Yealink | 亿联网络

# IP Phone Feature Intergrated with Broadsoft UC-One User Guide

# About This Guide

BroadSoft UC-One is an open Unified Communications platform that provides a single end-user interface, full mobility, open APIs and defined market offerings. BroadSoft UC-One is intended as a single platform designed to meet the requirements of carrier market segments among micro-businesses, SMBs, and large enterprises.

This guide describes how to configure and use IP phone features integrated with BroadSoft UC-One on Yealink IP phones. The BroadSoft UC-One solution effectively leverages multiple BroadSoft products: BroadWorks, BroadTouch, and BroadCloud.
The BroadCloud features are available on the following Yealink IP phones:

- SIP-T58A IP phones running UC-One firmware version 80 or later.
- 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-T57W, SIP-T54W, SIP-T48U and SIP-T46U IP phones running UC-One firmware version 84 or later.
- SIP-T33P/G IP phones running UC-One firmware version 85 or later.
- CP935W, CP965, CP925, SIP-T58W and CP960 IP phones running UC-One firmware version 86 or later.

These features require 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 IP phones running UC-One firmware version 80 or later.
- 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 and CP920 IP phones running UC-One firmware version 81 or later.
- VP59 IP phones running UC-One firmware version 83 or later.
- SIP-T57W, SIP-T54W, SIP-T53W, SIP-T53, SIP-T48U, SIP-T46U, SIP-T43U and SIP-T42U IP phones running UC-One firmware version 84 or later.
- SIP-T33P, SIP-T33G, SIP-T31P, SIP-T31G, SIP-T31, SIP-T30P, SIP-T30, W56P, W60P, W73P, W76P, W79P, and CP930W-Base IP phones UC-One firmware version 85 or later.
- CP935W, CP965, CP925 and SIP-T58W IP phones running firmware version 86 or later.

**Note** The configurations described in this document take the Yealink SIP-T46G IP phone as an example.

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# Overview

## Icon Instructions

The line icons and the corresponding agent statuses are listed as below:

| Line Icon | | | Agent Status |
|---|---|---|---|
| SIP-T53W/T53/T43U/T42U/T42S/T42G/T41S/T41P/T40P/T40G/T31P/T31G/T31/T30P/T30/T27G/T23P/T23G/T21(P) E2/T19(P) E2 | SIP-T46U/T46S/T46G/T29G | VP59/SIP-T58W/T58A/T57W/T54W/T48U/T48S/T48G/T33P/T33G | |
| | | ( for T58W) | SignOut |
| | | ( for T58W) | SignIn, Available |
| and x | | ( for T58W) | SignIn, Unavailable |
| | | ( for T58W) | Wrap up |

The presence icons (two styles) and the corresponding statuses for VP59/SIP-T58W/T58A/T57W/T54W/T48U/T48S/T48G/T46U/T46S/T46G/T29G/CP965/CP960/CP925/CP935W/T33P/T33G IP phones are listed as below:

| Presence Icon | | | | | | Presence Status |
|---|---|---|---|---|---|---|
| VP59/T58W/T58A/CP965/CP960/CP925/CP935W/T57W | | T54W/T46U/T46S/T46G/T33P/T33G/T29G | | T48U/T48S/T48G | | |
| Old Style | New Style | Old Style | New Style | Old Style | New Style | |
| | | | | | | Available |
| | | | | | | Busy |

| Presence Icon | | | | | | Presence Status |
|---|---|---|---|---|---|---|
| VP59/T58W/T58A/CP965/CP960/CP925/CP935W/T57W | | T54W/T46U/T46S/T46G/T33P/T33G/T29G | | T48U/T48S/T48G | | |
| Old Style | New Style | Old Style | New Style | Old Style | New Style | |
| | | | | | | Away |
| | | | | | | Offline |

The line icons (associated with a shared line) and the corresponding statuses for VP59/SIP-T58W/T58A/T57W/T54W/T48U/T48S/T48G/T46U/T46S/T46G/T29G/CP965/CP960/CP925/CP935W/T33P/T33G IP phones are listed as below:

The local SCA phone indicates that the phone is involved in an SCA call, while the monitoring SCA phone indicates that the phone is not involved in the SCA call.

| VP59/T58W/T58A/T57W/T54W/CP960/T33P/T33G/ | T48U/T48S/T48G | T46U/T46S/T46G/T29G | CP965/CP925/CP935W | Description |
|---|---|---|---|---|
| | | | | The shared line is idle. |
| (for monitoring SCA phone) | (for monitoring SCA phone) | (for monitoring SCA phone) | (for monitoring SCA phone) | The shared line is seized. |
| (Flashing) | (Flashing) | | | The shared line receives an incoming call. |
| (Flashing) | (Flashing) | | | The shared line is dialing. |
| | | | | The shared line is in conversation.<br>The shared line conversation is held. |
| | | | | The shared line conversation is placed on public hold. |

| VP59/T58W/T58A /T57W/T54W/CP960/T33P/T33G/ | T48U/T48S/T48G | T46U/T46S/T46G/ T29G | CP965/CP925/CP935W | Description |
|---|---|---|---|---|
| (for local SCA phone)<br>(for monitoring SCA phone) | (for local SCA phone)<br>(for monitoring SCA phone) | (for local SCA phone)<br>(for monitoring SCA phone) | (for local SCA phone)<br>(for monitoring SCA phone) | The shared line conversation is placed on private hold. |
| | | | | The shared line conversation is barged in by the other shared line party. |
| | | | | For a multi-party call, all the shared line parties participating in this call place the shared line conversation on hold. |

The recording icons and the corresponding statuses are listed as below:

| Status Icon | | | Description |
|---|---|---|---|
| T43U/T42U/T42S/T42G /T41S/T41P/T40P/ T40G/T31P/T31G/T31/ T30P/T30/T27G/T23P/ T23G/T21(P) E2/T19(P) E2/CP920 | T54W/T46U/ T46S/T46G/T29G/ T33P/T33G | VP59/T58W/T58A/CP960/T57W/T48U/T48S/T48G/CP965/CP925/CP935W | |
| ● | | | Recording is started. |
| ❙❙ | | | Recording is paused. |

## LED Instructions

**Line key LED** (associated with a private line, not applicable to VP59/SIP-T58W/T58A/T54W/T48U/T48S/T48G/T19(P) E2/CP935W/CP925/CP935W /CP920/CP965/CP960/T30P/T30 IP phones.)

| LED Status | Description |
|---|---|
| Solid green | The line is in conversation.<br>The line is seized. |
| Fast-flashing green | The line receives an incoming call. |
| Slow-flashing green | The call is placed on hold. |
| Off | The line is inactive. |

**Line key LED** (associated with a shared line, not applicable to VP59/SIP-T58W/T58A/T54W/T48U/T48S/T48G/T19(P) E2/CP935W/ CP925/CP935W/CP920/CP965/CP960/T30P/T30 IP phones.)

The local SCA phone indicates the phone is involved in an SCA call, while the monitoring SCA phone indicates the phone is not involved in the SCA call.

| LED Status | Description |
|---|---|
| Off | The shared line is idle. |
| Fast-flashing green | The shared line receives an incoming call. |
| Solid green (for local SCA phone)<br>Solid red (for monitoring SCA phone) | The shared line is in conversation.<br>The shared line is dialing.<br>The shared line is seized.<br>The shared line conversation is barged in by the other shared line party. |
| Slow-flashing green (for local SCA phone)<br>Slow-flashing red (for monitoring SCA phone) | The shared line conversation is placed on public hold. |
| Slow-flashing green (for local SCA phone)<br>Solid red (for monitoring SCA phone) | The shared line conversation is placed on private hold. For a multi-party call, all the shared line parties participating in this call place the shared line conversation on hold. |

**Line key LED** (configured as a BLF List key and BLF LED Mode is set to 0, not applicable to VP59/SIP-T58W/T58A/T54W/T48U/T48S/T48G/T19(P) E2/ CP935W/CP925/CP920/CP965/CP960/T30P/T30 IP phones.)

| 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.<br>The monitored user is talking.<br>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 |

| LED Status | Description |
|---|---|
| | 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, not applicable to VP59/SIP-T58W/T58A/T54W/T48U/T48S/T48G/T19(P) E2/ CP935W/CP925/CP920/CP965/CP960/T30P/T30 IP phones.)

| LED Status | Description |
|---|---|
| Fast-flashing red (200ms) | The monitored user receives an incoming call. |
| Solid red | The monitored user is dialing.<br>The monitored user is talking.<br>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 is idle.<br>The monitored user does not exist. |

**Line key LED** (configured as a BLF List key and BLF LED Mode is set to 2, not applicable to VP59/SIP-T58W/T58A/T54W/T48U/T48S/T48G/T19(P) E2/ CP935W/CP925/CP920/CP965/CP960/T30P/T30 IP phones.)

| LED Status | Description |
|---|---|
| Fast-flashing red (200ms) | The monitored user receives an incoming call. |
| Solid red | The monitored user is dialing.<br>The monitored user is talking.<br>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 is idle.<br>The monitored user does not exist. |

**Line key LED** (configured as a BLF List key and BLF LED Mode is set to 3, not applicable to VP59/SIP-T58W/T58A/T54W/T48U/T48S/T48G/T19(P) E2/ CP935W/CP925/CP920/CP965/CP960/T30P/T30 IP phones.)

| LED Status | Description |
|---|---|
| Fast-flashing green (200ms) | The monitored user receives an incoming call. |
| Solid red | The monitored user is dialing.<br>The monitored user is talking.<br>The monitored user's conversation is placed on hold |

| LED Status | Description |
|---|---|
| | (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 is idle.<br>The monitored user does not exist. |

**Line key LED** (configured as an ACD key, not applicable to VP59/SIP-T58W/T58A/T54W/T48U/T48S/T48G/T19(P) E2/ CP935W/CP925/CP920/CP965/CP960/T30P/T30 IP phones.)

| LED Status | Description |
|---|---|
| Solid green | The ACD state is available. |
| Slow-flashing green | The ACD state is unavailable. |
| Solid red | The ACD state is Wrap up. |
| Off | Log out of the ACD system. |

# User Interfaces

There are two ways to customize specific configurations on your IP phones:

- Using the phone user interface on the IP phone.
- Using the web user interface in an internet browser window from your PC.

The hardware components keypad and LCD screen constitute the phone user interface, which allows the user to execute all call operation tasks and basic configuration changes directly on the IP phone. In addition, you can use the web user interface to access all configuration settings. In many instances, it is possible to use both the phone user interface and the web user interface to operate the IP phone and change settings. However, in some instances, it is only possible to use the phone or the web user interface.

## Phone User Interface

You can customize your IP phone by pressing the **Menu** soft key or tapping **Settings** to access the phone user interface. The "**Advanced**"/"**Advanced Settings**" option is only accessible to an administrator and the default administrator password is "admin" (case-sensitive).

## Web User Interface

In addition to the phone user interface, you can also customize your IP phone via the web user interface. In order to access the web user interface, you need to know the IP address of your IP phone. To obtain the IP address, press the **OK** key on the IP phone or tap **Settings**->**Status**.

Enter the IP address (e.g., http://192.168.0.10 or 192.168.0.10) in the address bar of the web browser on your PC. The default administrator user name and password are both admin (case-sensitive).

# IP Phone Features Integrated with BroadSoft UC-One

This chapter provides operating instructions for IP phone features integrated with BroadSoft UC-One. Topics include:


- BroadCloud Features
- Xtended Services Interface
- Simultaneous Ring Personal
- Line ID Blocking
- Anonymous Call Rejection
- BroadWorks Anywhere
- Remote Office
- BroadSoft Directory
- BroadSoft Call Log
- Call Park
- Hide Feature Access Codes
- Call Waiting
- Do Not Disturb
- Call Forward
- Group Night Forwarding
- Sequential Ring
- Call Transfer
- Network Conference
- Call Pickup
- Meet-Me Conference
- Busy Lamp Field List
- Shared Call Appearance
- Voice Messaging/Video Voice Messaging
- Automatic Call Distribution
- Hoteling
- Flexible Seating
- Centralized Call Recording

- Executive and Assistant
- Security Classification
- BroadWorks Mobility
- Call Decline Policy
- Silent Alerting

To use the features above on Yealink IP phones, check with your system administrator to make sure the BroadSoft active feature is enabled, and the SIP server type is set to BroadSoft. Check with your system administrator to find out if these features are available on your phone.

# BroadCloud Features

BroadCloud is a set of services hosted and managed by BroadSoft. The following three BroadCloud features are available on Yealink VP59/SIP-T58W/T58A/T57W/T54W/T48U/T48S/T48G/T46U/T46S/T46G/T29G/T33P/T33G/CP965/CP960/CP925/CP935W 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.

You can access BroadCloud Buddies/Favorites on the IP phone, view their presence information on your phone. When a buddy/favorite is available, you can place a call to him/her directly. When a buddy/favorite is busy or away, you can send IM to him/her on the BroadTouch Business Communicator (BTBC) client. When a buddy/favorite is offline, we advise you to send an email to him/her.

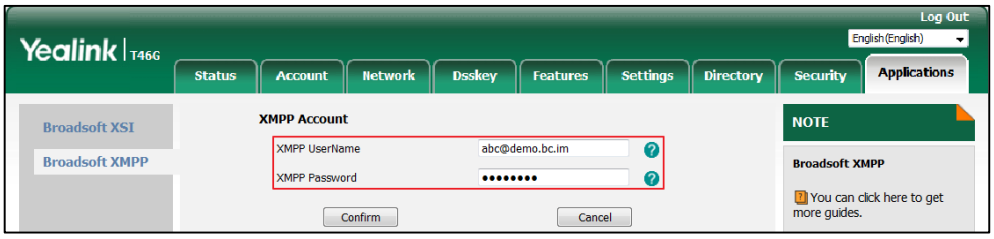
The BroadCloud features require the support from the BroadSoft BroadWorks platform with patches and BroadSoft BroadCloud services. You must set up the BroadWorks server and BroadCloud services. For more information, refer to http://xchange.broadsoft.com/php/xchange/support.

To view BroadCloud features on VP59/SIP-T58W/T58A/T57W/T54W/T48U/T48S/T48G/T46U/T46S/T46G/T29G/T33P/T33G/CP965/CP960/CP925/CP935W IP phones, you must install the BroadTouch Business Communicator (BTBC) client application on your computer. For more information, refer to http://xchange.broadsoft.com/php/xchange/support.

## Configuring BroadCloud Features via Web User Interface

### Procedure

1. Click on **Applications**->**Broadsoft XMPP**.
2. Enter the user name and password in the **XMPP UserName** and **XMPP Password** field respectively.




3. Click **Confirm** to accept the change.

**Note**

Contact your system administrator for the user name and password of UC.

Before using BroadCloud features, make sure you correctly configure the BroadCloud settings on the IP phone. In addition, make sure you enable UC feature on the IP phone. The UC feature can be enabled using the configuration file only. For more information, refer to *Yealink_IP_Phones_Deployment_Guide_for_BroadSoft_UC-One_Environment*.

# BroadCloud Buddies

You can access BroadCloud Buddies by selecting Directory from the phone's main menu or pressing a Buddies key. The IP phone synchronizes information of buddies (e.g., head portrait, presence status, and display name) with those on the BroadTouch Business Communicator (BTBC) client. You can add, modify, delete information of buddies on the BroadTouch Business Communicator (BTBC) client, but you do not have the permission to do the operations on the IP phone.

