
Description:	I	I
Configures the port of the Xtended Services	s Platform server for the virtual a	ccount.
Note: It works only if "bw.xsi.enable" is set	to 1 (Enabled). This parameter is	only
applicable to phones running firmware vers	sion 84 or later.	
bw.virtual_user.1.xsi.dnd.enable	0 or 1	0
Description:		
Enables or disables the user to control the I	OND status for the virtual accour	nt.
0-Disabled		
1-Enabled, user can toggle DND on or off f	or the virtual account.	
Note: It works only if "bw.xsi.enable" and "b		
(Enabled). This parameter is only applicable	to phones running firmware ver	sion 84 or
later.		
he following shows an example of DND for o onfiguration file (e.g., %BWMACADDRESS%.	-	nplate
w.virtual_user.1.enable = 1		
w.virtual_user.1.label = VirtualUser1		
w.virtual_user.1.xsi.dnd.enable = 1		
w.virtual_user.1.xsi.user = 4620@pbx.yealink	com	
w.virtual_user.1.xsi.user = 4620@pbx.yealink w.virtual_user.1.xsi.password = 132456	com	
_	com	
w.virtual_user.1.xsi.password = 132456	com	

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/CP930W-Base 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.

#### 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 Services box, select Hoteling Host and then click Add>.

BREADSOFT			Help - Home
Group >Users : 4603			
Group >Osers : 4003			Welcome [Logout]
Options:	Assign Services		
Profile		ce packs for a user. If a service or service pack is unassigned the service data the	at has been filled out will be lost
Incoming Calls		te packs for a date. If a service of service pack is an assigned the service data an	a na been nied die win be rose.
Outgoing Calls Call Control	OK Apply Cancel		
Caling Plans	Available Service Packs		User Service Packs
Client Applications			
Messaging		Add >	
Service Scripts Utilities			
Utimes		Remove <	
		Add All >>	
		Add All >>	
		Remove All	
	Available Services		User Services
	BroadWorks Anywhere	Add > External	Calling Line ID Delivery
		External Fax Mes	Custom Ringback
		Remove < Flash Ca	II Hold
		Group Ni Hoteling	ght Forwarding Guest
		Hoteling	Host
		Add All >> In-Call Si Integrate	ervice Activation
		Remove All	User 🗸
		(Internal C	Calling Line ID Delivery
	OK Apply Cancel		
1			

7. Click Apply to accept the change.

## **Configuring a Host Profile for the User**

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4603), who has been assigned the hoteling host service.

- 5. Click on Call Control->Hoteling Host.
- 6. Mark the **On** radio box in the **Hoteling Host** field.
- 7. Check the Enforce Association Limit <number> Hours checkbox, and enter the number of hours to use the hoteling guest profile. If unchecked, the hoteling guest is allowed to associate with the hoteling host indefinitely.

BROADSOFT	Halp - Home
Group >Users : 4603	Welcome Locard
Options:	Hoteling Host Hoteling Host allows 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 limit is not enforced, the Quest user is allowed to associate with the Host user indefinitely.
Call Control     Calling Plans     Client Acade allos     Messavina     Service Scripts     Littles	OK     Apply     Cencel       Hoteling Host:     IO (n) O or     Image: Second Se
	Phone Number: Loceters Date: Date: Association Date: CK Apply Carcel

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>.

Group >Users : 4604					Help - Home Welcome [Logout]
Options: Profile Incoming Calls Cutooing Calls Callocatrol	Assign Services Assign Services allows you to as OK Apply	Cancel	ce packs for a user. If a service or service pack is unassigned the se	ervice data that has been filled out will be lost.	
Calito Lans Clent Acolisticos Mest-Ma Conferencing Messaging Service Societs Julitica		Available Service Packs	Ad3 > Remove < Add Ail >> Remove Ail	User Service Packs	
		Available Services Broad/Works Anywhere	Add > Remove < Add All >> Remove All	User Services Flash Call Hold Group, Night Ferwarding Holding Hoat Incall Service Activation Integrated IMAP Integrated IMAP Uniternal Calling Line ID Delivery Last Number Redial Location-Based Calling Restrictions	
	OK Apply	Cancel		Multiple Call Arrangement	

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 Incoming Calls Options Calls Options Calls Options Calls Call Control Call Control Caller Academics Meets MA Conferencias Meets MA Conferencias Service Scruba Littless	Hoteling Guest Hoteling Guest allows a user to associate their service profile with a Hoteling Hot user. This allows the guest user to use the host's device with the guest user's service profile. This is useful for transient employees.          OK       Apply       Cencel         Hoteling Guest IN On Orf       Hoteling Guest IN Guest       More Thous         Discrete The Association Into 12 Hours       User Hours       Enter search criteria felows
	User ID  Starts With  Search
	Available Hosts Associated Host
	Add >         Yealnix, 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 [Looput]
Options:  Profile Incoming Calls Outgoing Calls	Passwords           Passwords allows you configure your passwords for the web portal and/or portal.           OK         Apply         Cancel
Call Control Calling Plans Glierd Apple ations Meet Adv Contenning Messaging Service Scripts	Set web access password  Set portal password  Testel Password  *Type new password  *Type new password  *Type new password  *The new prev password  *The new part estimates
Uiiities	CK Apply Carcel

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-T58A/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:		

