

Yealink IP Phones Deployment Guide for Broadsoft UC-One Environment

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About This Guide

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

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

- SIP-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.
- VP59 IP phones running UC-One firmware version 83 or later.
- SIP-T54W IP phones running UC-One firmware version 84 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.
- VP59, W53P and CP930W-Base IP phones running UC-One firmware version 83 or later.
- SIP-T54W/T53W/T53 IP phones running UC-One firmware version 84 or later.

These features require the support from the BroadSoft BroadWorks platform.

Who should use this guide?

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

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

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

In This Guide

This deployment guide includes the following chapters:

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

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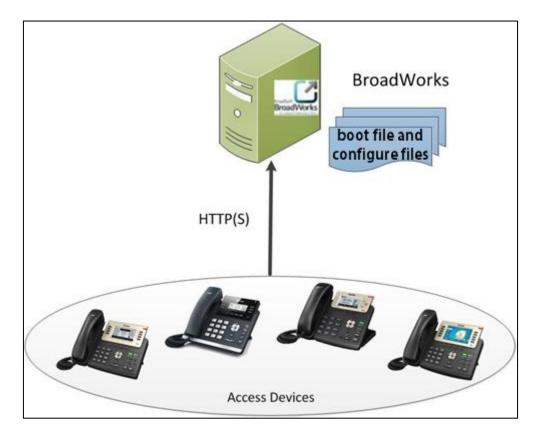
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BroadWorks Device Management

Overview

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



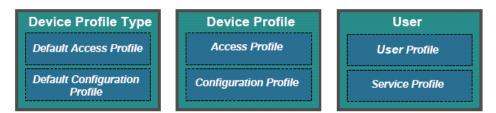
Key Concepts

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

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

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

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



Device Profile Type

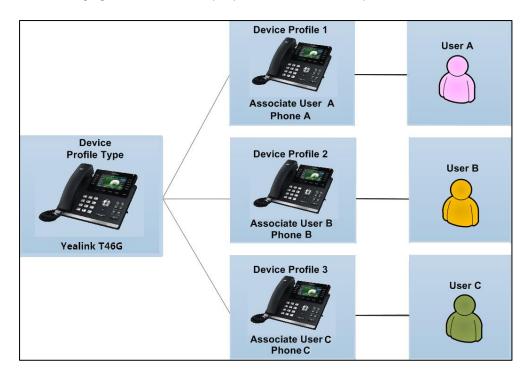
The device profile type is the foundation for Device Management. It is a template for device profiles. When a new type of device is added to the network, a corresponding "device profile type" must be defined to model the characteristics of that device. The device profile type defines default (Default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

Device Profile

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

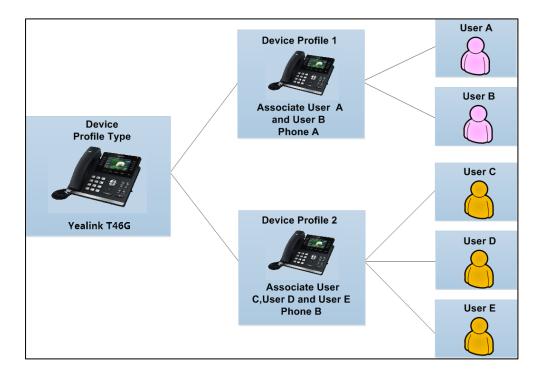
User

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



The following figure shows one user per phone device relationship:

The following figure shows multiple users per phone device relationship:

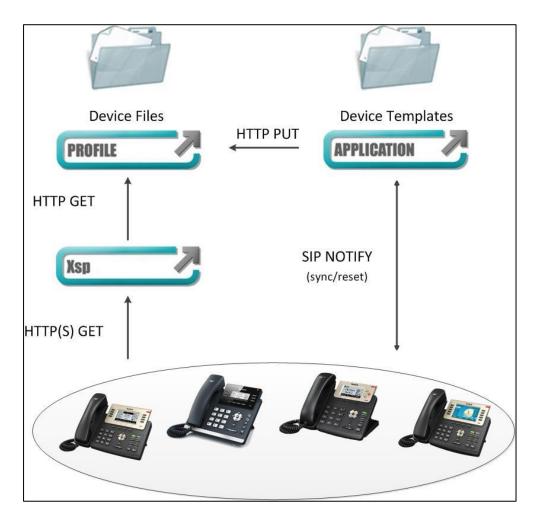


Network Architecture

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

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

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



Configuring Device Management on BroadWorks

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

Log in BroadWorks as System Administrator

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

Customizing BroadWorks Tags

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

There are two types of tags:

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

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

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

Creating System Default Tags

Procedure

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

BR&ADSC			Help - Home
System			Welcome Default Administrator [Logout]
Options: Profile Resources	Device Manage Display all the device manage	ment Tag Sets gement tag sets in the system. Tag sets can a	Iso be deleted.
Services Call Center	OK Apply	Add Cancel	
Communication Barring	Delete	Tag Set Name	Edit
Meet-Me Conferencing		System Default	Edit
<u>Utilities</u>		tagSetName	Edit
		[Page 1 of 1	1]
	Tag SetName 👻	Starts With 👻	Find Find All
	OK Apply	Add Cancel	

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

The tag name must not start with "BW".

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

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

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

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

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

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

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

Creating Device Type Specific Tags

Procedure

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

The tag name must not start with "BW".

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

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

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

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

Tag Name	Valid Value	Description
%LANGUAGEWEB%	English Chinese_S (not applicable to W52P/W53P/W56P/W60P/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	
	VP59/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
	VP59/SIP-T58A/CP960,	phone user interface
	W52P/W53P/W56P/W60P/CP930W-B	
	ase phones)	
	Spanish	
	Spanish_LA (not applicable to	
	VP59/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	
Signaling Address Type	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.
Ringback Tone/Early Media	Local Ringback - No Early	Determines SDP handing
Support	Media	for initial INVITE messages
Support	Weula	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> 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	3 Config File	Defines the number of
Туре		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	y00000000028.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 calli em	^{ng.} Welcome Default Administrator ⊥
ns:	entity/Device Profile Type Add
Add	a new identity/device profile type.
esources ervices	
all Center	OK Cancel
ommunication Barring	
eet-Me Conferencing	* Identity/Device Profile Type:
tilities	Signaling Address Type: Non-intelligent Device Addressing 💌
	Number of Ports: Unlimited Limited To
	Ringback Tone/Early Media Support: RTP - Session
	© RTP - Early Session
	C Local Ringback - No Early Media
	Authentication: Enabled
	O Disabled
	Enabled With Web Portal Credentials
	Registration Capable Authenticate REFER
	Static Registration Capable RFC3264 Hold E164 Capable Video Capable
	Trusted Use History Info Header
	Advanced Options
	Route Advance Forwarding Override
	Wireless Integration Conference Device PBX Integration Mobility Manager Device
	Add P-Called-Party-ID Music On Hold Device
	Auto Configuration Soft Client Requires BroadWorks Digit Collection
	Requires BroadWorks Call Waiting Tone
	Advice of Charge Capable
	Support Emergency Disconnect Control
	Enable Monitoring
	Reset Event: O reSync O checkSync O Not Supported
	Trunk Node: Ouser Pilot Proxy
	Unscreened Presentation Identity Policy: Profile Presentation Identity
	Unscreened Presentation Identity
	O Unscreened Presentation Identity With Profile Domain Web Broad Configuration LIPL Extension:
	Web Based Configuration URL Extension:
	Device Configuration Options: 💿 Not Supported 🔘 Device Management 🔘 Legacy

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

Defining Device Profile Type Files

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

System Files

System Boot File

The system boot file is effectual for all phones.

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

Parameter	Value	Description
Device Access File	y00000000000.boot	Specifies the name of the
Format	y00000000000.000t	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	Administrator	Identifies who can customize
	Auministrator	the system boot 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	

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:

- VP59: y00000000091.cfg
- T58A: y00000000058.cfg
- T54W: y00000000096.cfg
- T54S: y00000000070.cfg
- T53W/T53: y00000000095.cfg

- T52S: y0000000074.cfg
- T48S: y0000000065.cfg
- T46S: y0000000066.cfg
- T42S: y0000000067.cfg
- T41S: y0000000068.cfg
- T48G: y0000000035.cfg
- T46G: y0000000028.cfg
- T42G: y0000000029.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: y00000000073.cfg
- CP920: y00000000078.cfg

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

Parameter	Value	Description
Device Access File	<system-file-name>.cfg</system-file-name>	Specifies the name of the
Format	Example: y00000000028.cfg	system 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 Category		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	
Authentication Made	User Name and Password	Defines the
Authentication Mode	MAC-Based	authentication method.

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

Device-Specific Configuration File

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

<mac-address>.cfg

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

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

Parameter	Value	Description
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
		static files can be customized.
Assign File	Custom	
	Not est	The static file is not
Authentication Mode	Not set	authenticated.
Device Access HTTP Authentication	Basic	

Defining a Device Profile Type File

Procedure

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

Log in BroadWorks as Group Administrator

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

Creating the BroadWorks Device Profile

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

Procedure

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

Group		Welcome [Logout]
Options: Profile Resources	Identity/Device Profile Add Add a new group identifyidevice profile.	
Services	OK Cancel	
Service Scripts Act/Auth Codes	-	
Call Center	* Identity/Device Profile Name: Yealink T46G Test	
Calling Plan	Identity/Device Profile Type: Yealink-T46G	
Meet-Me Conferencing	Protocol: SIP 2.0 •	
Utilities	Host Name/P Address: Port	
	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.
- 2. Click on Search to list all existing device profiles (Click Next to turn to the next page).

Group						We	Icome [[Logout]
Options: Profile Resources Services Service Scripts Acct/Auth Codes Call Center	Identity/Device P Add or modify group level identity OK Add Enter search criteria below Identity/Device Profile Na	/device profiles. Displays all Cancel		ice profiles defined at g	roup level.	+	Sear	reh
Calling Plan Meet-Me Conferencing Utilities	Identity/Device Profile Name	Identity/Device Profile	Available Ports	Host Name/IP Address	MAC Address		<u>Version</u>	Edit
<u>Otinities</u>	4604UC	Yealink_T48G	6			Online	Yealink SI	Edit
	4608	Yealink-T29G	26			Online	Yealink Sl	<u>Edit</u>
	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		Edit 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
	First Previous	2	[Page 2	of 2]				
	OK Add	Cancel						

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

7. Enter the desired tag value (e.g., English) in the Tag Value field.

Group		Welcome	[Logout]
Options: 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: <u>Profile</u> <u>Resources</u> Services	Device Configuration Lists the configurable devices for the group.		
Service Scripts AcctVAuth Codes Call Center Calling Plan Meet-Me Conferencing Utilities	Identity/Device Profile Type 2%/re HomePortal Business Communicator - PC Yealink, T48G Yealink, T28 Yealink T23 Yealink T23 Yealink T29 Yealink T29 Yealink T29 Yealink-T29G Yealink-T42G Yealink-T46G	<u>Configure Device</u> .	Edit Edit Edit Edit Edit Edit Edit Edit
		[Page 1 of 1]	
	Identity/Device Profile Type V	Starts With V	Find Find All

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

6. Enter the desired tag value (e.g., English) in the Tag Value field.

Group		Welcome	[Logout]
Options: Profile Resources	Device Configuration Custom Tag Add Add a new custom device management tag for the Identity/Device Profile Type in this group.		
Services Service Scripts Acct/Auth Codes Call Center Calling Plan Meet-Me Conferencing	OK Cancel Identity/Device Profile Type: Yealink-T46G Tag Name: %LANGUAGEGUI		
<u>Utilities</u>	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/CP930W-Base) 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:

<pre>#The header above must appear as-is in the first line include:config <y0000000028.cfg> include:config <001565456fc3.cfg> overwrite_mode = 1 specific_model.excluded_mode = 0</y0000000028.cfg></pre>	#!version:1.0.0.1
include:config <001565456fc3.cfg> overwrite_mode = 1	#The header above must appear as-is in the first line
overwrite_mode = 1	include:config <y0000000028.cfg></y0000000028.cfg>
-	include:config <001565456fc3.cfg>
specific_model.excluded_mode = 0	overwrite_mode = 1
	specific_model.excluded_mode = 0

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

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

Item	Description	
System Template Configuration Items <e.g., y000000000028.cfg=""></e.g.,>		

Item	Description
	Configures the WAN port to obtain IP
static.network.internet_port.type =0	address from DHCP server.
	Configures the primary and secondary NTP
local time at a server1	servers.
local_time.ntp_server1 = %SNTP_SERVER_1%	The tags %SNTP_SERVER_1%
local_time.ntp_server2	and %SNTP_SERVER_2% are created on
= %SNTP_SERVER_2%	BroadWorks.
	e.g.,%SNTP_SERVER_1%=time-a.nist.gov
	and %SNTP_SERVER_2%=time-b.nist.gov
call_waiting.enable = 1	Enables or disables call waiting and call
call_waiting.tone = 1	waiting tone.
	0 (Disable),1 (Enable)
	Enables or disables feature key
	synchronization.
features.feature_key_sync.enable	0 (Disable),1 (Enable)
= %FEATURE_KEY_SYN%	The tag %FEATURE_KEY_SYN% is
	customized on BroadWorks
	e.g., %FEATURE_KEY_SYN%=1
	or %FEATURE_KEY_SYN%=0
	Configures the access URL for downloading
	the firmware.
	e.g., %BWDEVICEACCESSFQDN%=
static.firmware.url =	xsp.yealink.com,
http://%BWDEVICEACCESSFQDN%:	%BWDEVICEACCESSPORT%=80,
%BWDEVICEACCESSPORT%/%BWD	%BWDMSCONTEXT%=dms and
MSCONTEXT%/%BWDEVICEACCESS	%BWDEVICEACCESSURI%=YealinkT46
URI%%T46_FIRMWARE%	These tags are dynamic built-in tags, which
	are predefined by BroadWorks.
	The tag %T46_FIRMWARE% is customized
	on BroadWorks.
	e.g., %T46_FIRMWARE%= 28.81.193.10.rom

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

Item	Description
Device-specific Template Configura	tion Items <%BWMACADDRESS%.cfg>
	Enables or disables the first line.
account.1.enable	0 (Disable),1 (Enable)
= %BWLINE-BINARY-1%	"%BWLINE-BINARY-1%" identifies whether
	to assign a line port to the first user.
account.1.display_name	Configures the name to be displayed on the
= %BWCLID-1%	phone for the first line.

Item	Description
	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.
	Configures the user ID for the first line.
account.1.user_name	The tag "%BWLINEPORT-1%" will be
= %BWLINEPORT-1%	replaced by the line/port setting in the first
	user's address on BroadWorks.
	Configures SIP authentication for the first
	line.
account.1.auth_name	If the authentication service is assigned on
= %BWAUTHUSER-1%	BroadWorks, the tags
account.1.password	"%BWAUTHUSER-1%" and
= %BWAUTHPASSWORD-1%	"%BWAUTHPASSWORD-1%" will be
	replaced by the first user's authentication
	settings on BroadWorks.
	Configures the BLF List for the first line.
	The tag "%BWBLF-URI-1%" will be replaced
	by the Busy Lamp Field (BLF) List URI for the
account.1.blf.blf_list_uri	first user.
= %BWBLF-URI-1%	e.g., %BWBLF-URI-1%=sip:myblf@pbx.yeali
	nk.com
	If the BLF List feature is not configured for
	the first user, this will be left blank.
	Configures the first line as a private or
account.1.shared_line	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
account.1.conf_type = 2	line.
account.1.conf_uri	"%BWNETWORK-CONFERENCE-SIPURI-1%
= %BWNETWORK-CONFERENCE-SI	will be replaced by the network conference
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				W	/elcome	[Logout]
Options: Profile Profile Services Services Cuttue Codes Call Carter Meet-Me Conferencing Utilities	Rebuild the files (force)	Users Users e: Yealink_T46G_T e: Yealink-T46G e to reset the phone	le. Files Custom Tags	-		
	Reset the phones File Format %	Is Authenticated	Access File https://yksp.yealink.com.443/dms/Yealink-T23/(%25BWMACADDRESS%25).cfg	Repository File	Template File	
	BWMACADDRESS%.cfg y00000000000.boot	~	Note: this URL has undefined content. Validate it manually by replacing any content between {} with valid value(s). http://sop.vealink.com.80/dms/YealinkT46G/v0000000000.boot	Download Download	Download Download	Edit Edit
	y00000000028.cfg	~	http://xsp.yealink.com:80/dms/YealinkT46G/y00000000028.cfg	Download	Download	Edit
	OK		[Page 1 of 1]			
	UK					

- 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:	Identity/Device Profile File Modify		
Profile	Modify an existing Identity/Device Profile file.		
Resources			
Services	OK Apply Cancel		
Service Scripts			
Acct/Auth Codes	Identity/Device Profile Name: Yealink_T46G_Test		
Call Center	Identity/Device Profile Type: Yealink-T46G File Format: v00000000028.cfg		
Calling Plan	Access File: Third /xsp.vealink.com:80/dms/YealinkT46G/v0000000028.cfg		
Meet-Me Conferencing	Repository File: Download		
Utilities	Template File: Download		
	Asign File Okanual Octation Updatd Configuration File Brossen No file selected. Currenty using configuration file watchroadworkinfp@viewiec.config/typeVellmik.148G/y00000000028.cfg.template # file handser # file particular configuration file watchroadworkinfp@viewiec.config/typeVellmik.148G/y00000000028.cfg.template # file handser # file particular configuration 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.

Group					Welcome	[Logout]
Options: Profile Resources	Device Configuration		e Type in the group.			
Services	ОК					
Service Scripts						
Acct/Auth Codes						
Call Center		et the phones				
Calling Plan	(After rebuilding the mes, be	sure to reset the pr	iones for your changes to take effect)			
Meet-Me Conferencing	Device Type URL: http	wan waallak aam:5	20/dee/Monthe/TARC/			
Utilities	Device type ORL. http	incom.	ordina realink 1400/			
	Files Identity/Device Profile Type: Ye	_	om Tags			
	File Format	ls Authenticated	Access File	Repository File	Template File	Edit
	%BWMACADDRESS%.cfg	~	http://xsp.yealink.com.80/dms/YealinkT46G/(%25BWMACADDRESS%25).dg Note: this URL has undefined content. Validate it manually by replacing any content between () with valid value(s).		Download	Edit
	%BWMACADDRESS%- local.cfg	~	http://xsp.yealink.com.80/dms/YealinkT46G/(%25BWMACADDRESS%25)-local.dg Note: his URL has undefined content. Validate it manually by replacing any content between () with valid value(s).		Download	Edit
	y0000000000.boot	~	http://xsp.vealink.com:80/dms/YealinkT46G/v00000000000.boot		Download	Edit
	y00000000028.cfg	~	http://xsp.vealink.com:80/dms/YealinkT46G/v00000000028.cfg	Download	Download	Edit
			(Page 1 of 1)			
	ОК					

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

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

Uploading Static Files

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

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

Uploading Static Files at the Profile Level

Procedure

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

The interface lists all existing files.

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

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

Uploading Static Files at the Group Level

Procedure

1. Click on Utilities->Device Configuration.

The interface lists all existing device profile types.

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

The interface lists all existing files.

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

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

Assigning the Device Profile to the User

Procedure

- 1. Click on Profile->Users.
- 2. Click Search to list all existing users.

- **3.** Select the desired user.
- 4. Click on Addresses.
- 5. Mark the Identity/Device Profile radio box.
- **6.** 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 Cutgoing Calls Call Control Calling Plans Client Applications Meet-Me Conferencing Messaging Service Scripts Utilities	Addresses Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.	
	Identity/Device Profile Name: Yealink_T46G_Test (Group) * Line/Port Yealink_T46G_Test @ pbx yealink.com AdvancedSettings Aliases: sip: 4603@pbx yealink com sip: @ pbx yealink.com sip: @ pbx yealink.com sip: @ pbx yealink.com sip: @ pbx yealink.com OK Apply Cancel	

9. Click Apply to accept the change.

Checking the Users Assigned the Device Profile

Procedure

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

Group		Welcome	[Logout]				
Options: Profile Resources Services	Identity/Device Profile Modify View the line/ports assigned on the Identity/Device Profile.						
Service Scripts Acct/Auth Codes Call Center Calling Plan	OK Apply Cancel Profile Users Files Custom Tags						
Meet-Me Conferencing Utilities	Enter search criteria below Line/Port User Part V Starts With V	Sea	rch				
	Primary Line/Port Line/Port Image Port Endpoint Type Dn Type User Type Last First Phone Number Extense Yealink_T46G_Test@pbx.yealin 1 Primary Main 4603 Yealink 4603	<u>ion Departme</u>	<u>nt</u> Edit <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

VP59/SIP-T58A/T54W/T54S/T52S/T48S/T48G/T46S/T46G/T29G IP phones that support XMPP.

The following shows the available BroadCloud features on the Yealink 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			
Note: If you change this parameter, the IP phone will r	eboot to make the ch	ange take	
effect.			
_	String within 99		
features.uc_username	characters	Blank	
Description:			
Configures the user name for UC authentication.			
factures us measured	String within 32	Blank	
features.uc_password	characters	ыапк	
Description:			
Configures the password for UC authentication.			
bw.xmpp.change_presence.enable	Boolean	0	
Description:			
Enables or disables to change your presence status on	the IP phone.		
0 -Disabled			
1-Enabled	1		
bw.xmpp.presence_icon.mode	Boolean	0	

Parameters	Permitted Values	Default
Description:		
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:	1	
Enables or disables to synchronize the presence status change your presence status manually on the IP phon 0 -Disabled		r when you
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 in	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 (Er	abled).	Γ
phone_setting.uc_favorite_sequence_type	0, 1, 2 or 3	0
Description:		
Configures the order of UC Favorite keys to be assign	ed automatically.	
0 -linekey->exp1 key->expN key		
1-exp1 key ->expN key ->linekey		
2-linekey page1->page1 from exp1 key to expN key -	>page2 from exp1 ke	y to expN
key ->>linekey from page2 to page3		
3 -page1 from exp1 key to expN key ->page2 from ex ->>linekey	p1 key to expN key	
N above is the number of your connected expansion	modules.	
Note: It works only if "phone_setting.dsskey_directory	/_auto.enable" is set to	01

Parameters	Permitted Values	Default	
the phone in advance. It is only applicable to			
SIP-T54W/T54S/T52S/T48S/T48G/T46S/T46G/T29G I	P phones.		
	blf_list,		
	uc_favorite,		
phone_setting.keytype_sequence	favorite or a	Blank	
	combination of		
	them		

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-T54W/T54S/T52S/T48S/T48G/T46S/T46G/T29G IP phones running firmware version 83 or later.

	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 automatical	ly search entries from the E	BroadSoft
Buddies directory, and display results on the pre-c	dialing/dialing screen.	
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 B	Buddies directory.	
search_in_dialing.bw_uc_buddies.enable	Boolean	0
Description:		
It enables or disables the users to access the Broad	dSoft Buddies directory by	
		pressing
the Directory/Dir soft key.		pressing
the Directory/Dir soft key. 0 -Disabled		pressing
		pressing
0-Disabled	Integer greater	pressing
0-Disabled	Integer greater than or equal to	pressing
0-Disabled 1-Enabled		
0-Disabled 1-Enabled	than or equal to	
0-Disabled 1-Enabled directory_setting.bw_uc_buddies.priority	than or equal to 0	
0-Disabled 1-Enabled directory_setting.bw_uc_buddies.priority Description:	than or equal to 0 Buddies directory.	12
0-Disabled 1-Enabled directory_setting.bw_uc_buddies.priority Description: It configures the display priority of the BroadSoft I he following shows an example of BroadCloud con	than or equal to 0 Buddies directory.	12

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 VP59/SIP-T58A/T54W/T54S/T46S/T46G/T29G, X = 1-27; for SIP-T52S, X = 1-21.

Parameters	Permitted Values
linekey.X.type	Integer
Description:	
Configures the line key type.	
62-Network UC Favorites	
63 -UC Favorite (It is configurable only when th	e parameter
"phone_setting.dsskey_directory_auto.enable" i 64 -Buddies	s set to 0 (Disabled).)
65 -My Status (It is configurable only when the	parameter
"bw.xmpp.change_presence.enable" is set to 1	(Enabled).)
linekey.X.line	Refer to the following content
Description:	
Configures the line to apply to UC Favorite key	
Permitted Values:	
1 to 16 (For VP59/SIP-T58A/T54W/T54S/T48S/	F48G/T46S/T46G/T29G)
1 to 12 (For SIP-T52S)	
1-Line1	
2 -Line2	
3 -Line3	
16 -Line16	
linekey.X.label	String within 99 characters
Description:	
(Optional.) Configures the label displayed on th	ne LCD screen for each line key.
linekey.X.shortlabel	Carlie a mitchin oo ah araataa
(X ranges from 1 to 21)	String within 99 characters
Description:	
(Optional.) Configures the short label displayed	l on the LCD screen for line key.
Note: It is only applicable to SIP-T52S IP phone	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 nglish(English) 🔻
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Applications
Broadsoft XSI	3	XMPP Account							
Broadsoft XMPP	XMPP UserName XMPP Password						Broadsoft X	мрр	
			Confirm		Canc	el		You can of more guides.	click here to get

alink 1466						~			
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Application
Line Key 1-9	Enable Page	Tips Disabled	•	Labe	Length Default	•		NOTE	
	Кеу	Туре		Value	Label	Line	Extension		
Line Key 10-18	Line Key1	Line	▼ Default	•	4603	Line 1 🔹			v you to quickly
Line Key 19-27	Line Key2	Buddies	•			N/A v		access feature and voice mai	es such as recall I.
Programable Key	Line Key3	Line	▼ Default	•		Line 3 🔹			
Ext Key	Line Key4	Line	▼ Default	Ŧ		Line 4 🔹		You can c more guides.	lick here to get
	Line Key5	Line	▼ Default	•		Line 5 🔹			
	Line Key6	Line	▼ Default	•		Line 6 👻			
	Line Key7	Line	▼ Default	•		Line 7 🔹			
	Line Key8	Line	▼ Default	•		Line 8 🔹			
	Line Key9	Line	▼ Default	•		Line 9 👻			

ealink 146g								Er	Log O nglish(English)
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Applications
Forward&DND		General Inform	nation					NOTE	
General Information		Call Waiting Auto Redial		Enable		· 0		Call Waiting It allows IP pr	nones to receive a
Audio		Auto Redial Ir	nterval (1~300s)	10		0		already an ac	
Intercom		Auto Redial T Key As Send	imes (1~300)	10		• 0		Auto Redial It allows IP ph automatically	nones to redial a busy
Transfer		Reserve # in	User Name	Enable	d	• 0		Key As Send	
Call Pickup				:				Assigns "#" o key.	r "*" as the send
Remote Control Phone Lock				•					automatically dial e number when
ACD		Reboot in Tal	5	Disable		- 0 - 0		lifting the han	dset, pressing the e key or the line ke
SMS			Access Codes	Disable	-	- 0			ion s to monitor the d establish a call
Action URL		Display Metho	-	User N		• 0			y party becomes
Bluetooth		Auto Linekeys		Disable		• 🕜		You can o more guides.	click here to get
Power LED			Confirm		Can	cei		more guides.	

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

unused line key.

	Status	Account	Network	Dsskey	Features Sett	tings Directory	Security Application
Line Key 1-9	Enable Page 1	Tips Disabled	•	Label Leng	th Default	•	NOTE
	Кеу	Туре	Va	alue	Label Line	Extension	
Line Key 10-18	Line Key10	Line	✓ Default		Line 10	•	Line Keys Line keys allow you to quickly
Line Key 19-27	Line Key11	Line	✓ Default	•	Line 11	•	access features such as recall and voice mail.
Programable Key	Line Key12	Line	▼ Default	•	Line 12	•	
Ext Key	Line Key13	Line	▼ Default	•	Line 13	•	You can click here to get more guides.
	Line Key14	Line	▼ Default	•	Line 14	•	
	Line Key15	Line	▼ Default	•	Line 15	•	
	Line Key16	Line	▼ Default	•	Line 16	•	
	Line Key17	UC Favorite	•		Line 1	•	
	Line Key19	UC Favorite	•		Line 1	•	

Xtended Services Interface (XSI)

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

IP phones interoperating with BroadWorks XSI support the following features:

- Simultaneous Ring Personal (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.