## Configuring a Buddies Key via Phone User Interface

### Procedure

1. Go to **Menu**->**Features**->**Dsskey** and select the desired line key, or long press the desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Buddies** from the **Key Type** field.

4. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

5. Press the **Save** soft key.

You can also configure a DSS key (line key or Programmable Key) as a Buddies key via the web user interface at the path: **Dsskey**->**Line Key**/**Programmable Key**.

## Viewing Buddies via Phone User Interface

### Procedure

1. Go to **Menu**->**Directory**->**Buddies**->**Buddies** or press a Buddies key.

   Buddies appear in groups. Buddies appear under Buddies group if there are no user-defined groups.

2. Select the desired buddy and press the **View** soft key.

   The detailed information of the buddy appears on the LCD screen.

## Placing a Call from the Buddy Directory

### Procedure

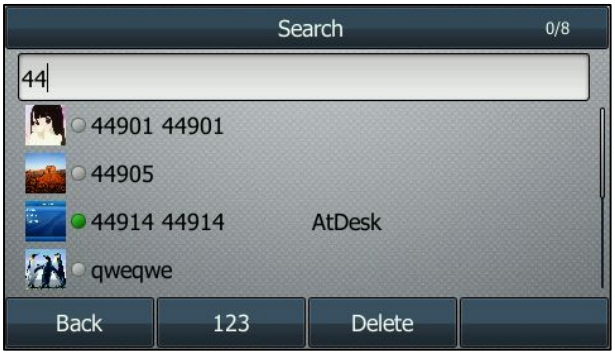
1. Go to **Menu**->**Directory**->**Buddies**->**Buddies** or press a Buddies key.
2. Select the desired buddy.
3. Do one of the following:
   - If only one number for the buddy is stored in the buddy directory, press the **Send** soft key to dial out the number.
   - If multiple numbers for the buddy are stored in the buddy directory, press the **Send** soft key to display a list of numbers.

     Select the desired number, and then press the **Send** soft key to dial out the number.

## Searching for a Buddy in the Buddy Directory

### Procedure

1. Go to **Menu**->**Directory**->**Buddies**->**Buddies** or press a Buddies key.
2. Enter a few continuous characters of the buddy name or continuous digits of the buddy number using the keypad.




The buddies whose name or phone number matches the criteria entered will appear on the LCD screen. You can dial from the result list.

## Enabling Search Source List In Dialing for BroadSoft Buddies via Web User Interface

You can search for a buddy in the buddy directory when the phone is in the dialing screen. To do this, you must configure the search source list in dialing feature via the web user interface.

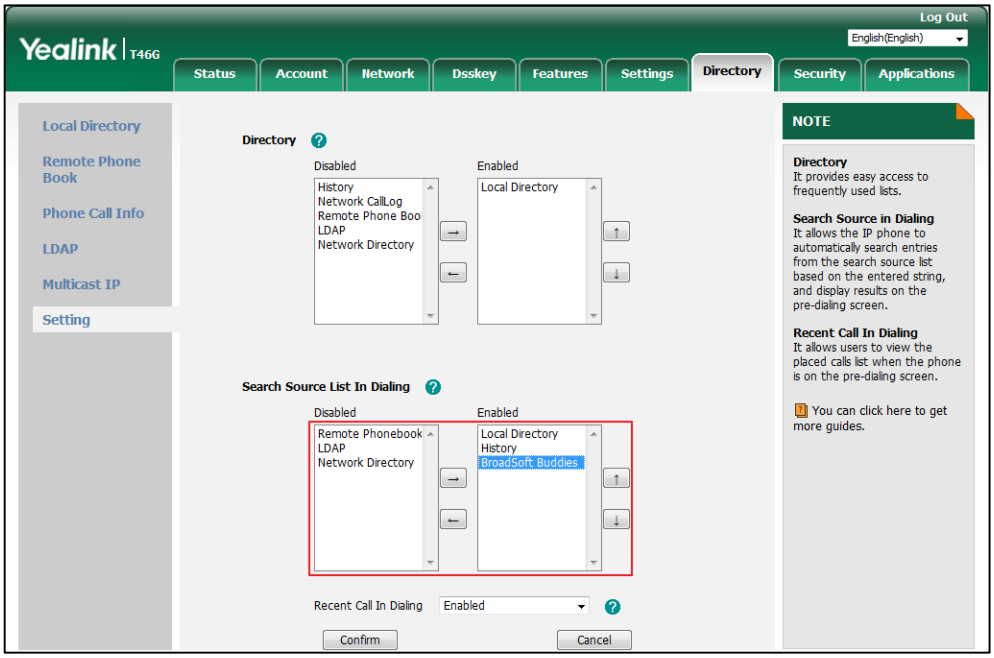
### Procedure

1. Click on **Directory**->**Setting**.
2. In the **Search Source List In Dialing** block, select **BroadSoft Buddies** from the **Disabled** column and then click [→].

   The **BroadSoft Buddies** appears in the **Enabled** column.
3. (Optional.) To adjust the display order of search results, select **BroadSoft Buddies** and

then ↑ ↓ .

The LCD screen displays the search results in the adjusted order.



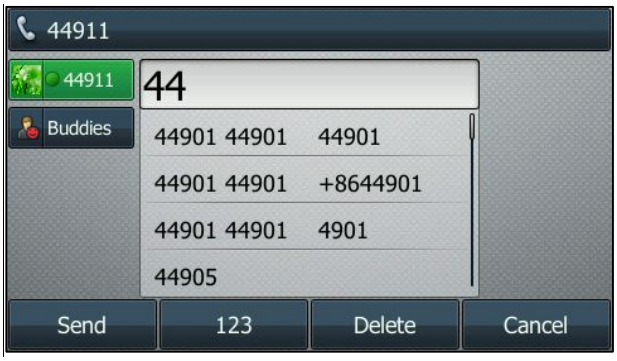

4. Click **Confirm** to accept the change.

## Searching for a Buddy in the Search Source of BroadSoft Buddies

### Procedure

1. Pick up the handset, press the Speakerphone key or the desired line key.
2. Enter a few continuous characters of the buddy name or continuous digits of the buddy number using the keypad.

   The buddies in the search source of BroadSoft Buddies whose name or phone number matches the criteria entered will appear on the LCD screen. You can dial from the result list.




## BroadCloud Favorites

Favorites are the contacts that you will call most often. You can access the favorites list by

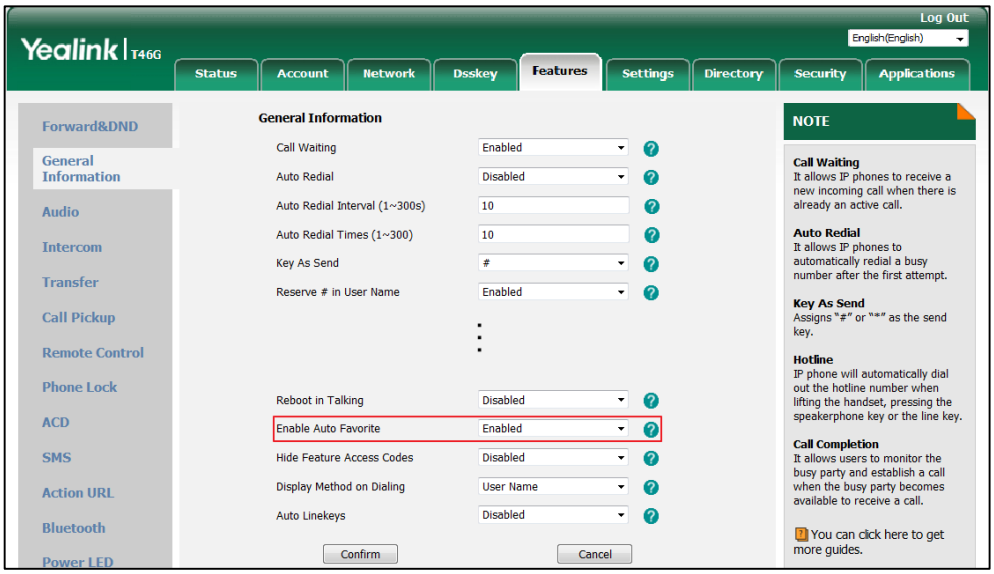
selecting Directory from the phone's main menu or pressing a Network UC Favorites key. The IP phone synchronizes information of favorites (e.g., head portrait, presence status, and display name) with those on the BroadTouch Business Communicator (BTBC) client. You can mark buddies as favorites on the BroadTouch Business Communicator (BTBC) client, but you do not have the permission to do the operation on the IP phone.

## Enabling Auto Favorite Feature via Web User Interface

You can enable Auto Favorite feature on the IP phone. It enables the IP phone to automatically assign line keys (UC Favorite keys) for every favorite buddy from the first unused line key. If a line key is used, the IP phone will skip to the next unused line key. The IP phone LCD screen is similar to the one shown below:

### Procedure

1. Click on **Features->General Information**.
2. Select **Enabled** from the drop-down menu of **Enable Auto Favorite**.




3. Click **Confirm** to accept the change.

## Configuring a UC Favorite Key via Phone User Interface

If Auto Favorite feature is disabled, you need to configure UC Favorite keys manually, and then

the downloaded information of favorites will be applied to these keys.

### Procedure

1. Go to **Menu**->**Features**->**Dsskey** and select the desired line key, or long press the desired line key.
2. Select **UC Favorite** from the **Type** field.
3. Select the desired line from the **Account ID** field.

4. Press the **Save** soft key.

You can also configure a line key as a UC Favorite key via the web user interface at the path: **Dsskey**->**Line Key**/**Programmable Key**.

## Configure a Network UC Favorites Key via Phone User Interface

### Procedure

1. Go to **Menu**->**Features**->**Dsskey** and select the desired line key, or long press the desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Network UC Favorites** from the **Key Type** field.
4. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

5. Press the **Save** soft key.

You can also configure a line key as a Network UC Favorites key via the web user interface at the path: **Dsskey**->**Line Key**/**Programmable Key**.

## Viewing Favorites via Phone User Interface

### Procedure

1. Go to **Menu**->**Directory**->**Buddies**->**Favorites** or press a Network UC Favorites key.

   The favorites appear under **Favorites** list.

2. Select the desired favorite.
3. Press the **View** soft key.

   The detailed information of the favorite appears on the LCD screen.

## Placing a Call from the Favorites List

### Procedure

1. Go to **Menu**->**Directory**->**Buddies**->**Favorites** or press a Network UC Favorites key.
2. Select the desired favorite.
3. Do one of the following:

   - If only one number for the favorite is stored in the favorites list, press the **Send** soft key to dial out the number.
   - If multiple numbers for the favorite are stored in the favorites list, press the **Send** soft key to display a list of numbers.

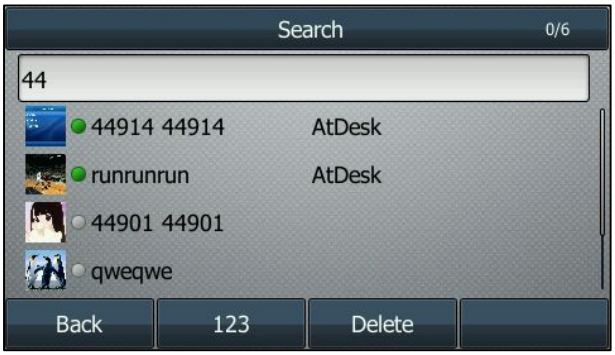
     Select the desired number.

     Press the **Send** soft key to dial out the number.

## Searching for a Favorite in the Favorites List

### Procedure

1. Go to **Menu**->**Directory**->**Buddies**->**Favorites** or press a Network UC Favorites key.
2. Enter a few continuous characters of the buddy name or continuous digits of the buddy number using the keypad.




The favorites whose name or phone number matches the criteria entered will appear on the LCD screen. You can dial from the result list.

# BroadCloud Presence

You can view and change your presence status on the IP phone. To change your presence status, you must configure a My Status key in advance. The IP phone synchronizes the presence status with that on the BroadTouch Business Communicator (BTBC) client. The presence status of each buddy can be also displayed real timely and synchronously.

## Configuring a My Status Key via Phone User Interface

### Procedure

1. Go to **Menu**->**Features**->**Dsskey** and select the desired line key, or long press the desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **My Status** from the **Key Type** field.
4. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

5. Press the **Save** soft key.

You can also configure a DSS key (line key or Programmable Key) as a My Status key via the web user interface at the path: **Dsskey**->**Line Key**/**Programmable Key**.

## Changing Your Presence Status on the IP Phone

After a My Status key is configured, you can change your presence status on the IP phone through the My Status key.

1. Press a My Status key.

2. Select the desired status.
3. Press the **Save** soft key.

Your presence icon changes according to your selection.

When there is a call on the IP phone, the presence status will be changed to Busy automatically. The presence status will return to original status after the call is released.

## Viewing the Presence Status of Buddies

### Procedure

1. Go to **Menu**->**Directory**->**Buddies**->**Buddies** or press a Buddies key.

   In the example below, 44914 is available, 44901 and 44905 are offline. For more information on presence icons, refer to Icon Instructions.

# Xtended Services Interface

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 interoperating with BroadWorks XSI support the following features:

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

The Yealink IP phones running firmware version 73 or later, support two XSI authentication methods:

- **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 credentials are the register name and password of the SIP account registered on the phone.
- **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.

You can select the desired authentication method depending on your requirement.

**Note** The IP phone can use the main or alternate user ID for XSI authentication.

## SIP Credentials for XSI Authentication

To configure the SIP credentials for XSI authentication method, you need to contact your system administrator for the XSP server URL and XSI user ID. Before using this authentication

method, ensure that you have configured the register name and password of the corresponding SIP account on the IP phone.

## Configuring the XSI via Web User Interface

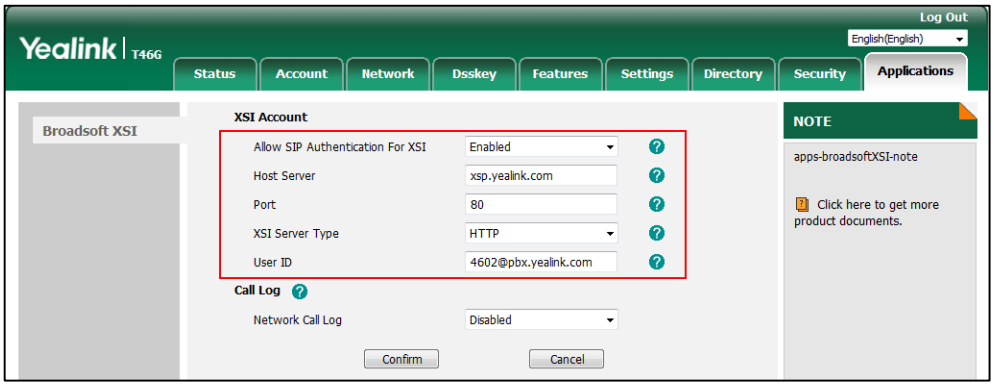
### Procedure

1. Click on **Applications**->**Broadsoft XSI**.
2. Select **Enabled** from the drop-down menu of **Allow SIP Authentication for XSI**.

   If **Enabled** is selected, the phone will use the XSI user ID and SIP credentials for the XSI access authentication.
3. Select the desired server type from the drop-down menu of **XSI Server Type**.

   If **HTTP** is selected, 80 is automatically filled in the **Port** field.