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         0-Disabled       1-Enabled         account.X.hoteling.user_id       String within 99 characters         Description:       Configures the user ID used to log into the guest profile for account X.         account.X.hoteling.password       String within 99 characters         Description:       String within 99 characters         Configures the user ID used to log into the guest profile for account X.       Blank         Description:       Configures the password used to log into the guest 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.       1         0-Disabled       1-Enabled       1         Description:       Enables or disables the IP phone to display the Hoteling soft keys such as GuestIn or GuestOut on the idle screen.       0         0-Disabled       1       1         1-Enabled       Note: It works only if "account.X.hoteling	Parameters	Permitted Values	Default		
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 profile for account X.       Blank         account.X.hoteling.password       String within 99 characters       Blank         Description:       Configures the password used to log into the guest profile for account X.       features.homescreen_softkey.hoteling.enable       Boolean       1         Description:       Configures the password used to log into the guest profile for account X.       features.homescreen_softkey.hoteling.enable       Boolean       1         Description:       Configures the password used to log into the guest profile for account X.       1         features.homescreen_softkey.hoteling.enable       Boolean       1         Description:       Configures 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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	Enables or disables hoteling feature for account X.				
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         O-Disabled       1-Enabled       8         account.X.hoteling.user_id       String within 99 characters       Blank         Description:       Configures the user ID used to log into the guest profile for account X.       8         account.X.hoteling.password       String within 99 characters       Blank         Description:       Configures the password used to log into the guest profile for account X.       8         features.homescreen_softkey.hoteling.enable       Boolean       1         Description:       Configures 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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	<b>0</b> -Disabled				
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         Description:       Configures the user ID used to log into the guest profile for account X.         account.X.hoteling.password       String within 99 characters         Blank         Description:         Configures the user ID used to log into the guest profile for account X.         account.X.hoteling.password       String within 99 characters         Blank         Description:       Configures the password used to log into the guest 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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	1-Enabled		r		
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 profile for account X. account.X.hoteling.password String within 99 characters Blank Description: Configures the password used to log into the guest 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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	account.X.hoteling.auto_login_enable	Boolean	0		
when logging into the guest profile. 0-Disabled 1-Enabled account.X.hoteling.user_id String within 99 characters Configures the user ID used to log into the guest profile for account X. account.X.hoteling.password String within 99 characters Blank Description: Configures the password used to log into the guest 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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	Description:				
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 profile for account X.         account.X.hoteling.password       String within 99 characters       Blank         Description:         Configures the password used to log into the guest profile for account X.       features.homescreen_softkey.hoteling.enable       Boolean       1         Description:         Configures the password used to log into the guest profile for account X.       1         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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	Enables or disables the IP phone to save login cred	lentials automatically for	account X		
1-Enabled         account.X.hoteling.user_id       String within 99 characters       Blank         Description:       Configures the user ID used to log into the guest profile for account X.         account.X.hoteling.password       String within 99 characters       Blank         Description:       Characters       Blank         Configures the password used to log into the guest 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         Penabled       Note: It works only if "account.X.hoteling.enable" is set to 1 (Enabled). It is only applicable to phones (except SIP-T58A/CP960) running firmware version 83 or later.	when logging into the guest profile.				
account.X.hoteling.user_id       String within 99 characters       Blank         Description:       Configures the user ID used to log into the guest profile for account X.         account.X.hoteling.password       String within 99 characters       Blank         Description:       Characters       Blank         Configures the password used to log into the guest profile for account X.       Blank         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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	0-Disabled				
account.X.hoteling.user_id       Characters       Blank         Description:       Configures the user ID used to log into the guest profile for account X.         account.X.hoteling.password       String within 99 characters       Blank         Description:       Configures the password used to log into the guest profile for account X.       Blank         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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	1-Enabled				
Configures the user ID used to log into the guest profile for account X.         account.X.hoteling.password       String within 99 characters       Blank         Description:       Configures the password used to log into the guest 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         1-Enabled       Note: It works only if "account.X.hoteling.enable" is set to 1 (Enabled). It is only applicable to phones (except SIP-T58A/CP960) running firmware version 83 or later.       I	account.X.hoteling.user_id	-	Blank		
account.X.hoteling.password       String within 99 characters       Blank         Description:       Configures the password used to log into the guest profile for account X.       Image: Configures the password used to log into the guest 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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	Description:				
account.X.hoteling.password       Blank         characters       Blank         Description:       Configures the password used to log into the guest 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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	Configures the user ID used to log into the guest p	profile for account X.	1		
Configures the password used to log into the guest 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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	account.X.hoteling.password	-	Blank		
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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	Description:				
Description: Enables or disables the IP phone to display the Hoteling soft keys such as <b>GuestIn</b> or <b>GuestOut</b> on the idle screen. O-Disabled 1-Enabled Note: It works only if "account.X.hoteling.enable" is set to 1 (Enabled). It is only applicable to phones (except SIP-T58A/CP960) running firmware version 83 or later.	Configures the password used to log into the gues	t profile for account X.			
Enables or disables the IP phone to display the Hoteling soft keys such as <b>GuestIn</b> or <b>GuestOut</b> on the idle screen. <b>0</b> -Disabled <b>1</b> -Enabled <b>Note</b> : It works only if "account.X.hoteling.enable" is set to 1 (Enabled). It is only applicable to phones (except SIP-T58A/CP960) running firmware version 83 or later.	features.homescreen_softkey.hoteling.enable Boolean 1				
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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	Description:		L		
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 phones (except SIP-T58A/CP960) running firmware version 83 or later.	Enables or disables the IP phone to display the Ho	teling soft keys such as <b>G</b>	uestIn or		
1-Enabled Note: It works only if "account.X.hoteling.enable" is set to 1 (Enabled). It is only applicable to phones (except SIP-T58A/CP960) running firmware version 83 or later.		5 ,			
<b>Note</b> : It works only if "account.X.hoteling.enable" is set to 1 (Enabled). It is only applicable to phones (except SIP-T58A/CP960) running firmware version 83 or later.	<b>0</b> -Disabled				
<b>Note</b> : It works only if "account.X.hoteling.enable" is set to 1 (Enabled). It is only applicable to phones (except SIP-T58A/CP960) running firmware version 83 or later.	1-Fnabled				
applicable to phones (except SIP-T58A/CP960) running firmware version 83 or later.		s sat to 1 (Enabled). It is s	, như		
			•		
hoteling.authentication_mode Boolean 0	0				
Description:	Description:				
Configures the hoteling authentication mode.	Configures the hoteling authentication mode.				
<b>0</b> -The phone uses the hoteling user ID and password as authentication credentials.	<b>0</b> -The phone uses the hoteling user ID and passwo	ord as authentication cred	entials.		
<b>1</b> -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					
payload of the message for authentication credentials.					

Parameters	Permitted Values	Default	
Note: It works only if "account.X.hoteling.enable" is set to 1 (Enabled). It is only			
applicable to phones (except SIP-T58A/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-T58A/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 displa	yed on the LCD screen for each line key.		
linekey.X.shortlabel			
(X ranges from 1 to 21)	String within 99 characters		
<b>Description:</b> (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 CP930W-Base, W52P, W53P, W56P and W60P IP phones.

**Note** Flexible Seating feature has similar functionality to the BroadWorks Hoteling feature. But it uses a different licensing model and allows the device to be provisioned with the guest's profile settings.

Associate and disassociate via phone or web portal is available:

#### Associate and disassociate via phone

If the host's device supports the Hoteling interface, the guest user can create the host-guest association by logging in to the phone, and terminate the association by logging out of the phone. When logging in, the phone sends a SIP SUBSCRIBE request to the Application Server to create host-guest association. The request subscribes to the x-broadworks-hoteling event package with a message body that specifies the guest (identified by the guest user ID). When logging out, the phone sends a SIP SUBSCRIBE request to the Application Server to disassociate from the host. The request subscribes to the x-broadworks-hoteling event package with a null guest address in the message body. The Application Server accepts the request and terminates the association. It sends a NOTIFY request to the phone for disassociation confirmation.

#### Associate and disassociate via web portal

Associating a guest user with a host is done on the Flexible Seating Guest page via the web portal. The system administrator navigates to the Flexible Seating Guest page and selects a host from the list of available hosts. Available hosts are Flexible Seating Host user accounts that are active, not associated with other guest users, have access levels that permit the guest to see the host, and have the same device profile type as the Flexible Seating Guest service's device profile type. Disassociating a guest from a host is accomplished from the same web pages.

After the host-guest association is established, the Application Server sends a reset NOTIFY request that triggers the host device to download the device files provisioned for the Flexible Seating Guest service, the host device is treated as an alternate device of the guest.

#### Flexible Seating Host/Guest Identity Device Profile

The Flexible Seating Host/Guest service must have identity/device profile. The identity/device profile specifies the guest device files that the host's device download when the guest is associated with a host.