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

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

Configuring Yealink IP Phones

Procedure

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

The "X" in the parameter is an integer which specifies the line number on the IP phone. For VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/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	0
Description:		
Enables or disables the Broadsoft XSI featur	re.	
0-Disabled		
1- Enabled	abana will rabaat ta maka tha ch	ango tako
Note : If you change this parameter, the IP p effect. For W52P/W56P Phones, the default		lange take
sip.authentication_for_xsi	Boolean	0
Description:	1	
Configures the authentication mechanism f 0 -User Login Credentials for XSI Authentica 1 -SIP Credentials for XSI Authentication		
If it is set to 0 (User Login Credentials for XS XSI user ID and password for XSI authentica		uses the
If it is set to 1 (SIP Credentials for XSI Author ID, the register name and password of the o authentication.	corresponding SIP account for XS	
Note: It works only if "bw.xsi.enable" is set	to 1 (Enabled).	
account.X.xsi.user	%BWLOGIN-ID-X%	Blank
Description:		
Configures the user ID for XSI access auther	ntication	
Note: It works only if "bw.xsi.enable" is set		
account.X.xsi.password	%XSIPASSWORD-X%	Blank
Description:		
•		
Configures the password for XSI access aut	hentication.	
Configures the password for XSI access auth Note : It works only if "bw.xsi.enable" is set t		only when
Configures the password for XSI access aut Note : It works only if "bw.xsi.enable" is set to the value of the parameter "sip.authenticati	to 1 (Enabled) and it is required o	•
Note: It works only if "bw.xsi.enable" is set	to 1 (Enabled) and it is required o	
Note : It works only if "bw.xsi.enable" is set the value of the parameter "sip.authenticati	to 1 (Enabled) and it is required o	
Note: It works only if "bw.xsi.enable" is set if the value of the parameter "sip.authenticati Credentials for XSI Authentication). account.X.xsi.host	to 1 (Enabled) and it is required on_for_xsi" is set to 0 (User Login	1
Note : It works only if "bw.xsi.enable" is set the value of the parameter "sip.authenticati Credentials for XSI Authentication).	to 1 (Enabled) and it is required o on_for_xsi" is set to 0 (User Login %XSP_ADDRESS%	Blank

Parameters	Permitted Values De			
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	s 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 of	configuration file			
e.g., %BWMACADDRESS%.cfg):				
w.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	Log Out English(English) - Directory Security Applications
Broadsoft XSI	XSI Account Allow SIP Authentication For XSI Disabled Host Server xsp.yealnk.c Port 80 XSI Server Type HTTP User ID 4602@pbx.; Password •••••••	0 • 0	NOTE apps-broadsoftXSI-note Click here to get more product documents.
	Call Log Network Cal Log Disabled Confirm	▼ Cancel	

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

bw.xsi.enable = 1

sip.authentication_for_xsi = 1

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

account.1.auth_name = %BWAUTHUSER-1%

account.1.password = %BWAUTHPASSWORD-1%

account.1.xsi.host = %XSP_ADDRESS%

account.1.xsi.server_type = HTTP

account.1.xsi.port = 80

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

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

account.1.auth_name = 4602

account.1.password = yealink#1105

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

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

Yealink 1466	Status Account Network Dsskey Features Set	tings Directory	Log Out English(English) v Security Applications
Broadsoft XSI	XSI Account		NOTE
	Allow SIP Authentication For XSI Enabled Host Server xsp.yealink.com	0	apps-broadsoftXSI-note
	Port 80 XSI Server Type HTTP -	0 0	Click here to get more product documents.
	User ID 4602@pbx.yealink.com Call Log ? Network Call Log Disabled	0	
	Network Call Log Disabled - Confirm Cancel		

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

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

- 5. Click on Assign Services.
- 6. In the Available Services box, select Simultaneous Ring Personal and then click Add>.

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

7. Click Apply to accept the change.

Configuring Simultaneous Ring Personal for a User

Procedure

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

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

The following shows an example:

Simultaneous Ring Personal:

Selected

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

Answer confirmation required:SelectedPhone Number / SIP-URI:4607

Phone	Number	/	SIP-URI:	

BR®ADSOFT						Help - Home
Group >Users : 4609						Welcome [Logout]
Options: Profile Incoming Calls Quitoring Calls CallControl Calling Plans	Simultaneous Ring you are not at your p entry can be a list of (phone number and	whone but you would like y f up to 12 phone numbers I day of week and time of	at up to 10 phone numbers or SIP-URI a our cell phone to ring when you get a cal or digit patterns, a specified time sched	idresses you would like to ring in addition to your I. You can also turn off simultaneous ring when y ule, and a specified holiday schedule. All criteria ontinues as if this service was not turned on. Wa one messaging system!	ou are at your desk on a call. The criteria for an entry must be satisfied for the cal	a for each Simultaneous Ring I to enter Simultaneous Ring
Client Applications	ОК	Apply Add	Cancel			
Messaging Service Scripts Utilities	Simultaneous	s Ring Personal: ● On I ✔ Do not r	Off ing my Simultaneous Ring Numbers if I'r	n already on a call		
	Answer confir	mation required	Phone Number / SIP-URI	Answer confirmation req	uired Phone Number / SIP-U	RI
			4607			
	Active No Entries Pres	Description esent	Ring Simu	taneously	Calls from	Edit

7. Click Apply to accept the change.

Adding a Simultaneous Ring Personal Entry

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

Procedure

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

The following shows an example:

Description:	R-entry1
Use simultaneous ring personal:	Selected
Selected Time Schedule:	Every Day All Day
Selected Holiday Schedule:	None

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

Any phone number

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

Line ID Blocking

Calls from:

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

Note

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

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

Configuring the BroadSoft Server

Assigning Calling Line ID Delivery Blocking Service to a User

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

- 5. Click on Assign Services.
- In the Available Services box, select Calling Line ID Delivery Blocking and then click Add>.

BRADSOFT					Hel	p - Home
Group >Users : 4609					Welcome	
Options:	Assign Services Assign Services allows you to assign or u	un assign services and service packs for a user. If a ser	ice or service pack is unassigned the service	data that has been filled out will be lost.		
Incoming Calls Outgoing Calls Call Control	OK Apply Can	ncel				
Calling Plans Client Applications	Avai	ilable Service Packs		User Service Packs		
Meet-Me Conferencing Messaging Service Scripts Utilities			Add > Remove <			
			Add All >> Remove All			
	A	Available Services		User Services		
		Center - Premium	Add > Call Forwa Call Forwa Remove < Caling Lin Caling Lin Caling Na Caling Na Caling Na Caling Na	eding No Answer riding Not Reachable riding Selective a ID Blocking Override a ID Blocking Override me Retrieval me Delivery mer Astrieval mber Delivery ty Category W	~	
	OK Apply Can	ncel				

7. Click Apply to accept the change.

Activating Line ID Blocking for a User

Procedure

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

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

7. Click Apply to accept the change.

Anonymous Call Rejection

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

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

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

Configuring the BroadSoft Server

Assigning the Anonymous Call Rejection Service to a User

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

Procedure

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

BRADSOFT				Help	- Home
Group >Users : 4608				Welcome	[Logout]
Options:	Assign Services Assign Services allows you to assign or unassign services and or OK Apply Cancel	service packs for a user. If a service or service pack is ur	nsssigned the service data that has been filled out will be lost.		
Calling Plans	Available Service Packs		User Service Packs		
Clien Applicationa Mest Mac Conferencian Messaoling Sanika Scripta Utiliteă		Add > Remove < Add A8 >> Remove A8			
	Available Services		User Services		
	Basic Call Logs Call Center - Premium	Add > Remove < Add All >>	Alternate Numbers Automatics Call Rejection Automatic Callback Automatic Callback Automatic Callback Barge-in Exempt BroadTouch Business Communicator Mobile - V BroadTouch Business Communicator Business	- Video Video	
	OK Apply Cancel	Remove All	BroadWorks Mobility	~	

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

Activating Anonymous Call Rejection for a User

Procedure

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

BRADSOFT	Help - Home
Group >Users : 4608	Welcome [Loacout]
Options: Profile Incoming Calls Outpoint Calls Outpoint Calls	Anonymous Call Rejection Anonymous Call Rejection allows you to reject calls from callers who have blocked the display of their number. Only deliberate anonymous numbers are rejected. Callers whose numbers are unavailable are not rejected. Callers that are rejected are informed that you are not accepting calls from understified callers. Your phone does not ring and you do not receive any indication that they called. However, this does not poly to call within your group.
Call Control Calling Plans	OK Apply Cancel
Client Applications Meet-Me Conferencing Messaging Service Scripts	Anonymous Call Rejection: 💽 on O off
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

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

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

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

BREADSOFT	ar s	Hel Welcome	lp - <u>Home</u> [Loqout]
Options:	BroadWorks Anywhere Addresses Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls. OK Apply Cancel Phone Number: 1606 • Activated Extension: 1606 • Activated State: Image: State: Image: State: Image: Image: State: Image: State: Image:		

10. Click Apply to accept the change.

Assigning the BroadWorks Anywhere Service to a User

The BroadWorks Anywhere service cannot be assigned to virtual users.

Procedure

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

BR®ADSOFT		Help - Home
Group >Users : 4609		Welcome [Logout]
	7	
Options:	Assign Services	
Profile Incoming Calls	Assign Services allows you to assign or unassign services and se	service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.
Outgoing Calls	OK Apply Cancel	
Call Control	OK Apply Cancel	
Calling Plans	Available Service Packs	User Service Packs
Client Applications		
Meet-Me Conferencing		Add >
Messaging		
Service Scripts		Remove <
Utilities		
		Add All >>
		Remove All
	Available Services	User Services
	Call Center - Premium	Basic Call Lone
	Call Center - Lienium	Add > Basic Call Logs BroadTouch Business Communicator Desktop - Video
		BroadTouch Business Communicator Mobile - Video
		Remove < BroadTouch MobileLink BroadWorks Anywhere
		BroadWorks Mobility
		Busy Lamp Field
		Add All >> Call Forwarding Always
		Call Forwarding Busy Call Forwarding No Annung
		Remove All Call Forwarding No Answer 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.

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

- 8. Click Apply to accept the change.
- 9. Click Add to add a BroadWorks Anywhere location.
- 10. Enter the phone number (e.g., 4603) in the Phone Number field.
- 11. Enter the description (e.g., Home Office) in the Description field.
- **12.** Check the **Enable this Location** checkbox, which enables this location for BroadWorks Anywhere.
- 13. Configure the advanced options:
 - **Outbound Alternate Phone Number/SIP URI**: Enter the phone number/SIP URI in this field and this phone number will ring when the IP phone rings.
 - **Enable Diversion Inhibitor**: Checking this checkbox prevents a call from being forwarded to another location if you have call forward activated.
 - **Require Answer Confirmation**: Checking this checkbox enables the BroadWorks server to prompt an answer confirmation when a call to this anywhere location is answered by the user.
 - Use BroadWorks-based Call Control Services: Checking this checkbox enables call control services to be performed by BroadWorks Anywhere location.

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

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

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

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

Changing the Portal Password for BroadWorks Anywhere

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

Procedure

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- **4.** Select the desired user (e.g., 4609), who has been specified BroadWorks Anywhere locations.
- 5. Click on Profile->Passwords.
- 6. Mark the Set portal password radio box.
- 7. Enter the new password in the Type new password field.
- 8. Re-enter the new password in the **Re-type new password** field.

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

9. Click Apply to accept the change.

Remote Office

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

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

7. Click Apply to accept the change.

Configuring Remote Office Feature for the User

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

Procedure

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

BROADSOFT	Hele - Home
Group >Users : 4609	Welcome [Logout]
Options: Profile Incoming Calls Outgoing Colls	Remote Office Remote Office allows you to use your home phone, your cell phone or even a hotel phone as your business phone. By using the CommPilot Call Manager, you can make phone calls from this remote phone and have them billed to your business. This service also directs all calls coming to your business phone to ring the remote office phone.
<u>Call Control</u>	OK Apply Cancel
Calling Plans Client Applications Meet-Me Conferencing Messaging Service Scripts Utilities Utilities	Remote Office: ⊕ on ○ off *Remote Phone Number/ SIP-URI: 4607 ×
Quines	OK Apply Cancel

8. Click Apply to accept the change.

BroadSoft Directory

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

- Enterprise Directory: It contains a list of all users in the enterprise. Each entry in the
 enterprise directory contains the name, user ID, extension, group, department, etc. The
 enterprise directory is created automatically from BroadWorks. The user has just read-only
 access.
- Group Directory: It contains a list of all users in the group. Each entry in the group directory contains the name, user ID, extension, department, etc. The group directory is created automatically from BroadWorks. The user has just read-only access.
- Enterprise Common Directory: It contains a list of common contacts in the enterprise. Each entry in the directory contains the name and phone number. Only the enterprise administrator can add a new contact to the enterprise common directory. The enterprise common directory is shared with all users within the same enterprise. The user has just read-only access.
- Group Common Directory: It contains a list of common contacts in the group. Each entry in the directory contains the name and phone number. The group administrator can add a

new contact to the group common directory. The group common directory is shared with all users within the same group. The user has just read-only access.

- Personal Directory: It contains a list of personal contacts of the user. Each entry in the directory contains the name and phone number. The user can add a new contact to the personal directory.
- Custom Directory: It contains a subset of the users in the group or enterprise. The administrator can add a custom directory, such as an Executive Directory, containing the desired users.
- **Note** Before configuring BroadSoft Directory feature, make sure that the XSI has been configured. If the BroadWorks XSI is configured on the IP phone, the BroadSoft Directory can be synchronized between the IP phone and the BroadWorks server. For more information on BroadWorks XSI, refer to Xtended Services Interface.

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

Configuring the BroadSoft Server

Viewing the Enterprise Directory

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

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

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

Phone List								
Name	User Id	Number	Extension	Department	Mobile	Email Address	Group Id	IMP Id
yealink,0bababababa	4368	4368	4368				TestGroup05	
Yealink,4603	4603	4 <mark>6</mark> 03	4603				TestGroup15	
Yealink,4607	4607	4607	4607				TestGroup15	
Yealink,4609	4609	4609	4609				TestGroup15	
yealink,test	4431	4431	4431				TestGroup07	
yealink (BroadWorks Anywhere)	yealink						TestGroup04	
yealink (Call Center)	44266	4426	4426				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,0bababab	aba	Yealink,4603	
4368	Voice: 4368 Extension: 4368	4503 Veice: 4603 Extension: 4603	
Yealink,4607		Yealink,4609	
4607	Volca: 4607 Extension: 4607	4600 Velos 4600 Extension: 4609	
yealink,test		yealink (BroadWorks Anywhere)	
4431	Voice: 4431 Extension: 4431	ywatrix	
yealink (Call Cent	er)	ycalink (Call Center)	
44266	Vaice: 4426 Extension: 4426	texidese Voice 4575 Indensien: 4373	
yealink1 (BroadW	/orks Anywhere)	yealink10 (BroadWorks Anywhere)	
ycalink1.		yearink10	
yealink2 (BroadW	/orks Anywhere)	yealink3 (BroadWorks Anywhere)	
yealink2		yearine's	
yealink4 (BroadW	/orks Anywhere)	yealink5 (BroadWorks Anywhere)	
yealink4		yeatris5	

Adding a Contact to the Group Common Directory

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

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

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

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

Then the contact appears in the group common directory.

Importing a Comma-delimited Text File

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

Procedure

- 1. Log into the web portal as a group administrator.
- 2. Click on Utilities->Common Phone List.
- 3. Click on Import Phone List.
- 4. Click Browse to locate the CSV file from your local system.

The first line of the CSV file must define two columns: Name and Number.

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

5. Click Apply to accept the change.

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

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

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

Adding a Contact to the Personal Directory Manually

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

Procedure

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

		Launch	• Helio - Home Welcome 3502 yealink المعمسا
Options: Profile Incoming Calls	Personal Phone List Add Add a personal phone entry.		
Outgoing Calls Call Control	OK Cancel		
Calling Plans Client Applications	*Name: Lily		
Meet-Me Conferencing Messaging	* Phone Number. 0981234		
Service Scripts Utilities	OK Cancel		

6. Click OK to accept the change.

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

Adding a Custom Directory

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

7. Repeat the step 6 to add more users.

		Help - Home Welcome (Logout)
Options: Patile Resources Service Stands AcceluAn Codes Call Canter Caller Char Meet Ma Conferencing Meet Ma Conferencing Meet Ma Conferencing	Custom Contact Directory Add Create a new custom contact directory. OK Cancel • Directory Name Executive • Directory Name Available Users • Directory Name Cancel • Directory Name Cancel • Directory Name Cancel • Directory Name Cancel • OK Cancel • OK Cancel • OK Cancel • OK Cancel	Search
	OK Cancer	

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. 0- Disabled			
1-Enabled			
Note: It works only if "bw.xsi.enable" is set to 1 (Enabled	a). For W52P/W56P	Phones, the	
default value is 1 (Enabled).			
bw_phonebook.group_enable	Boolean	1	
Description:			
Enables or disables the IP phone to display the group di	irectory.		
0-Disabled			
1-Enabled			
Note: It works only if "bw.xsi.directory.enable" is set to 1 (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_phonebook.group_enable" are			

Parameters	Permitted Values	Default				
set to 1 (Enabled).						
bw_phonebook.group_common_enable	Boolean	1				
Description:	Description:					
Enables or disables the IP phone to display the group co	ommon directory.					
0 -Disabled						
1-Enabled						
Note: It works only if "bw.xsi.directory.enable" is set to 1	L (Enabled).					
bw_phonebook.group_common_displayname	String within 99 characters	GroupCo mmon				
Description:						
Configures the group common directory name displayed	d on the IP phone.					
Note: It works only if "bw.xsi.directory.enable" and						
"bw_phonebook.group_common_enable" are set to 1 (E	nabled).					
bw_phonebook.enterprise_enable	Boolean	1				
Description:						
Enables or disables the IP phone to display the enterpris	se directory.					
0-Disabled						
1-Enabled						
Note: It works only if "bw.xsi.directory.enable" is set to 1	L (Enabled).					
bw_phonebook.enterprise_displayname	%BWENTERPRI SE-1%	Enterprise				
Description:						
Configures the enterprise directory name displayed on t	he IP phone.					
Note: It works only if "bw.xsi.directory.enable" and "bw_	phonebook.enterpri	ise_enable"				
are set to 1 (Enabled).						
bw_phonebook.enterprise_common_enable	Boolean	1				
Description:						
Enables or disables the IP phone to display the enterprise common directory.						
0-Disabled						
1-Enabled						
Note: It works only if "bw.xsi.directory.enable" is set to 1 (Enabled).						
bw_phonebook.enterprise_common_displayname	String within 99 characters	Enterprise Common				

Parameters	Permitted Values	Default		
Description:				
Configures the enterprise common directory name displa	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).			
	String within			
bw_phonebook.personal_displayname	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_	•	l enable"		
are set to 1 (Enabled).	F			
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		
directory.update_time_interval Description:	-	60		
Description:	to 34560			
Description: Configures the interval (in minutes) for the IP phone to u	to 34560			
Description: Configures the interval (in minutes) for the IP phone to u Directory from the BroadSoft server.	to 34560	ne BroadSoft		
Description: Configures the interval (in minutes) for the IP phone to u	to 34560	ne BroadSoft		
Description: Configures the interval (in minutes) for the IP phone to u Directory from the BroadSoft server. Note: It works only if "bw.xsi.directory.enable" and "bw.x	to 34560	ne BroadSoft		
Description: Configures the interval (in minutes) for the IP phone to u Directory from the BroadSoft server. Note: It works only if "bw.xsi.directory.enable" and "bw.x set to 1 (Enabled).	to 34560	ne BroadSoft enable" are		

Parameters	Permitted Values	Default			
an incoming call, places an outgoing call or is during an active call.					
0-First name Last name					
1-Last name, First name					
Note: It is not applicable to CP930W-Base, CP920, VP59, SIP-T58A, CP960, W52P, W53P,					
W56P and W60P IP phones.	1				
bw.xsi.directory.update.enable	Boolean	1			
Description:					
Enables or disables the IP phone to automatically downl	oad all contacts in th	ne BroadSoft			
Directory from the server.					
0 -Disabled, the IP phone downloads partial contacts fro	m the server (the m	aximum of			
contacts available for viewing at one time is determined	by the server), and	you can			
manually download the remaining contacts as needed					
1-Enabled					
Note: It works only if "bw.xsi.directory.enable" is set to 1	L (Enabled). It is only	applicable			
to phones (except W53P/W60P/CP930W-Base) running firmware version 83 or later.					
to phones (except W53P/W60P/CP930W-Base) running		0. 10.0011			
search_in_dialing.bw_directory.enable	Boolean	0			
	Boolean rch entries from the	0			
search_in_dialing.bw_directory.enable Description: It enables or disables the IP phone to automatically sear directory, and display the results on the pre-dialing/dial 0-Disabled 1-Enabled	Boolean The entries from the ing screen.	0			
search_in_dialing.bw_directory.enable Description: It enables or disables the IP phone to automatically sear directory, and display the results on the pre-dialing/dial 0-Disabled 1-Enabled	Boolean rch entries from the	0			
search_in_dialing.bw_directory.enable Description: It enables or disables the IP phone to automatically sear directory, and display the results on the pre-dialing/dial 0-Disabled 1-Enabled Note: It is not applicable to W52P and W56P phones.	Boolean The entries from the ing screen. Integer greater than or equal	0 BroadSoft			
search_in_dialing.bw_directory.enable Description: It enables or disables the IP phone to automatically sear directory, and display the results on the pre-dialing/dial 0-Disabled 1-Enabled Note: It is not applicable to W52P and W56P phones. search_in_dialing.bw_directory.priority	Boolean The entries from the ing screen. Integer greater than or equal to 0	0 BroadSoft			
search_in_dialing.bw_directory.enable Description: It enables or disables the IP phone to automatically sear directory, and display the results on the pre-dialing/dial 0-Disabled 1-Enabled Note: It is not applicable to W52P and W56P phones. search_in_dialing.bw_directory.priority Description:	Boolean The entries from the ing screen. Integer greater than or equal to 0	0 BroadSoft			
search_in_dialing.bw_directory.enable Description: It enables or disables the IP phone to automatically sear directory, and display the results on the pre-dialing/dial 0-Disabled 1-Enabled Note: It is not applicable to W52P and W56P phones. search_in_dialing.bw_directory.priority Description: It configures the search priority of the BroadSoft director	Boolean The entries from the ing screen. Integer greater than or equal to 0	0 BroadSoft			
search_in_dialing.bw_directory.enable Description: It enables or disables the IP phone to automatically sear directory, and display the results on the pre-dialing/dial 0-Disabled 1-Enabled Note: It is not applicable to W52P and W56P phones. search_in_dialing.bw_directory.priority Description: It configures the search priority of the BroadSoft director Note: It is not applicable to W52P and W56P phones.	Boolean The entries from the ing screen. Integer greater than or equal to 0	0 BroadSoft 5			
search_in_dialing.bw_directory.enable Description: It enables or disables the IP phone to automatically sear directory, and display the results on the pre-dialing/dial 0-Disabled 1-Enabled Note: It is not applicable to W52P and W56P phones. search_in_dialing.bw_directory.priority Description: It configures the search priority of the BroadSoft director Note: It is not applicable to W52P and W56P phones. directory_setting.bw_directory.enable	Boolean The entries from the ing screen. Integer greater than or equal to 0 Try. Boolean	0 BroadSoft 5 0			
search_in_dialing.bw_directory.enable Description: It enables or disables the IP phone to automatically sear directory, and display the results on the pre-dialing/dial 0-Disabled 1-Enabled Note: It is not applicable to W52P and W56P phones. search_in_dialing.bw_directory.priority Description: It configures the search priority of the BroadSoft director Note: It is not applicable to W52P and W56P phones. directory_setting.bw_directory.enable Description:	Boolean The entries from the ing screen. Integer greater than or equal to 0 Try. Boolean	0 BroadSoft 5 0			
search_in_dialing.bw_directory.enable Description: It enables or disables the IP phone to automatically sear directory, and display the results on the pre-dialing/dial 0-Disabled 1-Enabled Note: It is not applicable to W52P and W56P phones. search_in_dialing.bw_directory.priority Description: It configures the search priority of the BroadSoft director Note: It is not applicable to W52P and W56P phones. directory_setting.bw_directory.enable Description: It enables or disables the users to access the BroadSoft director	Boolean The entries from the ing screen. Integer greater than or equal to 0 Try. Boolean	0 BroadSoft 5 0			

Parameters	Permitted Values	Default		
Note: It is not applicable to CP930W-Base, W52P, W53P, W56P and W60P IP phones.				
directory_setting.bw_directory.priority	Integer greater than or equal to 0	6		
Description:				
It configures the display priority 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 example of BroadSoft Directory (e.g., %BWMACADDRESS%.cfg):	configurations in a	template file		
bw.xsi.enable = 1				
bw.xsi.directory.enable = 1				
bw_phonebook.group_enable = 1				
bw_phonebook.group_displayname = %BWGROUP-1%				
bw_phonebook.group_common_enable = 1				
bw_phonebook.group_common_displayname = GroupC	bw_phonebook.group_common_displayname = GroupCommon			
bw_phonebook.enterprise_enable = 1	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_enable = 1				
bw_phonebook.personal_displayname = Personal				
bw_phonebook.custom = 1				
Upload template boot and configuration files.				
For more information, refer to Uploading Device Template Files.				
After the above configurations, the tags in the template file will be replaced by the actua				
parameter values. An example is shown as below:				
bw_phonebook.group_displayname = Group				
bw_phonebook.enterprise_displayname = Enterprise				

2.

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>.

BROADSOFT		Help - Home
Group >Users : 4603		Welcome [Logout]
Options:	Assign Services	
Profile Incoming Calls Outgoing Calls	Assign Services allows you to assign or unassign services and service par will be lost.	cks for a user. If a service or service pack is unassigned the service data that has been filled out
Call Control Calling Plans	OK Apply Cancel	
Client Applications	Available Service Packs	User Service Packs
Messaging Service Scripts	A	Add >
<u>Utilities</u>		Remove (
		Add All >>
		Remove All
	Available Services	User Services
	Broad∛orks Anywhere ▲	Ad >> Barge in Exempt BroadTouch Business Communicator Desktop - Video BroadTouch Business Communicator Mobile - Video BroadTouch Mobileling BroadTouch Mobileling BroadTouch Mobileling Busy Lamo Field
		Add All >>> Call Center - Premium Call Center - Premium Call Forwarding Always 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.

BRADSOF	Г			Help - Home
Group >Users : 4603	-			Welcome [Loqout]
Options: Profile Incoming Calls Outgoing Calls Call Control Calling Plans Client Applications Messaging Service Scripts Vulities	Basic Call Logs to see the desire OK Select Placed C	lisplays the most recer d type of logs. Apply Can All Deselect All	cel	also allows deletion of call logs. Click on the appropriate tab
	Delete	Name 4604 Yealink	Phone Number 4604	Date/Time 11/27/14 11:41 AM
	ОК	Apply Can		11/27/19 11:91790

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 0 -Disabled	ure.		
1-Enabled			
bw.calllog_and_dir	Boolean	0	
Description:			
It enables or disables the IP phone to directly e pressing or tapping the History soft key on the		ו when	
0 -Disabled, the IP phone will enter Local Calls s History soft key.	creen when pressing or tapp	ing the	
1-Enabled			
Note: 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 1-Enabled, if you delete the BroadSoft call log entry on the phone, the call log entry will be also deleted on the BroadWorks server 			
Note: It works only if "bw.xsi.call_log.enable" is set to 1 (Enabled). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base phones.			
bw.xsi.call_log.multiple_accounts.enable Boolean 0			
Description:			
Enables or disables the user to view BroadSoft Call Log for multiple accounts.			
$oldsymbol{0}$ -Disabled, you will directly access the BroadSoft Call Log for the first account by			
default, and you can only view the BroadSoft call log entry for the first account			

Parameters	Permitted Values	Default	
1-Enabled, you are allowed to select a specific account to access the BroadSoft CallLog and view the call log entry			
Note: It works only if "bw.xsi.call_log.enable" is set to 1 (Enabled). It is only applicable to phones (except SIP-T19(P) E2/CP920/CP960/CP930W-Base) running firmware version 83 or later.			

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

bw.xsi.call_log.enable = 1

bw.xsi.call_log.delete.enable = 1

bw.xsi.call_log.multiple_accounts.enable = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After successful update, user can access the BroadSoft call log list by tapping V , pressing the **History** soft key or pressing **Menu->History->Network Calls** via phone user interface.

The following shows an example of line selection:

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

The following shows an example of call log list:

All Calls	Placed	Calls Misse	d Calls 1/4 🕨	
🕆 sunmy Today 14:59			/ 14:59	
🕂 sunmy		Today 14:58		
• 4601	Today 14:58			
🕂 4601 Tod			/ 14:58	
1 4608 4608	3	Today	/ 14:58	
Back	Delete	Option	Send	

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 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 each time the call logs update, and download the <mac>-calll server during auto provisioning.</mac></mac> O-Disabled 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. If it is left blank, the IP phone will try to upload/download the < to/from the provisioning server.</mac>		g.xml file

Parameters	Permitted Values	Default
Note: It works only if "auto_provision.local_calllog.backup.enab	le" is set to 1 ((Enabled).
static.auto_provision.local_calllog.write_delay.terminated	Integer from 10 to 600	60
Description:		
Configures the delay time (in seconds) for the IP phone to upload the		
<mac>-calllog.xml file each time the call logs update.</mac>		

The following shows an example of local call log configurations in a template configuration file (e.g., y000000000028.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>.