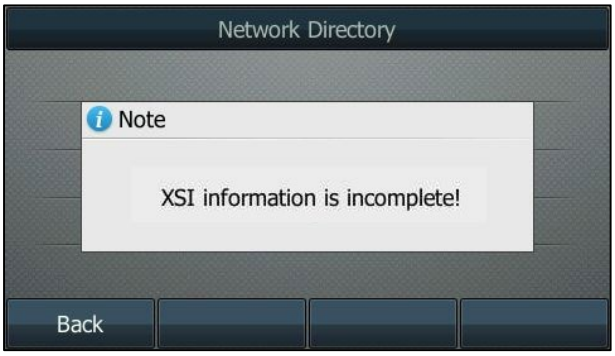
   If **HTTPS** is selected, 443 is automatically filled in the **Port** field.
4. Enter the values of parameters: host server, port, and user ID in the corresponding fields.




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

After the XSI is configured, the IP phone will send the credentials to the server for authentication when you click **Confirm** on the above figure or reboot it. If the authentication fails or the server does not respond, the LCD screen will prompt the error message when you access interoperability features mentioned above (except for call park) via the phone user interface.

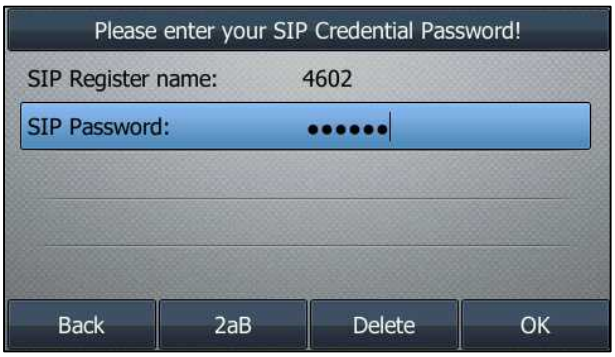
- If the LCD screen prompts the error message as shown below:



It indicates that XSI information is incomplete, you need to check whether the three required fields (register name of the SIP account, the host server and XSI user ID) have been filled.

- If the LCD screen prompts the error message as shown below:

It indicates that the configured SIP password is not valid. The error message will disappear in 2 seconds and the LCD screen will prompt for a password:




Enter a valid password of the desired SIP account and then press the **OK** soft key to trigger the next authentication. The new password will be saved to the IP phone and override the old password.

You can also press the **Back** soft key to quit the above screen. We recommend you to check the valid password with your system administrator first. Too many failed authentication attempts may lead to XSI account being locked.

- If the LCD screen prompts the error message as shown below:

The error message will disappear in 2 seconds.

It indicates that the registered SIP user is not corresponding to the configured XSI user ID. In this case, you need to reconfigure the SIP register name on the phone. For example, the XSI user ID is configured as 4602@pbx.yealink.com, the SIP register name of the first line must be configured with BroadSoft user 4602.

**Note** Many failed register attempts may lead to SIP credentials locked, but the IP phone can still use its locked SIP credentials for XSI authentication.

# XSI User Login Authentication

To configure the user login credentials for XSI authentication method on the IP phone, you need to contact your system administrator for the XSP server URL, XSI user ID and XSI password in advance.

## Configuring the XSI via Web User Interface

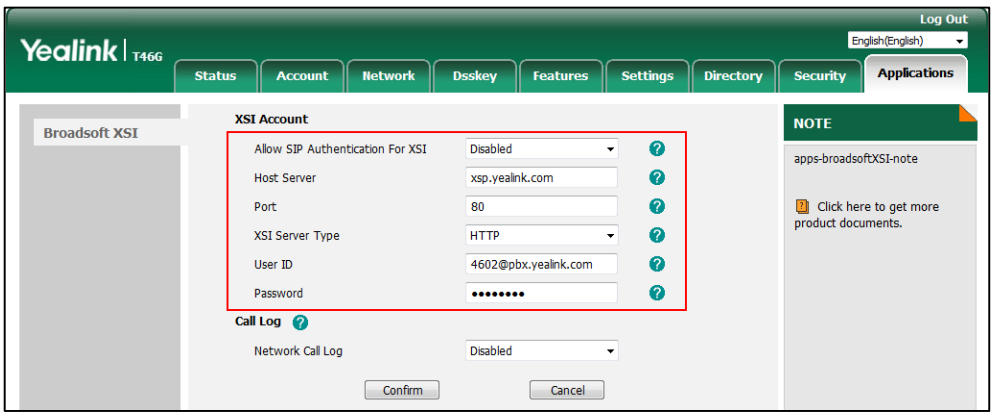
### Procedure

1. Click on **Applications**->**Broadsoft XSI**.
2. Select **Disabled** from the drop-down menu of **Allow SIP Authentication for XSI**.

   If **Disabled** is selected, the phone will use the XSI user ID and password for XSI access authentication.
3. Select the desired server type from the drop-down menu of **XSI Server Type**.

   If **HTTP** is selected, 80 is automatically filled in the **Port** field.

   If **HTTPS** is selected, 443 is automatically filled in the **Port** field.
4. Enter the values of parameters: host server, port, user ID and password in the corresponding fields.

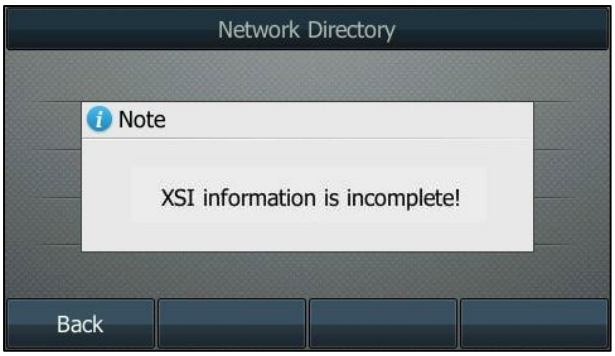



5. Click **Confirm** to accept the change.

After the XSI is configured, the IP phone will send the credentials to the server for authentication when you click **Confirm** on the above figure or reboot it. If the authentication fails or the server does not respond, the LCD screen will prompt an error message when you

access interoperability features mentioned above (except for call park) via phone user interface:

- If the LCD screen prompts the error message as shown below:




It indicates that XSI information is incomplete, you need to check whether the required fields (host server of the XSI and XSI user ID) have been filled.

- If the LCD screen prompts the error message as shown below:

The error message will disappear in 2 seconds and the LCD screen will prompt for a password:

Enter a valid password of the XSI user ID and then press the **OK** soft key to trigger the next authentication. The new password will be saved to the IP phone and override the old password.

You can also press the **Back** soft key to quit the above screen. We recommend you to check the valid password with your system administrator first. Too many failed authentication attempts may lead to the account being locked.

**Note** Contact your system administrator for the host server URL, user ID and password. Before using interoperability features, make sure you have correctly configured XSI.

The XSI configured via web user interface only applies to the account 1. For more information, contact your system administrator.

# Simultaneous Ring Personal

You can use the Simultaneous Ring Personal feature to list up to 10 phones you would like to ring in addition to your primary phone when you receive an incoming call. This feature is helpful when you are not at your IP phone but you would like your mobile phone to ring when you receive an incoming call.

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

When your primary phone receives an incoming call, the predefined secondary phones ring simultaneously. The first phone answering the call is connected to the caller and all other phones prompt a missed call message on the LCD screen.

# Configuring Simultaneous Ring Personal via Phone User Interface

## Procedure

1. Go to **Menu**->**Features**->**Call Control**->**Simultaneous Ring Personal**.
2. (Optional.) Select the account, and then press the **Enter** soft key.

3. Select **On** from the **Status** field.
4. Press the **Add** soft key to add the desired phone number.
5. Enter the number in the **Phone Number** field.

6. Select **On** from the **Answer Confirmation** field.

   If Answer Confirmation is enabled, the secondary phone user who answers the call should enter a digit to confirm the acceptance of the call.
7. Press the **Save** soft key to accept the change.
8. Repeat steps 4 to 7 to add more phone numbers.
9. Press the **Save** soft key.

## Editing a Simultaneous Ring Personal Phone Number via Phone User Interface

### Procedure

1. Go to **Menu**->**Features**->**Call Control**->**Simultaneous Ring Personal**.
2. (Optional.) Select the account, and then press the **Enter** soft key.
3. Select the desired phone number.
4. Press the **Option** soft key, and then select **Edit**.
5. Highlight the desired information and then edit.

6. Press the **Save** soft key.

## Deleting a Simultaneous Ring Personal Phone Number via Phone User Interface

### Procedure

1. Press **Menu**->**Features**->**Call Control**->**Simultaneous Ring Personal**.
2. (Optional.) Select an account, and then press the **Enter** soft key.
3. Select the desired phone number.
4. Press the **Option** soft key, and then select **Delete**.

   The following prompt will appear on the LCD screen of the IP phone:

5. Press the **OK** soft key to confirm the deleting.

You can also delete all phone numbers by pressing the **Option** soft key and then press the **Del All** soft key.

# Line ID Blocking

You can use the Line ID Blocking feature to block the identity and phone number from showing up to the called party when you call someone. For example, you want to call to consult some of the services, but you don't want to be harassed.

**Note**

Before configuring Line ID Blocking feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

Members of your group can still see your number when they are called.

## Configuring Line ID Blocking Feature via Phone User Interface

### Procedure

1. Go to **Menu**->**Features**->**Call Control**->**Hide Number**.
2. (Optional.) Select an account, and then press the **Enter** soft key.

3. Select **On**.

4. Press the **Save** soft key.

**Note** If XSI is configured on the IP phone, Line ID Blocking configurations can be synchronized between the IP phone and the BroadWorks server.

## Placing an Anonymous Call

### Procedure

1. Phone A with line ID blocking enabled places a call to phone B.

   The LCD screen of phone B prompts an incoming call from anonymity.

# Anonymous Call Rejection

You can use the Anonymous Call Rejection feature to reject incoming calls from anonymous callers. Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities (name and numbers) from showing up.

**Note** Before configuring Anonymous Call Rejection feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

## Configuring Anonymous Call Rejection Feature via Phone User Interface

### Procedure

1. Press **Menu**->**Features**->**Call Control**->**Anonymous Rejection**.
2. (Optional.) Select an account, and then press the **Enter** soft key.

3. Select **On**.

4. Press the **Save** soft key.

**Note** If XSI is configured on the IP phone, Anonymous Call Rejection configurations can be synchronized between the IP phone and the BroadWorks server.

# BroadWorks Anywhere

You can use BroadWorks Anywhere feature to place and receive calls from any device, at any location, with only one phone number, one dial plan, one voice mailbox, and a unified set of features. When there is a call on the IP phone, you are free to pick up any other phone and retrieve the call on that phone to continue the conversation. For example, if you are on a call on your IP phone and need to leave the office, you can pull the call to your mobile phone.

**Note** Before configuring BroadWorks Anywhere feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface. If XSI is configured on the IP phone, BroadWorks Anywhere configurations can be synchronized between the IP phone and the BroadWorks server.

## Configuring BroadWorks Anywhere Feature on the IP Phone

### Adding a BroadWorks Anywhere Location via Phone User Interface

#### Procedure

1. Go to **Menu**->**Features**->**Call Control**->**Anywhere**.
2. (Optional.) Select an account, and then press the **Enter** soft key.
3. Press the **Add** soft key.
4. Enter the location name in the **Name** field.

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

6. Press the **Save** soft key.

## Editing a BroadWorks Anywhere Location via Phone User Interface

### Procedure

1. Go to **Menu**->**Features**->**Call Control**->**Anywhere**.
2. (Optional.) Select an account, and then press the **Enter** soft key.
3. Select the desired BroadWorks Anywhere location.
4. Press the **Option** soft key, and then select **Edit**.
5. Highlight the location information and then edit.

6. Press the **Save** soft key.

## Deleting a BroadWorks Anywhere Location via Phone User Interface

### Procedure

1. Go to **Menu**->**Features**->**Call Control**->**Anywhere**.
2. (Optional.) Select an account, and then press the **Enter** soft key.
3. Select the desired BroadWorks anywhere location.
4. Press the **Option** soft key, and then select **Delete**.

   A confirmation message is displayed, confirming that you want to delete the location.
5. Press the **OK** soft key to confirm the deleting.

# Using BroadWorks Anywhere Feature

To use the BroadWorks Anywhere, ensure that your mobile phone number or home office phone number has been added to your anywhere locations list.

## Placing a Call from Your Mobile Phone or Home Office Phone

You can place calls from your mobile phone or home office phone using your IP phone number as the calling line ID.

### Procedure

1. Dial the anywhere portal number (e.g., 4606) on your mobile phone or home office phone.
2. Enter the portal password and “#” (e.g., 4609#) when you hear the prompt “Please enter your passcode followed by the pound key”.
3. Enter the destination phone number when you hear the prompt “Please enter the destination digits”.

   Your call will be connected and your IP phone number as the calling line ID is displayed on the LCD screen of the called party.

## Pulling a Call from Your IP Phone to Your Mobile Phone/Home Office Phone

### Procedure

1. When an incoming call arrives, answer it on your IP phone.
2. Dial the anywhere portal number (e.g., 4606) on your mobile phone or home office phone.
3. Enter the portal password and “#” (e.g., 4609#) when you hear the prompt “Please enter your passcode followed by the pound key”.
4. Enter the call retrieve FAC (default: *11) when you hear the prompt “Please enter the destination digits”.

   The call is pulled from your IP phone to your mobile phone or home office phone seamlessly, and then on your IP phone, you just need to dial out the call retrieve FAC (default: *11) to retrieve the call again.

**Note** Contact your system administrator for the anywhere portal number and password.

# Remote Office

Remote Office feature allows you to use an off-site phone. You can forward all incoming calls to your IP phone to a remote office number when you are away from the office. With the Remote Office feature, you can use any device (mobile phone, hotel phone or home phone) to answer calls, and any calls you place to contacts from your remote office number shows your office phone number on the caller ID. This ensures that you never miss a call.

**Note** Before configuring Remote Office feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

## Configuring Remote Office Feature on the IP Phone

### Configuring Remote Office Feature via Phone User Interface

#### Procedure

1. Go to **Menu**->**Features**->**Call Control**->**Remote Office**.
2. (Optional.) Select an account, and then press the **Enter** soft key.
3. Select **On** from the **Status** field.
4. Enter the remote phone number in the **Phone Number** field.

5. Press the **Save** soft key.

**Note** If XSI is configured on the IP phone, Remote Office configurations can be synchronized between the IP phone and the BroadWorks server.

## Using Remote Office Feature

**To receive incoming calls:**

Once Remote Office is enabled, all incoming calls to your IP phone will be forwarded to the remote phone number you provided. This ensures that you never miss a phone call and gives the appearance that you are not in the office.

**To dial outgoing calls:**

To dial a number and have it appear as if it was coming from your IP phone, you have to dial using Click-to-Dial functionality of the CommPilot Call Manager. This will ring the remote phone you provided when you answer on that phone, it will automatically ring the number you inputted into the toolbar.

# BroadSoft Directory

You can access the BroadSoft Directory through the IP phone. The contacts included in the directory are determined by your system administrator. You can dial or search for a contact in the BroadSoft directory. The BroadSoft directory allows you to search for a contact and dial the stored numbers in the following directories: Enterprise Directory, Group Directory, Enterprise Common Directory, Group Common Directory, Personal Directory, and Custom Directory.