When associating the guest with a host, it is required that the device type of the identity/device profile assigned to the Flexible Seating Guest service matches the device type of the Flexible Seating Host's identity/device profile. For more information, refer 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 Acctivation Ecodes Call Center Meet-Me Conferencing Utilities	OK         Carcel           * 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 ♥           Timm 22 one:         (CMIT+06 00) PRC         ♥         Network Class of Service; (None ♥		
	Time Zone: ((GMT+0B: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]
Sittop* ( <u>Extinct Statuty Incs</u> 240020 Options) <u>Producto Calls</u> <u>Call Control</u> <u>Communication Barring</u> Littles	Flexible Seating Host Addresses         Addresses allows you to view and mantany your prione number and other identities that are used to make and receive calls.         OK       Approprint         OK       Approprint         Phone Number:       20028         OK       Approprint         Approprint       Approprint         OK       Approprint         Approprint       Approprint         Approp	Vercome	
	Alases sp: 240028@yealink.com		

- 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 identify/device profile.         OK       Apply         Delete       Cancel         Profile       Users         Files       Custom Tags		
Utilities	Identity/Device Profile Name: 240028       Identity/Device Profile Name: 240028       Identity/Device Profile Name: 240028       Device Type: Vesilink-T46G       Protocol:       SilP 2.0 ♥         Host Name/IP Address:         Bescription:         Outbound Proxy Server:         Strill Number:         Description:   Outbound Proxy Server:         STUN Server:   Physical Location:       LinessPorts: 16       Assigned LinessPorts: 16       Vestion:                    • Wate Address                Bescription:                Outbound Proxy Server:               TimesPorts: 16                Authertoceton  Outbound     Partice Access Vessord          Partice Access Password      Partice Access Password </th <th></th> <th></th>		
	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			Log Out English(English) 🚽
	Status Account Network DSSKey F	eatures Settings Directo	ry Security Applications
Preference	Auto Provision		NOTE
Time & Date	PNP Active   On  DHCP Active  On  On  PNP  DHCP Active  On  DHCP  DHCP	•	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	0	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	0	will request to download the configuration files from the
Dial Plan	Password •••••••	0	provisioning server. During the auto provisioning process, the
Malaa	Attempt Expired Time(s) 5	0	IP phone will download and update configuration files to the
Voice	Common AES Key ·······	0	phone flash.
Ring	Zero Active Enabled		You can click here to get more guides.
Tones	Wait Time(1~100s) 10	- 0 0	
Softkey Layout	Power On On		
TR069	Repeatedly O n O	•	
Voice Monitoring	Interval(Minutes) 1440	0	
	Weekly On O	off 🕜	
SIP	Weekly Upgrade Interval(0~12week) 4	0	
Power Saving	Inactivity Time Expire(0~120min) 0	0	
	Time 00 : 00 -	00 : 00 🕜	
	<ul> <li>✓ Sunday</li> <li>✓ Monday</li> <li>✓ Tuesday</li> <li>✓ Tuesday</li> <li>✓ Wednesd</li> <li>✓ Wednesd</li> </ul>	· •	
	☑ Thursday ☑ Friday ☑ Saturday		
	Flexible Auto Provision O On O I		
	Flexible Time 02 : 00 -	· · · · · · · · · · · · · · · · · · ·	
		rision 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 > Flexible Seating Host : 240028	Welcome [Logout]
Options: Profile Outcoing Calls Call Control	Flexible Seating Host Guest Association Manage the guest association settings for a fexible seating host. A user who is assigned the Flexible Seating Guest service can be associated with the host. When associated, the host allows the guest user to use the host's device with the guest's device profile. If the association limit is not enforced, the guest user is allowed to associate with the host indefinitely.
Communication Barring Utilities	OK Apply Cancel
	Enforce Association Limit [24 Hours     Access Lewit C Enterprise @ Group    Associatid Guest
	Associated Guess - Resolution Constraints - First Name Phone Number - Location Colling 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 Factor a low you to assign or unassign services and service packs for a user. If a service or service pack i           OK         Apply         Cancel	s unassigned the service data that has been filled out will be lost.
Available Service Packs	User Service Packs
Add >> Remove < Add All >> Remove All	
Available Services	User Services
Alternate Number 2014 Anonymous Charle Rejecton Attendant Console Automatic Califack Broad Touch Business Communicator Desktop Broad Touch Business Communicator Mobile Broad Touch Business Communicator Tablet	External Califing Law ID Delivery External Calified Fax Messagar Flash Calif Hold Reveals Marking Guest Group Might Forwarding Hosting Host In-Calif Service Activation Integrated IMAP Intercept User
	Available Service Packs  Add >  Remove <  Add All >  Remove All  Add All >>  R

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: Profile Incoming Calls	Flexible Seating Guest Alows a user to associate ther device profile with a flexible seating host.		
Outgoing Calls  Call Control	OK Apply Cancel		
Client Applications Messaging Service Scripts	Protile Host Association		
Communication Barring Collaborate	Flexible Seating Guest:         On Off           Unlock Phone PIN Code:         1234		
Utilities	Device Profile  Identity/Device Profile  Configure Identity/Device Profile		
	* LinaPort [240029_1 @[ylas yealink.com ∨		
	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		Welcome [Logout]
Options: Profile Incoming Calls	Flexible Seating Guest Associate a flexible seating not.	
Outgoing Calls	OK Apply Cancel	
<u>Call Control</u>		
Client Applications Messaging	Profile Host Association	
Service Scripts		
Communication Barring	Host Association Limit: 24 Hours	
Collaborate	Host Association to 12     Hours	
Utilities	Limit Association to 12 Hours	
	Enter search criteria below User ID V Starts With V	+ Search
	Available Hosts	Associated Host
	Ads> Remove *	240028,Flexible Seating Quest (240028)
	OK Apply Caliber	

10. Click Apply to accept the change.

The Association Date and Association Expiry display on the screen.

Group >Users : 240029		Welcome	[Logout]
	Flexible Seating Guest Associate a fields seating host. Saved  CK Apply Cancel  Profile  Host Association  Host Association Limit: 24 Hours  C Limit Association to 12 Hours		
	Enter search criteria below User ID V Starts With Associated Host Associated Host Add  Add  240028,Flexible Seating Quest(240028) Remove < 240028,Flexible Seating Que		
	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-T58A/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	%BWHOT ELINGMO DE-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.		
<b>0</b> -Disabled		

Parameters	Permitted Values	Default
1-Enabled		
Note: For the host, It works only if "account.X.hoteling.enable	" and	
"account.X.acd.enable" are set to 0 (Disabled).		
account.X.hoteling.pin	%BWFLEXI BLESEATI NGUNLOC KPIN-X%	Blank
Description:		
Configures the flexible seating PIN for account X.		
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. <b>0</b> -Disabled		
1-Enabled	String	
account.X.hoteling.user_id	within 99	Blank
	characters	
Description:		
Configures the user ID used to log into the guest profile for a	ccount X.	
account.X.hoteling.password	String within 99 characters	Blank
Description:		
Configures the password used to log into the guest profile fo	r account X.	
auto_provision.server.url	URL within 511 characters	Blank
Description:		
Configures the device type URL of the provisioning server for the host.		
auto_provision.server.username	String within 32 characters	Blank