		Hello - Home Welcome (Lozadi
Options: Profile Resources Services Service Scripts	Assign Group Services Assign or unassign group services for the group. OK Apply Cancel	
AsstMuniCodea Call Center Callen Plan Mest Mc Conferencing Unites	Available Services	Asigned Services Asigned Services Asigned Services Asigned Services Call Pocks Call Pocks Custom Ringback Group Custom Ringback Grou

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.

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

BRADSOFT		Help - Home
Group		Welcome [Logout]
Options: Profile Profile Pressures Service Scrubs Acctuant Codes Call Cartler Calling Data Mees Mc Contracting Utilities	Call Park Create a new call park groups and manage existing call park groups. Defining call park groups allows users in these groups to park calls on that group. Can also configure Call Park OK Apply Add Oancel Settings for Call Park Atternate Recall User Recall Tee All and parking user final, then alternate User OK Apply Call Tee All and parking user final, then alternate user Atternate Recall User Settings for Chouge Dall Park Dipploy Timer (Single Call Short-Short-Long V Recall Timer (45) seconds Atter Atternate Recall User Wat Time (45) seconds	s settings for your group's users.
	Group Call Park Name L call park Group Teall 1	Edit Edit Edit Edit
	OK Apply Add Cancel	<u></u>

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

The call park parameters are described as below:

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

Creating a Call Park Group

You can define a call park group as a subset of the users in the group. The users can park calls to the users in this call park group.

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Call Park.
- 3. Click Add.
- 4. Enter the desired group name in the Group Name field.

- 5. Click Search to display all available users.
- **6.** In the **Available Users** box, select the desired user and then click **Add**> to assign the user to the call park group.
- 7. Repeat the step 6 to add more users.

BRADSOFT	Help - Home Welcome [Logout]
Options: Group Call Park Modify Padit Resource Resource Addy the selected Group Call Park group. Service Scottal OK Antifykan Codes OK Call context Call context Call context Call context Call context Recall User Call context Call context Call context Call context </th <th></th>	
Enter search criteria below	
User ID V Starts With V +	Search
Available Users Assigned Users	
Add > Yeadin, 4007 (4507) Add > Yeadin, 4007 (4507) Yeadin, 4007 (4507) Yeadin, 4007 (4507) Yeadin, 4007 (4507) Yeadin, 4007 (4504) Yeadin, 4007 (4504) Yeadin, 4007 (4504) Yeadin, 4007 (4505) Remove A Move Up Move Down	
OK Apply Delete Cancel	

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>.

					Help - Home Welcome [Logout]
Options: Profile Resources Services Services Services Call Center Call Center	Group Call Park Modify Select a hurt group as the attennate user to recall. OK Apply Cancel Profile Atternate Recall User				
Calling Plan Meet-Me Conferencing Utilities	Enter search criteria below Last Name Starts Available Hunt	With ✓ Groups		+ Selected Hunt Group	Search
	Hunt Group (2413) Hunt Group (2413) Hunt Group (2413) Hunt Group (1) Hunt Group (2) Hunt Group (2) Hunt Group (2) Hunt Group (2) Hunt Group (2) Hunt Group (2) TEST-hunt group (2)) iroup1) Group7) s_test) 65	Select > Remove <	HUNTGROUP (4530)	
	OK Apply Cancel				

7. Click Apply to accept the change.

Configuring Yealink IP Phones

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

Note

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

Configuring Call Park

Procedure

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

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

Parameters	Permitted Values	Default				
features.call_park.enable	Boolean	0				
Description: Enables or disables the IP phone to display the Park soft key during a call. 0 -Disabled						
1-Enabled Note: If it is set to 1 (Enabled), the Retrieve so dialing screen.	ft key will also be displayed c	on the				
features.call_park.group_enable	Boolean	0				
 Description: Enables or disables the IP phone to display the GPark soft key during a call. O-Disabled 1-Enabled Note: If it is set to 1 (Enabled), the Retrieve soft key will also be displayed on the dialing screen. 						
features.call_park.park_visual_notify_enable	Boolean	0				
 Description: Enables or disables the IP phone to display a visible notification when a call is parked against its line. O-Disabled 1-Enabled Note: It works only if the value of parameter "account.X.sip_server_type" is set to 2 (BroadSoft). 						
features.call_park.park_ring	Boolean	0				
 Description: Enables or disables an audio notification when a call is parked against its line. 0-Disabled 1-Enabled Note: It works only if "account.X.sip_server_type" is set to 2 (BroadSoft) and the value 						
of the parameter "features.call_park.park_visual features.call_park.park_code	_notify_enable" is set to 1 (Er String within 32 characters	nabled). Blank				

Parameters	Permitted Values	Defaul
Description:		
Configures the call park code for the Park 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	String within 32 characters	Blank
Description:		
Configures the group call park code for the GP	ark soft key.	
This group call park code will also apply to the	-	
Note: It works only if "features.call_park.park_n		
	String within 32	
features.call_park.park_retrieve_code	characters	Blank
Description:		
Configures the retrieve park code for the Retri	eve soft kev	
This park retrieve code will also apply to the pa	-	
Note: It works only if "features.call_park.park_n	-	
features.call_park.direct_send.enable	Boolean	1
Description:	I	
Enables or disables the IP phone to dial out the	a call nark code/nark retrieve	code
directly when pressing the Park/Retrieve soft l		couc
0-Disabled		
1 -Enabled	r the pre-dialing screen whe	n pressina
1 -Enabled If it is set to 0 (Disabled), the IP phone will ente		
1 -Enabled If it is set to 0 (Disabled), the IP phone will ente the Park/Retrieve soft key. And you can dial th	ne specific extension manuall	y or press
1 -Enabled If it is set to 0 (Disabled), the IP phone will ente the Park/Retrieve soft key. And you can dial th the BLF/BLF List key to park the call to the spec	ne specific extension manuall	y or press
1 -Enabled If it is set to 0 (Disabled), the IP phone will enter the Park/Retrieve soft key. And you can dial th the BLF/BLF List key to park the call to the spec the specific user.	ne specific extension manuall ific user or retrieve the call p	y or press arked from
1-Enabled If it is set to 0 (Disabled), the IP phone will enter the Park/Retrieve soft key. And you can dial the the BLF/BLF List key to park the call to the spec the specific user. Note: It works only if "features.call_park.park_n	ne specific extension manuall ific user or retrieve the call pa node" is set to 1 (FAC) and yo	y or press arked froi
1 -Enabled If it is set to 0 (Disabled), the IP phone will enter the Park/Retrieve soft key. And you can dial th the BLF/BLF List key to park the call to the spec the specific user.	ne specific extension manuall ific user or retrieve the call p node" is set to 1 (FAC) and yo e. It is not applicable to	y or press arked from

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:

							En	Log Out nglish(English) -
Yealink 1466	Status	Network	Dsskey	Features	Settings	Directory	Security	Applications
Forward&DND	Call Pickup				_		NOTE	
General Information	Directed Call Pick Directed Call Pick	1	Disabled		• 0		Directed Cal Picks up an in specific exter	ncoming call on a
Audio	Group Call Pickup		Disabled		• 0		Directed Ca	ll Pickup
Intercom	Group Call Pickup Visual Alert for Bi		Disabled		• 0		Picks up inco pre-defined <u>c</u>	ming calls within a group.
Transfer	Audio Alert for B	LF Pickup	Disabled		• 0		You can cont directed/grou feature for th	up call pickup
Pick up & Park Remote Control	Ring Type for BL	F Pickup	Splash.wa	/	• 🕜		Visual Alert	for BLF Pickup
Phone Lock	Call Park Mode		XSI		•		to display a v the monitore	supervisor's phone isual prompt when id user receives an
ACD	Call Park Group Call Park		Enabled Enabled		• 0		incoming call.	for BLF Pickup
SMS	Visual Alert For P	arked Call	Enabled		- 0		to play an ale	supervisor's phone ert tone when the ser receives an
Action URL	Audio Alert For P	arked Call	Enabled		• 0		incoming call.	
Bluetooth		Confirm		Cancel			You can more quides	click here to get

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

features.call_park.park_mode = 1

features.call_park.enable = 1

features.call_park.park_code= *68

features.call_park.group_enable = 1

features.call_park.group_park_code= #58

features.call_park.park_retrieve_code = *88

features.call_park.park_visual_notify_enable = 1

features.call_park.park_ring = 1

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

Yealink 1466								E	Log Out English(English) 🗸
	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Applications
Forward&DND	Call I	Pickup						NOTE	
	D	irected Call Pick	up	Disabled		- 0		Directed C	all Pickup
General Information	D	irected Call Pick	up Code			0		Picks up an specific exte	incoming call on a
Audio	G	roup Call Pickup		Disabled		• 🕜		Directed C	
Intercom	G	roup Call Pickup	Code			0		Picks up inc	oming calls within a
	v	isual Alert for BI	.F Pickup	Disabled		• 0		pre-defined	group.
Transfer	A	udio Alert for Bl	LF Pickup	Disabled		- 0		You can con directed/or	nfigure oup call pickup
Pick up & Park	R	Ring Type for BLF Pickup		Splash.wa	av	→ (2)		feature for the IP phone.	
Remote Control	Call I	Park 🕜							t for BLF Pickup e supervisor's phone
	с	all Park Mode		FAC		•	7	to display a	visual prompt when
Phone Lock	c	all Park		Enabled		• 0		incoming ca	ed user receives an II.
ACD		all Park Code		*68		0		Audio Aler	t for BLF Pickup
SMS	-	roup Call Park		Enabled				It allows the	e supervisor's phone lert tone when the
				#58		- 0		monitored u	iser receives an
Action URL		roup Call Park C				_		incoming ca	ι.
Bluetooth		ark Retrieve Co		*88		0		Z You cau	n click here to get
Power I FD	v	isual Alert For P	arked Call	Enabled		• 🕜		more guide	
POWEFLED	A	udio Alert For P	arked Call	Enabled		• 0			
Notification Popups			Confirm		Cancel]	_		

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 - Homa Welcome (Lasaud
Options: Profile Resources Services	Assign Group Services Assign or unassign group services for the group. OK Apply Cancel	
Sentia Scripta Acct/Julh Codes Call Center Callerate Meet-Me Conferencing Utilities	Available Services	Astgned Services Add > Call Pickup Custom Rinpback Group Custom Rinpback Group Remove < Custom Rinpback Group Custom Rinpback Group Custom Rinpback Group Financed Custom Rinpback Custom Rinpback Financed Custom Financed C
	OK Apply Cancel	Remove All Investory Report

4. Click Apply to accept the change.

Creating a Paging Group

Paging groups are virtual users and must have the Group Paging service assigned. You need to configure basic information (such as name), phone number and/or extension when creating a group paging group.

Procedure

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

The following shows an example:

Paging Group ID:	Group1
Name:	Paging
	6

Calling Line ID First Name: Paging

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

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

BRADSOFT Group >Paging Groups : Group1		Help - Home Welcome [Logout
Options: <u>Profile</u>	Paging Group Addresses Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.	
	OK Apply Cancel Phone Number: dE04 Activated Extension: dE04 de04 Allasse:: ::::::::::::::::::::::::::::::::::::	

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

Assigning Originator and Targets for the Paging Group

You can assign any user within a group or enterprise to be an originator/target in a paging group. Only the originators are allowed to use the phone number assigned to the paging group. When an originator dials the paging group phone number, all the targets are paged.

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

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

BRADSOFT		Help - Home
Group >Paging Groups : Group1		Welcome [Logout]
Options: <u>Profile</u>	Paging Group Originators Create and manage the list of subscribers who may originate calls to the paging group.	
	OK Apply Cancel	
	Enter search criteria below	
	User ID V Starts With V +	Search
	Available Originators Assigned Originators	
	11110211102(355566) Add > Yealink, 4609 (4609) 121411241 (12341) Add > Remove 12143(4321) Remove Add > 22343(4322) Add > Add > 40004861 40004890 (40004890)) Add All >> Add All >> 40014861 40004891 (40004891) Add All >> Add All >> 430174444 (52)(4301) Remove All Remove All	
RDADGOGT	OK Apply Cancel	
BROADSOFT		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	
	1111q, 111q, (35566) Ad5 Yealink, 4507 (4507) 1214, 12241 (12341) Ad5 Yealink, 4502 (4508) 21, 43 (421) Remove Ad5 22, 43 (422) Ad5 Yealink, 4502 (4508) 400459, 40004990 (40004990) Ad5 Yealink, 4502 (4508) 400459, 40004990 (40004990) Ad5 Yealink, 4502 (4508) 400459, 40004900 (40004990) Ad5 Yealink, 4502 (4508) 4011, 4011 (4011) Ad5 Ad5 4004, 4000 (4000) Ad5 Ad5	
	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 - Home Welcome [Logout]
Options: Profile Resources		Group S	ervices es for the group.		
Services	ОК	Apply	Cancel		
Act/Auth Codes Call Center			Available Services		Assigned Services
Calling Plan Meet-Me Conferencing Utilities				Add > Remove <	Hunt Group Incoming Calling Plan Instant Group Call Intercept Group Invertory Report
				Add All >> Remove All	LDAP Integration Meet-Mc Conferencing Music On Hold - Video Outgoing Calling Plan Beeforde Contec Ensure
	ок	Apply	Cancel		

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

Adding an Instant Group Call

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

Procedure

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

The following shows an example:

Instant Group Call ID:	Instantgroup1
Name:	Instant Group
Calling Line ID Last Name:	Group
Calling Line ID First Name:	Instant
Instant Group Call User List:	4607
	4608
	4609

BRADSOFT		He	lp - <u>Home</u>
Group		Welcome	[Logout]
Options: Profile Resources	Instant Group Call Add Greate a new instant group call.		
Arritica Arritica	OK Cancel * Instant Group Cell ID: [Instantgroup1]		

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

BREADSOFT		Hel	p - <u>Home</u>
Group >Instant Group Call : Instantgroup	51	Welcome	[Logout]
Options: Profile Calling Plans	Instant Group Call Addresses Addresses allows you to view and maintain your phone number and other identities that are used to make and receive calls.		
	OK Apply Cancel		
	Phone Number, 4604 Adveted Extension, 4604		
	Alises : sip: @ pbx yealink.com v sip: @ pbx yealink.com v		
	sip:@ pbx yealink.com ¥		
	OK Apply Cancel		

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

Hunt Group

Hunt Group allows incoming calls to a central phone number to be distributed among a group of users according to a hunting policy. This feature is not applicable to W52P/W53P/W56P/W60P/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>.

BROADSOFT		Help - Home
Group		Welcome [Logout]
Options: Profile Resources	Assign Group Services Assign or unsssign group services for the group.	
Services Service Scripts Acct/Auth Codes	OK Apply Cancel	
Call Center Calling Plan Meet-Me Conferencing Utilities	Available Services	Assigned Services Emergency Zones Enhanced Outgoing Calling Plan Group Paging
QUINES		Remove < Hurt Group Incoming Caling Plan Instant Group Cali Intercept Group Add All >> Inventory Report
		LDAP Integration Remove All Music On Hold
	OK Apply Cancel	

Creating a Hunt Group

Procedure

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

The following shows an example:Hunt Group ID:HuntGroup1Name:Hunt GroupCalling Line ID Last Name:GroupCalling Line ID First Name:Hunt

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

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

BRADSOFT			Help - Home
Group			Welcome ILogouti
Options: Profile Resources	Hunt Group Add Create a new front group.		
Services Service	OK Cancel		
Idmini Xingha Antolaki Cali Canhi Cali Canhin Ganton Zhin Ment Mu Cacheroschia Ullithea	* Hert Group ID: "HurtGroup 1 * Barte HurtGroup 1 * Cating Live ID Last Hanse Group * Cating Live ID Setting * Cating Live ID Setti	j Line ID First Name: Hunt Language English ✓ om ○ Weighted Call Distribution	
	Enter search criteria below		
	User ID V Starts With V		Assigned Users
	(11) rog (335566) (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41; (12) 41	Add > Remove < Add All >> Remove AB	Vacilink. 4502 (4502) Yaalink. 463 (4633) Yaalink. 463 (4634) Yaalink. 463 (4635) Yaalink. 4650 (4635) Yaalink. 4609 (4636) Yaalink. 4609 (4639) Yaalink. 4609 (4639) Move Up Move Down

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

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

13. Click Apply to accept the change.

Configuring Weighted Call Distribution

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

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

- 3. Select the hunt group added above and then click Edit.
- **4.** Click on **Profile**->**Weighted Call Distribution**. This link appears only if you enabled the weighted call distribution policy for this hunt group.
- 5. Enter the desired percentage values in the corresponding fields.

BRADSOFT	Help - Home
Group >Hunt Groups : HuntGroup1	Welcome [Logout]
Options: Profile <u>Calling Plans</u>	Weighted Call Distribution Configure assigned users' weighted call distribution allocation. With weighted call distribution, any incoming calls to the Hunt Group are dispatched to the agents randomly according to specified percentage weight of each agent.
	OK Apply Cancel
	* Ycalink, 4602 (4602); 12 % * Ycalink, 4603 (4603); 12 % * Ycalink, 4605 (4605); 12 % * Ycalink, 4607 (4607); 12 %
	OK Apply Cancel

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

CommPilot Call Manager

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

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

This feature is not applicable to W52P/W53P/W56P/W60P/CP930W-Base phones.

Configuring the BroadSoft Server

Logging into the Call Manager

Procedure

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

The CommPilot Call Manager is shown as below:

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

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

Initiating, Manipulating and Releasing a Call via the Call

Manager

Procedure

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

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

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

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

Authentication

Authentication provides authentication of sessions for SIP IP phones to prevent unauthorized access to the system. Authentication is performed on registrations (SIP REGISTERs), redirections (SIP REFERs) as well as incoming calls (SIP INVITEs). Standard MD5 digest authentication is used. This feature is not applicable to W52P/W53P/W56P/W60P/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>.

BRADSOFT			Help - Home
Group >Users : 4608			Welcome [Logout
Options: Profile Incoming Calls	Assign Services Assign Services allows you to assign or unassign services and a	service packs for a user. If a service or service pack is unassigned	the service data that has been filled out will be lost.
Outgoing Calls Call Control	OK Apply Cancel		
Calling Plans	Available Service Packs		User Service Packs
Client Applications Meet-Me Conferencing Messaging Service Stripts Utilities		Add > Remove <	
		Add All >> Remove All	
	Available Services		User Services
	Basic Cal Logs Cal Center - Premium	Ad> Remove < Add All>> Remove All	Alternate Numbers Anonymous Call Rejection Automatic Callack Automatic Callack Automatic Callack Bargein-Exempt BroadToch Business Communicator Desktop- Video BroadToch Business Communicator Mobile - Video BroadWords Anywhere BroadWords Anywhere
	OK Apply Cancel		

7. Click Apply to accept the change.

Configuring the User ID and Password for a User

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

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

BRADSOFT	Help - Home
Group >Users : 4608	Welcome [Logout]
Options: Profile Incoming Calls Outpoing Calls	Authentication Authentication allows you to use encryption to safely determine that the user at a given phone is who they say they are. This helps prevent hijscking of service in hosted communications networks. The user name and password must match the user name and password configured on your phone, or in your phone's configuration file.
Call Control Calling Plans Client Applications Meet-Me Conferencing Messaging	OK Apply Cancel * Authentic ation User Name 4506 * Type new authentication password ******
Service Scripts Utilities	* Re-type new suthentication password:

Authorization/Account Codes

Authorization/Account Codes allow users to use authorization and account codes for outgoing calls. Authorization code allows authorization of calls made outside the group by prompting users for an authorization code. Calls are not connected unless a valid code is entered. Account code allows tracking of calls made outside the group by prompting users for an account code. Account codes have a fixed length, as configured by the group administrator. When prompted for an account code, the user is informed of the digits to enter, which match the length of the account codes. This feature is not applicable to W52P/W53P/W56P/W60P/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>.

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

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

Configuring the Type of Code for the Group

Procedure

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

The following shows an example:

Type: Authorization Code

4

Number of Digits:

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

Restricted Users:

4604@pbx.yealink.com

4602@pbx.yealink.com

4605@pbx.yealink.com

			Help - Home Welcome [Legout]
Options: Profile Besources Service Scrote Accelutanth Codes Call Contex Call Contex Call Contex Med-Mac Conferencing Utilities	Administration Set up the group and users to use authorization and account codes for outgoing calls Using account codes enables the tracking of calls made outside the group by prompt read-outy screen on the Commiltel Portal. Authorization codes are used to perform authorization of calls made outside the group CK Apply Cancel Type: Occount Code © Authorization Code O Deschvated Number of Dapts: (→)	ing users for an account code. However, codes are n p by prompting users for an authorization code. Calls	
	Non-restricted Users		Restricted Users
	Yealink. 4608 (4608)	Add > Remove < Add All >> Remove Aal	(Yealink, 4602 (4602) (Yealink, 4605 (4604) Yealink, 4605 (4605)

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		Hel	lp - <u>Home</u>
Group		Welcome	[Logout]
Options: Profile Resources Services	Codes Management Add Add new sciount or suthorization codes.		
Service Scripts Acct/Auth Codes Call Center Callicenter Calling Plan Meet-Me Conferencing Utilities	* Account/Authorization Code: 1111 Description: code 1		
	OK Cancel		

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

Call Waiting

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

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

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

Configuring the BroadSoft Server

Assigning the Call Waiting Service to a User

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

- 4. Select the desired user (e.g., 4609).
- 5. In the Available Services box, select Call Waiting and then click Add>.

BRADSOFT				Hel	lp - Home
Group >Users : 4609				Welcome	[Logout]
Profile Incoming Calls	Assign Services Assign Services allows you to as		vice packs for a user. If a service or service pack is unassigned the service data that has been filled out wil be lost.		
Outgoing Calls	OK Apply	Cancel			
Call Control Calling Plans Client Applications		Available Service Packs	User Service Packs		
Meet-Me Conferencing Messacing Service Scripts Utilities			Add > Remove <		
			Add All >> Remove All		
		Available Services	User Services		
		Call Center - Premium	Ads > Call Me Now Call Notify Call Return Call Return Call Return Call Return Call Return Call Return Call Return Call Sector Call Control Call Control Control Control Control Control Control Control Control Control		
	OK Apply	Cancel	Remove All CommPilot 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		He	lp - <u>Home</u>
Group >Users : 4609		Welcome	[Logout]
Options: Profile Incoming Calls	Call Waiting Call Waiting allows you to receive another call while you are on the phone. You can turn it on or off for all calls and then selectively turn it back on or off using the feature access codes.		
Outgoing Calls Call Control	OK Apply Cancel		
Calling Plans Client Applications Meet-Me Conferencing	Call Waiting: @ On O orr		
Messaging Service Scripts	Disable Calling Line ID Delivery on Call Walting		
Utilities	OK Apply Cancel		

7. Click Apply to accept the change.

Configuring Yealink IP Phones

Procedure

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

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

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

call_waiting.mode = 0

call_waiting.enable = %CALL_WAITING_BINARY%

call_waiting.tone = 1

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

For more information, refer to Customizing a Static Tag.

3. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

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

 $call_waiting.enable = 1$

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

Yealink 1466								Er	Log Out glish(English) 🗸
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security	Applications
Forward&DND		General Inform	nation					NOTE	
General Information		Call Waiting Auto Redial		Enable	-	- 0 - 0			ones to receive a
Audio		Auto Redial In	nterval (1~300s)	10		0		already an ad	call when there is ive call.
Intercom		Auto Redial T Key As Send	'imes (1~300)	10		• 0		Auto Redial It allows IP ph automatically	
Transfer		Reserve # in	User Name	Enable	1	- 0		number after	the first attempt.
Call Pickup		Hotline Numb	er			0		Key As Send Assigns "#" or key	"*" 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 - Ho	me
Group >Users : 4609					Welcome [Logo	out]
			ervice packs for a user. If a service or service pack is unassign	ed the service data that has been filled out will be lost.		
Call Control Calling Plans	OK Apply	Cancel Available Service Packs		User Service Packs		
Client Applications Meet-Me Conferencing Messaaing Service Scripts Utilities			Add > Remove <			
			Add All >> Remove All			
		Available Services		User Services		
		Call Center - Premium	Add > Remove < Add All >>	Custom Ringback User - Call Waiting Custom Ringback User - Video Directed Call Pickup Directed Call Pickup with Barge-in Dwession Inhibitor Do Not Disturb External Calling Line ID Delivery External Custom Ringback		
	OK Apply	Cancel	Remove All	Fax Messaging Flash Call Hold Group Night Forwarding	~	

7. Click Apply to accept the change.

Checking the Diversion Inhibitor FAC

Procedure

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

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

Do Not Disturb

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

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

Configuring the BroadSoft Server

Assigning the DND Service to a User

Procedure

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

BROADSOFT		Hel	lp - <u>Home</u>
Group >Users : 4609		Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls Call Control	Assign Services Assign Service allow you to assign an unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost. OK Apply Cancel		
Calling Plans	Available Service Packs User Service Packs		
Client Applications Mets Mac Conferencing Messacing Sanske Sonda Utilities	Ads > Remove < Add All >> Remove All		
	Available Services User Services		
	Call Center - Premium Add> Custom Ringback User - Call Wating Custom Ringback User - Video Call Center - Video Custom Ringback User - Video Call Center - Video Custom Ringback User - Video Custom Ringback Remove x Add All >> Remove x Remove x		
	Remove All Flash Call Hold Group Night Forwarding	~	
	OK Apply Cancel		

7. Click Apply to accept the change.

Activating DND for the User

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

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

BROADSOFT	Help - Home
Group >Users : 4609	Welcome Legant
Options: Profile Incoming Calls Outgoing Calls	Do Not Disturb Allows you to send your calls directly to your voice messaging box without inging 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 Disturic: ⊚ on O orr ☑ Play Ring Reminder when a call is blocked
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 VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/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 pr	ofile, 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 VP59/SIP-T58A/CP960, W52P and W56P IP	phones.	
features.dnd.feature_key_sync.enable	Boolean	1
Description:		
It enables or disables the DND feature synchronization.		
0-Disabled		

Parameters	Permitted Values	Default
1-Enabled, server-based DND is enabled. Server and local phone DND a	re synchronize	d.
If it is set to 1 (Enabled), a user changes the DND status on BroadWorks,	the BroadWo	rks server
notifies the phone of synchronizing the status. Conversely, if the user ch	anges DND sta	atus on
the phone, the IP phone notifies the BroadWorks server of synchronizing	-	
Note: It works only if "features.feature_key_sync.enable" is set to 1 (Enable and the set of the	oled). It is not a	applicable
to CP920, W52P, W53P, W56P, W60P and CP930W-Base phones.		
account.X.dnd.feature_key_sync.enable	Boolean	Blank
Description:		
It enables or disables the DND feature synchronization for account X.		
0-Disabled		
${f 1}$ -Enabled, server-based DND is enabled. Server and local phone DND a	re synchronize	ed.
Note: 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 applicative VP59/T29G/T41P/T42G/T46G/T48G/T58A/W53P/W60P/CP920/CP960/CP	able to	-
features.dnd.feature_key_sync.local_processing.enable	Boolean	0
Description:		
Enables or disables the local DND when DND is activated on the BroadV	Vorks server.	
0-Disabled		
1-Enabled		
Note: It works only if "features.feature_key_sync.enable" and "features.dnd.feature_key_sync.enable" are set to 1 (Enabled). This featur per-line basis takes precedence over that configured on a phone basis. I CP930W-Base, W52P, W53P, W56P and W60P IP phones.	•	
features.dnd_mode	Integer	0
Description:		•
Configures the mode for the IP phone to handle DND.		
0 -Phone, DND is effective for the phone system		
1 -Custom, DND can be configured for each or all accounts		
Note : It works only if "features.dnd.allow" is set to 1 (Enabled). It is not a E2/CP960/W52P/W53P/W56P/W60P/CP930W-Base IP phones.	applicable to Si	IP-T19(P)
features.dnd.enable	Boolean	0

Parameters	Permitted Values	Default
Description:		
Triggers the DND feature to on or off.		
0-Off		
1 -On		
Note: It works only if "features.dnd.allow" is set to 1 (Enabled) and the v	alue of the par	ameter
"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 "features.dnd_mode" is set to 1 (Custom). It is not applicable to CP960 a	•	
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 BroadW	Vorks server fo	r account
Х.		
0-Disabled		
1-Enabled		
Note: It works only if "features.feature_key_sync.enable" and		
"features.dnd.feature_key_sync.enable" are set to 1 (Enabled). It is not ap	plicable to	
CP930W-Base, W52P, W53P, W56P and W60P IP phones.	1	
features.dnd.large_icon.enable	Boolean	0
features.dnd.large_icon.enable Description:	Boolean	0
• -		0
Description:		0
Description: Enables or disables the IP phone to display a large DND icon on the idle 0 -Disabled		0
Description: Enables or disables the IP phone to display a large DND icon on the idle	screen.	