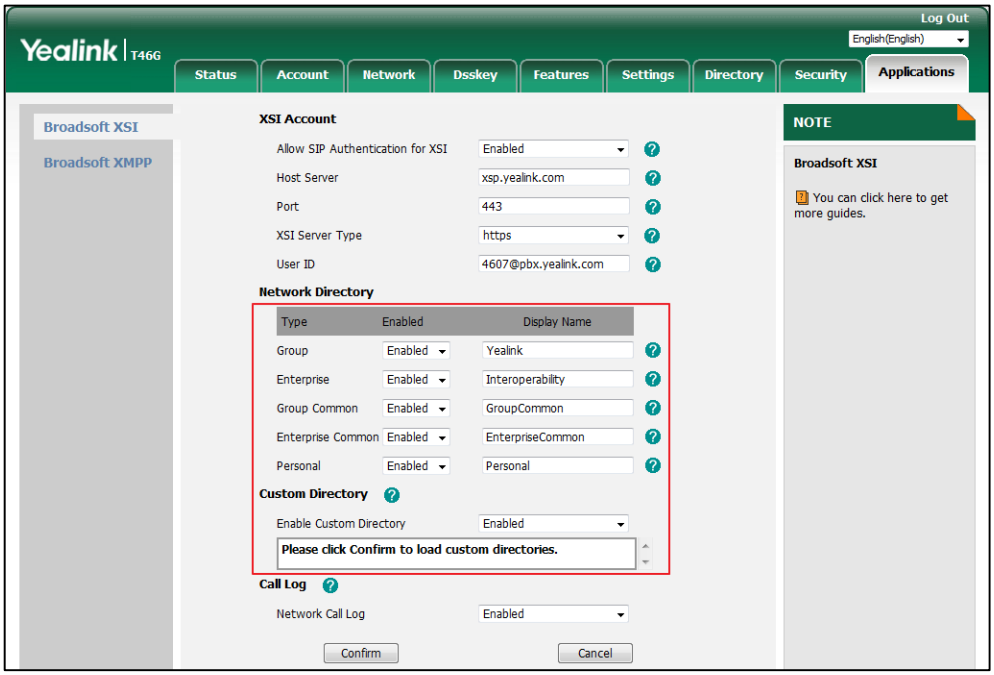
**Note** Before using BroadSoft Directory feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

## Configuring BroadSoft Directory Feature via Web User Interface

### Procedure

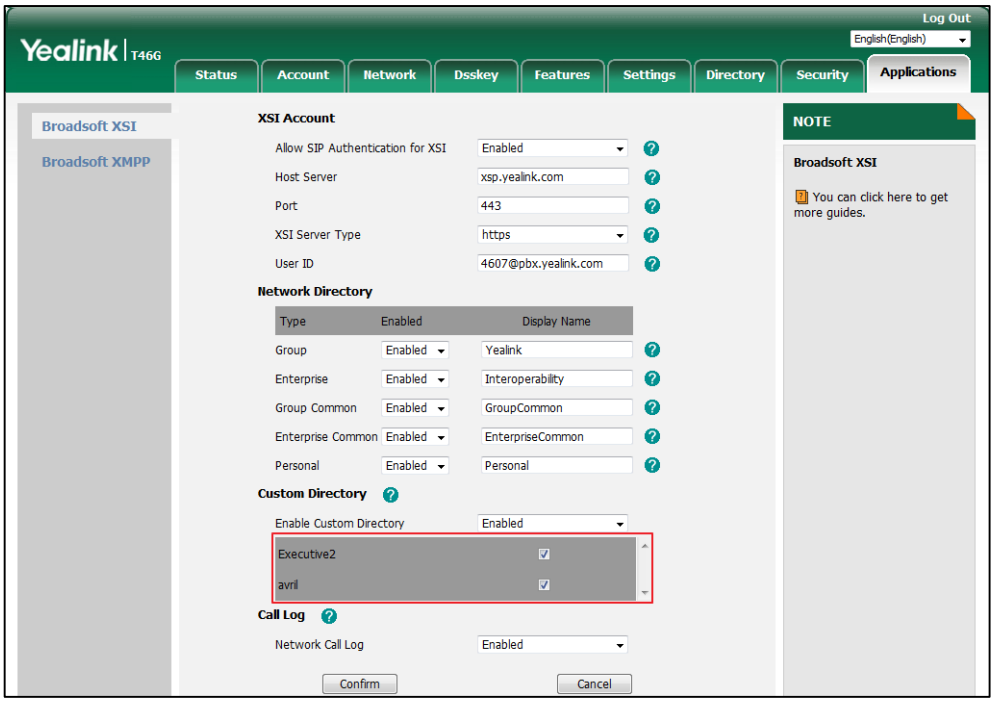
1. Click on **Applications**->**Broadsoft XSI**.
2. Select the desired value from the drop-down menu of **Enabled**.
3. Enter the desired value in the **Display Name** field.
4. Select the desired value from the drop-down menu of **Enable Custom Directory**.

If you select **Enabled**, the web user interface prompts “Please click Confirm to load custom directories.”.




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

   If the custom directory is enabled, the custom directory created on the BroadWorks server is shown in the gray area under the **Enable Custom Directory** field.



# Using BroadSoft Directory Feature on the IP Phone

## Accessing the BroadSoft Directory via Phone User Interface

You can view a list of contacts from any BroadSoft Directory available on your phone.

If the phone is disabled to automatically download all contacts from the server, the maximum of contacts available for viewing at one time is determined by the server.

### Procedure

1. Go to **Menu**->**Directory**->**Network Directory**.

   The IP phone LCD screen displays a list of directories.

2. Select the desired directory item, and then press the **Enter** soft key.

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

3. Press the **Back** soft key to back to the previous screen.

## Adding a Contact to the BroadSoft Personal Directory

### Adding a Contact to the BroadSoft Personal Directory Manually

### Procedure

1. Go to **Menu**->**Directory**->**Network Directory**.

2. Select the desired directory item, and then press the **Enter** soft key.
3. Press the **Option** soft key, and then select **Add**.
4. Enter the name and number in the corresponding fields.

5. Press the **Save** soft key.

## Adding a Contact to the BroadSoft Personal Directory from other BroadSoft Directories

### Procedure

1. Go to **Menu**->**Directory**->**Network Directory**.
2. Select the desired directory item, and then press the **Enter** soft key.
3. Highlight the desired contact.
4. Press the **Option** soft key, and then select **Add to Personal**.

5. Press the **Save** soft key.

## Adding a Contact to the BroadSoft Personal Directory from BroadSoft Call Log

### Procedure

1. Go to **Menu**->**History**->**Network Calls**.
2. Select a desired call log list.
3. Highlight the desired call log entry.

4. Press the **Option** soft key, and then select **Add to Personal**.

5. Press the **Save** soft key.

For more information on BroadSoft call log, refer to BroadSoft Call Log.

**Note** If XSI is configured on the IP phone, BroadSoft directory configurations can be synchronized between the IP phone and the BroadWorks server.

## Placing a Call to a Contact in the BroadSoft Directory

### Procedure

1. Go to **Menu**->**Directory**->**Network Directory**.
2. Select the desired directory item, and then press the **Enter** soft key to load the directory.
3. Select the desired contact.
4. Press the **Send** soft key.

## Searching for a Contact in the BroadSoft Directory

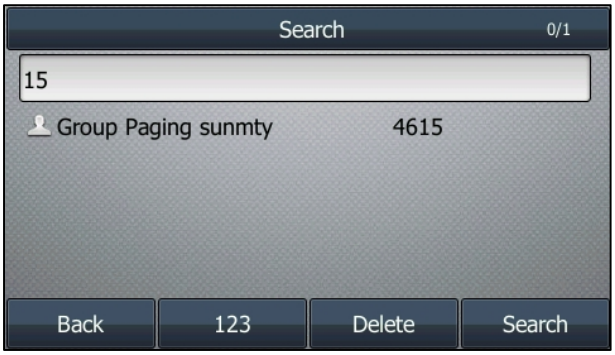
### Performing a Simple Search of the BroadSoft Directory

You can search for contacts using either name or phone number, or by typing a few characters/digits of name/phone number.

### Procedure

1. Go to **Menu**->**Directory**->**Network Directory**.
2. Do one of the following:
   - Press the **Search** soft key, and then enter the search criteria.

- Select the desired directory item, and then press the **Enter** soft key. Enter the search criteria directly.




The contacts whose name or phone number matches the criteria entered will appear on the IP phone LCD screen. You can select and dial from the result list.

**Note** If the phone is disabled to download all contacts from server, you need to press the **Search** soft key after entering the search criteria.

## Performing an Advanced Search of the BroadSoft Directory

You can choose to search for contacts by name or phone number.

### Procedure

1. Go to **Menu**->**Directory**->**Network Directory**.
2. Select the desired directory item, and then press the **Enter** soft key to load the directory.
3. Press the **Search** soft key.
4. Enter a few continuous characters or digits in the corresponding field.

5. Press the **Search** soft key again.

   The contacts whose name or phone number matches the criteria entered will appear on the IP phone LCD screen. You can select and dial from the result list.

# BroadSoft Call Log

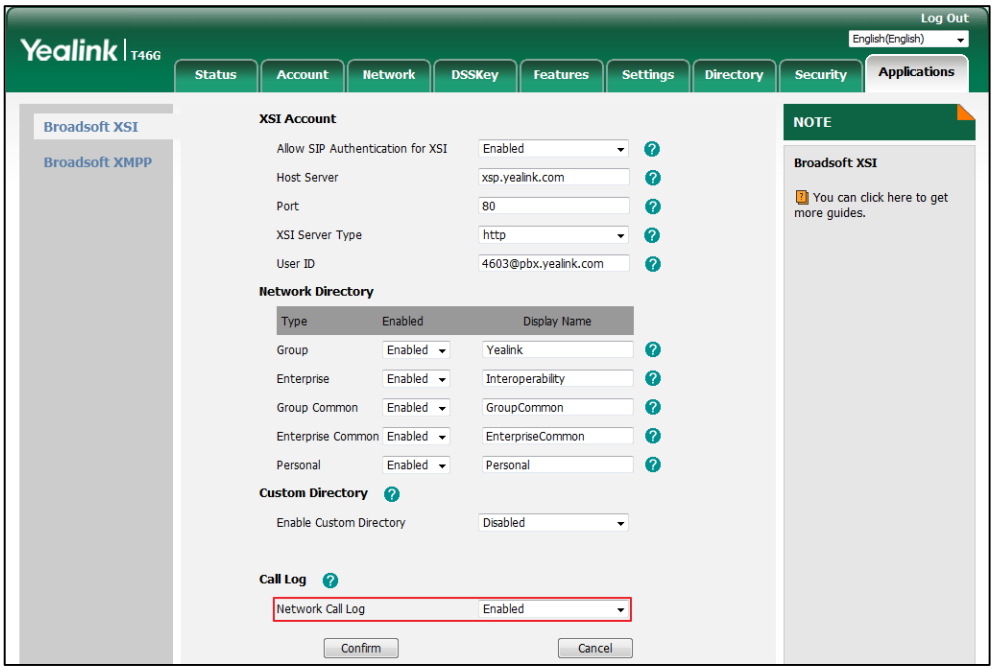
You can access the BroadSoft Call Log through the IP phone. Each call log entry contains call information such as remote party identification, time and date. You can check call log entries and place a call from the call log lists. The BroadSoft Call Log allows you to view and dial the stored numbers in the following lists: missed calls, received calls, placed calls and all calls. It also allows you to delete a call log entry or all call log entries from the BroadSoft Call Log lists.

**Note** Before using BroadSoft Call Log feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

## Configuring BroadSoft Call Log Feature on the IP Phone

### Procedure

1. Click on **Applications**->**Broadsoft XSI**.
2. Select the desired value from the drop-down menu of **Network Call Log**.




3. Click **Confirm** to accept the change.

# Using BroadSoft Call Log Feature on the IP Phone

## Accessing the BroadSoft Call Log via Phone User Interface

### Procedure

1. Go to **Menu**->**History**->**Network Calls**.
2. (Optional.) Select the desired line (not for SIP-T19(P) E2/CP925/CP935W/CP920/CP965/CP960/T30P/T30).
3. Select a desired call log list.

   The phone displays call log entries of this list on the LCD screen.

4. Press the **Back** soft key to back to the previous screen.

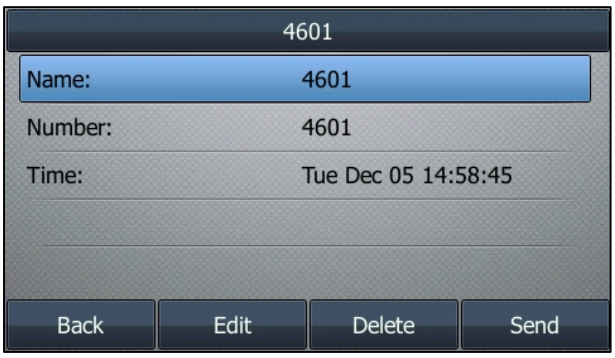
## Viewing the BroadSoft Call Log

### Procedure

1. Go to **Menu**->**History**->**Network Calls**.
2. (Optional.) Select the desired line (not for SIP-T19(P) E2/CP925/CP935W/CP920/CP965/CP960/T30P/T30).
3. Select the desired call log list
4. Highlight the desired call log entry.
5. Press the **Option** soft key and select **Detail**.

   On the SIP-T54W/T48U/T48S/T48G IP phone, tap ⓘ after the desired contact.

   The detailed information of the call log entry appears on the LCD screen.




## Placing a Call from the BroadSoft Call Log List

### Procedure

1. Go to **Menu**->**History**->**Network Calls**.
2. (Optional.) Select the desired line (not for SIP-T19(P) E2/CP925/CP935W/CP920/CP965/CP960/T30P/T30).
3. Select the desired call log list
4. Highlight the desired call log entry.
5. Press the **Send** soft key.

## Deleting the BroadSoft Call Log

### Deleting a Call Log Entry from the BroadSoft Call Log List

### Procedure

1. Go to **Menu**->**History**->**Network Calls**.
2. (Optional.) Select the desired line (not for SIP-T19(P) E2/CP925/CP935W /CP920/CP965/CP960/T30P/T30).
3. Select the desired call log list
4. Highlight the desired call log entry.
5. Press the **Delete** soft key.

   A confirmation message is displayed, confirming that you want to delete the entry.
6. Press the **OK** soft key to delete.

You can also delete a call log entry after viewing it. For more information, refer to Viewing the BroadSoft Call Log.

On the SIP-T54W/T48U/T48S/T48G IP phone, you can only delete a call log entry by tapping ->**Delete**.

### Deleting All Call Log Entries from the BroadSoft Call Log List

### Procedure

1. Go to **Menu**->**History**->**Network Calls**.
2. (Optional.) Select the desired line (not for SIP-T19(P) E2/CP925/CP935W /CP920/CP965/CP960/T30P/T30).
3. Select the desired call log list
4. Press the **Option** soft key and select **Delete All**.

   On the SIP-T54W/T48U/T48S/T48G IP phone, tap **Delete All**.

   A confirmation message is displayed, confirming that you want to delete all the entries.
5. Press the **OK** soft key to delete.

# Call Park

You can use the Call Park feature to park a call, and then retrieve the parked call from another phone (for example, a phone in another office or conference room). IP phones also support group call park feature. Group Call Park hunts for the first available user in the call park group and parks the call there. The call park group should be predefined by your system administrator.

You can park an active call by pressing the **Park** soft key or the park key (if configured) on the phone. If the call is parked successfully, you will hear a voice prompt confirming that the call was parked.

You can retrieve the parked call by pressing the **Retrieve** soft key or the retrieve park key (if configured).