Parameters	Permitted Values	Default	
Description:			
Configures the device access user name of provisioning serve	r for the host.		
auto_provision.server.password	String within 32 characters	Blank	
Description:			
Configures the device access password of provisioning server	for the host.		
features.homescreen_softkey.hoteling.enable	Boolean	1	
<b>Description:</b> Enables or disables the IP phone to display the Flexible Seatin	ng soft kevs sud	ch as	
GuestIn on the idle screen. 0-Disabled	<u> </u>		
1-Enabled			
<b>Note</b> : It works only if "account.X.flexible_seating.enable" is set applicable to phones (except SIP-T58A/CP960) running firmw		•	
bw.flexible_seating.remember_password.ldap.enable Boolean 0			
Description:			
Enables or disables the IP phone to save and use LDAP directory user credentials when using flexible seating feature. <b>0</b> -Disabled			
1-Enabled			
<b>Note</b> : 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 phones running firmware version 84 or later.			
The following shows an example of the flexible seating configuration in a template configuration file of host (e.g., %BWMACADDRESS%.cfg):			
account.1.flexible_seating.enable = 1			
account.1.hoteling.mode = %BWHOTELINGMODE-1%			
auto_provision.server.url = https://ylxsp.yealink.com:443/dms/YealinkT46G/			
auto_provision.server.username = 240028			
auto_provision.server.password = 123456			

The following shows an example of the flexible seating configuration in a template configuration file of guest (e.g., %BWMACADDRESS%.cfg): account.1.flexible\_seating.enable = 1 account.1.hoteling.mode = %BWHOTELINGMODE-1% account.1.hoteling.pin = %BWFLEXIBLESEATINGUNLOCKPIN-1% account.1.hoteling.auto\_login\_enable = 1 account.1.hoteling.user\_id =240029 account.1.hoteling.password = 123456

**2.** Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

# **Centralized Call Recording**

BroadWorks provides Centralized Call Recording features to the phones including the abilities to obtain recording status and control the recording. The IP phones send the *record-aware* option tag in the Supported and/or Required header of the INVITE message to indicate support for sending and receiving the SDP attributes "recordpref" and "record", which are used to request recording preferences and to obtain the recording state. This feature is not applicable to CP930W-Base, 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	<b>Call setup:</b> 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
	All the calls will be recorded and saved automatically when the call is set up. The user can pause and resume the recording.	
Always with Pause/Resume	<b>Call setup:</b> 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. <b>Pause recording:</b> The phone sends a	PauseREC/ResumeREC

The following call recording modes are supported:

Recording Mode	Recording State	Recording Options
	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 "paused". <b>Resume Recording:</b> the phone sends a re-INVITE (or UPDATE) SDP contains an "a=recordpref" attribute with setting "on" to BroadWorks, and BroadWorks responds a 200 OK with SDP contains an "a=record" attribute with setting "on"	
On Demand	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. <b>Call setup:</b> 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". <b>Save recording:</b> 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". <b>Pause recording:</b> The same as Always with Pause/Resume Mode mentioned above.	StartREC PauseREC/ResumeREC (appears when the recording is saved)
On Demand with User Initiated Start	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. <b>Start recording:</b> The phone sends a re-INVITE (or UPDATE) SDP contains an "a=recordpref" attribute with setting "on".	StartREC/StopREC PauseREC/ResumeREC (appears when the recording is started)

Recording Mode	Recording State	Recording Options
	The BroadWorks responds a 200 OK with	
	hold SDP, and then sends a re-INVITE SDP	
	contains an "a=record" attribute with setting	
	"on".	
	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	
	(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".	
	All the calls are not recorded. The phone	
	intelligently chooses not to supply the	
Never	record-aware option. The SDP from the	None
	BroadWorks does not contain the record	
	attribute.	

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 Yea	link (Logou
Options: Profile Incoming Calls Outgoing Calls Call Control	Assign Services Assign Services allows you to assign or unassign services and service packs for a OK Apply Cancel	ser. If a service or service pack is unassigned the service data that has been filled out will be lost.	
Client Applications	Available Service Packs	User Service Packs	
Messaging			
Service Scripts Collaborate		Add > Advanced Features I Advanced Features II Basic Interop	
Utilities		Remove < BroadTouch Business Communicator Call Logs - Basic Only Video	
		Add All >> Remove All	
		Remove Air	
	Available Services	User Services	
	Shared Call Appearance 10 Voice Messaging User - Video	Add > Call Center - Standard Call Center - Standard En Deceter - Standard Integrand IMAP Polycom Phone Services Security Classification	
		Add All >> Shared Call Appearance Voice Messaging User	
		Remove All	
	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 [Lagaul]
Options: Profile Incoming Calls Outgoing Calls	Call Recording Call Recording allows you to record calls. OK Apply Cancel
Call Control     Client Applications     Messaging     Service Scripts     Collaborate     Utilities	Record Call: Ohays Asays m On Demand On Demand with User Initiated Start
	Never  Isy Call Recording Start/Stop Announcement Record Voice Messaging  PauseResume Notification:  None  None
	© Rone ○Bep Play Announcement Recording Notification: □ Repeat Record Call Warning Tone Every 15 seconds
	OK Apply Cancel

- **6.** Select the desired recording mode (Always, Always with Pause/Resume, On Demand, On Demand with User Initiated Start or Never) in the Record Call field.
- 7. Configure the following parameter for recording.

Parameter	Description			
Play Call Recording Start/Stop	Enables or disables to play start/stop			

Parameter	Description
Announcement	announcement when the recording starts or
	ends. In the Always, Always with
	Pause/Resume or On Demand recording
	mode, the call recording starts automatically
	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-T58A/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	ng feature for account X.		
0-Disabled			
1-Enabled			
bw.call_recording.mode	Boolean	1	
Description:			
Configures the centralized call recording mode.			
<b>0</b> -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 CP930W-Base, 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:>
Call Screening	<b>Ring Splash</b> : The executive's access device locations are alerted with silent alerting by including Alert-Info: <a href="http://127.0.0.1/Bellcore-dr5"></a> header in the SIP INVITE.
	Three optional alert locations available:
	<b>Mobility Location</b> : 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.
	<b>Anywhere Locations</b> : The executive's BroadWorks Anywhere locations can only be alerted for screening if it is enabled. It is

228

Executive Service	Description
	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.
	Configure the alerting feature for assigned assistants, call push
Call Alerting	and rollover action when the filtered call is not answered successfully by an assistant.
Call Alerting	
	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

### 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 Executive and then click Add>.

Group >Users : 240021		Welcome	[Logout]
Options:  Profile Incoming Calls Outgoing Calls	Assign Services Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost. OK Apply Cancel		
Call Control			
Client Applications	Available Service Packs User Service Packs		
Messaging			
Communication Barring	Add >		
Collaborate			
Utilities	Remove < Add All >> Remove All		
	Available Services User Services		
	Barge-in-Esempt Barge-in-Esempt BroadTouch Business Communicator Desktop BroadTouch Business Communicator Desktop - Audio BroadTouch Business Communicator Desktop - Audio BroadTouch Business Communicator Mobie BroadTouch Business Communicator Mobie BroadTouch Business Communicator Mobie - Audio BroadTouch Business Communicator Tablet - Audio BroadTouch Business Communicator Tablet - Audio BroadTouch Business Communicator Tablet - Video		
	OK Apply Cancel		