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:

Yealink 1466								Log Out English(English) -	
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security	Applications
Forward&DND		Forward						NOTE	
General Information	Forward Emergency Forward Authorized Numbers			Disabl	ed	· 0		Call Forward It allows users to redirect an	
Audio	Mode				Phone Custom			incoming call to a third party.	
Intercom	Account Always Forward			4603 © Or	off 🕜	• 🕜		Phone: Call forward feature is effective for the IP phone. Custom: Call forward feature can be configured for each or all	
Transfer	Target			4609	•			accounts.	
Call Pickup Remote Control	Busy Forward Target			© Or 4607	On @ Off ?			Do Not Disturb (DND) It allows IP phones to ignore incoming calls.	
Phone Lock	No Answer Forward After Ring Time(0~120s) Target) 🖲 Off 🕜			DND Mode Phone: DND for the IP pho	feature is effective
ACD				12 4607				Custom: DND feature can be configured for each or all accounts.	
SMS		DND 🕜							click here to get
Action URL	DND Emergency			Disabl	ed	• 🕜		more guides	
Bluetooth		DND Authoriz	ed Numbers	© Ph	one 🖲 Custom	0			
Power LED	Account		4603						
Notification Popups	DND Status			Or	🖲 On 🖱 Off 🕜				
			Confirm		Cano	el			

Call Forward

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

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

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

Configuring the BroadSoft Server

Assigning the Call Forward Service to a User

Procedure

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

BR ADSOFT												
Group »Users : 4609				Welcome	[Logout]							
Options: Profile Incoming Calls Outdoing 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 I	unassigned the service data that has been filled out will be lost.									
Callina Pana Cilien Apolesitoria Mest Ma Conferencina Massacina Sansie Scripta Unities	Available Service Packa	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 Always Call Forwarding No Answer Call Forwarding No Reachable Call Forwarding Selective Calling Line ID Biokcing Override Calling Line ID Biokcing Override Calling Line ID Biokcing Calling Line ID Biokcing	~								
	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.

BReadSoft	Help - Home
Group >Users : 4609	Welcome Loosed
Options: Profile Incoming. Calls Outcome. Calls Call Control. Call Control. Callor Applications Mesh Mc Conferencing Meshadons Service Scripts Latters	Call Forwarding Alarya plates you to forward all your incoming calls to a different phone number of SIP URI, such as your home different phone. You can also make your primary phone mills to the phone rule of the phone number of SIP URI, such as your home different phone number of SIP URI, such as your home different phone number of SIP-URI to forward to using the Ring Reminder the service a humed on and you are at your primary phone mills to the phone number of SIP-URI to forward to using the Ring Reminder to the phone using to the forward to using the Ring Reminder do using the rule of potal to the phone using the fature access code.
	OK Apply Cancel

9. Click Apply to accept the change.

Configuring Call Forwarding Busy for a User

Procedure

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

BROADSOFT	Helo - Home
Group >Users : 4609	Welcome [Locaut]
Options: Profile Incoming Calls Outdoing Calls Call Control	Call Forwarding Busy Call Forwarding Busy allows you to forward all your incoming calls to a different phone number or SIP-URI if your phone is currently busy. Use this service when you would rather have a secretary or co-worker receive the call mated or the call busy service messaging box. Note that the address (phone number or SIP-URI) you forward your calls to must be permitted by your outgoing calling plan. You can also exite hybrine number or SIP-URI information using the material ecision call.
Calling Plans Client Applications	OK Apply Cancel
Meet-Me Conferencing Messaging Service Scripts Utilities	Call Forward parts (B on C on * Calls Forward to phone number / 319-3481; [4008
	OK Apply Cancel

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

Configuring Call Forwarding No Answer for a User

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4609), who has been assigned the call forward service.
- 5. Click on Incoming Calls->Call Forwarding No Answer.
- 6. Mark the On radio box in the Call Forwarding No Answer field.

- **7.** Enter the destination number or SIP-URI in the **Calls Forward to phone number / SIP-URI** field.
- 8. Select the desired value from the pull-down list of Number of rings before forwarding.

BROADSOFT	Help - Home
Group >Users : 4609	Welcome [Looput]
Profile Profile Incoming Calls Quicoing Calls Call Control Call Control Calline Plans	Call Forwarding No Answer Call Forwarding No Answer allows you to forward all your calls to a different phone number of SIP-URI when you do not answer your phone. Use this service when you would rather have a secretary or co-worker events the all service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would rather have a secretary or co-worker over the data service when you would
Client Applications Client Applications Meet-Me Conferencing Messaging Service Scripts Utilities	Cal Forwarding No Answer: N On One * Calls Forward to phone number / SIR-URI: 4608 Number of rings before forwarding; 2 V
	OK Apply Cancel

9. Click Apply to accept the change.

Configuring Yealink IP Phones

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

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

Procedure

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

The "X" in the parameter is an integer which specifies the line number on the IP phone. For VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/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	Permitte d Values	Default	
features.fwd.allow	Boolean	1	
Description:			
Enables or disables the call forward feature.	Enables or disables the call forward feature.		
0 -Disabled			
1-Enabled			
Note: It is not applicable to VP59/T58A/CP960/W52P/W56P IP phones.			
features.forward.feature_key_sync.enable Boolean 1		1	
Description:			
It enables or disables the forward feature synchronization.			

Parameters	Permitte d Values	Default	
0-Disabled			
 1-Enabled, server-based call forward is enabled. Server and local synchronized. Note: It works only if "features.feature_key_sync.enable" is set to 			
applicable to W52P, W53P, W56P, W60P and CP930W-Base phor	nes.		
account.X.forward.feature_key_sync.enable	Boolean	Blank	
Description:			
It enables or disables the forward feature synchronization for acc	ount X.		
0 -Disabled			
1-Enabled, server-based call forward is enabled. Server and local synchronized.	phone call fo	orward are	
Note: The value configured by this parameter takes precedence over that configured by the parameter "features.forward.feature_key_sync.enable". It works only if "account.X.feature_key_sync.enable" is set to 1 (Enabled). It is not applicable to VP59/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 BroadWorks 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 feature		
configured on a per-line basis takes precedence over that config	ured on a ph	one 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.			
0 -Phone, call forward is effective for the phone system			
0 -Phone, call forward is effective for the phone system			
 0-Phone, call forward is effective for the phone system 1-Custom, call forward can be configured for each or all account 	s		
		able to	

Parameters	Permitte d Values	Default
forward.always.enable	Boolean	0
Description:		
Triggers the always call forward to on or off on a phone basis. 0 -Off		
1 -On		
Note: It works only if "features.fwd.allow" is set to 1 (Enabled) an	d the value o	of the
parameter "features.fwd_mode" is set to 0 (Phone). It is not appli	cable to	
W52P/W53P/W56P/W60P/CP930W-Base IP phones.		
	String	
	within	
forward.always.target	32	Blank
	characte	
	rs	
Note: It works only if "features.fwd.allow" is set to 1 (Enabled) an parameter "features.fwd_mode" is set to 0 (Phone). It is not appli W52P/W53P/W56P/W60P/CP930W-Base IP phones.	cable to	
forward.busy.enable	Boolean	0
Description:		
Triggers the busy call forward to on or off on a phone basis. 0 -Off		
1 -On		
Note: It works only if "features.fwd.allow" is set to 1 (Enabled) an	d the value o	of the
parameter "features.fwd_mode" is set to 0 (Phone). It is not appli		
W52P/W53P/W56P/W60P/CP930W-Base IP phones.		
· ·	String	
	within	
forward.busy.target	32	Blank
	characte	
	rs	
Description:		
Configures the destination number of busy call forward.		
Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value of the		
parameter "features.fwd_mode" is set to 0 (Phone). It is not applicable to		
W52P/W53P/W56P/W60P/CP930W-Base IP phones.		

Parameters	Permitte d Values	Default
forward.no_answer.enable	Boolean	0
Description: Triggers the no answer call forward to on or off on a phone basis 0 -Disabled 1 -Enabled Note: It works only if "features.fwd.allow" is set to 1 (Enabled) an		of the
parameter "features.fwd_mode" is set to 0 (Phone). It is not appli	cable to	
W52P/W53P/W56P/W60P/CP930W-Base IP phones. forward.no_answer.target	String within 32 characte rs	Blank
Description: Configures the destination number of no answer call forward. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) an parameter "features.fwd_mode" is set to 0 (Phone). It is not appli		of the
W52P/W53P/W56P/W60P/CP930W-Base IP phones. forward.no_answer.timeout forw		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 configurable by "phone_setting.ring_duration") seconds. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value of the parameter "features.fwd_mode" is set to 0 (Phone). It is not applicable to W52P/W53P/W56P/W60P/CP930W-Base IP phones. The permitted values are determined by the value of the parameter "features.forward.no_answer.show_ring_times".		
features.forward.no_answer.show_ring_times	String within 512 characte rs	0,2,3,4,5 ,6,7,8,9, 10,11,12 ,13,14,1 5,16,17, 18,19,20

Parameters	Permitte d Values	Default
Description:		
Configures the permitted values of the ring times (N) to wait before incoming calls.	ore forwardir	ng
Example:		
features.forward.no_answer.show_ring_times = 0,2,3,4,5,6,7,8,9,10,11,12,13,14,15,16,17,18,19		
Note: It works only if "forward.no_answer.enable" or "account.X.t set to 1 (Enabled). It is only applicable to phones (except W53P/V running firmware version 83 or later.		
phone_setting.ring_duration	Integer greater than or equal to 0	6
Description:		
Configures the interval (in seconds) of the ring for no answer for	ward feature	
Note: It works only if "forward.no_answer.enable" or "account.X.t set to 1 (Enabled). It is only applicable to phones (except W53P/V running firmware version 83 or later.		
account.X.features.forward.feature_key_sync.local_processi ng.enable	Boolean	0
 Description: Enables or disables the local forward for account X when forward BroadWorks server. O-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) CP930W-Base, W52P, W53P, W56P and W60P IP phones. 		
account.X.always_fwd.enable	%BWCF A-BINAR Y-X%	0
Description:		
Triggers the always call forward to on or off for account X.		
0-Disabled1-EnabledNote: It works only if "features.fwd.allow" is set to 1 (Enabled) and		

Parameters	Permitte d Values	Default
parameter "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P)		
E2/CP920/CP960 IP phones.		
account.X.always_fwd.target	String within 32 characte rs	Blank
Description:		
Configures the destination number of always call forward for account X. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value of the parameter "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E2/CP920/CP960 IP phones.		
account.X.busy_fwd.enable	Boolean	0
Triggers the busy 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 of the parameter "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E2/CP920/CP960 IP phones. String		
account.X.busy_fwd.target	32 characte rs	Blank
Description:		
Configures the destination number of busy call forward for account X. Note: It works only if "features.fwd.allow" is set to 1 (Enabled) and the value of the parameter "features.fwd_mode" is set to 1 (Custom). It is not applicable to SIP-T19(P) E2/CP920/CP960 IP phones.		
account.X.timeout_fwd.enable	Boolean	0
Description: 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	d the value o	of the

Parameters	Permitte d Values	Default
parameter "features.fwd_mode" is set to 1 (Custom). It is not app	licable to SIF	P-T19(P)
E2/CP920/CP960 IP phones.		
	Integer	
account.X.timeout_fwd.timeout	from 0	2
	to 20	
Description:		
Configures ring times (N) to wait before forwarding incoming cal	ls for accour	nt X.
The incoming calls will be forwarded when not answered after N ³ by "phone_setting.ring_duration") seconds.	*M (M is con	figurable
Note: It works only if "features.fwd.allow" is set to 1 (Enabled) an parameter "features.fwd_mode" is set to 1 (Custom). It is not app E2/CP920/CP960 IP phones. The permitted values are determined parameter "features.forward.no_answer.show_ring_times".	licable to SIP	P-T19(P)
	String	
	within	
account.X.timeout_fwd.target	32	Blank
- •	characte	
	rs	
Description:		
Configures the destination number of no answer call forward for	account X.	
Note: It works only if "features.fwd.allow" is set to 1 (Enabled) an	d the value o	of the
parameter "features.fwd_mode" is set to 1 (Custom). It is not app	licable to SIF	P-T19(P)
E2/CP920/CP960 IP phones.		
features.fwd_diversion_enable	Boolean	1
Description:		
Enables or disables the IP phone to present the diversion information	ation when th	ne call is
forwarded to your IP phone.		
0 -Disabled		
1-Enabled		
Note: It works only if "features.fwd.allow" is set to 1 (Enabled).		
The following shows an example of always call forward configurat template configuration file (e.g., y000000000028.cfg):	ions for acco	ount 2 in a

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:

	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	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

- **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 [Logout]
Options: Profile Incoming Calls Outgoing Calls	Assign Services Assign Services allows you to assign or unassign services and service r has been filled out will be lost.	packs for a user. If a service or service pack is unassigned the service data that
Call Control	OK Apply Cancel	
Messaging Communication Barring	Available Service Packs	User Service Packs
Utilities		Add > Remove < Add All >> Remove All
	Available Services	User Services
	BroadTouch Business Communicator Desktop - Audio BroadTouch Business Communicator Desktop - Video BroadTouch Business Communicator Mobile BroadTouch Business Communicator Mobile - Audio BroadTouch Business Communicator Mobile - Video	Add > Custom Ringback User Diversion Inhibitor Do Not Disturb Executive Executive-Assistant Group Night Forwarding Internal Calling Line ID Delivery Multiple Call Arrangement Multiple Call Arrangement Music On Hold User N-VWay Call Security Classification
	OK Apply Cancel	

6. In the Available Services box, select Group Night Forwarding and then click Add>.

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: <u>Profile</u> <u>Resources</u>	Schedule Add a new schedu	-	ing schedules).				
Services Call Center	ОК	Apply	Add	Cancel				
Meet-Me Conferencing	Delete	Schedule	Name 🔺		<u>Type</u>	Level	Ed	it
Utilities		Yealink			Holiday	Group	Ed	it
	Schedul	e Name 🗸	Starts	With 🗸			Find	Find All
	ОК	Apply	Add	Cancel				

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

Schedule Name:	Yealink
Event Name:	off-work
Start Date:	10/22/2016

Grou	0		Welcome	[Logout]
	Recurs:	Never		
	All Day Event:	Checked		
	End Date:	10/23/2016		

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

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

Configuring Group Night Forwarding

Procedure

- **1.** Log into the web portal as a group administrator.
- 2. Click on Services->Group Night Forwarding.
- Set the parameters of group night forwarding: Group Night Forwarding: Automatic On

Business Hour:	Every Day All Day
Holiday Schedule:	Yealink

Forward to Phone number/SIP-URI: 240163

Group	Welcome [Logout]
Options: Profile Resources Services	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.
Call Center	OK Apply Cancel
Meet-Me Conferencing Utilities	Group Night Forwarding: O Off On
	Business Hours: Every Day All Day V Holiday Schedule: Yealink V Forward to phone number/SIP-URI: 260163
	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	Group Night Forwarding Configure the Group Night Forwarding settings for the user.		
Outgoing Calls Call Control Messaging Communication Barring Utilities	OK Apply Cancel		
Gundes	Group Night Forwarding:		
	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

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

Selecting this pattern results in the following distinctive ring pattern:

Short-Long Ring Pattern

Selecting this pattern results in the following distinctive ring pattern:

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

Short-Long-Short Ring Pattern

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

Selecting this pattern results in the following distinctive ring pattern:

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

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						p - <u>Home</u>
Group >Users : 4604					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 unassign	ned the service data that has been filled out will be lost.		
Outgoing Calls	OK Apply	Cancel				
Call Control Calling Plans Client Applications		Available Service Packs		User Service Packs		
Lient Applications Messaging Service Scripts Utilities			Add > Remove <			
			Add All >> Remove All			
		Available Services		User Services		
		BroadWorks Anywhere	Add > Remove < Add All >> Remove All	Alterato Nurben Anorymous Callapciton Automatic Callapck Automatic Callapck Bargen Einer Broad Touch Business Communicator Desktop Broad Touch Business Communicator Mobile - V Broad Touch Mobile Link	Video fideo	
	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**.

Group >Users : 4604					Help - Home Welcome [Logout
ptions: Profile Profile Control Calling Calls Call Control Calling Plans Call Control Call Con	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 like an configure new numbers and extensions for you.
Messaging Service Scripts	Distinctive Ring: On Off Alternate Number ID	Phone Number	Activated	Extension	Ring Pattern
Lunnes	1 2 3 4 5 6 7 8 8 9	4607 v None v None v None v None v None v None v None v	v		Long-Long 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

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>.

BREADSOFT					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 assign or un OK Apply Canc		packs for a user. If a service or service pack is unassi	gned the service data that has been filled out will be lost.		
Calling Plans	Availa	lable Service Packs		User Service Packs		
Client Applications Messaging Service Scripts Utilities			Add > Remove < Add All >> Remove All			
	Av	vailable Services		User Services		
	Broady	Works Anywhere	Add > Remove < Add All >> Remove All	Push to Talk Remote Office Selective Call Acceptance Selective Call Regeton Service Scripting Inter Shared Call Appearance Shared Call Appearance 10 Shared Call Appearance 15 Shared Call Appearance 25	^ ~	
	OK Apply Canc	icel				

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

BROADSOFT	Help - Home
Group >Users : 4604	Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls	Sequential Ring Modify Allows you to modify a sequential ring entry. Specify the time schedule and/or holdsy schedule you would like calls sequentially rung. Also, you can have the call sequentially rung when only the specified numbers call or all numbers call. If you need more than 12 numbers or more distinct time or holdsy periods, you can create multiple sequential ring entries.
Call Control	OK Delete Cancel
Calling Plans Client Apolications Messacing Service Scripts Utilities	* Description: Entry 1 × © Use sequential ring ○ Do not use sequential ring Selected Time Schedule; Every Day All Day ✓ Selected Fiddlay Schedule; Non ✓
	Cals ton

- 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

Selected

3

The following shows an example:

Use Base Location first:

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

BRADSOFT						Help - Home
Group >Users : 4604						Welcome [Logout]
GIOUD >05815 : 4004						Welcome [Logour]
Options: Parallis Cationa Calls Cationa Calls Call Cantol Call Cantol Called Joint Associations Messaking Service Scridt Utilities	calis matching your each Sequential Ring (ph Saved OK Use Base Number	es you to sequentially ring up 16 5 to or defined critical. Use this service gentry can be a list of up to 12 phon nen number and day of week and tim Apply Add Car Location first of rings for Base Location: 3 Continue	to ring calls from your manager, a family meet enumbers or dig taters, a specified meet e of day). If the criteria do not match, the call c need	er, or an important custome nedule, and a specified holio	S locations can be either a phone number or a SIS or your cell phone, alternate business phone, or dy schoolie, All criteria for an entry must be safe a not funned on.	home phone. The criteria for
			s forwarding or messaging is enabled.			
	Location	Phone Number / SIP-URI		Number of rings	Answer confirmation required	
	1	4607		3 🗸		
	2	4608		3 🗸	V	
	3			3 🗸		
	4			3 🗸		
	5			3 🗸		
	Active	Description Entry 1	Ring Sequentially Yes		Calls from All calls	Edit
	V	Entry 1	res		All calls	Edit
	ок	Apply Add Car	ncel			
	JK	Apply Add Car				

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 Outgoing Calls	Assign Services Assign 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 unass	igned the service data that has been filled out will be lost.	
Calling Plans	Available Service Packs		User Service Packs	
Cilient Applicationa Messaoina Service Scripts Utilities		Add > Remove < Add All >> Remove All		
	Available Services		User Services	
	BroadWorks Anywhere	Add > Remove < Add All >> Remove All	Calling Name Retrieval Calling Name Retrieval Calling Party Category Call Me Now Call Return Call Return Call Virander Call Virander Charge Number Charge Number Clearmark Clear Call 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 afte transfer.
	Enables or disables Call Transfer Recall. Specifies the number of rings before Call
Number of rings before recall	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.

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

Use Diversion Inhibitor for Consultative Calls: On

BRADSOFT		Help - Home
Group >Users : 4604		Welcome [Logout]
Options: Profile Incoming Calls	Call Transfer Call Transfer allows you to transfer a call to another phone weing your phone or the CommPilet Call Manager.	
Outgoing Calls Call Control	OK Apply Cancel	
Calling Plans Client Applications Messaging	Call Transfer Resall:	
Service Scripts Utilities	Number of inflation Recall With of this before recall Image: State Busy Camp On 120	
	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:				
It enables or disables to synchronize the feature status between the IP phone and the				
server.				
0 -Disabled				
1 -Enabled, the IP phone to send a SUBSCRIBE message with event "as-feature-event"				
to the server.				
Note : It is not applicable to W52P and W56P IP phones.				
account.X.feature_key_sync.enable %FEATURE_KEY_SY Blank				
Description:				
It enables or disables to synchronize the	ne feature status betweer	n the IP phone and the		

Parameters	Permitted Values	Default
server for account X.		
0 -Disabled		
1 -Enabled, the IP phone to send a SUB	SCRIBE message with ev	ent "as-feature-event"
to the server.		
Note: It is not applicable to		
VP59/T29G/T41P/T42G/T46G/T48G/T58A/W53P/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 VP59/SIP-T58A/T54W/T54S/T48G/T46G/T46G/T29G, X=1-16; for SIP-T53W/T53/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%			
Configures the URI of the network conference for accou		_		
features.conference.with_previous_call.enable	Boolean	0		
Description:				
Enables or disables the IP phone to merge two calls into	a conference direct	ly by		
pressing the Conference soft key when there are two ca	Ills on the phone.			
0 -Disabled, you can select to set up a conference with the set of the set o	ne held party or a ne	ew party		
when pressing the Conference soft key during multiple	calls.			
1-Enabled				
Note: It is only applicable to phones (not applicable to V		50,		
W53P/W60P/CP930W-Base) running firmware version 8	2 or later.			
The following shows an example of network conference co	onfigurations in a te	mplate		
configuration file (e.g., %BWMACADDRESS%.cfg):				

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

Yealink 1466				Log Out English(English) 🗸
	Status Account Network DS	SKey Features Settings	Directory S	ecurity Applications
Register	Account	Account 1 🔹 💡	N	оте
Basic	Keep Alive Type	Default 👻 🕜		IME
Dubio	Keep Alive Interval(Seconds)	30	It	is the signal sent from the IP one to the network, which is
Codec	RPort	Disabled 🔹 🕜	ge	nerated when pressing the IP
Advanced	Subscribe Period(Seconds)	1800	ph	one's keypad during a call.
	DTMF Type	RFC2833 • 🥜		ession Timer
	DTMF Info Type	DTMF-Relay 🗸 🦿	se	allows a periodic refresh of SIP ssions through a re-INVITE
				quest, to determine whether a P session is still active.
		:		
			Mo	ISY Lamp Field/BLF List onitors a specific extension/a
	SIP Registration Retry Timer(0~1800s)	30		t of extensions for status anges on IP phones.
	Conference Type	Network Conference 🔹 💡		
	Conference URI	conference01@pbx.yealink.cc 🥜	(S	iared Call Appearance CA)/ Bridge Line
	ACD Subscribe Period(120~3600s)	3600	It	ppearance (BLA) allows users to share a SIP line
	VQ RTCP-XR Collector name	0	ph	several IP phones. Any IP one can be used to originate or
	VQ RTCP-XR Collector address	0	re	ceive calls on the shared line.
	VQ RTCP-XR Collector port	5060		twork Conference
	Confirm	Cancel		allows multiple participants nore than three) to join in a II.

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>.

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

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

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 ILogouti
Options: Endlin Endourise Sentices Sentices Sentices Sentices Call Center Callion Calles Meet Me Conterencing Libites	Group Call Park Add Create a new Group Call Park group. OK Cancel Profile Atternate Recall User * Group Name Group1 Recall To: @ Alert parking user only	1	
	Enter search criteria below		+ Search
	Available Users		Assigned Users
	4610 4610 (4610) 4612 4612 (4612) 4613 4613 (4613) Line Line (4611)	Add > Remove < Add All >> Remove All	Vasimik 4602 (4602) Vasimik 4603 (4603) Vasimik 4604 (4604) Vasimik 4605 (4605) Vasimik, 4605 (4605) Vasimik, 4603 (4605) Vasimik, 4603 (4605) Vasimik, 4603 (4605) Vasimik, 4603 (4605) More Up More 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					He	lp - Home
Group >Users : 4604					Welcome	[Logout]
Options: <u>Profile</u> Incoming Calls	Assign Services Assign Services allows you to assign	n or unassign services and ser	vice packs for a user. If a service or service pack is	unassigned the service data that has been filled out will be lost.		
Outgoing Calls Call Control Calling Plans	OK Apply	Cancel Available Service Packs		User Service Packs		
Client Applications Messading Service Scripts Utilities			Add > Remove <			
			Add All >> Remove All			
		Available Services		User Services		
	Ē	3roadWorks Anywhere	Add > Remove < Add All >> Remove All	Connected Line Mentification Restriction Custom Ringback User Custom Ringback User - Call Walting Custom Ringback User - Call Walting Custom Ringback User - Video Directed Call Fokup with Barge-in Deviced Call Fokup with Barge-in D	^ _	
	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 Calestian	When this option is enabled, the user can
Automatic Target Selection	initiate a pickup or barge-in by dialing the
	FAC alone if only one user is active (on a call
	or ringing).
	The default state is "Off".

The following shows an example:

Simultaneous Ring Personal: On

Automatic Target Selection: On

BREADSOFT	Help - Home
Group >Users : 4604	Welcome Looputi
Options: Profile Incoming Calls Outgoing Calls	Directed Call Pickup with Barge-in Directed Call Pickup with Barge-in allows you to dial a feature access code followed by an edension to pick up or barge-in on a call to another group member. If the call has not been answered, then it is picked up. If the call has been answered, then happen-inocura. A barge-in result in a three-way call being created between you, the group member being barged-in on, and the other party the group member is connected to. You are the controlled or the barge-in three-way call
<u>Call Control</u> <u>Galling Plans</u> <u>Cilient Applications</u> <u>Messaging</u> <u>Service Scripts</u> <u>Utilities</u>	OK Apply Cancel Barge-IN Warring Tone: © On ○ Orr Automatic Target Selection: © On ○ Orr
	OK Apply Cancel

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

Assigning the Barge-in Exempt Service to a User

Procedure

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

BROADSOFT				Help - Home
Group >Users : 4607				Welcome [Logout]
Options: Profile Incoming Calls Quitoping Calls	Assign Services Assign 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 unas	ssigned the service data that has been filled out will be lost.	
Call Control Calling Plans	Available Service Packs		User Service Packs	
Client Applications Metch-MC Conferencing Metch-MC Conferencing 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 Rejection Authentication Authentication Automatic HoldPatrice Brand Touch Business Communicator Desktop Broad Touch Business Communicator Mobile - N Broad Works Mobility	- Video 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		Helr	p - <u>Home</u>
Group >Users : 4607	We	elcome	[Logout]
Options: Profile Incoming Calls	Barge-in Exempt Barge-in Exempt allows you to block barge-in atlempts from other users with Directed Call Pickup with Barge-in.		
Outgoing Calls Call Control Calling Plans	OK Apply Cancel		
Client Applications Meet-Me Conferencing Messaging	Barge-in Exempt: () On ○ Off		
Service Scripts Utilities	OK Apply Cancel		

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

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

Configuring Yealink IP Phones

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

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

Configuring Directed Call Pickup

Procedure

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

The "X" in the parameter is an integer which specifies the line number on the IP phone. For VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/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.
0 -Disabled		
1-Enabled		

Parameters	Permitted Values	Default	
features.pickup.direct_pickup_code	%BWFAC-DIRECTED-CA	Blank	
	LL-PICKUP-1%		
Description:			
Configures the Directed Call Pickup FAC (defau	ılt: *97) on a phone basis.		
	String within 32		
account.X.direct_pickup_code	characters	Blank	
Description:			
Configures the Directed Call Pickup FAC (defau	lt: *97) on a per-line basis for	account X.	
The Directed Call Pickup FAC configured on a	per-line basis takes preceden	ce over	
that configured on a phone basis.			
We recommend that you just configure the FAC either on a phone basis or on a			
per-line basis.			