You can also configure the phone to display an indicator and play a warning tone when a call is parked against the desired extension.

## Configuring Call Park Feature on the IP Phone

You can configure Call Park feature under the following mode:

- FAC mode
- XSI mode

**Note** Before using XSI mode feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

### Configuring Call Park Feature in FAC Mode

Call Park feature via FAC mode allows users to park an active call or retrieve the parked call through dialing the desired FAC. When the call park mode is configured as FAC mode, you need to configure the call park FAC for the **Park** soft key or the call park key. Call park FAC configured for the **Park** soft key will also apply to the call park key.

**Note** If the call park code is already configured for the **Park** soft key, you don't need to configure it when configuring a call park key.

If the park retrieve code is already configured for the **Retrieve** soft key, you don't need to configure it when configuring a park retrieve key.

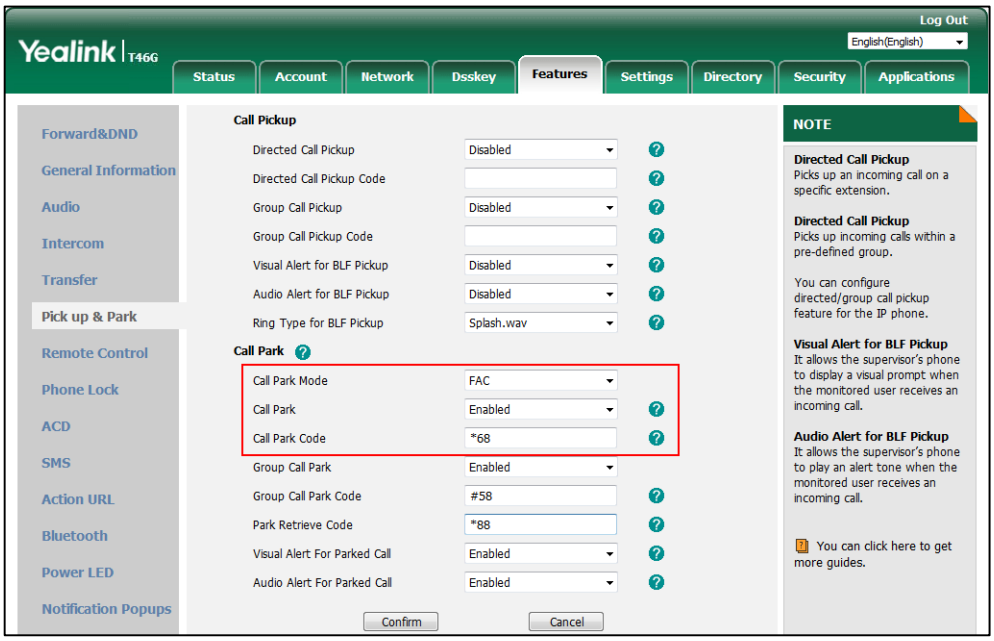
## Configuring Call Park Feature for the FAC Mode via Web User Interface

### Procedure

1. Click on **Features**->**Pick up & Park**.
2. Select **FAC** from the drop-down menu of **Call Park Mode**.
3. Select **Enabled** from the drop-down menu of **Call Park**.

   If **Enabled** is selected, the **Park** soft key will display on the LCD screen during a call, and the **Retrieve** soft key will display on the dialing screen.
4. (Optional.) Enter the call park code in the **Call Park Code** field.

   It is configured for the **Park** soft key. This call park code will also apply to the call park key.




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

**Note** If the **Park** soft key doesn't appear on the LCD screen, please select **Disabled** from the pull-down list of **Custom Softkey** via web user interface at path **Settings**->**Softkey Layout**.

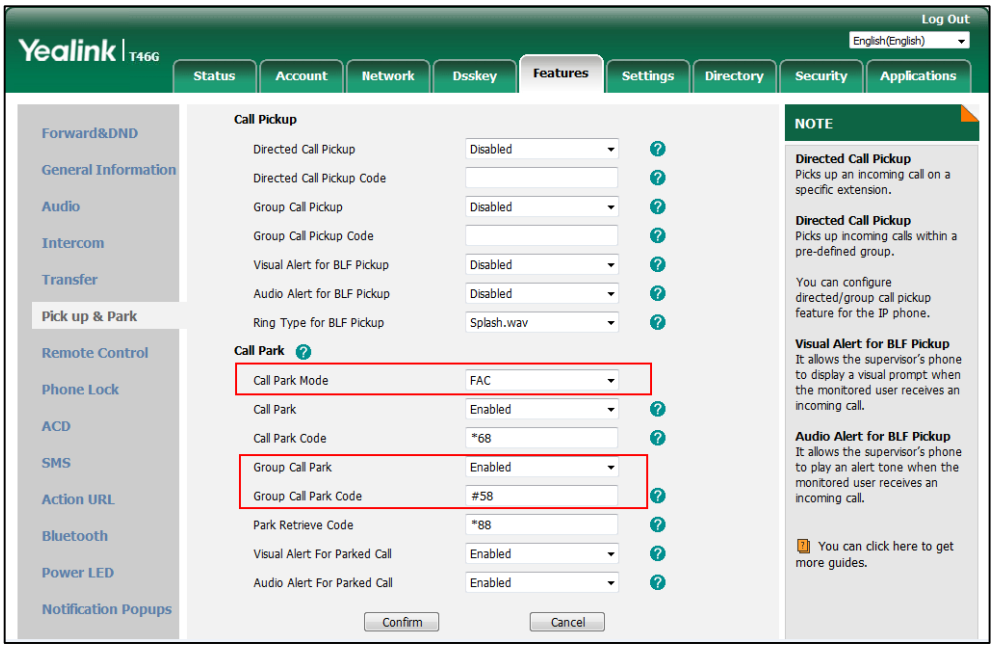
## Enabling Group Call Park Feature for the FAC Mode via Web User Interface

### Procedure

1. Click on **Features**->**Pick up & Park**.
2. Select **FAC** from the drop-down menu of **Call Park Mode**.
3. Select **Enabled** from the drop-down menu of **Group Call Park**.

   If **Enabled** is selected, the **GPark** soft key will display on the LCD screen during a call, and the **Retrieve** soft key will display on the dialing screen.

4. (Optional.) Enter the group call park code in the **Group Call Park Code** field.




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

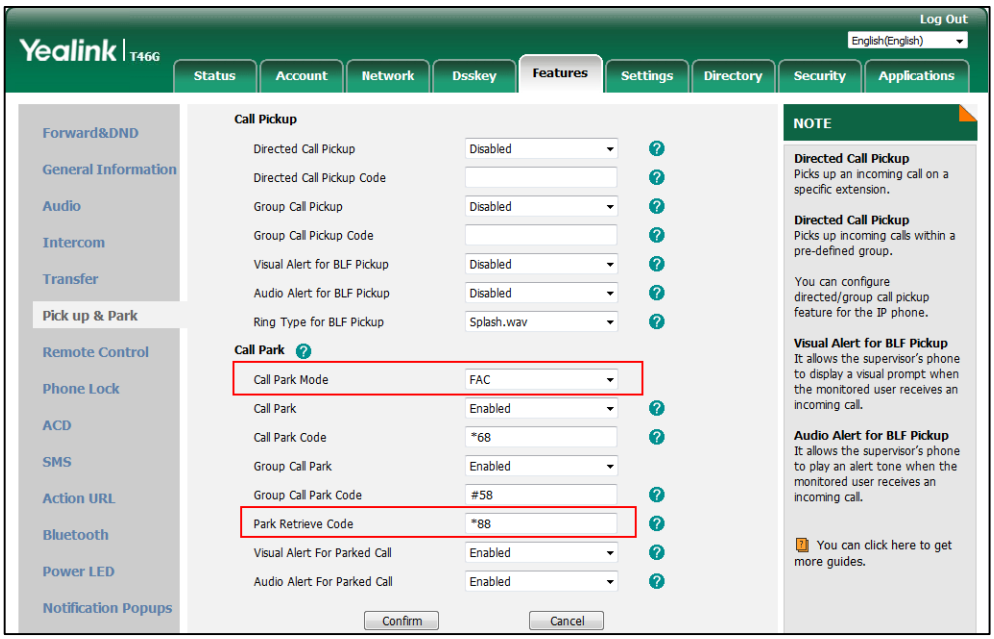
**Note** If the **GPark** soft key doesn't appear on the LCD screen, please select **Disabled** from the pull-down list of **Custom Softkey** via web user interface at path **Settings**->**Softkey Layout**.

## Configuring the Park Retrieve Code for the FAC Mode via Web User Interface

### Procedure

1. Click on **Features**->**Pick up & Park**.
2. Select **FAC** from the drop-down menu of **Call Park Mode**.
3. Enter the park retrieve code in the **Park Retrieve Code** field.

It is configured for the **Retrieve** soft key. This call park code will also apply to the retrieve park key.




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

## Configuring Call Park Feature in XSI Mode

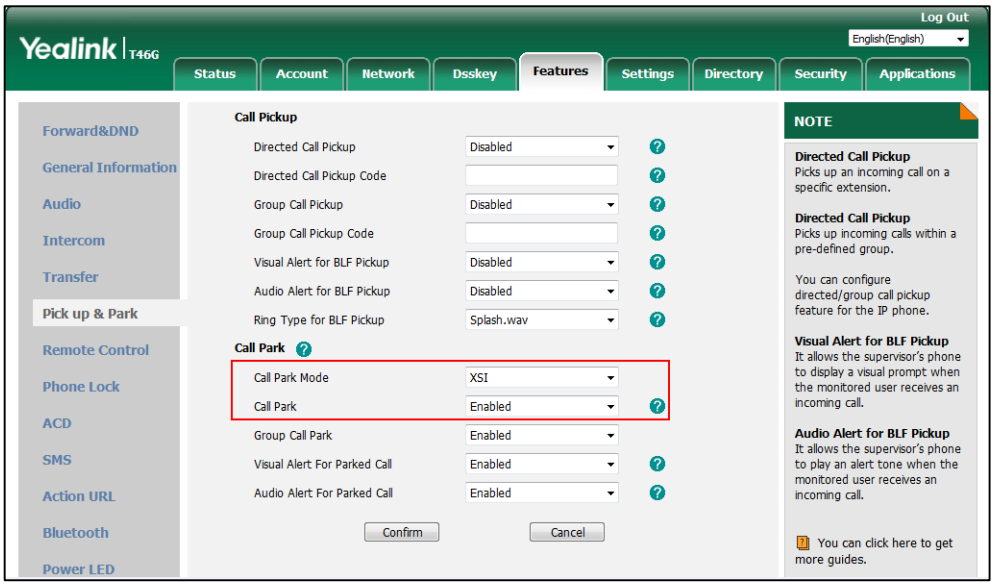
When the call park mode is configured as XSI mode, you need to configure the XSI feature on the IP phone in advance. In the XSI mode, you don't need to configure a call park code for the **Park** soft key or the call park key. Call park can be performed via the **Park** soft key or the call park key after successful XSI access authentication. For more information on XSI feature, refer to Xtended Services Interface. In the XSI mode, call park and park retrieve can be performed via the Dsskey.

### Configuring Call Park Feature for the XSI Mode via Web User Interface

#### Procedure

1. Click on **Features**->**Pick up & Park**.
2. Select **XSI** from the drop-down menu of **Call Park Mode**.
3. Select **Enabled** from the drop-down menu of **Call Park**.

If **Enabled** is selected, the **Park** soft key will display on the LCD screen during a call, and the **Retrieve** soft key will display on the dialing screen.



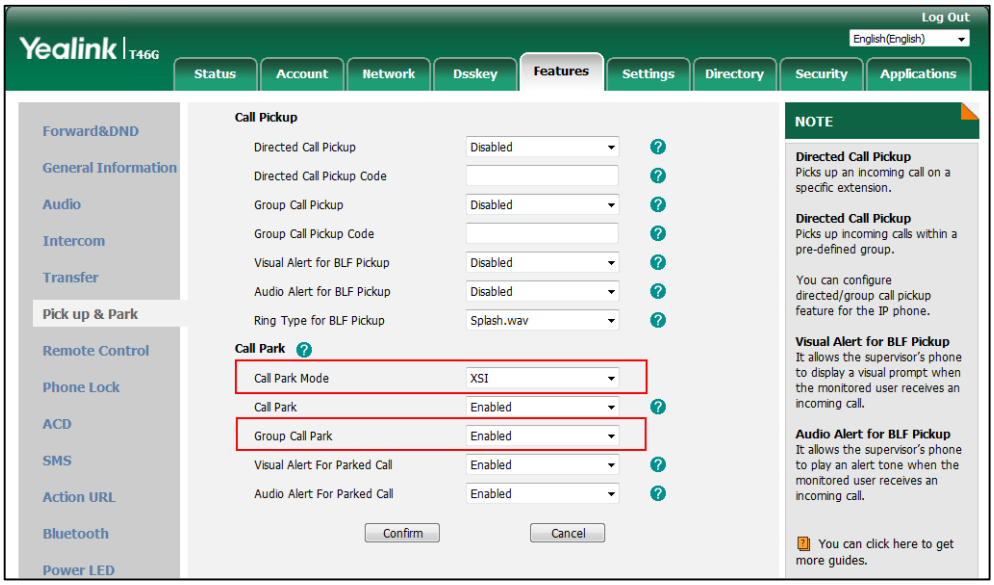

4. Click **Confirm** to accept the change.

## Configuring Group Call Park Feature for the XSI Mode via Web User Interface

### Procedure

1. Click on **Features**->**Pick up & Park**.
2. Select **XSI** from the drop-down menu of **Call Park Mode**.
3. Select **Enabled** from the drop-down menu of **Group Call Park**.

   If **Enabled** is selected, the **Park** soft key will display on the LCD screen during a call, and the **Retrieve** soft key will display on the dialing screen.




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

## Configuring Visual/Voice Alert for Parked Call

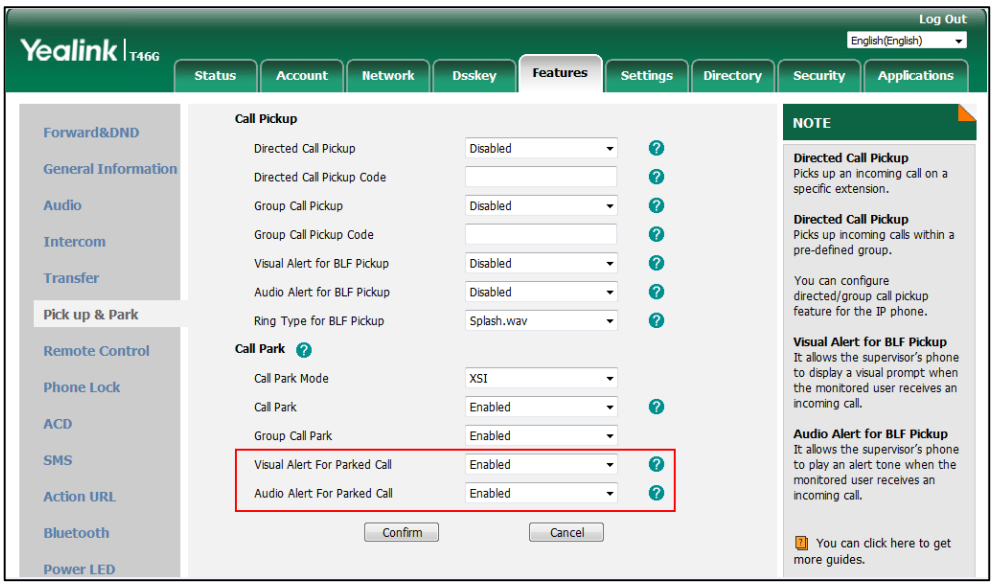
You can configure the phone to display an indicator and play a warning tone when a call is parked against the desired extension.