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:	Executive						
Profile Incoming Calls	Executive allows a user to	define an assistant pool that	will answer calls for the user.	The executive can configure call filtering, scree	ening and alerting.		
Outgoing Calls	Saved						
Call Control	Gareo						
Client Applications	OK App	oly Cancel					
Messaging							
Communication Barring	Assistants	Filtering	Screening	Alerting			
Collaborate							
Utilities							
	Allow Assistant	ts to Opt-in/Opt-out of Pool					
	Enter search criteri	ia holow					
	User ID		rts With 🗸			Search	
	User ID	✓ Sta	rts with 🗸		+	Search	
		Available Assis	ants		Assigned Assistants		
					240022,240022 (240022) - In		
				Add >	240023,240023 (240023) - In		
				Remove <			
				Add All >>			
				Remove All			
					Move Up Move Down		
	OK App	oly 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: Profile Incoming Calls	Assign Services Asson 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 los	it.	
Outgoing Calls	OK Apply Cancel		l .
Call Control	Available Service Packs User Service Packs		
Client Applications Messaging	Available service Packs User Service Packs		
Communication Barring			
Collaborate	Add >		
Utilities	Remove <		
	Add All >> Remove All		
	Available Services User Services		
	Barge-h Esempt Base Call Logs Collaborate - Audio Collaborate - Audio ConmPilot Gall Manager Custom Rindback User Custom Rindback Custom	^ ~	
	OK Apply Cancel		

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.

### **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 Filtering tab.
- 6. Mark the **On** radio box in the **Call Filtering** field.

Group >Users : 240021							Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls Call Control	Executive Executive allows a user to define OK Apply	e an assistant pool that will ar Add Cancel	_	e executive can configu	re call filtering, screening and alerti	ing.		
Client Applications	Assistants	Filtering	Screening	Alerting				
Communication Barring								
Collaborate	Call Filtering: O							
Utilities	Call Filtering Mode: Os							
		Type:   All Calls						
		O All Internal Calls						
		O All External Calls						
	Call Filtering Criteria User	dvanced d in Advanced Mode:						
	Active No Entries Present	Description		Filter	Calls from	Calls to	Edit	_
	OK Apply	Add Cancel						

- 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

Call	s to: Primary (240021/0021)
Group >Users : 240021	Welcome Locost
Group-Users: 240021 Options: Profile Incoming Calls Cuthoring Calls Cuthoring Calls Call Control Control Control Control Control Control Control Utilities	Welcome       Locout         Executive Filtering Criteria Add         Add a call filtering criteria for Executive service.         OK       Cancel         * Description:       Depart-A         • Filter call       • Ob not filter call         Selected Holds Schedule:       Note ~         • Any private number       -         • Any private number       -         • Calculation       -         • Denot filter call       -         • Selected Holds Schedule:       Nore ~         • Or y other number       -         • Any private number       -         • Calculation number       -         • Selectif:       -         • Selectif:       -         • Any private number       -         • Selectif:       -         • Calculation number       -         • Selectif:       -         • Selectif:
	Calls to When no numbers are selected, the called number is not used as part of the criteria. Available Call to Numbers Selected Call to Numbers Primary (2400210021) Add > Remove Al Remove Al

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 Cutaging Calls Call Control	Executive Executive allows a user to define an assistant pool that will answer calls for the user. The executive can configure call filtering, screening and alerting.		
Client Applications Messaaling Service Scripts Communication Barring Collaborate	Assistants Filtering Screening Alerting Call Screening: O on O orf Alert Type: O size O Ring Splash		
Utilities	Alex Type: Usater Control Station     Alex Broad/Works Anywhere Location     Alex Strand/Works Anywhere Locations     Alex 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]
Options: Profile Incoming 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.		
Outgoing Calls	OK Apply Cancel		
<u>Call Control</u> <u>Client Applications</u> Messaging	Assistants Filtering Screening Alerting		
Communication Barring Collaborate	Alerting Mode: () Symultaneous O Sequential		
Utilities	Aering Caling Line ID Name  © Executive-Name © Crecutive-Originator Names © Originator Executive Names		
	Ordiginator Name Ocusion Alerting Calling Line ID Number @ Executive Number		
	Ordinator Number Ocustom Call Push Recall Atter [ 4 → Rings		
	Rollover After Walting 30 seconds		
	Covard to Phone Number / SIP-UR:     No Answer Processing		
	OK 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 Lozo
Options: Profile Incoming Calls Quitaoing Calls	Assign Services Assign Services allows you to assign or unassign services and service packs for a user. If a service OK Apply Cancel	e of service pack is unassigned the service data that has been filled out will be lost.
Call Control Client Applications	Available Service Packs	User Service Packs
Messaging		
Communication Barring		Add >
Collaborate		Add >
Utilities		Remove <
		Add All >> Remove All
	Available Services	User Services
	Barge-in Exampt Basic Call Logs BroadToxch Business Communicator Desktop - Audio BroadToxch Business Communicator Mobile BroadToxch Business Communicator Mobile - Ardio BroadToxch Business Communicator Mobile - Ardio BroadToxch Business Communicator Mobile - Ardio BroadToxch Business Communicator Tablet BroadToxch Business Communicator Tablet BroadToxch Business Communicator Tablet - Video BroadToxch Business Communicator Tablet - Video	Add >     CommPiler Call Manager       Custom Ringback User     Add       Remove      Directed Call Pickus       Directed Call Pickus     Directed Call Action       Add All >>     Music On Hold User       Remove All     Thret-Party Voice Mail Support
	OK Apply Cancel	

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: Erofile Incoming Calls Outpering Calls Outpering Calls Call Control Messaaling Communication Barring Utilities	ок	Assistant dive pools the assistant is assigned to. The assistant can v Apply Cancel Divert:  © on O orr Divert:  (2400156	view and configure the executive's setting.		
	Opt-in V V	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:	Executive						
Profile		to configure the executive's setting on	hehalf of the even dive				
Incoming Calls	Allows all executive assistant	to conlighte the executive's setting on	benall of the executive.				
Outgoing Calls	OK Apply	Add Cancel					
<u>Call Control</u>							
Messaging	Filtering	Screening	Alerting				
Communication Barring Utilities							
Quintes							
	Executive Name: 24						
	Call Filtering:						
	Call Filtering Mode: <ul> <li>Call Filtering Mode:</li> </ul>	Simple					
	Fit	ter Type: <ul> <li>All Calls</li> </ul>					
		All Internal Calls					
		All External Calls					
	0	Advanced					
	Call Filtering Criteria Us	sed in Advanced Mode:					
	Active	Description	Filter	Calls from	Calls to	Edit	
		Depart-A	Yes	All calls	Primary	Edit	
	OK Apply	Add Cancel					

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

# **Security Classification**

The Security Classification service allows BroadWorks to classify a user's calls with a security classification level. It enables users to be conscious of the maximum level of classified information that can be exchanged in the conversation.

When the security classification level is assigned, the BroadWorks sends SIP INFO of this security classification level to the phone and the phone displays it to the user. The user can modify 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 CP930W-Base, W52P, W53P, W56P and W60P IP phones.