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

features.pickup.direct_pickup_enable = 1

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

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

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

features.pickup.direct_pickup_code = *97

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

alink T46G								English(English)		
	Status	Account	Network	Dsskey	Features	Sett	ings	Directory	Security	Applications
Forward&DND	Call Pickup				_		NOTE	l		
General Information		Directed Call Directed Call		Enable *97	d		2 2		Directed Call Pickup Picks up an incoming call on a specific extension. Directed Call Pickup Picks up incoming calls within a	
Audio		Group Call Pic		Enable	d		2			
Intercom		Visual Alert fo	or BLF Pickup	up Enabled			- 0		pre-defined (
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		- (2		feature for the IP phone.		
Remote Control		Call Park 🛛 🕜							It allows the	for BLF Pickup supervisor's phone
Phone Lock		Call Park Mod Call Park	e	XSI Enable	d		0			a visual prompt when ored user receives an all.
ACD		Group Call Pa	rk	Disable	d	-	?		Audio Alert for BLF Pickup	
SMS		Visual Alert F	or Parked Call	Disable	d	•	2			supervisor's phone ert tone when the
Action URL		Audio Alert F	or Parked Call	Disable	d	-	2		incoming call	
Bluetooth			Confirm		Cano	cel			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 VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/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.

Boolean	0					
GPickup soft key on the dial	ing screen.					
%BWFAC-CALL-PICKUP -1%	Blank					
*98) on a phone basis.						
String within 32 characters	Blank					
*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						
C either on a phone basis or o	on a					
	-1% *98) on a phone basis. String within 32 characters *98) on a per-line basis for a					

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

features.pickup.group_pickup_enable = 1

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

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

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

features.pickup.group_pickup_code = *98

	Status	Account	Network	Dsskey	Features	Settings	Directory	Security	Application	
Forward&DND	Call Pickup						NOTE	1		
Forward&DND	Directed Call Pickup			Enable	Enabled 🗸 🖓				none	
General							Directed Call Pickup			
Information		Directed Call	Pickup Code	*97					ncoming call on a	
Audio		Group Call Pic	:kup	Enable	d	• 🕜		specific extension.		
Audio		Group Call Pickup Code			*98			Directed Call Pickup Picks up incoming calls within a pre-defined group.		
Intercom	Visual Alert for BLF Pickup			Enable						
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 supervisor's phor	
Remote Control		Call Park Mode			XSI - 🕜				/isual prompt whe	
Phone Lock	Call Park		Enable	Enabled 🗸 🧭			the monitored user receive incoming call.			
ACD		Group Call Pa	rk	Disable	d	• 0			for BLF Pickup	
SMS		Visual Alert F	or Parked Call	Disable	d	• 🕜		It allows the supervisor's phor to play an alert tone when th		
		Audio Alert F	or Parked Call	Disable	d	- 0		monitored us incoming call	ser receives an	

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

Calling Line ID 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.

Assigning the Calling Line ID Delivery Service to a User

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

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

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

BRADSOFT				Help - Home
Group >Users : 4604				Welcome [Logout]
Options: Profile Incoming Calls	Assign Services Assign Services allows you to assign or unassign services and serv	ice packs for a user. If a service or service pack is unassign	ned the service data that has been filled out will be lost.	
Outgoing Cells Call Control	OK Apply Cancel			
Calling Plans	Available Service Packs		User Service Packs	
Client Applications Messaging Service Scripts Utilities		Add > Remove <		
		Add All >> Remove All		
	Available Services		User Services	
	BroadWorks Anywhere	Add > Remove < Add Ad >> Remove Ad	External Cating Lane 1D Delivery External Cating Ruppack Fax Messaging Flash Catin Mill Hoteling Guest Hoteling Guest Hoteling Hot In-Cati Service Activation Integrated IM&P Wething Cating Line ID 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.

BROADSOFT	Heip - Home
Group >Users : 4604	Welcome Loogouti
Options: Profile Incoming Calls Outcoring Calls Outcoring Calls Call Control Calling Plans Cilent Applicestons	External Calling Line ID Delivery External Calling Line ID Delivery allows the Calling Line rame and number for callers from outside your group or enterprise to be displayed. On assignment the Connected Line Identification Presentation service acts as ountry service to the External Calling Line ID Delivery. The Connected Line Identification Presentation allows you to see the connected line Identify of the called party. The outsid setting Line ID Delivery are contrasts the Connected Line Identification Presentation allows you to see the connected line Identify of the called party. The outsid setting Line ID Delivery are contrasts the Connected Line Identification Presentation allows you to see the connected line Identify of the called party. The outsid setting Line ID Delivery are contrasts the Connected Line Identification Presentation allows you to see the connected line Identify of the called party. The outsid setting Line ID Delivery are contrasts the Connected Line Identification Presentation allows you to see the connected line Identify of the called party. The outside setting Line ID Delivery are contrasts the Connected Line Identification Presentation Identification Presentation allows you to see the connected line Identify of the called party. The outside setting Line ID Delivery are contrasts and are contr
Utilities	Enable External Calling Line ID Delivey: (0) On O off Note: Since Connected Line Identification is assigned, the onbif flag controls when the Connected Line Identification is presented.

- 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 allows controls the Connected Line Identification Presentation arevice.
Calling Plans Cilent Applications Messaging Service Scripts Utilities	Enable Internal Calling Line (D Delivery: (C On C) or Note: Since Connected Line Identification is assigned, the oxioff 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 -	Home
Group >Users : 4604					Welcome 🛯	.ogout]
Options: Profile Incoming Calls Outgoing Calls Call Control	Assign Services Assign Services allows you to a OK Apply		ce packs for a user. If a service or service pack is unassigned the s	ervice data that has been filled out will be lost.		
Lancolationa Calence Anexas Calence Anexas Messadana Bervice Scratta Utilites		Available Service Packs	Add > Remove < Add All >> Remove Adl	User Service Packa		
		Available Services BroadWorks Anywhere	Add > Remove < Add All >> Remove All	User Services Calling Line 10 Bicking Override Calling Line 10 Bicking Override Calling Name Delivery Bicking Calling Name Refrieval Calling Name Refrieval Call NetWork Call Nothy Call Nothy Call Nothy Call Transfer Call Transfer Call Transfer Call Watting	~	
	OK Apply	Cancel				

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.

	tele - tome Welcome - Former
Croup - <u>Users</u> : 4604 Options: Endlin Incoming Calls Settoring Calls Califor Calls Califor Calls Celler Acalentions Messaintin Service Sculat Utilities	Welcome Located Calling Name Delivery Calling have Delivery allows the Calling Line men for callers from inside your group or enterprise (internal) and/or callers from outside your group or enterprise (External) to be displayed. On assignment the Connected Line Information Presentation allows you to see the connected Line Information Presentation service. Oct Apply Cannel Entable External Calling Name Delivery: ® On O ort Entable Internal Calling Name Delivery: ® On O ort

8. Click Apply to accept the change.

Assigning the Calling Number Delivery Service to a User

Procedure

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

Group >Users : 4604					Help - Home Welcome [Logout]
Options: Profile Incerning Calls Outgoing Calls	Assign Services Assign Services allows you to ass OK Apply	ign or unassign services and servic	e packs for a user. If a service or service pack is unassigned the ser	vice data that has been filled out will be lost.	
Call Control 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 Bocking Override Cating Line (D Bocking Override Cating Name Delivery Cating Name Archive) Bocking Party Catilogue Cating Party Catilogue Cating Party Catilogue	Ŷ
	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 Locaut
Options: Profile Incorning Calls Catloring Calls Call Control	Calling Number Delivery Calling Number Delivery Calling Number Delivery allows the Calling Line number for callers from inside your group or enterprise (internal) and/or callers from outside your group or enterprise (External) to be displayed. On assignment the Connected line identification Presentation and/or sale is a contrify service for Calling Number Delivery. The Connected Line identification Presentation allows you to see the connected line identify of the called party. The setting for Calling Number Delivery allow controls the Connected Line identification Presentation allows you to see the connected line identify of the called party. The setting for Calling Number Delivery allow controls the Connected Line identification Presentation allows you to see the connected line identify of the called party. The setting for
Calling Plans Client Applications Messacing Sarvice Scripts Ubities	OK Apply Cancel Enable External Calling Number Delivery: © on ○ ot Enable internal Calling Number Delivery: © on ○ ot
	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 VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/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 X.					
0 -FROM (Derives the name and number of the	caller from the "From" he	eader).			
${f 1}$ -PAI (Derives the name and number of the cal	ller 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					
VP59/SIP-T58A/T54W/T54S/T53W/T53/T52S/T4	48G/T48S/T46G/T46S/T42	2G/T42S/T41P			
/T41S/T40P/T40G/T29G/T27G/T23P/T23G/T21(P) E2/T19(P) E2, CP920 and CP960)					
		Refer to the			
sip.cid_source.preference	String	following			
-	-	content			

Description:

Configures the priority order for the sources of caller identity information. The headers 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:

	Status Account Network D	SSKey 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 3 keypud during d edit.	
	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	0	Monitors a specific extension/a list of extensions for status	
	Retransmission	Disabled 🔻 🕜	changes on IP phones.	
	Subscribe Register	Disabled 🔻 🕜	Shared Call Appearance	
	Subscribe for MWI	Disabled 🔻 🍞	(SCA)/ Bridge Line Appearance (BLA)	
	MWI Subscription Period(Seconds)	3600	It allows users to share a SIP lir on several IP phones. Any IP	
	Subscribe MWI To Voice Mail	Disabled 🔹 🕜	phone can be used to originate receive calls on the shared line.	
	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>.

BRADSOFT					Hel	p - <u>Home</u>
Group >Users : 4604					Welcome	[Logout]
Options: Parofile Incoming Calls Outgoing Calls Call Colls Call Control	Assign Services Assign Services allows you to assign or unas OK Apply Cancel		acks for a user. If a service or service pack is unassigned the service	data that has been filled out will be lost.		
Caling Plans	Avail	ailable Service Packs		User Service Packs		
Client Applications Messaging Service Scripta Utilities			Add > Remove < Add All >>			
			Remove All			
	Av	Available Services		User Services		
	Broad	dWorks Anywhere	Add > CC Remove < C C Add All >> C Remove All C	all Forwarding No Answer all Forwarding No Reachable all Forwarding Stelective all and the second state of the second alling Line ID Delivery Blocking of alling Name Bettireval alling Name Retrieval alling Party Collegory all Men Nov	~	
	OK Apply Cancel	el				

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

Activating Calling Line ID Blocking Override Feature

Procedure

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

BRADSOFT	Help	- Home
Group >Users : 4604	Welcome	[Logout]
Options:	Calling Line ID Blocking Override	
Profile	Caling Line in Diskoting overring overring overring in identity presentation restrictions and always receive the caling line identity, if available	
Incoming Calls	Calling Life to blocking Overloe (CLO) allows a user to overloe calling life identity presentation restrictions and always receive the calling life identity, it available	
Outgoing Calls	OK Apply Cancel	
Call Control		_
Calling Plans		
Client Applications	Enable Calling Line ID Blocking Override: On O Off 	
Messaging		
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 [Logou
ptions: Profile Incoming Calls			s for a user. If a service or service pack is unassigned the serv	ice 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 All >> Remove All	Classmark Control Control CommPilot Call Manager CommPilot Expenses Communication Barring User-Control Construction Barring User Constance Originated Trace Custom Ringback User Custom Ringback User - Valeo Custom Ringback User - Valeo	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 VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for

SIP-T53W/T53/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 so	urce for account X.	
${f 0}$ -PAI-RPID (Derives the name and number of t	he callee from the "PAI" head	der
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	rom "From" header in the UP	DATE
message).		
The following shows an example of the connecte	ed line identification source c	onfiguration

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>.

BR©ADSOFT				Help - Home
Group >Users : 4604				Welcome [Logout]
Options: Profile Incoming Calls Outcoing Calls			e packs for a user. If a service or service pack is unassigned the service data that	has been filled out will be lost.
Call Control Calling Plans Client Applications	OK Apply	Cancel Available Service Packs		User Service Packs
<u>Valent Approxims</u> <u>Messaaing</u> Service Scripts <u>Utilities</u>			Add > Remove <	
			Add All >> Remove All	
		Available Services	-	User Services
		BroadWorks Anywhere	Remove < CommPilo CommUnic Connected Add All >> Customer - Customer -	Control A
	OK Apply	Cancel	Remove All Custom Ri	ngback User - Call Waiting ngback User - Video

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

Activating the Connected Line Identification Restriction

Feature

Procedure

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

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

BROADSOFT	Hele - Home
Group >Users : 4604	Welcome Logouff
Options: Profile Incoming Calls Outgoing Calls	Connected Line Identification Restriction Connected Line Identification Restriction allow you block your number from berg about when receiving a call. Members of your group can still see your number when they call you. You have the choice of turning it on or off for all calls and then selectively turning it thight also not off using the father access codes.
Call Control	OK Apply Cancel
Calling Plans Client Applications Messaging Service Scripts	Enable Connected Line Identification Restriction: (O Dr O pt
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 Options: Profile	Assign Group Services	Welcome (Locout)
Resources Services Service Scripts	Assign or unassign group services for the group. OK Apply Cancel	
Acct/Auth Codes Call Center Calling Plan	Available Services	Assigned Services
Meet-Me Conferencing Utilities		Remove < Interversed Group Interversed Group LDAP Integration Meet Mic Continencing
		Add All >> Music On Hold Music On Hold - Video Add All >> Music On Hold - Video Preferred Carrier Group Preferred Carrier Group ~
	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 - Ho	ne
Group >Meet-Me Conference Bridges : Bri	dgeone				Welcome [Logo	ut
Options: Profile Colling Plans	Meet-Me Conference Bridge F Modify the selected Meet-Me conference bridge.					
	Conterence Bidge ID Bidge * Name: [week- * Calling ID Last Name: [Conto ID Last Name: [Conto Time Zone: [Conto Security Pin Langth; G Operator Pinon Names' ST-NUT Meximum Ports Available For This Bidge 3 * Allocated Ports To This Bidge 2 * Allocated Ports To This Bidge 3 * Allocated Ports To This Bidge 1	ona Me Conterence rence 	Network Class of Service	Meet-Me English V		
	Maximum Scheduled Conference Duration: 23 -	nou s 40 + minues				
	Enter search criteria below	Starts With 🗸			Search	4
	User ID V	Starts With V		+	Search	
	Available	e Users		Conference Hosts		
	1110211102(33568) 12341(3234)(3241) 2434(324) 2435(4324) 2435(4324) 2400480,400480,4000480(40004 4000480,4000480(40004 4011401) 4014401(421) 401401(421) 401401(421) 401401(421) 401401(421) 401401(421	980) 991)	Ad3 > Remove < Add All >> Remove All	Yeaim.460(4603) Yeaim.4605(4603)		
	OK Apply Delete Can	cel				

- 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 Addresses allows you to view and maintain your phome number and other identities that are used to make and receive calls.		
	OK Apply Cancel		
	Phone Number: 4607 V Activated Extension: 4607		
	Alleses: sp: @ [2bx;yealink.com ¥ sp: @ [2bx;yealink.com ¥		
	eip:@[pox,yealinik.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	Note : The number is not higher than the maximum number of ports available on the bridge on which this conference is hosted.
When attendees join/leave	Specifies how to notify the conference participants when other participants join or leave the conference.
	Specifies the type of conference you want to create.
	One Time : The conference happens once, on the scheduled date and time, and is not repeated.
Туре	Recurring (Daily, Weekly, Monthly, or Yearly): This is a scheduled conference that happens regularly at specified intervals. It can be ongoing or have an end-date.
	Reservationless : The conference is not scheduled for any particular time and can be started at any time.

The following shows an example:

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

Schedule End Date:	Never
--------------------	-------

BRADSOFT			
		He	p - Home
Group >Users : 4604		Welcome	[Logout]
Options: Politie Incomine.Cafa Outwork.Cafa Outwork.Cafa Call Contral	Meet-Me Conference Add Conference Bindges Meet-Me Conference * * Title More Conference Account Code: * Bindges Meet-Me Conference * Count Code: * Bindges Meet-Me Conference * Account Code: * Bindges Bindges Bindges Bindges Bindges Bindges Bindges Bindges Bindges Bindges Scheduling Details * Scheduling Details * Scheduling Details * Bind Conference * Detail * Conference * Bind Conference		

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

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

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 VP59/SIP-T58A/T54W/T54S/T46S/T46G/T29G, X=1-27; for SIP-T42S/T42G/T41S/T41P, X=1-15; for SIP-T53W/T53/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 VP59/SIP-T58A/T54W/T54S/T48	5/T48G/T46S/T46G/T29G)
1 to 12 (For SIP-T53W/T53/T52S/T42S/T42G)	
1 to 6 (For SIP-T41S/T41P/T27G)	
1 to 3 (For SIP-T40P/T40G/T23P/T23G)	
1 to 2 (For SIP-T21(P) E2)	
1 (For CP960)	
1-Line1	
2-Line2	
3 -Line3	
16 -Line16	
linekey.X.value	String within 99 characters
Description:	
Configures the Meet-Me conference bridge r	number.
linekey.X.extension	String within 256 characters
Description:	
Configures the conference ID or Moderator F	PIN followed by the # sign.
linekey.X.label	String within 99 characters
Description:	
(Optional.) Configures the label displayed on	the LCD screen for each line key.
linekey.X.shortlabel	
	String within 99 characters
(X ranges from 1 to 21)	
(X ranges from 1 to 21) Description:	
	ed on the LCD screen for line key.

The following shows an example of Meet-Me conference key (line key) configurations in a template configuration file (e.g., 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-T54W/T54S/T48S/T48G/T46S/T46G, X=1-10, 12-14, 17-18; for SIP-T53W/T53/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 VP59, X=1-4, 12-14, 17; 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 VP59/SIP-T58A/T54W/T54S/T	48S/T48G/T46S/T46G/T29G)	
1 to 12 (For SIP-T53W/T53/T52S/T42S/T4	2G)	
1 to 6 (For SIP-T41S/T41P/T27G)		
1 to 3 (For SIP-T40P/T40G/T23P/T23G)		
1 to 2 (For SIP-T21(P) E2)		
1-Line1		
2 -Line2		
3 -Line3		
16 -Line16		
Note: It is not applicable to SIP-T19(P) E2, CP920 IP phones.		
programablekey.X.value String within 99 characters		
Description:		
Configures the Meet-Me conference bridge number.		
programablekey.X.extension String within 256 characters		

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

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 1466								Er	Log nglish(English)
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security	Application
Line Key 1-9	Enable Page 1	Tips Disabled	•	Label	Length Default	•		NOTE	
	Кеу	Туре	N N	Value	Label	Line	Extension		
Line Key 10-18	Line Key1	Line	Default	•	4603	Line 1 👻			w you to quickly
Line Key 19-27	Line Key2	Meet-Me Confei	4608			Line 1 -	•••••	access feature and voice mai	es such as 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				Help - Home
Group >Users : 4604				Welcome [Logout]
Options: Profile	Assign Services Assign Services allows you to assign or unassign services and servic	re nacks for a user. If a service or service nack is unassin	ned the service data that has been filled out will be lost	
Incoming Calls Outgoing Calls Call Control	OK Apply Cancel	3		
Calling Plans Client Applications	Available Service Packs	_	User Service Packs	
Meet-Me Conferencing Messaging Service Scripts Utilities		Add > Remove <		
Junits -		Add All >> Remove All		
	Available Services		User Services	
	Broad/Works Anywhere	Add > Remove <	Basic Call Logs BroadTouch Business Communicator Desktop - Vi BroadTouch Business Communicator Mobile - Vic BroadTouch MobileLink BroadWorks Mobility Busy Lang Field Call Center - Premium	fideo ^
		Add All >> Remove All	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 Incoming Calls Cuttoring Calls Cuttoring Calls Calling Plans Calling Plans Childra Applications Meet-Me Conferencing	Busy Lamp Field Busy Lamp Field allows you to create a list of users to monitor via your SIP Attendent Console Phone and assign a SIP URI to the list. OK Apply Cancel List URI: sip: 4604 @ [pbx: yealink.com v]	
Messaging Service Scripts Utilities		Search
	Addition Monitorie Monitorie 1115(8).115(8).05666) T234.1234 (1234) T234.1234 (1234) T234.1234 (1234) 1234.1234 (1234) T234.1234 (1234) T T 22,43 (432) T T T 22,43 (432) T T T 4000489,40004891 (40004980) T T T 4000490,40004891 (40004980) T T T 4000490,40004901 (40004980) T T T 4000490,40004901 (40004980) T T T 4000490,40004901 (40004980) T T T 4000490,40004900 (40004900) T T T 4000490,40004900 (40004900) T T T 4000490,40004900 (40004900) T T T 40004900 (4000 T T T T 40004900 (4000 T T T T 40004900 (4000 T T T T 40004900 (4000) T T T	

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 VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/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	
Description: Enables or disables the IP phone to automatically co 0 -Disabled 1 -Enabled	nfigure the BLF list keys	in order.	
account.X.blf.blf_list_uri	%BWBLF-URI-X%	Blank	
Description: 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.		
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.		
account.X.blf_list_call_parked_list	all or serial number in the BLF 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 c	all to any monitored us	er.		
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.		
Note: It works only if "account.X.blf_list_call_parked_ applicable to phones running firmware version 84 or	5	s only		
account.X.blf_list_retrieve_call_parked_code String within 32 characters				
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 a	automatically.			
0 -linekey->exp1 key->expN key				
1-exp1 key ->expN key ->linekey				
2 -linekey page1->page1 from exp1 key to expN key key ->>linekey from page2 to page3	->page2 from exp1 ke	y to expN		
3 - page1 from exp1 key to expN key ->page2 from a ->>linekey	exp1 key to expN key			
N above is the number of your connected expansion	modules.			
Note: It works only if "phone_setting.auto_blf_list_en only applicable to	able" is set to 1 (Enable	ed). It is		
VP59/SIP-T58A/T54W/T54S/T53W/T53/T52S/T48S/T	48G/T46S/T46G/T29G/T	127G IP		
phones.				
features.pickup.blf_visual_enable	Boolean	0		
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				

Parameters	Permitted Values	Default			
	any, monitored				
features.pickup.blf_visual.list	phone number or	any			
	ListX				
Description:					
Configures the monitored users who want to enable visual alert for BLF pickup feature. The IP phone displays a visual alert when a monitored user receives an incoming call.					
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	ored user receives an ind	coming			
call.		-			
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".					
Note: It works only if "features.pickup.blf_visual_ena	ble" is set to 1 (Enabled). It is only			
applicable to phones running firmware version 84 or	later.				
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.					
0-Disabled					
1-Enabled					
	any, monitored				
features.pickup.blf_audio.list	phone number or ListX	any			
	LISLA				
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:					
features.pickup.blf_audio.list = any or leave it blank					

The IP phone plays an audio alert when any monitored user receives an incoming call.

Parameters	Permitted Values	Default				
features.pickup.blf_audio.list = 4604,4605						
The IP phone plays an audio alert when monitored user 4604 or 4605 receives an incoming call.						
features.pickup.blf_audio.list = List1						
	The IP phone plays an audio 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					
Note: It works only if "features.pickup.blf_audio_ena applicable to phones running firmware version 84 or).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.wa	av,				
Example:						
features.blf.ring_type = Ring1.wav						
Note: It works only if "features.pickup.blf_audio_ena applicable to VP59/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:						
Configures BLF LED mode and provides four kinds or status.	f definition for the BLF I	ist key LED				
For more information, refer to BLF LED Mode.						
Note: For T58A, it is only applicable to the expansion	n module EXP50 connec	ted to IP				
phones. It is not applicable to VP59/CP960 IP phone	S.					
features.blf.show_callinfo.enable 0 or 1 1						
Description:						
Enables or disables the IP phone to display the call in BLF/BLF List key.	nformation by long pres	sing the				
0 -Disabled						
1 -Enabled, when the monitored line is ringing, during a call, or has a parked call, users can long press the BLF/BLF List key to view the call information, and then select to pick						

Parameters	Permitted Values	Default			
up the incoming call, barge in a conference, or retrieve the parked call.					
Note: It is only applicable to phones running firmwa	re 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-B	ARGE-IN-19			
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 VP59/SIP-T58A/T54W/T54S/T46S/T46G/T29G, X=1-27; for SIP-T42S/T42G/T41S/T41P, X=1-15; for SIP-T53W/T53/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.		
39 -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 VP59/SIP-T58A/T54W/T54S	/T48S/T48G/T46S/T46G/T29G)	
1 to 12 (For SIP-T53W/T53/T52S/T42S/T	(42G)	

Parameters	Permitted Values		
1 to 6 (For SIP-T41S/T41P/T27G)			
1 to 3 (For SIP-T40P/T40G/T23P/T23G)			
1 to 2 (For SIP-T21(P) E2)			
1 (For CP960)			
1-Line1			
2 -Line2			
3 -Line3			
16 -Line16			
linekey.X.label	String within 99 characters		
Description:			
(Optional.) Configures the label displaye	ed on the LCD screen for each line key.		
linekey.X.shortlabel			
(X ranges from 1 to 21)	String within 99 characters		
Description:			
(Optional.) Configures the short label di	isplayed on the LCD screen for line key.		
Note: It is only applicable to SIP-T52S IP phones.			

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

linekey.2.line = 1

linekey.2.type = 39

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

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

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

account.1.blf_list_code = *97

account.1.blf_list_barge_in_code= *33

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

<u>ຈ</u> 4604		20:06 Mon Aug 15		
<u>604</u>				
🤽 4607 Y				
🤽 4603 Y				
History	Directory	DND	Menu	

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

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



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

Shared Call Appearance

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

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

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

SCA feature also has private hold capability. When putting a shared line call on private hold, the user can retrieve it on the hold phone only. Retrieve attempts on other phones are rejected. For more information on SCA, refer to *BroadWorks Web Interface Administrator Guide*.

Configuring the BroadSoft Server

Assigning the SCA Service to a User

Procedure

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

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

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

Configuring SCA for the User

Procedure

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

The main SCA parameters are described as below:

Parameter	Description
Alert all appearances for Click-to-Dial	Allows alerting all the locations sharing the call appearance when a location places a call

Parameter	Description
calls	from the CommPilot Call Manager.
Allow Call Retrieve from another location	Allows the other location sharing the call appearance to retrieve a call by dialing a call retrieve FAC.
Multiple Call Arrangement	Provides the ability for multiple calls to be handled concurrently on different SCA locations for a user.
Allow bridging between locations	Allows SCA locations to barge in on an active call involving another location.
Enable Call Park notification	Alerts all shared call appearance locations when a call is parked against the user's extension.
	Determines whether to play a warning tone when a shared location barges in on an active call.
	None: disables warning tone feature.
Bridge Warning tone	Barge-in only: enables the warning tone feature.
	Barge-in and repeat every 30 seconds:
	enables the warning tone feature and the
	warning tone repeats periodically every 30 seconds.

The following shows an example:

Alert all appearances for Click-to-Dial calls:	Selected
Alert all appearances for Group Paging calls:	Selected
Allow Call Retrieve from another location:	Selected
Multiple Call Arrangement:	On
Allow bridging between locations:	Selected
Enable Call Park notification:	Selected

Bridge Warning tone:

Barge-in only

BReadsoft		н	elp - Home
Group >Users : 4604		Welcome	[Logout]
Options:	Shared Call Appearance Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. Define the line policy on Device Policies parts	ige.	
Outcoing Calls Call Control Calling Plans Citent Applications MettMe Conferencing Messaging	OK Apply Ads Cancel Image: Construction of Control		
Service Scripts Utilities	Image: Second Secon		
	Bridge Warming tone: O None ® Barga-in onty O Barga-in and repeat eveny 30 seconds Device Policies: <u>Configure 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: Profile Incoming Calls	Shared Call Appearance Add Allows administrators to allocate additional devices or lines to you.		
Outgoing Calls Call Control Calling Plans Client Applications Meet-Me Conferencing Messaging	OK Cancel Identity/Device Profile Name: Yealink_T46G_Test (Group) Line/Port 4604_1 ptx yealink.com		
<u>Service Scripts</u> <u>Utilities</u>	Enable this location Allow Origination from this location Allow Termination to this location OK Cancel		

- 11. Click OK to accept the change.
- **12.** Repeat steps 6 to 10 to configure more alternate locations.
- 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 VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/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
Description: Configures the name to be displayed on the callee's phone for account X.		
account.X.auth_name	%BWAUTHUSER-X%	Blank
Description:		
Configures the authentication ID for account X.		