### Enabling Visual/Voice Alert for Parked Call via Web User Interface

#### Procedure

1. Click on **Features**->**Pick up & Park**.
2. Select **Enabled** from the **Visual Alert for Parked Call** field.
3. Select **Enabled** from the **Audio Alert for Parked Call** field.

   It is configurable only when **Enabled** is selected in the **Visual Alert for Parked Call** field.




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

## Using Call Park Feature on the IP Phone

You can operate call park feature via the following mode:

- FAC mode
- XSI mode

### Call Park Feature via FAC Mode

This section details how to park a call or retrieve a parked call when the Call Park feature is configured for the FAC mode.

## Parking a Call (Call Park)

### Procedure

1. During a call, press the **Park** soft key (You may need to press the **More** soft key to see the **Park** soft key).

   The phone will dial the configured call park code shown below:

   If hide feature access codes feature is enabled, the IP phone LCD screen for reference is shown below:

   It is only applicable when pressing the **Park** soft key. For more information, refer to Hide Feature Access Codes.

2. Do one of the following:

   - If you want to park the call against the local extension, press the # key.

     If the call is parked successfully, you will hear a voice prompt confirming that the call is parked. The phone plays a warning tone and LCD screen displays the parked information (if visual alert for parked call and audio alert for parked call features are enabled on the IP phone).

   - If you want to park the call against the desired extension, enter an extension (e.g., 4605) where you want to park the call and then press the OK key or # key.

     If the call is parked successfully, you will hear a voice prompt confirming that the call is parked. The call is parked against the extension you entered. The phone where the call is parked plays a warning tone and LCD screen displays the parked information

(if visual alert for parked call and audio alert for parked call features are enabled on the IP phone).

From the Calls screen, you can also use a Call Park key (refer to Configuring a Call Park Key) to park the call to the desired destination directly.

The following factors will result in the disappearance of the Call Park screen above:

- A user operates the phone.
- The parked user releases the call.
- An incoming call arrives on the phone.
- The parked call is retrieved.

## Parking a Call (Group Call Park)

### Procedure

1. During a call, press the **GPark** soft key (You may need to press the **More** soft key to see the **GPark** soft key).

   The phone will dial the configured group call park code (default: #58) shown as below:

   If hide feature access codes feature is enabled, the IP phone LCD screen for reference is shown below:

   It is only applicable when pressing the **GPark** soft key. For more information, refer to Hide Feature Access Codes.

If the call is parked successfully, you will hear a voice prompt informing you of the extension where the call is parked.

## Retrieving the Parked Call

### Procedure

1. Press the **Retrieve** soft key on the dialing screen or retrieve key (if configured) on the IP phone. Or press the **Retrieve** soft key if the LCD screen displays the parked information.

   The phone will dial the configured park retrieve code and the Retrieve screen appears as below:

   If hide feature access codes feature is enabled, the IP phone LCD screen for reference is shown below:

   For more information, refer to Hide Feature Access Codes.

2. Follow the voice prompt, do one of the following:

   - Press the # key on the phone where the call is parked.
   - Enter the desired extension followed by # (e.g., 4605#) on any phone.

From the Idle screen, you can also use a Park Retrieve key (refer to Configuring a Park Retrieve Key) to retrieve the parked call from the desired destination directly.

If the parked call is retrieved successfully, you will be connected with the parked user.

If the parked call is not retrieved within a period of time assigned by the BroadWorks server, the phone performing call park will receive a callback.

**Note** You can also press the **Park/Retrieve** soft key to enter the pre-dialing screen, and then press the desired BLF or BLF list key to complete parking a call or retrieving a parked call directly. It should be pre-configured by your system administrator.

## Call Park Feature via XSI Mode

This section details how to park a call or retrieve a parked call when the Call Park feature is configured for the XSI mode.

### Parking a Call (Call Park)

#### Procedure

1. During a call, press the **Park** soft key (You may need to press the **More** soft key to see the **Park** soft key) or the call park key (If configured).

   The Park to screen appears as below:

2. Do one of the following:
   - If you want to park the call against the local extension, press the OK key, # key or the **Park** soft key.

     If the call is parked successfully, you will hear a voice prompt confirming that the call is parked. The phone plays a warning tone and LCD screen displays the parked information (if visual alert for parked call and audio alert for parked call features are enabled on the IP phone).
   - If you want to park the call against the desired extension, enter an extension (e.g., 4605) where you want to park the call and then press the OK key, # key or the **Park** soft key.

     If the call is parked successfully, you will hear a voice prompt confirming that the call is parked. The call is parked against the extension you entered. The phone where the call is parked plays a warning tone and the LCD screen displays the parked information (if visual alert for parked call and audio alert for parked call features are enabled on the IP phone).

From the Calls screen, you can also use a Call Park key (refer to Configuring a Call Park Key) to park the call to the desired destination directly.

The following factors will result in the disappearance of the Call Park screen above:

- A user operates the phone.
- The parked user releases the call.
- An incoming call arrives on the phone.
- The parked call is retrieved.

## Parking a Call (Group Call Park)

### Procedure

1. During a call, press the **GPark** soft key (You may need to press the **More** soft key to see the **GPark** soft key).

   If the call is parked successfully, you will hear a voice prompt informing you of the extension where the call is parked.

## Retrieving the Parked Call

### Procedure

1. Do one of the following:

   **a)** Retrieve a call on the phone where the call is parked.

   - Press the **Retrieve** soft key on dialing screen (You may need to press the **More** soft key to see the **Retrieve** soft key) or press the **Retrieve** soft key if the LCD screen displays the parked information.
   - Press the retrieve key (if configured) on the IP phone where the call is parked.

     The Retrieve Park screen appears as below:

     Press the OK key, # key or the **Retrieve** soft key on the phone where the call is parked.

   **b)** Retrieve a call on any phone.

- Press the retrieve key (if configured) on any phone.

  Enter the desired extension (e.g., 4605) where the call is parked.

  Press the OK key, # key or the **Retrieve** soft key on the phone where the call is parked.

- Dial out the call park retrieve FAC (default: *88) followed by the parking extension on any phone (e.g., *884605).

2. Press the OK key, # key or the **Answer** soft key.

From the Idle screen, you can also use a Park Retrieve key (refer to Configuring a Park Retrieve Key) to retrieve the parked call from the desired destination directly.

If the parked call is retrieved successfully, you are connected with the parked user.

If the parked call is not retrieved within a period of time assigned by the BroadWorks server, the phone performing call park will receive a callback.

# Hide Feature Access Codes

You can enable the Hide Feature Access Codes feature to allow the IP phone to display the feature identifier instead of the dialed feature access code automatically. For example, the dialed call park code (e.g., *68) will be replaced by the identifier “Call Park” when you park an active call.

The Hide Feature Access Codes feature is applicable to the following features:

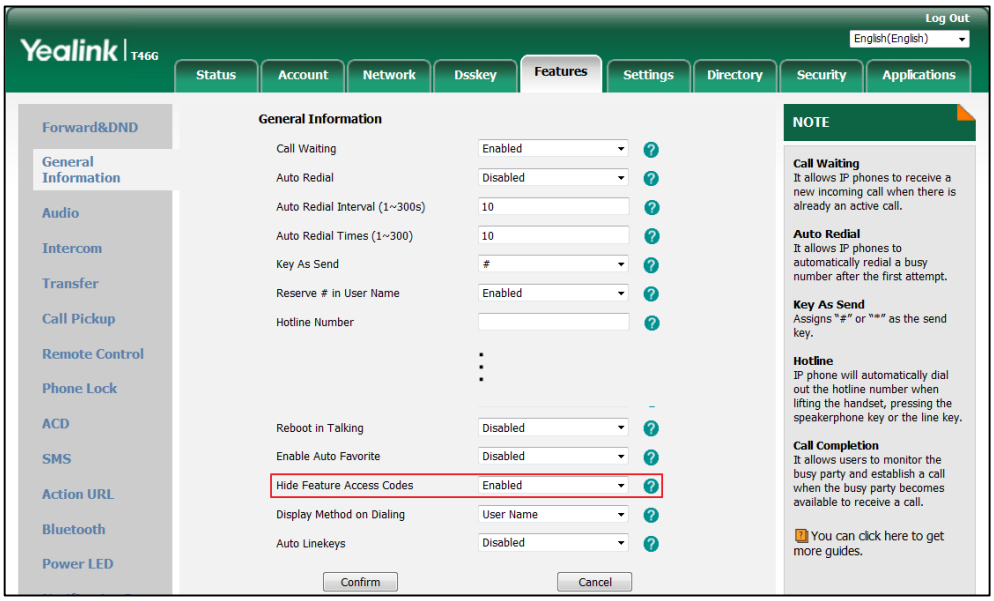
- Voice Mail
- Pick up
- Group Pick up
- Barge In
- Retrieve
- Call Pull
- Call Park
- Group Park

## Enabling Hide Feature Access Codes Feature via Web User Interface

### Procedure

1. Click on **Features**->**General Information**.

2. Select **Enabled** from the drop-down menu of **Hide Feature Access Codes**.




3. Click **Confirm** to accept the change.

# Call Waiting

Call Waiting enables you to receive another incoming call while already engaged in a call. Call Waiting Tone enables the IP phone to play a warning tone when receiving a new incoming call during a conversation. Call waiting tone works only if call waiting is enabled. If Call Waiting is disabled, another incoming call will be automatically rejected with a busy message. You can dial the call waiting feature access codes (FACs) to enable or disable call waiting feature for a BroadWorks user.

Call waiting synchronization is used to synchronize call waiting status between the IP phone and the BroadWorks server. This should be pre-configured by your system administrator.

If the synchronization is disabled, make sure the server-side call waiting feature for the registered user is enabled before using the call waiting feature

## Configuring Call Waiting via Phone User Interface When Synchronization is Disabled

### Procedure

1. Go to **Menu**->**Features**->**Call Waiting**.

2. Select the desired value from the **Call Waiting** field.

3. Select the desired value from the **Play Tone** field.
4. Press the **Save** soft key.

If the synchronization is enabled, make sure you have correctly configured XSI before using the call waiting feature. For more information on XSI, refer to Xtended Services Interface.

## Configuring Call Waiting via Phone User Interface When Synchronization is Enabled

### Procedure

1. Go to **Menu**->**Features**->**Call Control**->**Call Waiting**.
2. (Optional.) Select an account, and then press the **Enter** soft key.
3. Select the desired value from the **Call Waiting** field.

4. Press the **Save** soft key.

Call waiting feature is also configurable via the web user interface at the path **Features**->**General Information**.

# Do Not Disturb

You can use the Do Not Disturb (DND) feature to reject all incoming calls automatically.

There are two DND modes:

- **Phone** (default): DND is effective for the phone system. You can apply call forward to all line registrations on the phone.
- **Custom**: DND can be configured for each or all accounts. You can specify individual or all line registrations on a phone that has multiple registered lines.

You can use the **DND** soft key or a DND key to activate or deactivate DND feature. You can also dial DND feature access codes (FACs) to activate or deactivate DND feature for a BroadWorks user.

DND can be activated locally through the phone or through a server. If DND feature key synchronization is enabled, the changing status will be synchronized between the BroadWorks and your IP phone. For more information, contact your system administrator.

**To use DND feature key synchronization when the DND mode is set to "Phone":**

When you change the DND status of the IP phone, the IP phone will notify the BroadWorks server of the status change and BroadWorks changes the DND status for the current user registered on the IP phone. Conversely, if you change DND status of the IP phone via the BroadWorks web portal or feature access code (FAC), the BroadWorks server will notify the IP phone of the status change and the IP phone changes the DND status which applies to all users.

**To use DND feature key synchronization when the DND mode is set to "Custom":**

When you change a user's DND status of the IP phone, the IP phone will notify the BroadWorks server of the status change and BroadWorks changes the DND status for the user. Conversely, if you change a user's DND status via the BroadWorks web portal or feature access code (FAC), the BroadWorks server will notify the phone of the status change and the phone changes the DND status for the user.

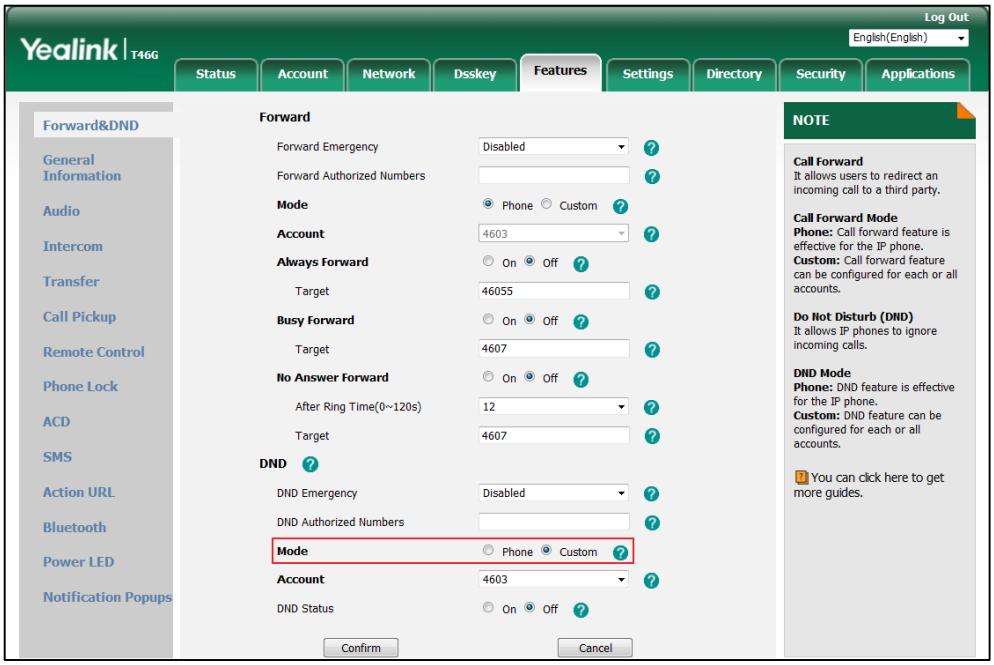
When the DND feature is activated, the IP phone supports displaying a large DND icon on the idle screen. This should be pre-configured by your system administrator.

**Note** SIP-T19(P) E2/CP960/T30P/T30 IP phones only support phone mode.

# Configuring the DND Mode via Web User Interface

## Procedure

1. Click on **Features**->**Forward&DND**.
2. In the **DND** block, mark the desired radio box in the **Mode** field.




3. Click **Confirm** to accept the change.

# Configuring a DND Key via Phone User Interface

## Procedure

1. Go to **Menu**->**Features**->**Dsskey** and select the desired DSS key, or long press the desired DSS key.
2. Select **Key Event** from the **Type** field.
3. Select **DND** from the **Key Type** field.