# **Configuring the BroadSoft Server**

### Assigning the Security Classification Service to a User

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240021).
- 5. Click on Assign Services.

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

Group >Users : 240021		Welcome [Lozout]
Options:  Profile Incoming Calls Outgoing Calls Call Control Call Control	Assign Services Assign Service allows you to assign or unassign services and service packs for a user. It a service or service pack Cit Apply Cancel	is unassigned the service data that has been filled out will be lost.
Client Applications	Available Service Packs	User Service Packs
Messaging		
Communication Barring	Add >	
Collaborate	2002	
Utilities	Remove <	
	Add All >> Remove Ail	
	Available Services	User Services
	Barge-in Exempt Basic Call Logs Broad Touch Business Communicator Desktop - Audo Broad Touch Business Communicator Desktop - Audo Broad Touch Business Communicator Mohile - Video Broad Touch Business Communicator Tablet - Audo Broad Touch Business Communicator Tablet - Audo	Executive Flexable Seating Guest Multiple Call Arrangement Music On Fold User Estated Call Appearance Third-Party Voce Mail Support Three-Ywy Call Video On Fold User Video Messaging User - Vodeo
	OK Apply Cancel	

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

### **Assigning Security Classification Levels 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., 240021).
- 5. Click on Utilities->Security Classification.
- 6. Select the desired security level from the pull-down list of Security Classification.

Group >Users : 240021		Welcome	[Logout]
Options:	Security Classification		
Profile			
Incoming Calls	Configure the user security classification settings.		
Outgoing Calls	OK Apply Cancel		
Call Control			
Client Applications			
Messaging	Security Classification: Unclassified V		
Communication Barring			
Collaborate			
Utilities	OK Apply Cancel		

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

# **Configuring Yealink IP Phones**

### 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-T58A/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				
Description:				
Enables or disables security classification feature for account X.				
0-Disabled				
1-Enabled				

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

account.1.security\_classification.enable = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

# **BroadWorks Mobility**

BroadWorks Mobility is a flexible solution that extends the BroadWorks Centrex features transparently to the mobile network. It enables a BroadWorks user to use a mobile device to use BroadWorks enhanced services.

This feature is not applicable to CP930W-Base, 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

- **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.

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 servi been filled out will be lost.	vice packs for a user. If a service or service pack is unassigned the service data th	nat has
Calling Plans			_
Client Applications	Available Service Packs	User Service Packs	
Meet-Me Conferencing Messaging Service Scripts Utilities		Add > Remove <	
		Add All >> Remove All	
	Available Services	User Services	
	BroadTouch Business Communicator Desktop - Video BroadTouch Business Communicator Mobile - Video BroadTouch MobileLink	Add > Automatic Callback Automatic Hold/Retreve Barge-in Exempt Basic Call Logs BroadWorks Anywhere BroadWorks Mobility	
		Add All>> Call Forwarding Busy Call Forwarding Busy Call Forwarding Busy Call Forwarding No Answer	•
	OK Apply Cancel		

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

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

Parameter	Description
	a call of primary location.
Require Answer Confirmation	Specifies whether to prompt the user to enter a confirmation digit before completing the mobile call answered by the use.
Use Broadworks-based Call Control Services	Specifies whether call control is performed by BroadWorks and not by the mobile device.

**10.** Set the parameters of Broadworks mobility in the **Broadworks Mobility Configuration** block.

Use Group Settings:	Marked	
Deny Call Originations:	Checked	
Deny Call Terminations:	Checked	

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

**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 CP930W-Base, 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 View or modify Device Policies for the User.		
Outgoing Calls	OK Apply Cancel		
Call Control			
<u>Cleint Acolcators</u> <u>Messaining</u> <u>Communication Barring</u> <u>Collaborate</u> <u>Utilities</u>	Single User Physite and Shared Lines     Chalde Device Feature Synctronization     Chalde Device Feature Synctronization     Muttpe Lear Shared Lines     Enable Call Device Texture Analys     Enable Call Forwarding Nanys     Enable Forwarding Nanys		
	Circel C		

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-T58A/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.				
<b>0</b> -Disabled				
1-Enabled				
account.X.features.call_decline.enable	%BWDFS-CALL-DECLIN E-BINARY-X%	Blank		
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 CP930W-Base, 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 T58A/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

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

Parameters	Permitted Values	Default					
dialplan.emergency.asserted_id_source	ELIN, CUSTOM or HELD	ELIN					
Description:							
Configures the precedence of source of emergency ou emergency call.	tbound identities wh	en placing an					
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 c "dialplan.emergency.custom_asserted_id" will be used; "dialplan.emergency.custom_asserted_id" is left blank, used.	if the value of the pa						
If it is set to GENBAND (not applicable to T58A/CP960 feature is enabled, the location ID will be added to the	•						
If it is set to HELD (not applicable to T58A/CP960 IP pr protocol to retrieve location information from the Loca	•						
<b>Note</b> : 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 phones running firmware V82 or later.							
dialplan.emergency.held.server_url	dialplan.emergency.held.server_url String Blank						
<b>Description:</b> Configures the Location Information Server URL for the IP phone to send HELD location request.							

Parameters	Permitted Values	Default			
<b>Note:</b> It works only if "dialplan.emergency.asserted_id_s		D. It is applicable			
to IP phones (except T58A/CP960) running firmware V8	2 or later.				
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 RFC5985.	request message d	efined in			
If it is set to REDSKY, the IP phone will send the location REDSKY.	n request message c	lefined by			
<b>Note:</b> It works only if "dialplan.emergency.asserted_id_s to IP phones (except T58A/CP960) running firmware ve		D. It is applicable			
dialplan.emergency.held.request_element.X.name (X ranges from 1 to 255)StringBlank					
Description: Configures the custom element name to be sent in a lo For example: dialplan.emergency.held.request_element.1.name = ma dialplan.emergency.held.request_element.2.name = cor dialplan.emergency.held.request_element.3.name = nai The value of X must be continuous. Note: It works only if "dialplan.emergency.asserted_id_s to IP phones (except T58A/CP960) running firmware ver	c npanyID source" is set to HEL				
<b>dialplan.emergency.held.request_element.X.value</b> (X ranges from 1 to 255)	String	Blank			
<b>Description:</b> Configures the custom element value to be sent in a loc For example: dialplan.emergency.held.request_element.1.value = 001 dialplan.emergency.held.request_element.2.value =		age.			
6f2f2d50-c385-4b72-b84a-ce0ca3a77cb7 dialplan.emergency.held.request_element.3.value = 861	1@pbx.yealink.com				
The value of X must be continuous.					
Note: It works only if "dialplan.emergency.asserted_id_s	source" is set to HEL	.D. It is applicable			