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)		Diam
Description:		
Configures the IP address of SIP server Y for accou	nt X.	
account.X.sip_server.Y.port		
(Y ranges from 1 to 2)	5060	5060
Description:		
Configures the port of SIP server Y for account X.		
account.X.outbound_proxy_enable	%USE_SBC_BOOLEA N%	0
Description:		
Enables or disables the outbound proxy server for	account X.	
0-Disabled		
1-Enabled		
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	I
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
Description: Configures the IP address or domain name of the outbound proxy server 2 for account X.		
account.X.backup_outbound_port Integer from 0 to 5060 5060		
Description:		
Configures the port of the outbound proxy server 2 for account X.		
he 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.		
0 - Disabled		
1- Shared Call Appearance		

Parameters	Permitted Values	Default	
features.auto_linekeys.enable	%AUTO_LINEKEYS%	0	
 Description: Enables or disables the DSS keys to be assigned with Line type automatically. 0-Disabled 1-Enabled Note: The number of the DSS keys is determined by the value of the parameter "account.X.number_of_linekey". It is not applicable to SIP-T19(P) E2, CP920, CP930W-Base, W52P, W53P, W56P and W60P IP phones. 			
account.X.auto_label.enable	Boolean	0	
 Description: Enables or disables the Auto Label feature for account X. It is only applicable to the automatically assigned line DSS keys. O-Disabled 1-Enabled If it is set to 0 (Disabled), the label displayed on the LCD screen is determined by the value of the parameter "account.X.label". If it is set to 1 (Enabled), the label displayed on the LCD screen is determined by the value of the parameter "account.X.label". If it is set to 1 (Enabled), the label displayed on the LCD screen is determined by the value of the parameter "accout.X.auto_label.rule". Note: It works only if "features.auto_linekeys.enable" is set to 1 (Enabled). It is not applicable to SIP-T19(P) E2, VP59, SIP-T58A, CP960, CP930W-Base, W52P, W53P, W56P and W60P IP phones. 			
account.X.auto_label.rule	String	{L}_{1}	
Description:Configures the Auto Label rule for account X.You need to know the following basic regular expression syntax:{L}: The value is configured by the parameter "account.X.label".{N: An increasing number from N. For example, abc{1}{5} represents the followinglabels: abc15, abc26, abc37, and so on.Multiple labels are separated by "]". For example, Yea Yea Yea Tom_{2} means todisplay "Yea" for first three line keys, and from the fourth one, display label Tom_2,Tom_3, and so on in turn.Other Characters: for example, ABC, will display ABC same as what you haveconfigured.Note: It works only if "features.auto_linekeys.enable" and			

Parameters	Permitted Values	Default
"account.X.auto_label.enable" are set to 1 (Enable	ed). It is not applicable to SI	P-T19(P)
E2, VP59, SIP-T58A, CP960, CP930W-Base, W52P	, W53P, W56P and W60P IP	phones.
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. Note : 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_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>ৰ</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 VP59/SIP-T58A/T54W/T54S/T46S/T46G/T29G, X=1-27; for SIP-T42S/T42G/T41S/T41P, X=1-15; for SIP-T53W/T53/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	Stair a sidkin 00 share 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.			
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 Applicat
Line Key 1-9	Enable Page	Tips Disabled	•	Label Le	ength Default			NOTE
Une Key 10, 10	Кеу	Туре	V	alue	Label	Line	Extension	
Line Key 10-18	Line Key1	Line	▼ Default	- 4	605 Lin	e 1 👻		Line Keys Line keys allow you to quick
Line Key 19-27	Line Key2	Line	▼ Default	~ 4	604 Lin	e 2 👻		access features such as ree and voice mail.
Programable Key	Line Key3	Line	▼ Default	- 4	604 Lin	e 2 👻		
Ext Key	Line Key4	Private Hold	•		N/A	A		You can click here to g more guides.
	Line Key5	Line	▼ Default	-	Lin	e 5 👻		
	Line Key6	Line	▼ Default	-	Lin	e 6 👻		
	Line Key7	Line	▼ Default		Lin	e 7 👻		
	Line Key8	Line	▼ Default	· ·	Lin	e 8 👻		
	Line Key9	Line	▼ Default		Lin	e 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 VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/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:	Description:				
Enables or disables the users to interrupt/barge into an active call on the shared line for					
account X.					
0-Disabled					
1-Enabled					
Note: It is only applicable to phones (except SIP-T19(P) E2/CP920, W53P, W60P and					
CP930W-Base) running firmware version 83 or later.					

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

account.1.share_line.barge_in.enable = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

Music/Video on Hold

Music/Video on Hold allows an audio or video source to be played to held parties in various scenarios (Call Park, Call Hold, and Busy Camp On). This feature is not applicable to W52P/W53P/W56P/W60P/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>.

BRADSOFT		Help - Home
Group		Welcome (Locout)
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		Add > Instant & Group Call Interaction Color Inventory Report LDAP Integration USAP Integration Meet-Via Conferencing Metric On Inday Viano
	OK Apply Cancel	Add All x> Dulgoing Calling Plan Preferred Carrier Group Remove All Series Completion v Service Scripts Group

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 - Home
Group	We	lcome	[Logout]
Options: Profile Resources Services Service Scripts Acciduath Codes	Music/Video On Hold Modify Motly the selected Music/Video On Hold source.		
Call Center Calling Plan Meet.Mc Conferencing Utilities	✓ Entable music/video during Call Hold ✓ Entable music/video during Call Park ✓ Entable music/video during Davy Camp Cm Marke/video of Hold message:		
	Perferred Audio Goote: [<u>None</u>] © system Defreed Music/Meeo O determing Source identity/Device Profile @ None		
	Outom Muki/Kiko File Load Outom Muki/File Load Outom Viko File Bittle OK Apply Cancel		

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:	Assign Services Assign Services allows you to assign or unassign services and serv OK Apply Cancel Available Service Packs	ice packs for a user. If a service or service pack is unassig	oned the service data that has been filled out will be lost. User Service Packs	
Cellita Justianos Center Aceleratorias Meste Ma Conferencing Massaging Service Scitche Utilites		Add > Remove < Add All >> Remove All		
	Available Services		User Services	
	BroadWorks Anywhere	Add > Remove < Add All >> Remove All	Intercept User Internal Calling Line ID Delivery Last November Redial Mattige Call Arrangement Mattige Call Arrangement MMI Delivery to Mobile Endpoint N-Way Call Outlook Integration Physical Location	
	OK Apply Cancel	remove Au	Polycom Phone Services	

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 -
Group >Users : 4604		Welcome L
Options: Profile Incoming Calls Outgoing Calls Call Control	Music/Video On Hold Music On Hold allows you to turn on music for all calls with OK Apply Cancel	hen the remote party is held or parked.
Calling Plans Client Applications Meet-Me Conferencing Messaging	Music On Hold: On Off General Settings	Internal Calls Settings
Service Scripts Utilities	Music-Video On Hold message:	230E 200E

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:	Assign Services				
Profile		ion or unassion services and service	packs for a user. If a service or service pack is unassigned the ser	rvice 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			Remove <		
Utilities					
			Add All >>		
			Remove All		
		L			
		Available Services		User Services	
		BroadWorks Anywhere		Physical Location	
		Dioduwolks suymore	< bbA	Polycom Phone Services	^
			Remove <	Pre-alerting Announcement Preferred Carrier User	
			remove s	Preferred Carrier User Priority Alert	
				Privacy	
			Add All >>	Push to Talk Remote Office	
			Add All 22	Selective Call Acceptance	
			Remove All	Selective Call Rejection	~
				Sequential Ring	
	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 [Lecould
Options:	Priority Alert Add
Profile	
Incoming Calls	Allows you to add a priority alert entry. Specify the time schedule and/or holiday schedule you would like a priority alert to occur. Also, you can have a priority alert occur when only specified numbers call or all external numbers call. If you need more than 12 numbers or more distinct time or holiday perioda, you can reste multiple priority alert entries.
Outgoing Calls	
Call Control	OK Cancel
Calling Plans	
Client Applications	* Description: [D-Ring ×
Meet-Me Conferencing	
Messaging Service Scripts	Use priority alert
Utilities	O Do not use priority elert
Utilities	Selected Time Schedule: Every Day All Day 🗸
	Selected Holiday Schedule: None V
	Any external phone number
	Any exertise protein function O Following phone numbers:
	C releveng pnohe numbers
	Any presentative number
	Specific phone numbers:
	OK Cancel

8. Click OK to accept the change.

Configuring Priority Alert for a Hunt Group

- 1. Log into the web portal as a group administrator.
- 2. Click on Services->Hunt Group.
- 3. Select the desired group and then click Edit.
- 4. Click on Assign Services.
- 5. In the Available Services box, select Priority Alert and then click Add>.

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
	Atomate Numbers Acompanies (all Repection Bately Call Logs Call Forwarding Aways Call Forwarding Seasy Call Fo	Priority Alert
	Calling Line ID Delivery Blocking Calling Name Retineral Call Monty Call Northy Call Northy 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.

Group >Hunt Groups : HuntGroup1	Help - Hame Welcome Lacoud
Options: Profile Incoming Calla Caling Plans	Priority Alert Add Alows you bad a priority alert norty. Specify the time schedule and/or holiday schedule you would like a priority alert to occur. Also, you can have a priority alert occur when only specified numbers call or all external matters call if you can be a priority alert entires. CK Cancel
	* Description:
	OK Centel

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>.

BRADSOFT		Help - Home
Group »Call Centers : 4601		Welcome [Logout]
Options: Profile Routing Policies Incoming Calls	Assign Services Assign Service allows you bassign or unassign services for a user. If a service is unassigned the service data that has been filled out will be lost. OK Apply Cancel	
Calling Plans	Available Services	User Services
	Alternate Numbers Anonymous Call Rejection Basic Call Logs Call Forwarding Alaxy Call Forwarding Skry Call Forwarding Skry Call Forwarding Skry	Priority Alert
	Calling Line (D Delivery Blocking Calling Name Retrieval Call Me Nody Call Nody Call Nody Cient Call Control	
	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:	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 [Lozout]
Options: Profile Routing Policies Incoming Calls Calling Plans	Priority Alert Add Allows you to add a priority alert entry. Specify the time schedule end/or holiday schedule you would like a priority alert to sccur. Also, you can have a priority alert occur when only specified numbers call or all external numbers at it ryou need more than 12 numbers or more distinct time or holiday periods, you can create multiple priority alert entries. OK Connect

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		Haite - Homa Weicome [Locauti]
Options: Profile Incoming Calls	Assign Services Assign Services allows you to assign or unassign services and service packs for a u:	ser. If a service or service pack is unassigned the service data that has been filled out will be lost.
Outgoing Calls Call Control Calling Plans Oligitations	OK Apply Cancel Available Service Packs	User Service Packs
ClientAcelications Messachacontension Messachacontension Sentice Sonate Utilities	×	Add>
	Available Services	User Services
	Authentication *	Add> Third-Party MW Control Third-Party Voice Hall Support * Remove K Tive-Stage Daling Vise Add-On Vise Add-On Voice Messaging User - Video Voice Messaging User - Video Remove Ail Voice Ortal Calling Ill Zone 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		Help	- Home
Group >Users : 4604	v	Velcome	[Logout]
Options: Profile Incoming Calls Outoping Calls	Distribution Lists Database you to create lists of numbers to send voice messages in bulk.		
Callicontrol Calling Plans Client Applications Meet-Me Conferencing	CK 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: [ist 1		
	Phone Number / SIP-URI: 4607 Add		
	Delete Phone Number / SIP-URI 4605 Delete		
	CK 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	Selected
Use unified messaging:	Selected

Use Phone Message Waiting Indicator: Selected

BRADSOFT	Hele - Home
Group >Users : 4604	Welcome Loosuit
Options: Protion Incoming Calls Outdoning Calls Outdoning Calls Call Control Calls Call Control Calls Call Control Meet Jobs Conferencing Protion Prot	Voice Management Voice Management Voice Management Voice Management share you to prove the handle your messages. Use Unified messaging if you want to use your phone to retrieve messages. You can also just choose to send the message to your e-mail and not use the formation message in the message to your e-mail and not use the formation message. You can also just choose to send the message to your e-mail and not use the formation message. You can also just choose to send the message to your e-mail and not use the formation message. You can also just choose to send the message to your e-mail and not use the formation of message. You can also just choose to send the message to your e-mail and not use the formation of message. You can also just choose to send the message to your e-mail and not use the formation. Voice Message to May. Calls to Voice Mail Send Marcals to Voice Mail Send Marcals to Voice Mail Send Marcals to Voice Mail Use Inflow Message Validity inductor Oracle Message Validity inductor Oracle Message Validity inductor Oracle Message Validity inductor Oracle Message Validity inductor Oracle Message Validity inductor Oracle Message Validity inductor Display to the mail address Additionally Display to the message to
	OK 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.

Group > Users : 4604	Hale - Home Welcome (Lazard)
Options: Profile Incoming Calls Outgoing Calls Call Control	Voice Portal Calling Voice Portal Calling allows you to originate calls from the Voice Portal. Once you have dialed in to the Voice Portal and authenticated yourself, select the Make Call menu option and enter the destination digits.
Caling Plans Caling Plans Caling Plans Meet-Me Conferencing Messaging Service Scripts Utilities Utilities	Voice Portal Calling: 16 On C Off 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 VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/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 co	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. 0 -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					

mail. If the voice mail number is configured, press the MESSAGE key to dial out the voice mail number to access the voice mail portal.

If it is set to 1 (Enabled), press the MESSAGE key to enter the View Voice Mail screen. Note: It is not applicable to CP960, 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.							
0 -Disabled							
1-Enabled							
Note: It is not applicable to CP960, CP930W-Base, W5	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.						
0-Disabled							
1-Enabled							
Note: 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 VP59/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 VP59/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 VP59/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 VP59/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 VP59/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 VP59/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.

BREADSOFT									He	elp - <u>Home</u>
Group									Welcome	[Logout]
Options: Profile Resources		all center or manage	e existing call centers. You can co music or video for callers on hold		r to allow agents to log in and c	out, to queue incomi	ing calls that cannot be (answered immediately, to re-direct c	calls when the	group
Services Service Scripts	OK		Add Basic Add Standard	Add Premium	Add Call Center Wizard	Cancel				
Acct/Auth Codes Call Center	Active	Name	Туре	Video	Phone Number		Extension	Department		Edit
Calling Plan Meet-Me Conferencing Utilities	ЮК	4601 Apply	Add Basic Add Standard	Add Premium	4601 Add Call Center Wizard	Cancel	4601		1	Edit

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 Quagoing Calls	Assign Services Assign Services allows you to assign or unassign services and serv OK Apply Cancel	ice packs for a user. If a service or service pack is unassigne	ad the service data that has been filled out will be lost.	
Call Control Calling Plans	Available Service Packs		User Service Packs	
Clent Ackations Messains Service. Sciedu Utilites		Add > Remove < Add All >> Remove Al		
	Available Services		User Services	
	BroadWorks Anywhere	Ads > Remove < Ads All >> Remove All	BroadTouch Nobile BroadTouch Nobile Buy Lamp Field and BroadTouch Call Forwarding Nury Call Forwarding No Answer Call Forwarding SoleChor Calling Line ID Booking BroadChor Calling Line ID Booking BroadChor Calling Line ID Booking	~
	OK Apply Cancel			

7. Click Apply to accept the change.

Assigning Users to the Call Center

- **1.** Log into the web portal as a group administrator.
- 2. Click on Call Center->Call Centers.
- 3. Select the call center added above and then click Edit.
- 4. Click on Agents.
- 5. Click Search to display all available users, who have been assigned the call center service.

6. In the Available Agents box, select the desired agent and then click Add>.

BRADSOFT			Help - Home
Group >Call Centers : 4601			Welcome [Logout]
Options:	Agents		
Profile Routing Policies	Configure the list of agents that belong to this call center. Users are availa	e if they have been assigned an appropriate Call Center feature. Users wit	h Call Center - Basic may be assigned to Basic call centers. Users with
Incoming Calls	Call Center - Standard may be assigned to Basic or Standard call centers.	Users with Call Center - Premium may be assigned to any call center.	
Calling Plans	OK Apply Cancel		
	Enter search criteria below		
	User ID V Starts With V		+ Search
	Available Agents		Assigned Agents
	[1000.1000.(1000)		
	4326,4326 (4326) 4327,4327 (4327)	Add >	Yealink,4604 (4604) Yealink,4603 (4603)
	4402,4402 (4402) 4403-last,4403-first (4403)	Remove <	
	4501,4501 (4501)	Iveniove <	
	4502,4502 (4502) 4505,4505 (4505)		
	4638,4638 (4638)	Add All >>	
	4639,4639 (4639) (an.emoon (4356)		
	jasdifjasidfj,glashgjksdf (4355)	Remove All	
			Move Up Move Down
			·
	OK Apply Cancel		

- 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.

BRADSOFT						Help - Home
Group >Users : 4603						Welcome [Logout]
Options: Partie Instanting Calls Counting Calls Counting Calls Call Control Callson Dens Callson Dens Call	permitted by your administrate <u>OK</u> Apply Call Center Server, A Agent Threahol Use Guard Timer Use Agent Unavailable	Cancel asigned: Premium State: Available Prote: Cefault Agent Treshold Profit Cefault Agent Treshold Profit Male outping et als as [None Cefault Quart Cefault Quart Cefault Quart Cefault Quart Force agent to unavailable and of Cefault Quart to unavailable after [Cefa	e ✔ onds Vol Deturb activation onal calls ✔ consecutive bounced calls reachable			
	Join Call Center	Call Center ID 4601	Phone Number 4601	Extension 4601	Routing Type Priority Based	Skill Level
	⊻		4601	4001	Phonty 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.

BRGADSOFT		Hel	lp - <u>Home</u>
Group		Welcome	Logout
Options:	Agent Unavailable Codes Add		
Profile	Agent Unavailable Codes Add allows you to add a new Unavailable Code entry. Specify the code and description you would like for it.		
Resources	Agent Onavailable Codes Add allows you to add a new Onavailable 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		l I

- 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.

BR: ADSOFT	Heik - Home
Group - Call Centers : 4601	Welcome Roccodi
Digitions: Bounce of Calls Positing Plans Configure the call center routing policy for calls unanswered Calling Plans OK: Apply Cancel Calling Plans OK: Apply Cancel W Bounce Calls after 5 Frings Transfer to phone number / SIP-URE Bounce calls after fragent the comes unswalled withe We appet for cling on hold by apent for long ØK: Apply Cancel	roufing the call

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 Utilities	Protocol: SIP 2.0 V		
<u>Utilities</u>	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]
Catoga Juliers: 4603 Options: Profile Incomo Cells Control Cells Control Cellon Dens Cellon Dens Cellon Associators Messainta Service Scredu Littles	Addresses Addresses allows you to kee and maintain your phone number and other identifies that are used to make and receive calls. OK Apply Cancel Prove Number: 64033 Activated Extension: 6403 On tone Westing/Device Profile On tone Userstry/Device Profile On tone State: Spin Addresses: Spin aligned aligned aligned Spin aligned	Welcome	
	sip @ [pbx.yealink.com V		

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.

BRMADSOFT					Help -	- Home
Group >Call Centers : 4601					Welcome	Logout]
Options: Profile Routing Policies	Call Disposition Code Add or Modify Call Disposition Codes. Dis		d to a call to identify marketing promotions	or other topics pertaining to a call.		
Incoming Calls Outgoing Calls Call Control	OK Apply Ad	d Cancel				
Calling Plans Client Applications Messaging Utilities	 Enable call disposition codes Use enterprise codes in additio Force use of call disposition co 		~			
	Active	Code A	Description	Level	Edit	
	2	100	Promotion A	Queue	Edit	
			[Page 1 of 1]			
	Code 🗸	Starts With 🗸			Find Find A	<u>All</u>
	OK Apply Ad	d Cancel				

6. Click Apply to accept the change.

To configure Disposition Codes:

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

5. Check the Active checkbox.

	Help - Home
Group	Welcome (Locaut)
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	OK Cascel
Acct/Auth Codes Call Center Calling Plan	♥ Active * Code: IDD
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				Hel	lp - <u>Home</u>
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 OK Apply Cancel	ice packs for a user. If a service or service pack is unassigne	d the service data that has been filled out will be lost.		
Calino Pana Cient Acolations Messalaria Service Scrate Utilina	Available Service Packs	Add > Remove < Add All >> Remove All	User Service Packa		
	Available Services BroadWorks Anywhere OK Apply Centel	Add > Remove < Add All >> Remove Ad	User Service CommUnication Barring Liser-Control Connected Line Identification Presentation Connected Line Identification Restriction Deschart Deschart Service Custom Ringback User - Call Walting Custom Ringback User - Call Walting Custom Ringback User - Call Walting Deschart Call Previous Deschart Call Previous Deschart Call Previous 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>.

	alling.			Help - Home
Group >Call Centers : 460	01			Welcome [Logout]
Options:	Superviso	rs		
Profile		f users who may supervise th	iis Call Center	
Routing Policies	· · · · · ·			
Incoming Calls	ОК	Apply Cancel		
Outgoing Calls Call Control				
Calling Plans	Supervisors		Assign Agents	
Client Applications				
Messaging	Enter search	criteria below		
Utilities	User ID	▼ Starts With ▼		+ Search
	USET ID	· Otarts With ·		Cealur
		Available Supervisors		Assigned Supervisors
			<u> </u>	Yealink,4607 (4607) 🔺
			Add >	Yealink,4604 (4604) Yealink,4608 (4608)
			Remove <	Yealink,4603 (4603)
			Add All >>	
			Add All >>	
			Remove All	
			•	*
	ОК	Apply Cancel		

- 7. Repeat the step 6 to assign more supervisors to the call center.
- 8. Click on the Assign Agents tab.
- 9. Select the desired supervisor from the pull-down list of Supervisors.
- 10. Click Search to display all available agents for the supervisor.
- 11. In the Available Agents box, select the desired agent and then click Add>.

BROADSOFT		Help	p - <u>Home</u>
Group >Call Centers : 4601		Welcome	[Logout]
Ceptions: Potolia Eduction Colisis Incoming Cells Cultorian Cells Califor Cells Califor Cells Califor Abore Messaging Utilities	Supervised Agents Configure spervised Available agents are any agent available currently not supervised and can include agents that are also supervisors. OK Apply Carcel Supervisors Assign Agents Supervisors Supervisors Version • Version •	Search	
	OK 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	Hele - Home
Group >Call Centers : 4601	Welcome [Locaut]
Options: Profile Routing Policies	Queue Status Notification Configure status sent lo egent devices and control the thresholds for high volume notifications.
Incoming Calls Outgoing Calls Gall Control Calling Plans Citent Applications Messaging Utilities	OK Apply Cancel SZ Enable notification of quoue status to bajent devices High volume notification thresholds:
Utilities	Number of calls in queue, 100 Q Langest waiting time 1200 Seconds

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 bein 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.	ng sent
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 VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/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			
2 -Unavailable			
account.X.acd.available	Boolean	0	
Description:			
Enables or disables the IP phone to display the Unav	ail and Avail soft keys	for	
account X after logging into the ACD system.			
0-Disabled			
1-Enabled			
acd.enable	0 or 1	0	

Parameters	Permitted Values	Default
Description:		
Enables or disables the IP phone to automatically of	change the status of the A	ACD agen
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
Description: Enables or disables unavailable code feature for ac		0
Description: Enables or disables unavailable code feature for ac 0 -Disabled 1 -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 0 -Disabled 1 -Enabled account.X.reason_code.Y (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	blank 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.	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	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 s.
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 s.
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 0 -Disabled	re for account X.			
1 -Enabled Note : It is not applicable to VP59/SIP-T58A IP phone	20			
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.				
Note : It is not applicable to VP59/SIP-T58A IP phone	es.			
Disposition Code				
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				
Note: It is not applicable to VP59/SIP-T58A IP phone	2S.	[
account.X.bw_disp_code.Y	Integer from 1 to	Blank		
(Y ranges from 1 to 100)	2147483647			
Description:				
Configures the disposition code which must match o	one of the codes configu	ured on		
BroadWorks for account X.				
Multiple disposition codes can be configured startin	-			
disposition codes can be configured, and the value of				
Note: It is not applicable to VP59/SIP-T58A IP phones.				
account.X.bw_disp_code_name.Y	String within 99	Blank		
	characters			

Parameters	Permitted Values	Default	
Description:			
Configures the disposition code name which must match one of the names configured on BroadWorks for account X. Multiple disposition code names can be configured starting with Y=1,2,3100. At most 100 disposition code names can be configured, and the value of Y must be			
continuous. Note : It is not applicable to VP59/SIP-T58A IP phone	s.		
Customer Originated Trace			
account.X.call_center.trace_enable	Boolean	0	
Description:			
Enables or disables the customer originated trace feature for account X. 0 -Disabled			
1-Enabled			
Note: It is not applicable to VP59/SIP-T58A IP phone	S.		
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			
Note: It is not applicable to VP59/SIP-T58A IP phone			
account.X.supervisor_info_code.Y	Integer from 1 to 2147483647	Blank	
(Y ranges from 1 to 100)	214/40304/		
Description:			
Configures the supervisor number for account X.			
Multiple supervisor numbers can be configured start	ing with Y=1,2,3100. /	At most	
100 supervisor numbers can be configured, and the value of Y must be continuous.			
Note: It is not applicable to VP59/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	Defaul
Description:		
Configures the supervisor name for account X. Multiple supervisor names can be configured starting supervisor names can be configured, and the value o Note : It is not applicable to VP59/SIP-T58A IP phone	of Y must be continuous	
Queue Status Notification		
account.X.call_center.queue_status_enable	Boolean	0
Description:		
Enables or disables the queue status notification feat	ure for account X.	
0-Disabled		
1-Enabled		
Note: It is not applicable to VP59/SIP-T58A IP phone	25.	
account.X.call_center.queue_status_light_enable	Boolean	0
Description:		
Enables or disables the power LED indicator to flash	when the ACD call que	ue has
reached the maximum number of calls for account X		
0 -Disabled (power LED indicator does not flash)		
1-Enabled (power LED indicator fast flashes (300ms))		
Note: It is not applicable to VP59/SIP-T58A IP phone	S.	
features.homescreen_softkey.acd.enable	Boolean	1
Description:		
Description: Enables or disables the IP phone to display the ACD s	soft keys such as Login	or Logo i
•	soft keys such as Login	or Logo i
Enables or disables the IP phone to display the ACD s	soft keys such as Login	or Logo i
Enables or disables the IP phone to display the ACD s on the idle screen.	soft keys such as Login	or Logo ı
Enables or disables the IP phone to display the ACD s on the idle screen. 0 -Disabled		-
Enables or disables the IP phone to display the ACD s on the idle screen. 0 -Disabled 1 -Enabled	nt.X.acd.enable″ is set to	01
Enables or disables the IP phone to display the ACD s on the idle screen. 0 -Disabled 1 -Enabled Note : It works only if the value of parameter "accour	nt.X.acd.enable″ is set to	01
Enables or disables the IP phone to display the ACD s on the idle screen. 0 -Disabled 1 -Enabled Note : It works only if the value of parameter "accour (Enabled). It is only applicable to IP (except VP59/SIP	nt.X.acd.enable" is set to -T58A) phones running	o 1 firmware

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.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 VP59/SIP-T58A/T54W/T54S/T46S/T46G/T29G, X=1-27; for SIP-T42S/T42G/T41S/T41P, X=1-15; for SIP-T53W/T53/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.		
42- ACD		
58-ACD Trace (not applicable to VP59	/SIP-T58A IP phones)	
59 -Disp Code (not applicable to VP59/SIP-T58A IP phones)		
60-Emergency (not applicable to VP59	9/SIP-T58A IP phones)	
linekey.X.value	Integer	
Description:		
Configures the value for the Disp Code	e 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 String within 99 characters (X ranges from 1 to 21) String within 99 characters		
Description: (Optional.) Configures the short label displayed on the LCD screen for line key. Note: It is only applicable to SIP-T52S IP phones.		

The following shows an example of the 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. 0 -Disabled 1 -Enabled			
Note : It works only if "bw.xsi.enable" is set a 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.		
Note : It works only if "bw.xsi.enable" is set applicable to phones running firmware vers virtual user name uses VirtualUser1 by defa	ion 84 or later. If you leave it bla	•	
bw.virtual_user.1.xsi.user	String within 99 characters	Blank	
Description: Configures the user ID of virtual account for XSI access authentication. 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.password	String within 99 characters	Blank	
Description: Configures the password of virtual account for XSI access authentication. Note : 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 Xtend account. Note: It works only if "bw.xsi.enable" is set		
applicable to phones running firmware vers	sion 84 or later.	
bw.virtual_user.1.xsi.port	Integer from 1 to 65535	80
Description:		
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	DND status for the virtual accour	nt.
0-Disabled		
$\ensuremath{\textbf{1}}\xspace$ -Enabled, user can toggle DND on or off f	for the virtual account.	
Note : It works only if "bw.xsi.enable" and "k (Enabled). This parameter is only applicable later.		
he following shows an example of DND for o onfiguration file (e.g., %BWMACADDRESS%.	5	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.unu.enable – 1		
w.virtual_user.1.xsi.user = 4620@pbx.yealink	c.com	
_	k.com	
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	c.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>.