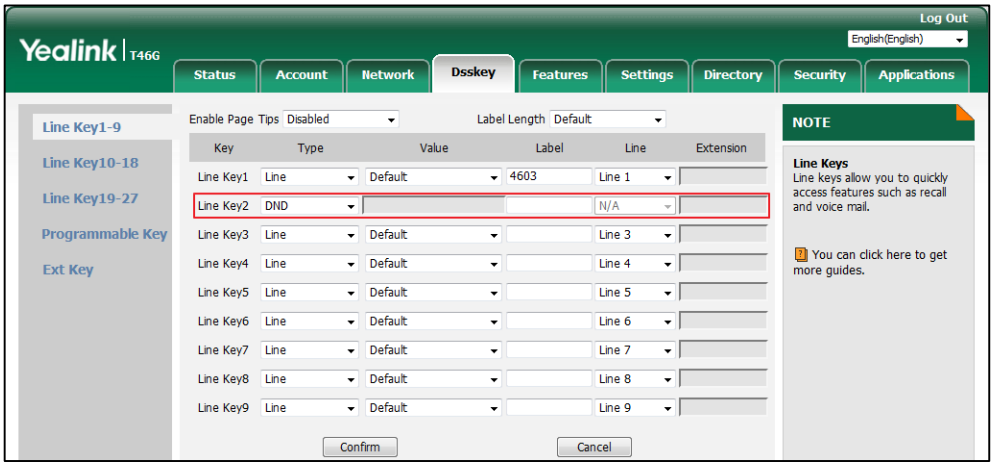
4. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

5. Press the **Save** soft key.

## Configuring DND Key via Web User Interface

### Procedure

1. Click on **Dsskey**->**Line Key** (or **Programmable Key**).
2. In the desired DSS key field, select **DND** from the drop-down menu of **Type**.
3. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.




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

## Activating DND in Phone Mode

### Procedure

1. Do one of the following:
   - Press the **DND** soft key when the IP phone is idle.
   - Press the DND key when the IP phone is idle.

The DND key LED glows green. The icon on the status bar indicates that the DND feature is activated.

Incoming calls will be rejected automatically.

**Note** If **Play Ring Reminder when a call is blocked** feature is enabled on the BroadSoft server, the IP phone will play a ring reminder when an incoming call is blocked due to this feature. For more information, contact your system administrator.

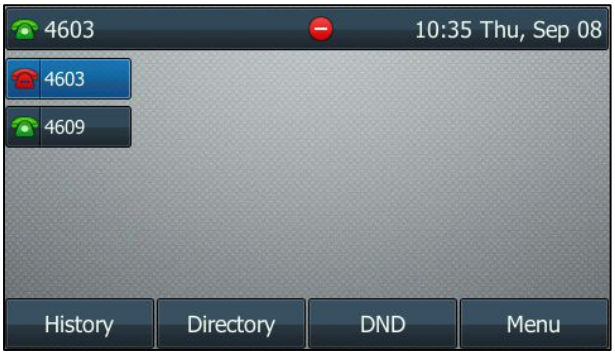
## Activating DND for an Account in Custom Mode

### Procedure

1. Press the **DND** soft key or DND key when the IP phone is idle.
2. (Optional.) Select the desired account.
3. Select **On**.

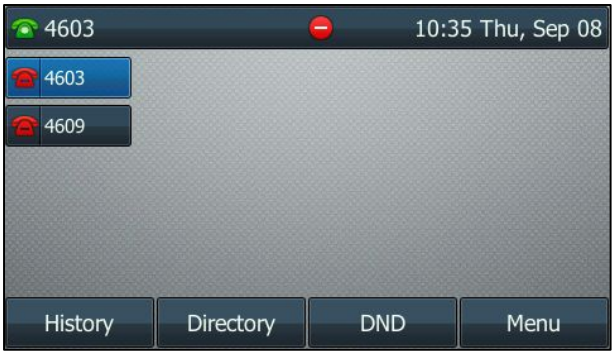
4. (Optional.) Press the **All On** soft key to activate DND feature for all accounts.
5. Press the **Save** soft key.

If you activate DND for a specific account, the associated line icon will change to , and the icon will appear on the status bar.




If you activate DND for the non-default account, only the associated line icon will change to .

If you activate DND for all accounts, the DND key LED glows green. All line icons will change to and the icon will appear on the status bar.




**Note** To deactivate DND feature when DND feature key synchronization is disabled, ensure the server-side DND feature for the registered user is deactivate.

# Call Forward

You can use the Call Forward feature to forward incoming calls to another destination. IP phones support the following call forward behaviors:

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

You can dial the call forward FACs to activate or deactivate Call Forward feature for a BroadWorks user. BroadWorks also provides the option to play a ring splash reminder for Always Call Forward.

# Configuring the Forward Modes

There are two call forward modes:

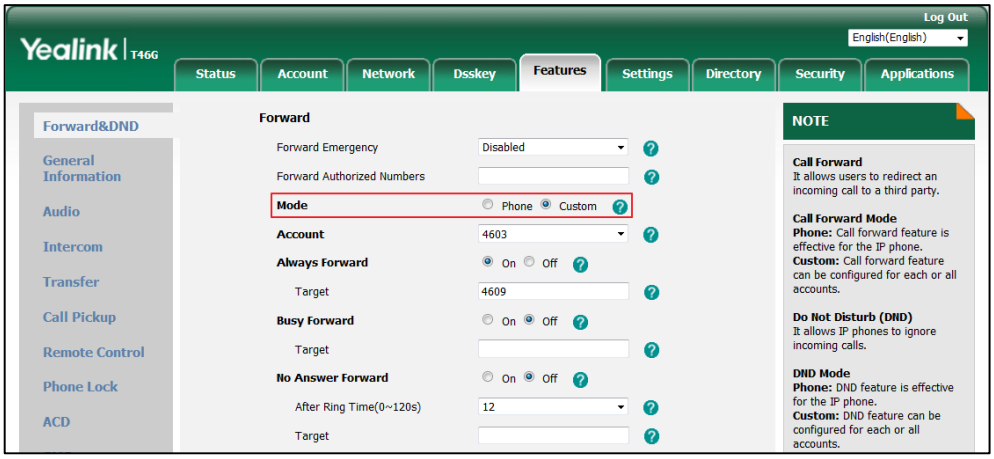
- **Phone** (default): Call Forward is effective for the phone system. You can apply call forward to all line registrations on the phone.
- **Custom**: Call Forward can be configured for each or all accounts. You can specify individual or all line registrations on a phone that has multiple registered lines.

**Note** SIP-T19(P) E2/CP960/T30P/T30 IP phones only support phone mode.

## Configuring the Call Forward Mode via Web User Interface

### Procedure

1. Click on **Features**->**Forward&DND**.
2. In the **Forward** block, mark the desired radio box in the **Mode** field.




3. Click **Confirm** to accept the change.

# Configuring the Forward Feature in Phone Mode

## Configuring Call Forward in Phone Mode via Phone User Interface

### Procedure

1. Go to **Menu**->**Features**->**Call Forward**, and then select the desired forwarding type.
2. Select **Enabled** from the **Always Forward**/**Busy Forward**/**No Answer Forward** field.
3. Enter the destination number you want to forward incoming calls to in the **Forward to** field.
4. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the **After Ring Time** field.
5. Press the **Save** soft key.

   The call forward icon on the idle screen indicates that the call forward is activated.

You can also press the Forward key (refer to Configuring a Forward Key) on the Idle screen to activate/deactivate forward feature temporarily. The Forward key LED solids green.

# Configuring the Forward Feature in Custom Mode

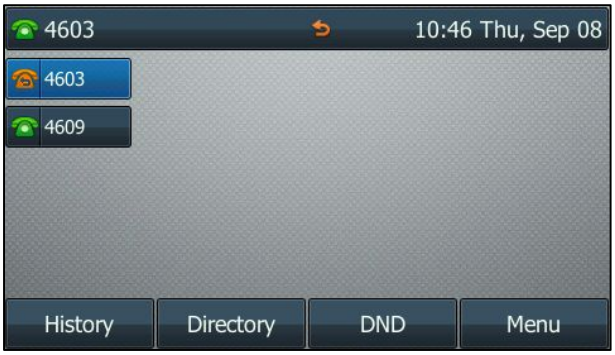
## Configuring Call Forward in Custom Mode via Phone User Interface

### Procedure

1. Go to **Menu**->**Features**->**Call Forward** or press the TRANSFER key when the phone is idle.
2. If your phone has multiple accounts, select an account.
3. Select the desired forwarding type.
4. Select **Enabled** from the **Always Forward**/**Busy Forward**/**No Answer Forward** field.
5. Enter the destination number you want to forward incoming calls to in the **Forward to** field.
6. If you select the **No Answer Forward** option, select the desired ring time to wait before forwarding from the drop-down menu of **After Ring Time**.
7. Do one of the following:
   - If you want to activate call forward for all accounts, highlight the **Always Forward**/**Busy Forward**/**No Answer Forward** field and press the **All Lines** soft key.

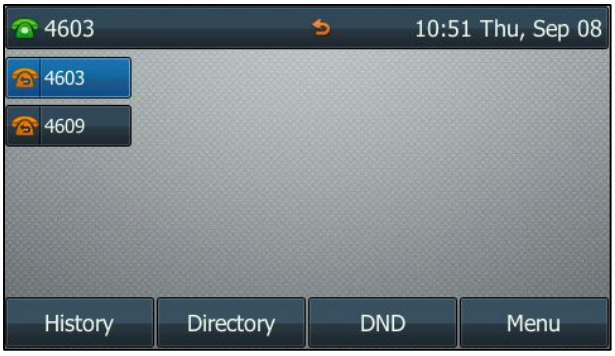
     Press **OK**.
   - If you want to activate call forward for the selected account, press **Save**.

If you activate call forward for the default account, the associated line icon will change to , and the icon will appear on the status bar.




If you activate call forward for the non-default account, only the associated line icon will change to .

If you activate call forward for all accounts, all line icons will change to , and the icon will appear on the status bar.




**Note** To deactivate call forward feature when key synchronization is disabled, ensure the server-side call forward feature is activated.

Call Forward feature is also configurable via the web user interface at the path **Features**->**Forward&DND**.

# Group Night Forwarding

Group Night Forwarding feature is used to forward incoming calls to another destination at off-work time. You can view the status via the phone user interface.

**Note** Before using Group Night Forwarding feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

## Viewing the Group Night Forwarding Status via Phone User Interface

### Procedure

1. Go to **Menu**->**Call Control**->**Group Night Forward**.

   The LCD screen displays the status and the current forward schedule.

# Sequential Ring

You can use the Sequential Ring feature to sequentially ring up to 5 secondary locations in addition to the base location. This feature applies to calls matching the pre-defined criteria. You can also use this feature to ring calls from your manager, a family member, or an important customer on your IP phone, alternate mobile phone, or home phone. You can configure the number of rings for the base location by dialing the no answer timer FAC.

## Using Sequential Ring Feature on the IP Phone

User A with Sequential Ring service enabled is registered on your IP phone and has 3 secondary locations. The number of rings for the base location is 3. The answer confirmation is enabled for each secondary location.

## Configuring the Number of Rings for the Base Location by Dialing the Feature Access Code

### Procedure

1. Dial the no answer timer FAC (default: *610).
2. Enter the number of rings following the voice prompt.

   The valid value ranges from 0 to 20 (1 is not inclusive).
3. Hang up the handset after the system prompts the number of rings was set successfully.

## Answering a Call to the Base Station on the Secondary Location

### Procedure

1. User B places a call to User A.

   User B is provided with a greeting followed by periodic comfort announcements and can also interrupt the call at any point by pressing the pound key.

   User A is alerted. The call is released if it is not answered after a number of rings. The IP phone LCD screen prompts a missed call:

   The call moves to the secondary location. One of the secondary locations is alerted. If user A has forwarding or voice messaging enabled, whether the call moves to the secondary location depends on how the BroadWorks server is configured.
2. If the secondary location answers the incoming call, the user needs to enter a digit to confirm the acceptance of the call.

**Note** Answer Confirmation feature is configurable on the BroadWorks server only. For more information, contact your system administrator.

# Call Transfer

You can use the Call Transfer feature to transfer existing calls to another destination. IP phones support the following call transfer behaviors:

- **Blind Transfer** –Transfer a call to a specific destination without consulting the destination party.

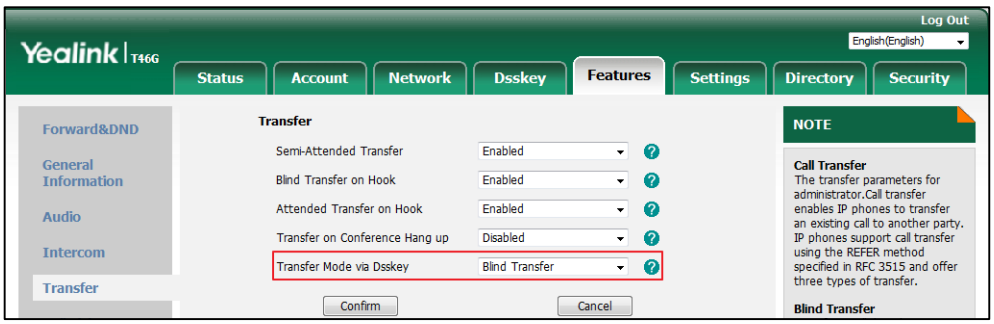
- **Semi-attended Transfer** –Transfer a call to a specific destination after hearing the ring back tone.
- **Attended Transfer** –Transfer a call to a specific destination with prior consultation.

# Configuring Transfer Mode via Dsskey

You can transfer an active or held call differently using a Transfer key or BLF List key. The phone behavior depends on the configuration of Transfer Mode via Dsskey.

## Procedure

1. Click on **Features**->**Transfer**.
2. Select the desired transfer mode from the **Transfer Mode via Dsskey** field.
   - If you select **Blind Transfer**, press the Transfer key or BLF List key to blind transfer the call to the destination number.
   - If you select **Attended Transfer**, press the Transfer key or BLF List key to dial out destination number and then perform an attended or a semi-attended transfer.
   - If you select **New Call**, press the Transfer key or BLF List key to place a new call to the desired user.
   - If you select **Optional**, press the Transfer key or BLF List key to select the desired transfer mode, and then perform a transfer.




3. Click **Confirm**.

# Using Call Transfer Feature on the IP Phone

## Performing a Blind Transfer

### Procedure

1. Press the TRANSFER key or **Transfer** (**Trans**) during a call.
2. You can do one of the following:
   - Enter the number or select a contact from the placed call list you want to transfer to.
   - Press **Directory** (**Dir**). Select the desired contact from the Directory list(s).

On the SIP-T54W/T48U/T48S/T48G IP phone, tap the **Directory** or **History**. Tap the desired contact.

3. Press **B Transfer** (**B Trans**) to complete the transfer.

   You can also hang up the handset or press the TRANSFER key when transferring a call by entering a number.

From the Calls screen or Transfer to screen, you can also use a Transfer key (refer to Configuring a Transfer Key) or BLF List key (refer to Configuring BLF List Keys Automatically) to perform a blind transfer to the pre-defined number directly. Before performing a blind transfer using these keys, make sure that the Transfer Mode via Dsskey is configured as **Blind Transfer**. For more information on how to configure it, refer to Configuring Transfer Mode via Dsskey.

## Performing a Semi-attended Transfer

### Procedure

1. Press the TRANSFER key or **Transfer** (**Trans**) during a call.
2. You can do one of the following:
   - Enter the number you or select a contact from the placed call list want to transfer the call to.
   - Press **Directory** (**Dir**). Select the desired contact from the list(s).