Parameters	Permitted Values	Default			
to IP phones (except T58A/CP960) running firmware ve	ersion 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	g an emergency call.				
If using a TEL URI (for example, tel:+16045558000), the P-Asserted-Identity (PAI) header (for example, <tel:+16< td=""><td></td><td>n the</td></tel:+16<>		n the			
If using a SIP URI (for example, sip:1234567890123@al P-Asserted-Identity (PAI) header and the address will b (for example, <sip:1234567890123@emergency.com></sip:1234567890123@emergency.com>	e replaced by the en				
If using a 10-25 digit number (for example, 123456789 number and SIP server (for example, abc.com) is includ 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				
(X ranges from 1 to 3)	domain name	Blank			
Description: Configures the IP address or domain name of the eme calls. Note: If the account information has been configured registration succeeds or fails), the emergency calls will SIP server>emergency server; if not, the emergency se "dialplan.emergency.asserted_id_source" is not set to H	(no matter whether t be dialed using the f rver will be used. It w	he account ollowing priority:			
dialplan.emergency.server.X.port (X ranges from 1 to 3)	Integer from 1 to 65535	5060			
<b>Description:</b> Configures the port of emergency server X to be used					
dialplan.emergency.server.X.transport_type	_				
(X ranges from 1 to 3)	0, 1, 2 or 3	0			
<b>Description:</b> Configures the transport protocol the IP phone uses to server X. <b>0</b> -UDP	o communicate with t	he emergency			

Parameters	Permitted Values	Default	
<b>1</b> -TCP			
<b>2</b> -TLS			
<b>3</b> -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 following	
(X ranges from 1 to 255)	URI	content	
Description:			
Configures the emergency number to use on your IP p	hone so a caller can	contact	
emergency services in the local area when required.			
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 right).	to be used in the orc	der listed (left to	
The IP phone tries to make emergency calls using the and then with lower priority. The IP phone tries to send emergency server for three times.			
Example:			
dialplan.emergency.1.server_priority = 2, 1, 3			
	ollowing priority: em	ergency server	
It means the emergency calls will be dialed using the f	enewing priority. enit	5 ,	
It means the emergency calls will be dialed using the f 2>emergency server 1>emergency server 3. The IP pho each emergency server for three times.			
<ul><li>2&gt;emergency server 1&gt;emergency server 3. The IP photeach emergency server for three times.</li><li>Note: If the account information has been configured</li></ul>	one tries to send the l (no matter whether t	INVITE request to he account	
<ul> <li>2&gt;emergency server 1&gt;emergency server 3. The IP phoeach emergency server for three times.</li> <li>Note: If the account information has been configured registration succeeds or fails), the emergency calls will</li> </ul>	one tries to send the l (no matter whether t be dialed using the f	INVITE request to he account following priority:	
<ul><li>2&gt;emergency server 1&gt;emergency server 3. The IP photes</li><li>each emergency server for three times.</li><li>Note: If the account information has been configured</li></ul>	(no matter whether t be dialed using the f rver will be used. It w	INVITE request to he account following priority:	

bw.emergency_calling.enable	Boolean	0

Parameters	Permitted Values	Default
Description:		
Enables or disables BroadWorks Emergency Calling fea	ature.	
<b>0</b> -Disabled		
1-Enabled, the IP phone supports network hold and op	perator ring-back for	emergency calls.
Note: It is only applicable to phones running firmware	version 83 or later.	
account.X.reg_with_pani_header.enable <sup>[1]</sup>	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		
<b>Note</b> : It is only applicable to phones running firmware	version 83 or later.	
account.X.invite_with_pani_header.enable <sup>[1]</sup>	Boolean	0
Description:		
Enables or disables the IP phone to carry the PANI hea <b>0</b> -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 phones running firmware	version 83 or later.	
[1]X is the account ID. For SIP-T54S/T48G/T48S/T46G/T4 SIP-T52S/T42G/T42S, X=1-12; for SIP-T41P/T41S/T27G, X=1-3; for SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2, X=1.	X=1-6; for SIP-T40P/	T40G/T23P/T23G,
The following shows an example of the emergency	v call configuration in	a template

- configuration file (e.g., y00000000028.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 CP930W-Base, 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.

Group > Users : 240161		Welcome Loadu
ptions: Profile Incoming Calls Outgoing Calls	Assign Services Assign Services allows you to assign or unassign services and service packs for a user. If a service or s OK Apply Cancel	enice pack is unassigned the service data that has been filled out will be lost.
Call Control Calling Plans	Available Service Packs	User Service Packs
<u>Messaalna</u> Communication Barrina Utilities	Add All Remov	
	Available Services	User Services
	Shared Call Appearance 0 Shared Call Appearance 10 Shared Call Appearance 25 Shared Call Appearance 25 Shared Call Appearance 25 Shared Call Appearance 35 Shared Call Appearance 35 Shared Call Appearance 35 Shared Call Appearance 35	Calling Name Delivery e ≤ Calling Name Retrieval Calling Namber Delivery Do Not Disturb Silent Alerting
	Speed Dial 10 Speed Dial 10 OK Apply Cancel	e All

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

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		Welcome	[Logout]
Options: Profile Incoming Calls	Silent Alerting Silent Alerting allows user to suppress ringing phone when incoming calls are received.		
Outgoing Calls           Call Control           Calling Plans           Messaging	OK Apply Cancel Silent Alerting: D Or Off		
Messaging Communication Barring Utilities	oreits/eetings (±) (1) ⊂ Ut OK Apply Cancel		

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 Services Call Center	Identity/Device Profil Add or modify group level identity/device OK Add Car		vice profiles defined a	at group level.				
Meet-Me Conferencing Utilities	Enter search oriteria below [Genitity/Device Profile Name]  Starts With					+ Status	Sear	ch Edit
	Identity/Device Profile Name A 240028 240161 240162 240163	Identity/Device Profile Type Yealink-T46G Yealink-T46G Yealink-T46G Yealink-T46G Yealink-T46G	Available Ports 16 14 15 15	Host Name/IP Address	MAC Address	Online Online Online Online	Yealink SI. Yealink SI. Yealink SI.	Edit
	OK Add Car	ncel	[Page 1 of 1]					

- 4. Select the desired device profile to edit.
- 5. Click on the **Profile** tab.

**6.** Check the parameters: URL, MAC address, user name and password in the corresponding fields.

Group		Welcome	[Logout]
Options: Profile Resources	Identity/Device Profile Modify Modify or delete an existing group identity/device profile.		
Services	OK Apply Delete Cancel		
Call Center Meet-Me Conferencing			
Utilities	Profile Users Files Custom Tags		
	Identity/Device Profile Name: 240028 Identity/Device Profile Type: Yealink-T46G Device Type URL: https://vksa.yealink.com:443/dms/YealinkT46G/ Protocol: SIP 2.0 v Host Name/IP Address: Port. Transport: Unspecified v MAC Address: 00156574b450		
	Serial Number:		
	Description:		
	Outbound Proxy Server:		
	STUN Server:		
	Physical Location:		
	LinesPorts: 16 Assigned LinesPorts: 0 Unassigned LinesPorts: 16 Version: -Authentication		
	Ouse Identity/Device Profile Type Credentials		
	Use Custom Credentials		
	* Device Access User Name: 240028		
	* Device Access Password:		
	* Re-type Device Access Password:		
	OK Apply Delete Cancel		