BRADSOFT			Help - Home
Group >Users : 4603			Welcome [Logout]
Options:	Assign Services		
Profile Incoming Calls	Assign Services allows you to assign or unassign services and servic	e packs for a user. If a service or service pack is unassigned the service data that	t has been filled out will be lost.
Outgoing Calls Cell Control	OK Apply Cancel		
Caling Plans Client Applications	Available Service Packs		User Service Packs
Messaging Service Scripts		Add >	
Utilities		Remove <	
		Add All >> Remove All	
	Available Services	INCERTOVICE AND	User Services
	BroadWorks Anywhere	Add > External A	Sating Line ID Dalivery Liston Reglack aging Hold Different Satisfies and Satisfies and Satisfies and Satisfies Used Satisfies and Satisfies a
	OK Apply Cancel		

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	Halo - Home
Group >Users : 4603	Welcome Loocut
Options:	Hoteling Host Hoteling foot 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 excitation limit is not enforced, the Guest user is allowed to associate with the Host user indefinitely.
Callic Centrol Callico Plenes Citent Acalications Metasatina Service Scripts Utilities	OK Apply Cancel Hoteling Host: IO: n O: Off If Enforce Association Limits [24] Hours Access Lieve: Originary
	Phone Number: Location Date: Association Date:

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.

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 Hoteling Guest and then click Add>.

BROADSOFT				Help - Home
Group >Users : 4604				Welcome [Logout]
Options: Profile Incoming Calls Outpoing Calls		rice packs for a user. If a service or service pack is unassigned the se	ervice data that has been filled out will be lost.	
Call Control	OK Apply Cancel			
Calling Plans	Available Service Packs		User Service Packs	
Client Applications		_		
Meet-Me Conferencing Messaging		Add >		
Service Scripts		Remove <		
Utilities		Nonovo s		
		Add All >> Remove All		
	Available Services		User Services	
	BroadWorks Anywhere	Ads > Remove < Add All >> Remove All	Flash Call Hold Group Night Forwarding Hoteling Guest Hoteling Host Hoteling Host Hoteling Host Hoteling Host Hoteling Host Intercept User Intercept User Intercept User Loss Number Redail Loss Number Redail Loss Number Redail Loss Number Redail Loss Number Adail Arrangement	~
	OK Apply Cancel			

7. Click Apply to accept the change.

Configuring a Guest Profile for the User

Procedure

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 4604), who has been assigned the hoteling guest service.
- 5. Click on Call Control->Hoteling Guest.
- 6. Mark the **On** radio box in the **Hoteling Guest** field.
- 7. Check the Limit Association to <number> Hours checkbox, and enter the number of hours to associate with the hoteling host. The number of hours must be equal to or less than the association limit of the hoteling host.
- 8. Click Search to display all available hoteling hosts.
- 9. In the Available Hosts box, select the desired host and then click Add>.

BRADSOFT	Hele - Home
Group >Users : 4604	Welcome Locati
Options:	Hoteling Guest Hoteling Guest allows a user to associate their service profile with a Hoteling Host user. This allows the guest user to use the host's device with the guest user's service profile. This is useful for transient employees. OK Apply Cancel
Call Control Call Control Clent Applications Meet-Me Conferencing Messaging Sarvice Scripts	Hoteling Guest: 18(on O of Hotel Association Ium: 24 Hours
Utilies	Enter search criteria below User ID V Starts With
	Add > 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.

- **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.

BROADSOFT	Hale - Home
Group >Users : 4604	Welcome [Logout]
Options: Profile Incoming Cells	Passwords Passwords allows you configure your passwords for the web portal and/or portal.
Outgoing Calls Call Control Calling Plans Client Applications	OK Apply Cancel
Meet-Me Conferencing Messaging Service Scripts Utilities	Rest Passand Type new passand Tetry new passand
	OK Apply Cancel

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

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

Configuring Yealink IP Phones

After setting up Hoteling on the BroadWorks, you need to configure Hoteling on the IP phone.

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 VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/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 cred	lentials automatically for	account X	
when logging into the guest profile.			
0 -Disabled			
1-Enabled			
account.X.hoteling.user_id	String within 99 characters	Blank	

Parameters Permitted Values						
Description:						
Configures the user ID used to log into the guest p	profile for account X.					
account.X.hoteling.password	String within 99 characters	Blank				
Description:						
Configures the password used to log into the gues	t profile for account X.	1				
features.homescreen_softkey.hoteling.enable	Boolean	1				
Description:						
Enables or disables the IP phone to display the Hot GuestOut on the idle screen. 0 -Disabled	teling soft keys such as G	iuestIn or				
1-Enabled						
1-Enabled Note: It works only if "account.X.hoteling.enable" is applicable to phones (except VP59/SIP-T58A/CP96 later.		•				
Note : It works only if "account.X.hoteling.enable" is applicable to phones (except VP59/SIP-T58A/CP96		•				
Note : It works only if "account.X.hoteling.enable" is applicable to phones (except VP59/SIP-T58A/CP96 later.	0) running firmware versi	ion 83 or				
Note : It works only if "account.X.hoteling.enable" is applicable to phones (except VP59/SIP-T58A/CP96 later. hoteling.authentication_mode	0) running firmware versi Boolean	on 83 or 0				
Note: It works only if "account.X.hoteling.enable" is applicable to phones (except VP59/SIP-T58A/CP96 later. hoteling.authentication_mode Description: Configures the hoteling authentication mode.	0) running firmware versi Boolean ord as authentication creck password as authentication eling user ID and passwo	on 83 or o lentials. ion				
Note: It works only if "account.X.hoteling.enable" is applicable to phones (except VP59/SIP-T58A/CP96 later. hoteling.authentication_mode Description: Configures the hoteling authentication mode. 0-The phone uses the hoteling user ID and passwo 1-The phone uses the provisioning user name and credentials, and at the same time provides the hotel	0) running firmware versi Boolean ord as authentication cred password as authenticati eling user ID and passwo ials. s set to 1 (Enabled). It is c	lentials. ion the				
Note: It works only if "account.X.hoteling.enable" is applicable to phones (except VP59/SIP-T58A/CP96 later. hoteling.authentication_mode Description: Configures the hoteling authentication mode. 0-The phone uses the hoteling user ID and passwo 1-The phone uses the provisioning user name and credentials, and at the same time provides the hote payload of the message for authentication credent Note: It works only if "account.X.hoteling.enable" is applicable to phones (except VP59/SIP-T58A/CP96	0) running firmware versi Boolean ord as authentication cred password as authenticati eling user ID and passwo ials. s set to 1 (Enabled). It is c 0) running firmware versi	on 83 or 0 dentials. ion rd in the only ion 83 or				
Note: It works only if "account.X.hoteling.enable" is applicable to phones (except VP59/SIP-T58A/CP96 later. hoteling.authentication_mode Description: Configures the hoteling authentication mode. 0-The phone uses the hoteling user ID and passwo 1-The phone uses the provisioning user name and credentials, and at the same time provides the hote payload of the message for authentication credent Note: It works only if "account.X.hoteling.enable" is applicable to phones (except VP59/SIP-T58A/CP96 later.	0) running firmware versi Boolean ord as authentication cred password as authenticati eling user ID and passwo ials. s set to 1 (Enabled). It is c 0) running firmware versi	on 83 or 0 dentials. ion rd in the only ion 83 or				
Note: It works only if "account.X.hoteling.enable" is applicable to phones (except VP59/SIP-T58A/CP96 later. hoteling.authentication_mode Description: Configures the hoteling authentication mode. 0-The phone uses the hoteling user ID and passwo 1-The phone uses the provisioning user name and credentials, and at the same time provides the hote payload of the message for authentication credent Note: It works only if "account.X.hoteling.enable" is applicable to phones (except VP59/SIP-T58A/CP96 later. The following shows an example of the hoteling con- ile (e.g., %BWMACADDRESS%.cfg):	0) running firmware versi Boolean ord as authentication cred password as authenticati eling user ID and passwo ials. s set to 1 (Enabled). It is c 0) running firmware versi	on 83 or 0 dentials. ion rd in the only ion 83 or				

The "X" is an integer which specifies the sequence number of the line key. For SIP-T48S/T48G, X=1-29; for VP59/SIP-T58A/T54W/T54S/T46S/T46G/T29G, X=1-27; for SIP-T42S/T42G/T41S/T41P, X=1-15; for SIP-T53W/T53/T52S/T27G, X=1-21; for SIP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X=1-2.

2.

Parameters	Permitted Values			
linekey.X.type	57			
Description:				
Configures the line key type.				
57 -Hoteling.				
linekey.X.label	String within 99 characters			
Description:				
(Optional.) Configures the label displa	yed on the LCD screen for each line key.			
linekey.X.shortlabel				
(X ranges from 1 to 21)	String within 99 characters			
Description:				
(Optional.) Configures the short label	displayed on the LCD screen for line key.			
Note: It is only applicable to SIP-T52S	IP phones.			
The following shows an example of the	hoteling key (line key) configuration in a template			

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

linekey.2.type = 57

3. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

After downloading the configuration files, the IP phone with host user registered can be shared to the guest (e.g., 4604), who can log in to and out of the guest profile on the IP phone. Once users have logged into the guest profile, the shared phone acts exactly like their own phone.

Flexible Seating

Flexible Seating allows users with the flexible seating guest enabled to create an association with the host in a group. The host is a virtual subscriber that you can provision a list of hosts with the phone devices. After the association is successful, the host's phone will be provisioned with guest's profile settings and is treated as an alternate device of the guest. The registered account is active on both the user's phone and the host's phone. The guest can lock the host's phone.

This feature is not applicable to 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:	

н	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		Welcome	[Logout]
Options: Profile Resources Services	Flexible Seating Host Add Create a fieldle seating host OK Cancel		
Acct/Auth Codes Call Center Meet-Me Conferencing Utilities	* Flexible Seating Host ID: 240028 © yealink.com V * Name: 240028		
	*Caling Line ID Last Name: HostL *Caling Line ID First Name: HostF Department: None V Time Zone: (<u>GMT+08:00) PRC</u> V Network Class of Service: <u>None V</u>		
	OK Cancel		

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

Configuring the Flexible Seating Host

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 Addresses.
- 6. Set the parameters of flexible seating host.

The following shows an example:

Phone Number:	240028
Extension:	0028
Identity/Device Profile:	Marked
Identity/Device Profile Name:	240028 (Group)
Line/Port:	240028@ylas.yealink.com

For more information about Identity/Device Profile, refer to Creating the Device Profile Type.

Group > Flexible Seating Host : 240028		Welcome	[Logout]
Options: Profile <u>Outooing Calls</u>	Flexible Seating Host Addresses Addresses allows you to view and maritain your phone number and other identities that are used to make and receive calls.		
Call Control	OK Apply Cancel		
Connuuri ation Barrino Utilites	Phone Number: 240028 ♥ Activated Extension: 0028 ● Identity/Device Profite ○ None Identity/Device Profite ○ None Identity/Device Profite Name: 240028 (Group) ♥ • Line/Port (240028 (Group) ♥ Allases: sip: 240028@yealink.com		
	OK Apply Cancel		

- 7. Click **Apply** to accept the change.
- 8. Click Configure Identity/Device Profile to configure the device profile to the host.

9. Copy the device type URL from the **Device Type URL** field. And then remember the device access user name and password.

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

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.

ealink 1466								E	Log C inglish(English)
	Status	Account	Network	DSSKey	Features	Settings	Directory	Security	Applications
Preference		Auto Provision						NOTE	
Time & Date		PNP Active		On	🔍 off 🕜			Auto Provi	cion
Time & Dute		DHCP Active		On	🔍 off 🕜			The IP phor	ne can interoperat
Call Display		Custom Option(128~254)		0			auto provisi	
Upgrade		DHCP Option Va	lue	yealink	0			deploying th	te IP phones.
Auto Provision		Server URL		https://y	bsp.yealink.com	:443/dms/Yea	0		phone triggers to provisioning, it
		User Name		240028			0	will request	to download the
Configuration		Password		•••••	•		0	provisioning	n files from the server. During th
Dial Plan		Attempt Expired	Time(s)	5		0			oning process, the ill download and
Voice		Common AES K		•••••	•	ő			iguration files to t
		MAC-Oriented A		•••••	•	0		1	
Ring		Zero Active		Enabled				You can more guides	click here to get
Tones		Wait Time(1~100)e)	10		0			
Softkey Layout		Power On)		O off 👩	•			
TR069		Repeatedly			© off 🕜				
		Interval(Minutes	`	1440	o on 😈	0			
Voice Monitoring		Weekly	,) off	v			
SIP			T		I I I I I I I I I I I I I I I I I I I	-			
Power Saving			e Interval(0~12we	-		0			
Tower Saving			xpire(0~120min)	0		0			
		Time			0 00 : 00	0			
				Sund					
				Mond Tueso					
		Day of Week		Wedr					
				Thurs					
				V Friday					
		Flexible Auto Pro		Satur	1				
					I off 🕜	-			
		Flexible Interval	Days	30		0			
		Flexible Time		02 : 00		0			
				Autop	provision Now				

5. Enter Device Access Password that you remember in step 9 above in the Password field.

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.
- 6. Check the **Enforce Association Limit <Number> Hours** checkbox, and then configure the limit time for guest.

If the association limit is not enforced, the guest user is allowed to associate with the host indefinitely. The time limit is not allowed until the association is terminated.

Group > Flexible Seating Host : 240028	Welcome [Logout]
Options: Profile Outgoing Calls Call Control	Flexible Seating Host Guest Association Marage the guest association settings for a featile seating host. A user who is asigned 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 device profile. If the association limit is not enforced, the guest user is allowed to associate with the puest device profile. If the association limit is not enforced, the guest user is allowed to associate with the puest device profile. If the association limit is not enforced, the guest user is allowed to associate with the puest set.
Communication Barring	OK Apply Cancel
Ullines	Centerprise @ Group Access Leve: O Enterprise @ Group Associated Guest Las Name: Prone Number: Location Dating 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.

up > <u>Users</u> : 240029		Welcome Log
ons:	Analyse Constant	
rofile	Assign Services	
coming Calls	Assign Services allows you to assign or unassign services and service packs for a user. If a service or	IT service pack is unassigned the service data that has been filled out will be lost.
utgoing Calls	OK Apply Cancel	
all Control	OK Apply Calicel	
lient Applications	Available Service Packs	User Service Packs
essaging		
rvice Scripts		Add >
mmunication Barring		A00
llaborate		Remove <
ilities		
		Add All >>
		Rod All 22
		Remove All
	Available Services	User Services
	Alternate Numbers	Add > External Calling Line ID Delivery
	Anonymous Call Rejection	Add > External Custom Ringback Fax Messaging
		Remove < Flash Call Hold
	BroadTouch Business Communicator Desktop	Flexible Seating Guest
	BroadTouch Business Communicator Desktop - Audio	Group Night Forwarding
	BroadTouch Business Communicator Desktop - Video BroadTouch Business Communicator Mobile	Add All >> Hoteling Guest
	Broad Touch Business Communicator Mobile - Audio	In-Call Service Activation
	BroadTouch Business Communicator Mobile - Video 🗸 🔽	Remove All Integrated IM&P
	BroadTouch Business Communicator Tablet	Intercept User
	OK Apply Cancel	

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

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

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)

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.

Line/Port:

Group >Users : 240029		weicome	Logout
Options: Profile Incoming Calls	Flexible Seating Guest Allows a user to associate their device profile with a flexible seating host.		
Outgoing Calls Call Control Client Applications Messaging	OK Apply Cancel Profile Host Association		
Service Scripts Communication Barring Collaborate Utilities	Flexible Seating Guest: On Orf Unlock Phone PIN Code: Device Profile		
	Identity/Device Profile Name: 240029_1 (Group) ♥ <u>Contrave Identity/Device Profile</u> *LinePort: 240029_1 @[y1as 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.
- (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		weicome Logout
Options: Profile Incoming Calls	Flexible Seating Guest Associate a feeble seating host.	
Outgoing Calls	OK Apply Cancel	
Call Control		
Client Applications	Profile Host Association	
Messaging	Prome	
Service Scripts		
Communication Barring	Host Association Limit: 24 Hours	
Collaborate Utilities	☑ Limit Association to 12 Hours	
Onines		
	Enter search criteria below	
	User ID V Starts With V	+ Search
	Available Hosts	Associated Host
	Add > 240 Remove <	028, Floxble Seating Quest (240028)
	OK Apply Cancel	

10. Click Apply to accept the change.

The Association Date and Association Expiry display on the screen.

Group >Users : 240029		Welcome	[Logout]
	Flexible Seating Guest Associate a feedble seating host Saved CK Apply Cancel Profile Host Association Host Association Unit: 24 Hours V Limit Association to 12 Hours Host Association to 12 Hours		
	Enter search criteria below User ID Starts With Available Hosts Available Hosts Associated Host Add 240028.Plexible Seating Guest(240028) Remove <	Search	
	Association Date: Sat Jul 09 16:34:21 CST 2 Association Exply: Sun Jul 10 04:34:21 CST 2		

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 VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for

SIP-T53W/T53/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.		

Parameters	Permitted Values	Default
0-Disabled		
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 aut when logging into the guest profile. O-Disabled 1-Enabled 	omatically for	account X
account.X.hoteling.user_id	String within 99 characters	Blank
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
Description:		
Enables or disables the IP phone to display the Flexible Seatin GuestIn on the idle screen. 0 -Disabled	ıg soft keys suo	ch as
1-Enabled		
Note : It works only if "account.X.flexible_seating.enable" is set applicable to phones (except VP59/SIP-T58A/CP960) running later.		
bw.flexible_seating.remember_password.ldap.enable	Boolean	0
Description:		
Enables or disables the IP phone to save and use LDAP director using flexible seating feature. 0 -Disabled	ory user creder	ntials when
1-Enabled		
Note : It works only if "account.X.flexible_seating.enable" is set phone can record up to 100 user credentials. If you disable th credentials are cleared. It is only applicable to phones running later.	is feature, all s	aved user
The following shows an example of the flexible seating configu	ration in a tem	nplate
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/\	alinkT16C1	
	i callitik i 400/	
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	Call setup: The BroadWorks sends a re-INVITE without SDP to set up the recording. The phone responses with 200 OK and offers SDP, and then receives ACK with SDP from BroadWorks contains an "a=record" attribute with the setting "on".	None
	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	Call setup: The BroadWorks sends a re-INVITE with SDP contains an "a=record" attribute with the setting "on". The phone response with 200 OK and answer SDP. Pause recording: The phone sends a	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". Resume Recording: 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. Call setup: The BroadWorks sends a re-INVITE without SDP to set up the recording. The phone responses with 200 OK and offers SDP, and then receives ACK with SDP from BroadWorks contains an "a=record" attribute with the setting "off". Save recording: The phone sends re-INVITE (or UPDATE) SDP contains an "a=recordpref" attribute with setting "on", and BroadWorks responds a 200 OK with SDP contains an "a=record" attribute with setting "on". Pause recording: 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. Start recording: 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 Yealink Logo
Dptions: 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	user. If a service or service pack is unassign	ed the service data that has been filled out will be lost.
Client Applications	Available Service Packs		User Service Packs
Messaging			
Service Scripts Collaborate Utilities		Add > Remove <	Advanced Features I Advanced Features II Basic Interop BroadTouch Business Communicator Call Logs - Basic Only
		Add All >> Remove All	Video
	Available Services		User Services
	Shared Call Appearance 10 Voice Messaging User - Video	Add > Remove <	Authentication Call Center - Standard Cell Execution Integrated IM&P 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 [Logout]
Options: Profile Incoming Calls Outgoing Calls Call Control	Call Recording Call Recording allows you to record calls. OK Apply Cancel
Client Applications Metssaging Service Scripts Collaborate Unities	Record Call: O Always Aways with Pause/Resume On Demand with User Initiated Start Never
	Play Call Recording Start/Stop Announcement Record Voice Messaging PausofResume Notification: © None Deep 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 VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/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.					
0-XSI					
1-SIP					

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

account.1.call_recording.enable = 1

2. Upload template boot and configuration files.

For more information, refer to Uploading Device Template Files.

Note Before configuring Centralized Call Recording, please make sure the USB recording is disabled (the value of the parameter "features.usb_call_recording.enable" is set to 0).

Executive and Assistant

Executive and Assistant feature provides a new solution for executive/assistant interworking. The executive can filter and screen the incoming calls, and the calls are routed to the assistant. This feature is not applicable to CP930W-Base, W52P, W53P, W56P and W60P IP phones.

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	Ring Splash : The executive's access device locations are alerted with silent alerting by including Alert-Info: header in the SIP INVITE.
	Three optional alert locations available:
	Mobility Location : The executive's BroadWorks Mobility (BM) location can only be alerted for screening if it is enabled. It is available when the BroadWorks Mobility service is assigned.

A user becomes an executive when the Executive service is assigned. The executive can configure the following Executive services:

Executive Service	Description
	Anywhere Locations: The executive's BroadWorks Anywhere
	locations can only be alerted for screening if it is enabled. It is
	available when the BroadWorks Anywhere service is assigned.
	Refer to BroadWorks Anywhere for more information.
	Call Appearance Locations: The executive's Shared Call
	Appearance (SCA) locations can only be alerted for screening if it
	is enabled. It is available when the Shared Call Appearance (SCA)
	service is assigned. Refer to Shared Call Appearance for more
	information.
	Alert type does not apply to Broadworks Anywhere and
	Broadworks Mobility location.
	Note: Call screening will not take effect when call filtering is
	disabled.
	Configure the alerting feature for assigned assistants, call push
	and rollover action when the filtered call is not answered
Call Alerting	successfully by an assistant.
	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	Add All >> Remove All		
	Available Services User Services		
	Barge-in Exempt) Add > CommPRig Call Manager BroadToch Business Communicator Dektop Add > Custom Pick Call Nanager BroadToch Business Communicator Dektop - Audio BroadToch Business Communicator Dektop - Audio BroadToch Business Communicator Mobie Remove Denter He Call Nanager BroadToch Business Communicator Dektop - Audio BroadToch Business Communicator Mobie Add All > Remove Denter He Call Nanager BroadToch Business Communicator Mobie BroadToch Business Communicator Mobie - Addio BroadToch Business Communicator Mable - Addio BroadToch Business Communicator Mable - Addio BroadToch Business Communicator Tablet Add All >> Mad All >> BroadToch Business Communicator Mable - Addio BroadToch Business Communicator Tablet - Addio BroadToch Business Communicator Tablet - Video Remove All Three-Vary Call		
	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: Profile Incoming Calls Quitaoing 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. Saved		
<u>Call Control</u> <u>Client Applications</u>	OK Apply Cancel		
Messaging			
Communication Barring	Assistants Filtering Screening Alerting		
Collaborate			
Utilities	✓ Allow Assistants to Opt-in/Opt-out of Pool		
	Enter search criteria below		_
	User ID V Starts With V	Search	
	User ID V Stants With V	Search	_
	Available Assistants Assigned Assistants		
	Add > 240022 240022 (240022) - In 240023 240023 (240023) - In Remove Add All >> Remove All Move Up		
	OK Apply Cancel		

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

Assigning Multiple Call Arrangement Service to an Executive

Procedure

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240021).
- 5. Click on Assign Services.
- 6. In the Available Service box, select Multiple Call Arrangement and then click Add>.

		Welcome	Lodon
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 OK Apply Cancel	nas been filled out will be lost.		
Available Service Dacks	User Service Packs	_	
Ads > Remove < Add All >> Remove All			
Available Services	User Services		
Basic Call Logi Broad Touch Business Communicator Desktop Broad Touch Business Communicator Desktop - Audio Broad Touch Business Communicator Desktop - Audio Broad Touch Business Communicator Desktop - Valeo Broad Touch Business Communicator Mobile - Audio Broad Touch Business Communicator Tablet - Audio Broad Touch Business Communicator Tablet - Audio → Broad Touch Business C	ot Call Manager ingback User ingback User - Video Call Pickup sturb tall Arrangement Hold User all Appearance		
	Asign Service allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that it	Asign Bervices allows you b asign or unassign tervices 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 Add > Add > Add > Add All >> Add > Add > Add All >> Remove All User Service Packs Add All >> Collaborate - Audio Collaborate - Audio Barge on Example Add > Collaborate - Audio Barge on Example Add > Collaborate - Audio Barge on Example Collaborate - Audio Collaborate - Audio Brand Touch Buriness Communicator Desktop - Audio Remove All Collaborate - Audio Brand Touch Buriness Communicator Desktop - Audio Remove All Coulor Ringlack User / Coulo	Asign Bervices allows you be asign or unassign tervices and service pack 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 Variable Service Pack User Service Pack Sarvice Colspan="2">User Service Pack User Service Pack Sarvice Desktop - Addo Broad Toch Business Communicator Desktop - Addo Broad Toch Business Communicator Mobile - Vadeo Broad Toch Business Communicator Mobile - Vadeo Broad Toch Business Communicator Tablet - Vadeo

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	an assistant pool that will an Add Cancel	iswer calls for the user. The	e executive can configur	e call filtering, screening and alertin	ıg.		
Client Applications	Assistants	Filtering	Screening	Alerting				
Messaging	POSIStanto		bucching	Pacifully				
Communication Barring Collaborate	Call Filtering: Oor	● Off						
Utilities	Call Filtering Mode: Osi	nple						
	Filter Type: All Calls							
		O All Internal Calls						
		O All External Calls						
	• Ad	vanced						
	Call Filtering Criteria Used							
	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

Calls	to: Primary (240021/0021)
Group >Users : 240021	Welcome Looox
Group -Users: 240021 Options: Profile Incomma Calls Cutationa Calls CallControl CallsControl Cellient.Accitation Messauro Communation Barring Continue.alon Barring Continue.alon Barring Collaborate	Executive Filtering Criteria Add Add a call filtering criteria for Executive service. OK Cancel Penergion: Depart-A © Filter call On one time call Selected Time Schedule [From V Selected Time Schedule [From V Catalist tom Catalist tom Over whether all bone number Any schemal bone number Any schemal bone number Any schemal bone number Policy on pone numbers Policy prove numbers
	Calls to Cal

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

Configuring the Call Screening for an Executive

Procedure

- **1.** Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240021).
- 5. Click on Call Control->Executive. And then click the Screening tab.
- 6. Mark the **On** radio box in the **Call Screening** field.
- 7. Select **Silent** or **Ring Splash** from the **Alert Type** field.

Alert type does not apply to BroadWorks Anywhere and BroadWorks Mobility location.

 (Optional.) Check the desired checkbox in the Alert BroadWorks Mobility Location, Alert BroadWorks Anywhere Locations or Alert Shared Call Appearance Locations checkbox field.

They appear when the **BroadWorks Mobility**, **BroadWorks Anywhere** or **Shared Call Appearance (SCA) service** is assigned. If the checked location does not exist, call screening is essentially disabled and only the assistants are alerted for the filtered call.

Group >Users : 240021		Welcome	[Logout]
Options: Profile Incoming Calls Outgoing Calls 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 Messaging Service Scripts	Assistants Filtering Screening Alerting		
Communication Barring Collaborate Utilities	Call Screening: ● On ○ Off Alert Type: ● Silert ○ Ring Splash		
	Alter BroadWorks Mobility Location Alter BroadWorks Anywhere Locations Alter BroadWorks Anywhere Locations Alter 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 Call Control	OK Apply Cancel		
Client Applications Messaging	Assistants Filtering Screening Alerting		
Communication Barring Collaborate	Alerting Mode:		
	Cal Push Recal After (2 V Rings Rollover After Walting 30 seconds Rollover Action: @ Voice Messaging O Forward to Phone Number / SIP-URI: No Answer Processing OK Appy Cancel		

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

Configuring the Executive-Assistant Feature

Assigning the Executive-Assistant Service to a User

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

- 3. Click Search to display all existing users.
- 4. Select the desired user (e.g., 240022).
- 5. Click on Assign Services.
- 6. In the Available Service box, select Executive-Assistant and then click Add>.