# **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.

ealink 1466	_								Log Ou inglish(English) 🖕
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security	Applications
Preference		Auto Provision						NOTE	l
Time & Date		PNP Active			©off ⊘ ©off ⊘			Auto Provi	
Call Display		Custom Option(	128~254)	© On V	ି ଏକ 🥑 (ଜୁନାର				e can interoperate ming server using oning for
Upgrade		DHCP Option Va	alue	yealink	0				te IP phones.
Auto Provision		Server URL			ksp.yealink.com	n: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		Attempt Expired	Time(s)	5		0	•	auto provisi IP phone wi	oning process, the Il download and
Voice		Common AES K	ey	•••••	•	0		update conf phone flash.	iguration files to the
Ring		MAC-Oriented A	AES Key	•••••	•	0		You can more guides	click here to get
Tones		Zero Active Wait Time(1~100	)=)	Enabled		- 0 0		more guides	
Softkey Layout		Power On	,	On	Off 🕜	· ·			
TR069		Repeatedly		On	◉off 🕜				
Voice Monitoring		Interval(Minutes	)	1440	<u>_</u>	0			
SIP		Weekly	e Interval(0~12wee		I off 🕜	0			
Power Saving			Expire(0~120min)	0		0			
		Time		00 : 00	00 : 00	0			
				Sunda Mond	ay lay				
		Day of Week		♥ Wedn ♥ Thurs ♥ Friday ♥ Sature	day /				
		Flexible Auto Pro			🖲 off 🕜				
		Flexible Interval	Days	30	:	0			
		Hexible Time			provision 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.

🥖 28.	81.0.25_19_7_44.pcap [Win	eshark 1.12.4 (v1.12.4-0-gb486	1da from master-1.12)]		
Ele	<u>Edit V</u> iew <u>Go</u> <u>C</u> apture	Analyze Statistics Telephony	<u>T</u> ools Internals <u>H</u> elp		
0 (	) 🛋 🔳 🔬 🗎 🗎	🗶 🛃   🔍 🔶 🍁 🥥 🏅	🛓 🗐 🖬 🍳 ପ୍ 🛛 🖉	M 🍕 💥 🗮	
Filter	http		Expression Clear Apply Sa	ve	
No.	Source	Time	Destination	Protocol	Length Info
	1 10.2.20.207	0.000000	10.2.5.146	HTTP	224 HTTP/1.1 302 Found
	2 10.2.5.146	0.002728	10.2.20.207	нттр	500 GET /servlet?p-settings-config&g-load HTTP/1.1
	51 10.2.20.207	0.146626	10.2.5.146	HTTP	1040 HTTP/1.1 200 OK
	55 10.2.5.146	1.664662	10.2.20.207	HTTP	499 GET /servlet?p=settings-autop&q=load HTTP/1.1
1	00 10.2.20.207	1.780447	10.2.5.146	нттр	544 HTTP/1.1 200 OK
1	05 10.2.5.146	4.180378	10.2.20.207	HTTP	929 POST /servlet?p=settings-autop&g=write&now=true HTTP/1.1 (app)
1	11 10.2.20.207	4.411233	10.2.5.146	HTTP	226 GET /YealinkT46/0015654146dd.boot HTTP/1.1
1	20 10.2.5.146	4.416637	10.2.20.207	HTTP	66 HTTP/1.1 404 NOT Found (text/html)
1	25 10.2.20.207	4.426389	10.2.5.146	HTTP	227 GET /YealinkT46/y0000000000.boot HTTP/1.1
1	36 10.2.5.146	4.456442	10.2.20.207	HTTP	66 HTTP/1.1 404 NOT Found (text/html)
1	40 10.2.20.207	4.458453	10.2.5.146	нттр	226 GET /Yealinkt46/y00000000028.cfg HTTP/1.1
1	61 10.2.5.146	4.466769	10.2.20.207	HTTP	336 HTTP/1.1 200 OK (application/octet-stream)
1	89 10.2.20.207	4.520942	10.2.5.146	нттр	1301 HTTP/1.1 200 OK
1	96 10.2.5.146	9.559155	10.2.20.207	нттр	506 GET /servlet?p=settings-autop&g=result&random=0.708228040745306
2	06 10.2.5.146	14,561340	10.2.20.207	HTTP	507 GET /servlet?p=settings-autop&g=result&random=0.1767243103017490

# 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, CP930W-Base, 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.	
	The monitored user's conversation is placed on hold	
	(This LED status requires server support).	
Slow flaching rod (1c)	The call is parked against the monitored user's phone	
Slow-flashing red (1s)	number.	
Off	The monitored user 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.	
	The monitored user's conversation is placed on hold	
	(This LED status requires server support).	
Slow flaching rod (1c)	The call is parked against the monitored user's phone	
Slow-flashing red (1s)	number.	
Off	The monitored user is idle.	
	The monitored user does not exist.	

Line 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.
	The monitored user's conversation is placed on hold
	(This LED status requires server support).
Slow flaching rod (1c)	The call is parked against the monitored user's phone
Slow-flashing red (1s)	number.
Off	The monitored user is idle.
	The monitored user does not exist.

# Line Keys and 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
SIP-T58A	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-T58A/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		
<b>9</b> -Direct Pickup		
<b>10</b> -Call Park		
20-Private Hold		
23-Group Pickup		
<b>39</b> -BLF List		
<b>42-</b> ACD		
55-Meet-Me Conference		
56-Retrieve Park		
58-ACD Trace		
59-Disp Code		

Parameters	Permitted Values	Default
<b>60</b> -Emergency		
62-Network UC Favorites		
63-UC Favorite (if Auto Favorite feature is disa	abled, you need to	configure UC Favorite
keys manually, and then the downloaded info	rmation of favorite	s will be applied to
these keys)		
64-Buddies		
<b>65</b> -My Status (It is configurable only when the	-	
"bw.xmpp.change_presence.enable" is set to 1 Note: Network UC Favorites, UC Favorite, Bud		are only applicable to
SIP-T58A/T54S/T48G/T48S/T46G/T46S/T29G I	-	are only applicable to
	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-T58A/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		
<b>3</b> -Line3		
<b>16</b> -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=3, the default value is 3.		
	String within	
	String within 256	Blank

Parameters	Permitted Values	Default	
linekey.X.label	String within 99 characters	Blank	
<b>Description:</b> (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			
<b>Description:</b> (Optional.) Configures the short label displayed on the LCD screen for line key. <b>Note:</b> 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-T58A, 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		
<b>9</b> -Direct Pickup		
23-Group Pickup		
55-Meet-Me Conference		
<b>64</b> -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-T58A IP phones:		
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 ph	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 Acc	count Up).	
When X=8, the default value is 52 (Switch Acc	count 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 Acc	count Up).	
When X=8, the default value is 52 (Switch Acc	count Down).	
When $X=9$ , the default value is 33 (Status).		
When X=10/13/17/18, the default value is 0 (I	NA).	
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 Ad	ccount Up).	
When X=8, the default value is 52 (Switch Ad	ccount Down).	
When $X=9$ , the default value is 33 (Status).		
When X=10/11/12/13, 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-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 Ad	ccount Up).	
When X=8, the default value is 52 (Switch Ad	ccount 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	
<b>Description:</b> Configures the conference ID or Moderator PIN followed by the # sign.			
programablekey.X.label	String within 99 characters	Blank	
<b>Description:</b> (Optional.) Configures the label displayed on the LCD screen for each soft key.			