Group >Users : 240021		Welcome [Logout]
Options: Profile Incoming Calls Outgoing Calls Call Control	Assign Services Assyn Services allow you basign or unassign services and service packs for a user. If a service or service OK Apply Cancel	pack is unassigned the service data that has been filled out will be lost.
Client Applications	Available Service Packs	User Service Packs
Messaging		
Communication Barring	Add >	
Collaborate	Add ×	
Utilities	Remove -	c
	Add All >> Remove /	
	Available Services	User Services
	Bargen Exempt Basc Call Log Broad Touch Business Communicator Desktop Broad Touch Business Communicator Desktop Broad Touch Business Communicator Mobile Broad Touch Business Communicator Mobile Broad Touch Business Communicator Mobile Broad Touch Business Communicator Mobile Broad Touch Business Communicator Tablet Broad Stuch Business Communicator Bable Broad Stuch Business Communicator Business Communicator Bable Broad Stuch Bable Broad Stuch Business Communicator Bable Broad Stuch Business C	Do Not Disturb Executive Executive Music On Hold User Shared Call Appearance
	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: Extra constraints External constraints Outpoints Calls Outpoints Calls Outpoints Calls Control Messaulta Communication Barring Littles	ок	Assistant dive pools the assistant is assigned to. The assistant can Apply Cancel Divert: On Orf Divert: On Orf Divert: Other Control of the control	i view and configure the executive's setting.		
	Opt-in	Executive First Name 240021 240024	Executive Last Name 240021 240024	Edit Edit Edit	
	ОК	Apply Cancel		_	

8. In the executive list, check the **Opt-in** checkbox before the desired executive name.

The **Opt-in** checkbox is checked and non-editable when the executive does not allow an assistant to opt-in/opt-out (refer to Configuring the Executive Feature).

Changing Filtering, Screening or Alerting for an Executive

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

- 4. Select the desired user (e.g., 240022).
- 5. Click on Call Control->Executive-Assistant.
- 6. Click Edit behind the corresponding executive.
- 7. Click the desired tab to edit.

Group >Users : 240022						Welcome	[Logout]
Options: Profile Incoming Calls Option Calls		sistant to configure the executive's setting on t	behalf of the executive.				
Outgoing Calls Call Control	OK A	pply Add Cancel					
Messaging Communication Barring	Filtering	Screening	Alerting				
LDBReg	Call Filtering Mod	He: 240021, 240021 To: © on O off Filter Type: © All Catls ○ All Internal Catls ○ All External Catls ○ Advanced eria Used in Advanced Mode. Description Depart-A	Filter Yes	Calls from All calls	Calls to Primary	Edit Edit	
		pply Add Cancel			, rinnery		

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.

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

Options: Profile Incoming Calls	Assign Services Assign Services allows you to assign or unassign services and service packs for a user	r. If a service or service pack is unassigned the service data that has been filled out will be lost.
Outgoing Calls	OK Apply Cancel	
Call Control Client Applications	Available Service Packs	User Service Packs
Messaging	Avuluate service ruces	vasi asi nos ruoka
Communication Barring		Add >
Collaborate		A00 >
Utilities		Remove <
		Add All >>
		Remove All
	Available Services	User Services
	Barge-in Exempt Basic Call Logs	Add > Executive Flexible Seating Guest
	BroadTouch Business Communicator Desktop	Multiple Call Arrangement
	BroadTouch Business Communicator Desktop - Audio BroadTouch Business Communicator Desktop - Video	Remove < Music On Hold User Security Classification
	BroadTouch Business Communicator Desktop - Video	Shared Call Appearance
	BroadTouch Business Communicator Mobile - Audio	Third-Party Voice Mail Support
	BroadTouch Business Communicator Mobile - Video BroadTouch Business Communicator Tablet	Add All >> Three-Way Call Video On Hold User
	BroadTouch Business Communicator Tablet - Audio	Remove All Voice Messaging User
	BroadTouch Business Communicator Tablet - Video	Voice Messaging User - Video
	OK Apply Cancel	
	OK Apply Cancel	

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

Assigning Security Classification Levels for a User

Procedure

6.

- 1. Log into the web portal as a group administrator.
- 2. Click on Profile->Users.
- Click **Search** to display all existing users. 3.
- 4. Select the desired user (e.g., 240021).
- Click on Utilities->Security Classification. 5.
- 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		1	
Client Applications			
Messaging	Security Classification: Unclassified V		
Communication Barring			
Collaborate			
Utilities	OK Apply Cancel		

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

Configuring Yealink IP Phones

Procedure

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

The "X" in the parameter is an integer which specifies the line number on the IP phone. For VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920/CP960, X=1.

Parameters	Permitted Values	Default		
account.X.security_classification.enable	Boolean	0		
Description:				
Enables or disables security classification feature for 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 [Logou
Options: Profile Incoming Calls Outgoing Calls	Assign Services Assign Services allows you to assign or unassign services and servi been filled out will be lost.	ice packs for a user. If a service or service pack is unassigned the service data that has
Call Control	OK Apply Cancel	
Calling Plans Client Applications	Available Service Packs	User Service Packs
Meet-Me Conferencing		
Messaging		Add >
Service Scripts		
<u>Utilities</u>		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/Retrieve Barge-In Exempt Basic Call Logs BroadWorks Anywhere BroadWorks Mobility
		Add All >> Call Center - Premium Call Forwarding Always 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.
	Specifies whether to prompt the user to enter
Require Answer Confirmation	a confirmation digit before completing the
	mobile call answered by the use.
Use Broadworks-based Call Control	Specifies whether call control is performed by
Services	BroadWorks and not by the mobile device.

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

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

Group >Users : 4603		Welcome	[Logout]
Group >Users: 4603 Options: Profile Incoming Calls Outgoing Calls Outgoing Calls Calling Plans Callent Applications Meet-Me Conferencing Messaging Service Scripts Utilities	BroadWorks Mobility setings. OK Apply Cancel BroadWorks Mobility: On Off Phone to Ring: Fixed Mobile Number: 15980751615 Apent for Click-to-Dial calls Alert for Click-to-Dial calls BroadWorks Mobility: Use BroadWorks-based Call Control Services	Welcome	[Logout]
	OK Apply Cancel		

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

Call Decline Policy

Call Decline Policy allows the user to terminate ringing at all Shared Call Appearance (SCA), Flexible Seating Guest, and BroadWorks Mobility locations in addition to the primary location. When one device sends a SIP "486 Busy" response, the call receives "Busy" treatment. If a response other than a "486 Busy" (such as 403 or 603) response is received, the call is not declined and the remaining device continues to ring/alert. If Call Forwarding Busy or Voice Messaging services are configured, then the call is redirected to one of these services.

This policy does not apply to the following scenarios:

- Automatic Callback
- Call Transfer Recall
- Automatic Hold/Retrieve Recall
- Call Park Recall
- Executive-Assistant Call Push Recall

When a location declines the call in the context of these scenarios, the other locations continue to be alerted. This policy does not apply to the Executive service when the executive is configured to screen calls. Refer to Executive and Assistant for more information.

This feature is not applicable to 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 Vew or modify Device Policies for the User.		
Outgoing Calls	OK Apply Cancel		
Call Control Client Applications			
Messaging Communication Barring Collaborate Utilities	Bingle User Finite and Shared Lines Generated Shared Lines Generated Shared Shar		
	Enable Call Forwarding Always		
	Enable Call Forwarding Busy		
	Enable Call Forwarding No Answer		
	Enable Do Not Disturb		
	Enable Executive		
	Enable Executive Assistant		
	Enable Security Classification		
	Enable Call Recording		
	OK Apply Cancel		

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

Configuring Yealink IP Phones

Procedure

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

The "X" in the parameter is an integer which specifies the line number on the IP phone. For VP59/SIP-T58A/T54W/T54S/T48S/T48G/T46S/T46G/T29G, X=1-16; for SIP-T53W/T53/T52S/T42S/T42G, X=1-12; for SIP-T41S/T41P/T27G, X=1-6; for SIP-T40P/T40G/T23P/T23G, X=1-3; SIP-T21(P) E2, X=1-2; for SIP-T19(P) E2/CP920, X=1.

Parameters	Permitted Values	Default	
features.call_decline.enable	Boolean	0	
Description:			
Enables or disables call decline feature.			
0-Disabled			
1-Enabled			
account.X.features.call_decline.enable	%BWDFS-CALL-DECLIN E-BINARY-X%	Blank	
Description:			
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 VP59/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- SIP INVITE request is taken from the network using an Identifier Number (ELIN). The custom outbound identi "dialplan.emergency.custom_asserted_id" will be used LLDP-MED ELIN value.	LLDP-MED Emergen ty configured by	cy Location									
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 VP59/T58A/0 feature is enabled, the location ID will be added to the	•										
If it is set to HELD (not applicable to VP59/T58A/CP960 HELD protocol to retrieve location information from th											
Note : If the obtained LLDP-MED ELIN value is blank ar PAI header will not be included in the SIP INVITE reque running firmware V82 or later.											
dialplan.emergency.held.server_url String Blank											
Description: Configures the Location Information Server URL for the request.	e IP phone to send H	ELD location									

Parameters	Permitted Values	Default
Note: It works only if "dialplan.emergency.asserted_id_		D. It is applicable
to IP phones (except VP59/T58A/CP960) running firmw	are V82 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
Note: It works only if "dialplan.emergency.asserted_id_s to IP phones (except VP59/T58A/CP960) running firmw		
dialplan.emergency.held.request_element.X.name		
(X ranges from 1 to 255)	String	Blank
Description:		
Configures the custom element name to be sent in a lo	cation request mess	age.
For example:		
dialplan.emergency.held.request_element.1.name = ma	с	
dialplan.emergency.held.request_element.2.name = cor	npanyID	
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	source" is set to HEL	.D. It is applicable
to IP phones (except VP59/T58A/CP960) running firmw	are version 82 or lat	er.
dialplan.emergency.held.request_element.X.value	C 1 1 1	DL J
(X ranges from 1 to 255)	String	Blank
Description:		
Configures the custom element value to be sent in a lo	cation request mess	age.
For example:		
dialplan.emergency.held.request_element.1.value = 001	565B38ECB	
dialplan.emergency.held.request_element.2.value = 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 VP59/T58A/CP960) running firmw	vare version 82 or lat	er.							
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:+10< td=""><td></td><td>n the</td></tel:+10<>		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> If using a 10-25 digit number (for example, 123456789 number and SIP server (for example, abc.com) is include</sip:1234567890123@emergency.com>	pe replaced by the en). 0), the SIP URI consti	nergency server ructed from the							
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							
Description: Configures the port of emergency server X to be used Note: It works only if "dialplan.emergency.asserted_id_	-	HELD.							
dialplan.emergency.server.X.transport_type									
(X ranges from 1 to 3) 0, 1, 2 or 3 0									
Description: Configures the transport protocol the IP phone uses to server X. 0 -UDP	o communicate with t	he emergency							

Parameters	Permitted Values	Default
1-TCP		
2 -TLS		
3 -DNS-NAPTR		
Note: It works only if "dialplan.emergency.asserted_id_	_source" is not set to	HELD.
dialplan.emergency.X.value	number or SIP	Refer to the following
(X ranges from 1 to 255)	URI	content
Description:		
Configures the emergency number to use on your IP p emergency services in the local area when required.	hone so a caller can	contact
Default:		
When $X = 1$, the default value is 911;		
When $X = 2-255$, the default value is Blank.		
Note: It works only if "dialplan.emergency.asserted_id_	_source" is not set to	HELD.
dialplan.emergency.X.server_priority	a combination	
(X ranges from 1 to 255)	of digits 1, 2 and 3	1, 2, 3
Description:		
Configures the priority for the emergency servers to be	e used.	
Configures the priority for the emergency servers to be Multiple values are separated by commas. The servers right).		ler listed (left to
Multiple values are separated by commas. The servers	to be used in the orc emergency server wit	h higher priority,
Multiple values are separated by commas. The servers right). The IP phone tries to make emergency calls using the and then with lower priority. The IP phone tries to serve	to be used in the orc emergency server wit	h higher priority,
Multiple values are separated by commas. The servers right). The IP phone tries to make emergency calls using the and then with lower priority. The IP phone tries to serve emergency server for three times.	to be used in the orc emergency server wit	h higher priority,
Multiple values are separated by commas. The servers right). 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 :	to be used in the orc emergency server wit d the INVITE request	h higher priority, to each
Multiple values are separated by commas. The servers right). 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	to be used in the ord emergency server wit d the INVITE request ollowing priority: eme	ch higher priority, to each ergency server
Multiple values are separated by commas. The servers right). 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 It means the emergency calls will be dialed using the f 2>emergency server 1>emergency server 3. The IP pho	to be used in the ord emergency server wit d the INVITE request ollowing priority: emo one tries to send the I (no matter whether t be dialed using the f rver will be used. It w	th higher priority, to each ergency server 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 0 -Disabled	ature.	
${f 1}$ -Enabled, the IP phone supports network hold and o	perator ring-back for	emergency calls.
Note: It is only applicable to phones running firmware	e version 83 or later.	
account.X.reg_with_pani_header.enable ^[1]	Boolean	0
Description:		
Enables or disables the IP phone to carry the PANI hea for account X.	ader in the REGISTER	request message
0 -Disabled		
1-Enabled		
Note : It is only applicable to phones running firmware	version 83 or later.	
account.X.invite_with_pani_header.enable ^[1]	Boolean	0
Description:		
Enables or disables the IP phone to carry the PANI hea 0 -Disabled	ader in the INVITE rec	juest 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 Ph	one>;
Note: It is only applicable to phones running firmware	version 83 or later.	
¹ X is the account ID. For SIP-T54W/T54S/T48G/T48S/T IP-T53W/T53/T52S/T42G/T42S, X=1-12; for SIP-T41P/ IP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X=	T41S/T27G, X=1-6; fo	r
The following shows an example of the emergency configuration file (e.g., y000000000028.cfg):	y call configuration in	a template
dialplan.emergency.asserted_id_source = ELIN		
dialplan.emergency.1.value= 311		

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 [Logou
Deptions: Profile Incoming Calls Quitgoing Calls	Assign Services Asign Service allows you to assign or unassign services and service packs for a user. If a service OK Apply Cancel	ce or service pack is unassigned the service data that has been filled out will be lost
Call Control Calling Plans	Available Service Packs	User Service Packs
<u>Messacing</u> <u>Communication Barring</u> <u>Utilities</u>		Add > Add A > Add Au >> Ad
	Available Services	User Services
	Shared Call Appearance 25 Shared Call Appearance 30 Shared Call Appearance 35 Shared Call Appearance 5 Simultaneous Ring Personal	Add > Calling Line ID Blocking Overnde Calling Line ID Blocking Overnde Calling Line ID Blocking Overnde Calling Name Delivery Calling Name Retrieval Calling Name Retrieval Calling Name Delivery Do Not Delivery Do Not Delivery Do Not Delivery Calling Name Retrieval Callin

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:	Silent Alerting		
Profile Incoming Calls	Silent Alerting Calls Silent Alerting allows user to suppress ringing phone when incoming calls are received. Calls OK Call OK Apply Cancel Silent Alerting: Om Silent Alerting: Om		
Outgoing Calls Call Control	OK Apply Cancel		
Calling Plans			
Messaging	Silent Alerling: 🖲 On 📀 Off		
Communication Barring			
<u>Utilities</u>	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	Identity/Device Profil Add or modify group level identity/device		vice profiles defined a	at group level.				
Services Call Center		ncel						
Meet-Me Conferencing Utilities	Enter search criteria below	Starts With V				+	Searc	h
	Identity/Device Profile Name	Identity/Device Profile Type	Available Ports	Host Name/IP Address	MAC Address	Status	Version	Edit
	240028	Yealink-T46G	16			Online		Edit
	240161	Yealink-T46G	14			Online	Yealink Sl.	. Edit
	240162	Yealink-T46G	15			Online	Yealink Sl.	. Edit
	240163	Yealink-T46G	15			Online	Yealink Sl.	. Edit
			[Page 1 of 1]					
	OK Add Ca	ncel						

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

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

Group							Welcome	[Logout]
	Identity/D Modify or delete a							
Services	ОК	Apply	Delete	Cancel				
Call Center Meet-Me Conferencing								
Utilities	Profile		Users		Files	Custom Tags		
		Device Pro	ile Name: 24002 file Type: Yealir ype URL: https: Protocol: SIP	nk-T46G //ylxsp.yealink.	com:443/dms/YealinkT	46G/		
		1	ransport: Unsp	pecified 🗸				
	MAC Addre			6574b450				
	Serial Numb	ber:						
	Description:							
	Outbound P	roxy Server:				_		
	STUN Serve	er.						
	Physical Lo	cation:						
	Authentio	Assigned Lin Jnassigned Lin ation	es/Ports: 16 Version: Profile Type Cr ntials	40028				
	ОК	Apply	Delete	Cancel				

Configuring the IP Phone via Web User Interface

Procedure

- **1.** Log into the web user interface as an administrator.
- 2. Click on Settings->Auto Provision.
- 3. Enter the parameters: URL, user name and password in the corresponding fields.

(e estimate l	_			_		Log Or English(English)
ealink 1466	Status	Account Network	DSSKey Features	Settings	Directory	Security Applications
Preference		Auto Provision				NOTE
Time & Date		PNP Active	◎ On ○ Off ?? ◎ On ○ Off ??			Auto Provision The IP phone can interoperate
Call Display		Custom Option(128~254)	0			with provsioning server using auto provisioning for
Upgrade		DHCP Option Value	yealink 🕜			deploying the IP phones.
Auto Provision		Server URL	https://ybxsp.yealink.com:44	43/dms/Yea	0	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
Voice		Attempt Expired Time(s) Common AES Key	5	0		IP phone will download and update configuration files to th
		MAC-Oriented AES Key		0		phone flash.
Ring		Zero Active	Enabled -	0		You can click here to get more guides.
Tones		Wait Time(1~100s)	10	0		
Softkey Layout		Power On	◉ On ◎ Off 🕜			
TR069		Repeatedly	🛇 On 🖲 Off 🕜			
Voice Monitoring		Interval(Minutes)	1440	0		
SIP		Weekly	🛇 On 🖲 Off 🕜			
		Weekly Upgrade Interval(0~12weel	() 4	0		
Power Saving		Inactivity Time Expire(0~120min)	0	0		
		Time	00 : 00 00 : 00 Sunday Monday Tuesday	0		
		Day of Week	 ✓ Wednesday ✓ Thursday ✓ Friday ✓ Saturday 			
		Flexible Auto Provision	On Off 💡			
		Flexible Interval Days	30	0		
		Flexible Time	02 : 00 :	0		
			Autoprovision Now			

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

6. Click **Confirm** to save the setting.

After the above configurations, reboot the IP phone. The IP phone will try to download the boot file and configuration files from the BroadWorks server.

Verifying Configurations

After auto provisioning, the IP phone reboots in some cases. You can verify the configurations via phone user interface or web user interface of the phone. During the auto provisioning process, you can monitor the downloading request and response message by a WinPcap tool. **Example:** Yealink SIP-T46G IP phone downloads the boot file and configuration files by HTTP.

_																							
2	8.81.0	25_19_7_44.	pcap [Wi	reshark 1.	12.4 (v1.1	2.4-0-gb486	lda from	master-1.	12)]														
Ele	Edit	<u>V</u> iew <u>G</u> o	Capture	Analyze	Statistics	Telephony	Tools	(nternals	<u>H</u> elp														
۰	•	1 🔳 🕰	6	* 2	୍ 🍦	🔶 🥥 🖗	2 [0, 🖭	🏼 🖾 🚺	»% 🔛											
Filte	r: ht	tp					1	• Expres	sion Clea	ar Appij	Save												
No.	1	Source			Time		De	stination				Proto	col	Length 1	Info								
	1	10.2.20.20	07		0.00000	0	10	0.2.5.14	16			HTTP		224	HTTP/	1.1 302	2 Found						
	2	10.2.5.140	6		0.00272	8	1	.2.20.3	207			HTTP		500	GET /	servlet	:?p=sett	ings-co	nfig&g=	load H	TTP/1.1		
	51	10.2.20.20	07		0.14662	6	10	0.2.5.14	16			HTTP		1040	HTTP/	1.1 200	ок						
	55	10.2.5.140	6		1.66466	2	10	.2.20.2	207			HTTP		499	GET /	servlet	:?p=sett	ings-au	top&g=1	oad HT	TP/1.1		
	100	10.2.20.20	07		1.78044	7	10	.2.5.14	16			HTTP		544	HTTP/	1.1 200	ОК						
	105	10.2.5.140	6		4.18037	8	10	. 2. 20. 2	207			HTTP										HTTP/1.1	(applica
	111	10.2.20.20	07		4.41123	3	1	0.2.5.14	16			HTTP		226	GET /	Yealink	ст46/001	5654146	dd.boot	HTTP/	1.1		
	120	10.2.5.140	6		4.41663	7	10	.2.20.2	207			HTTP		66	HTTP/	1.1 404	NOT FO	und (t	ext/htm	1)			
	125	10.2.20.20	07		4.42638	19	10	0.2.5.14	16			HTTP		227	GET /	Yealink	ст46/у00	0000000	000. boo	t HTTP,	/1.1		
	136	10.2.5.140	6		4.45644	2	10	.2.20.2	207			HTTP		66	HTTP/	1.1 404	NOT FO	und (t	ext/htm	1)			
	140	10.2.20.20	07		4.45845	3	10	0.2.5.14	16			HTTP							028.cfg				
	161	10.2.5.14	6		4.46676	9	1).2.20.1	207			нттр		336	HTTP/	1.1 200) ОК (а	pplicat	ion/oct	et-str	eam)		
	189	10.2.20.20	07		4.52094	2	10	0.2.5.14	16			HTTP				1.1 200				_			
	196	10.2.5.140	6		9.55915	5	10	. 2. 20. 2	207			HTTP		506	GET /	servlet	?p=sett	ings-au	top&q=r	esult&	random=0	.70822804	07453065 H
	206	10.2.5.140	6		14.5613	40	10	.2.20.3	207			HTTP		507	GET /	servlet	?p=sett	ings-au	top&q=r	esult&	random=0	.17672431	030174907

Troubleshooting

This chapter provides general troubleshooting information to help to solve the problems you might encounter when you deploy Yealink IP phones in the BroadWorks environment.

Why does the phone fail to download configuration files using BroadWorks Device Management?

- **1.** Ensure that the provisioning URL, user name and password configured on the phone are correct.
- 2. Ensure that the MAC address of the phone is configured when creating a device profile.
- **3.** If the phone is triggered to download configuration files via a SIP NOTIFY request with event check-sync or resync, ensure the account configured on the phone is correct in addition to the above configurations.

How to view the configuration files on the BroadSoft server?

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



5. Click the access file URL to view the desired configuration file.

If you want to view the device-specific file, ensure that the MAC address of the phone is configured under the **Profile** tab.

Why can't the tags in the template configuration file be replaced by the actual parameter values?

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

• If the tag is a dynamic built-in tag, ensure that the tag is correct. You don't need to make any configuration on the BroadSoft server.

Appendix

BLF LED Mode

BLF LED Mode provides four kinds of definition for the BLF list key LED status. The following table lists the LED statuses of the BLF list key when BLF LED Mode is set to 0, 1, 2 or 3 respectively (not applicable to SIP-T19(P) E2, CP920, CP960, 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.	
Solid red	The monitored user is dialing. The monitored user is talking. The monitored user's conversation is placed on hold (This LED status requires server support).	
Slow-flashing red (1s)	The call is parked against the monitored user's phone number.	
Off	The monitored user does not exist.	

Line key LED (configured as a BLF List key and BLF LED Mode is set to 1)

LED Status	Description	
Fast-flashing red (200ms)	The monitored user receives an incoming call.	
	The monitored user is dialing.	
Solid red	The monitored user is talking.	
	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).	
Clow flaching red (1c)	The call is parked against the monitored user's phone	
Slow-flashing red (1s)	number.	
Off	The monitored user is idle.	
UII	The monitored user does not exist.	

Line Keys and Programmable Keys

You can assign predefined functionalities to line keys and programmable keys. Line keys and programmable keys allow you to quickly access features such as call transfer and call forward. The line key can indicate the monitored status when the line keys are assigned with particular features, such as BLF List.

The following table lists the number of DSS keys you can configure for each phone model:

Phone Model	Line Key	Programmable Key
CP960	30	3
VP59	27	8
SIP-T58A	27	7
SIP-T54S/W	27	15
SIP-T53W/T53	21	13
SIP-T52S	21	13
SIP-T48G/S	29	15

Phone Model	Line Key	Programmable Key
SIP-T46G/S	27	15
SIP-T42G/S	15	13
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 VP59/SIP-T58A/T54W/T54S/T46S/T46G/T29G, X=1-27; for SIP-T42S/T42G/T41S/T41P, X=1-15; for SIP-T53W/T53/T52S/T27G, X=1-21; for SIP-T40P/T40G/T23P/T23G, X=1-3; for SIP-T21(P) E2, X=1-2.

Parameters	Permitted Values	Default
linekey.X.type	Integer	Refer to the following content
Description:		
Configures the line key type.		
2-Forward		
5-DND		
9 -Direct Pickup		
10-Call Park		
20 -Private Hold		
23-Group Pickup		
39 -BLF List		
42- ACD		
55-Meet-Me Conference		

Parameters	Permitted Values	Default			
56-Retrieve Park	56-Retrieve Park				
58-ACD Trace					
59 -Disp Code	59-Disp Code				
60 -Emergency					
62-Network UC Favorites					
63 -UC Favorite (if Auto Favorite feature is disab		5			
keys manually, and then the downloaded inform	nation of favorite	s will be applied to			
these keys) 64 -Buddies					
65 -My Status (It is configurable only when the	narameter				
"bw.xmpp.change_presence.enable" is set to 1					
Note: Network UC Favorites, UC Favorite, Budd		are only applicable to			
VP59/SIP-T58A/T54W/T54S/T48G/T48S/T46G/T	-				
	Refer to the				
linekey.X.line	following	Refer to the			
	content	following content			
Description:					
Configures the line to apply the line key.					
Permitted Values:					
1 to 16 (For VP59/SIP-T58A/T54W/T54S/T48S/T	[48G/T46S/T46G/	Г29G)			
1 to 12 (For SIP-T53W/T53/T52S/T42S/T42G)					
1 to 6 (For SIP-T41S/T41P/T27G)					
1 to 3 (For SIP-T40P/T40G/T23P/T23G)					
1 to 2 (For SIP-T21(P) E2)					
1 (For CP960)					
1-Line1					
2 -Line2					
3 -Line3					
16 -Line16					
When X=1, the default value is 1.					
When X=2, the default value is 2.					
When X=3, the default value is 3.					
When X=16, the default value is 16.					
linekey.X.extension	String within 256 characters	Blank			
	characters				

Parameters	Permitted Values	Default
Description:		
Configures the conference ID or Moderator Pl	N followed by the	# sign.
linekey.X.label	String within	Blank
	99 characters	Diami
Description: (Optional.) Configures the label displayed on t	he LCD screen for	each line key.
linekey.X.shortlabel	String within	Diamh
(V representation 1 to 21)	99 characters	Blank
(X ranges from 1 to 21)		
Description:		I
	d on the LCD scree	n for line key.

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-T54W/T54S/T48S/T48G/T46S/T46G, X=1-10, 12-14, 17-18; for SIP-T53W/T53/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 VP59, X=1-4, 12-14, 17; 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		
9 -Direct Pickup		
23 -Group Pickup		
55-Meet-Me Conference		
64 -Buddies		
65-My Status (It is configurable only when the	parameter	
"bw.xmpp.change_presence.enable" is set to 1	(Enabled).)	
For CP960 IP phones:		

Parameters	Permitted Values	Default
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)	
For VP59 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).		
When X=17, the default value is 0 (NA).		
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-T54W/T54S/T48S/T48G/T46S/T46G	IP phones:	
When X=1, the default value is 28 (History).		
When X=2, the default value is 61 (Directory).		
When $X=3$, the default value is 5 (DND).		
When X=4, the default value is 30 (Menu).		
When X=5, the default value is 28 (History).		
When X=6, the default value is 61 (Directory).		
When X=7, the default value is 51 (Switch Acco	ount Up).	
When X=8, the default value is 52 (Switch Acco	ount Down).	
When X=9, the default value is 33 (Status).		
When X=10/12/13, the default value is 0 (NA).		
When X=14, the default value is 2 (Forward).		
When X=17/18, the default value is 0 (NA).		
For SIP-T53W/T53/T52S/T42S/T42G/T41S/	Г41Р/Т40Р/Т40G IP <mark>ј</mark>	ohones:
When X=1, the default value is 28 (History).		

Parameters	Permitted Values	Default
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 Account Up).		
When X=8, the default value is 52 (Switch Account Down).		
When X=9, the default value is 33 (Status).		
When X=10/13/17/18, the default value is 0 (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).		
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 Account Up).		
When X=8, the default value is 52 (Switch Account Down).		
When X=9, the default value is 33 (Status).		
When X=10/11/12/13, 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 Account Up).		
When X=8, the default value is 52 (Switch Account Down).		
When X=9, the default value is 33 (Status).		
When X=10, the default value is 0 (NA).		
When X=14, the default value is 2 (Forward).		
When X=17/18, the default value is 0 (NA).		
For SIP-T19(P) E2 IP phones:		

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