     On the SIP-T54W/T48U/T48S/T48G IP phone, tap the **Directory** or **History**. Tap the desired contact.
3. Press the OK key, # key or **Send** to dial out.
4. Press the TRANSFER key or **Transfer** (**Trans**) to perform a semi-attended transfer when you hear the ring-back tone, or perform an attended transfer after the party answers the call.

   If you are using a handset, the transfer can be completed by hanging up the handset.

You can cancel the transfer before the call is connected by pressing the **Cancel** soft key.

From the Calls screen or Transfer to screen, you can also use a Transfer key (refer to Configuring a Transfer Key) or BLF List key (refer to Configuring BLF List Keys Automatically) to perform semi-attended/attended transfer to the pre-defined number directly. Before performing a blind transfer using these keys, make sure that the Transfer Mode via Dsskey is configured as **New Call** or **Attended Transfer**. For more information on how to configure it, refer to Configuring Transfer Mode via Dsskey.

Call transfer recall feature allows a transferred call to be reconnected to you if the destination party is unavailable to answer the call.

If you want to use diversion inhibitor feature to prevent the transferred call from being redirected, enter the diversion inhibitor FAC (default: *80) as a prefix of the destination number when performing the transfer.

This can prevent calls transferred by you from being redirected by the transferred-to party.

**Note** Call transfer recall feature is configurable on the BroadWorks server only. For more information, contact your system administrator.

# Network Conference

You can use Network Conference feature to conduct a conference with multiple participants. The maximum of the participants depends on the BroadWorks server.

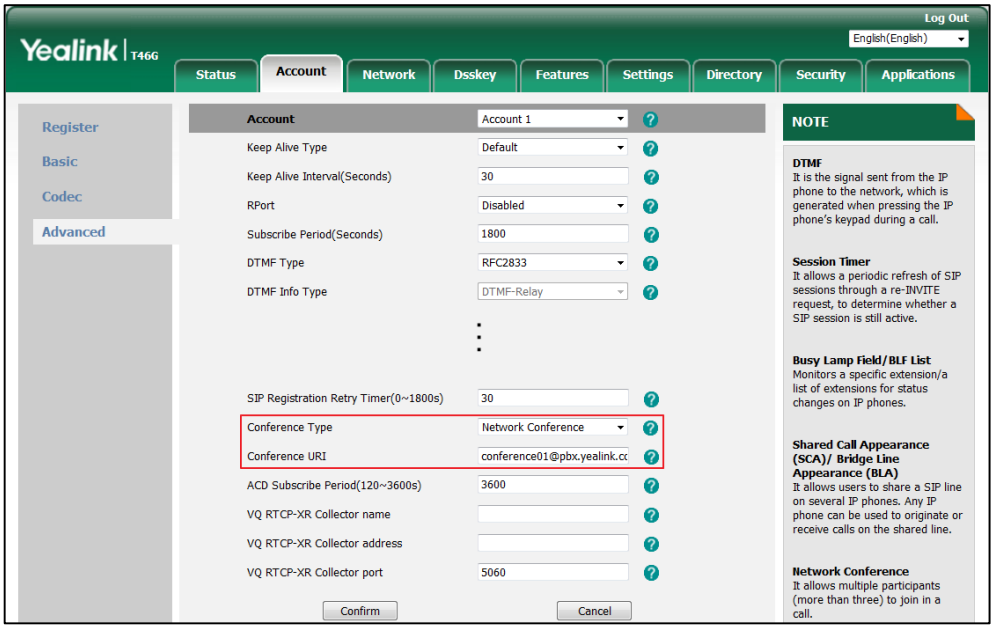
**Note** To use network-based video conference, make sure video feature is enabled on the server. Contact your server administrator for more information.

# Configuring Network Conference Feature on the IP Phone

## Configuring Network Conference Feature via Web User Interface

### Procedure

1. Click on **Account->Advanced**.
2. Select the desired account from the drop-down menu of **Account**.
3. Select **Network Conference** from the drop-down menu of **Conference Type**.
4. Enter the conference URI in the **Conference URI** field.




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

**Note** Contact your system administrator for the conference URI.

# Using Network Conference Feature on the IP Phone

## Setting Up a Network Conference Call

### Procedure

1. Place a call to the first party.
2. Press the **Conference** soft key to create a new call.

   The active call is placed on hold.
3. Enter the number of the second party and press the OK key, # key or the **Send** soft key.

4. When the second party answers the call, press the **Conference** soft key to add the second party to the conference.

5. Press the **Conference** soft key to create a new call.

   The conference is placed on hold.

6. Enter the number of the new party and then press the OK key, # key the **Send** soft key.
7. When the new party answers the call, press the **Conference** soft key to add the new party to the conference.
8. Repeat steps 5 to 7 to add more parties.

## Merging Two Calls into a Conference Call

When there are two calls on the phone, you can merge two calls into a conference directly.

### Procedure

1. Place a call to the first party.
2. Create a new call using the same or different accounts.

   The active call is placed on hold.

3. Enter the number of the second party and press the OK key, # key or the **Send** soft key.
4. When the second party answers the call, press the **Conference** soft key to join two calls into a conference call.

## Setting Up a Conference with the Held Party or a New Party

During multiple calls, you can select to set up a conference with the held party or a new party.

### Procedure

1. Place a call to the first party.
2. Create a new call using the same or different accounts.

   The active call is placed on hold.

3. Enter the number of the second party and press the OK key, # key or the **Send** soft key.
4. When the second party answers the call, press the **Conference** soft key.
5. Do one of the following:
   - Select the desired hold call, and then press the OK key.

- Enter the number of a new party and then press the OK key, # key or the **Send** soft key. When the new party answers the call, press the **Conference** soft key.

### Placing the Active Conference Call on Hold

#### Procedure

1. All the parties in the conference call press the **Hold** soft key.

   If partial parties in the conference call press the **Hold** soft key, two-way voice can be heard between the remaining parties.

### Ending the Conference Call

#### Procedure

1. The conference initiator presses the **End Call** soft key.

   If any other party in the conference call presses the **End Call** soft key, the remaining parties are still connected.

## Call Pickup

You can use Call Pickup feature to pick up other users' incoming calls. 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. You can also dial the FAC followed by an extension to pick up a call directed to another user or barge in a call if the call was already answered.

**Group call pickup**: allows users to pick up an incoming call within a pre-defined group.

You can pick up an incoming call by using the **DPickup**/**GPickup** soft key.

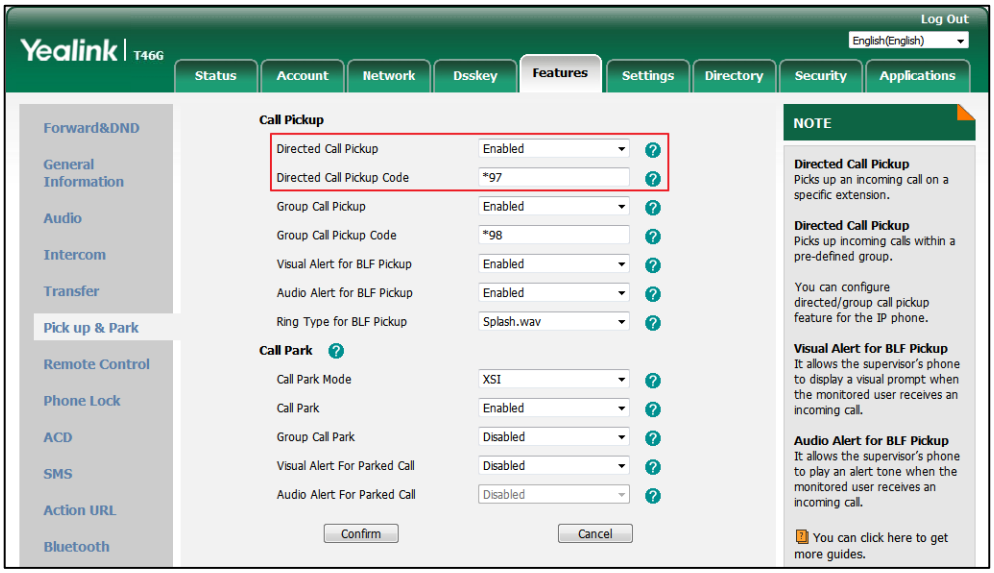
## Configuring Call Pickup Feature on the IP Phone

### Configuring Directed Call Pickup Feature on a Global Basis

#### Procedure

1. Click on **Features**->**Pick up & Park**.
2. Select **Enabled** from the drop-down menu of **Directed Call Pickup**.

3. Enter the directed call pickup FAC (default: *97) in the **Directed Call Pickup Code** field.

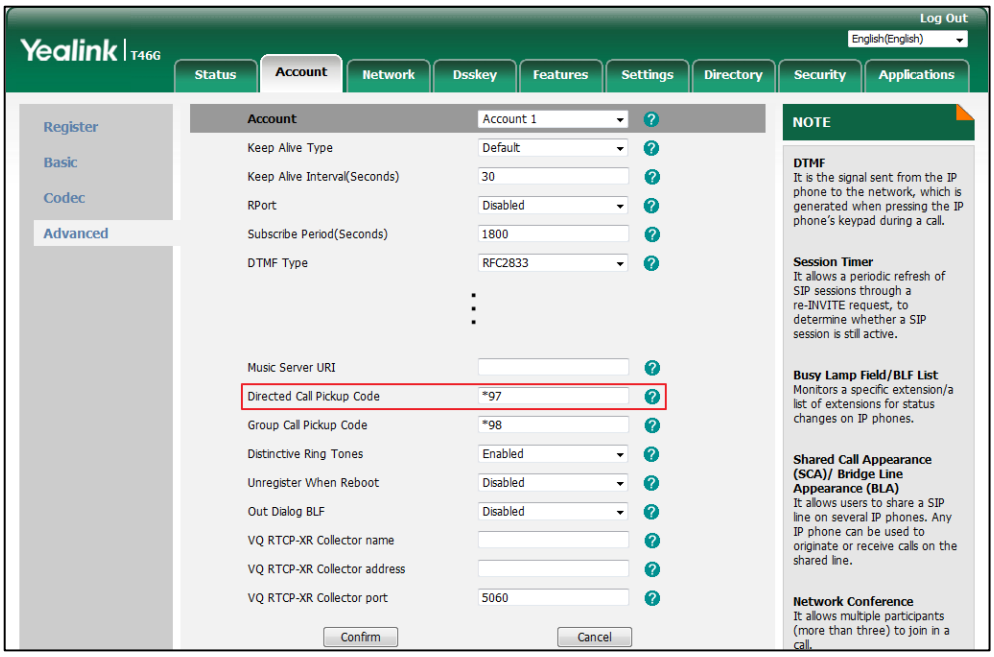



4. Click **Confirm** to accept the change.

## Configuring Directed Call Pickup Code on a Per-line Basis

### Procedure

1. Click on **Account->Advanced**.
2. Select the desired account from the drop-down menu of **Account**.
3. Enter the directed call pickup FAC (default: *97) in the **Directed Call Pickup Code** field.

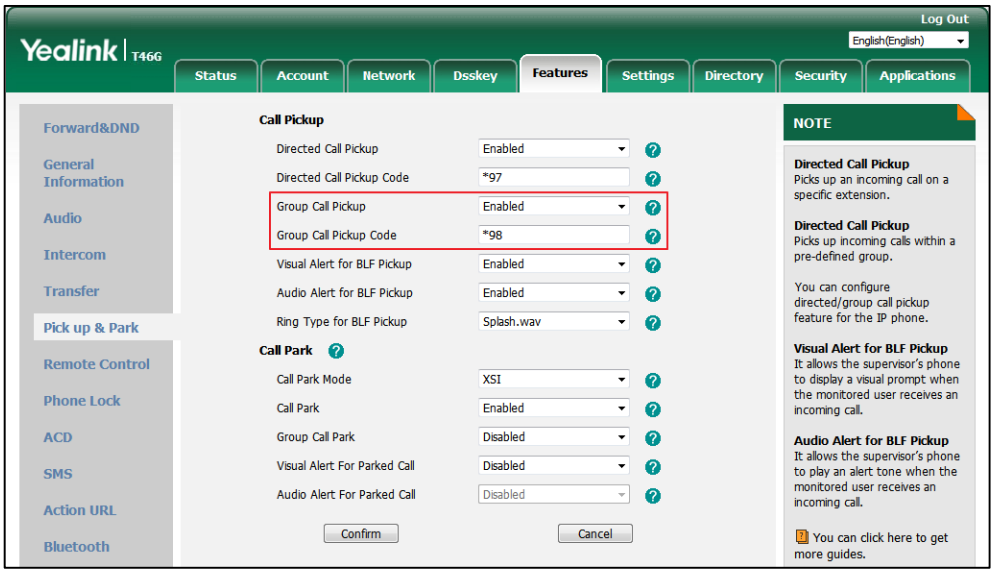



4. Click **Confirm** to accept the change.

## Configuring Group Call Pickup Feature on a Global Basis

### Procedure

1. Click on **Features**->**Pick up & Park**.
2. Select **Enabled** from the drop-down menu of **Group Call Pickup**.
3. Enter the group call pickup FAC (default: *98) in the **Group Call Pickup Code** field.



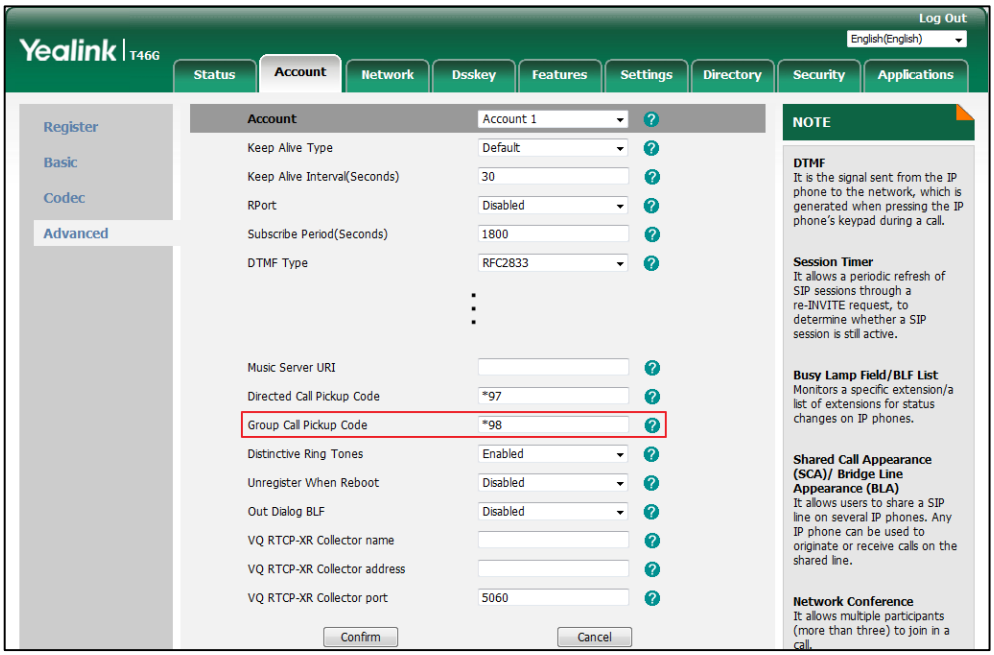

4. Click **Confirm** to accept the change.

## Configuring the Group Call Pickup Code on a Per-line Basis

### Procedure

1. Click on **Account**->**Advanced**.
2. Select the desired account from the drop-down menu of **Account**.

3. Enter the group call pickup FAC (default: *98) in the **Group Call Pickup Code** field.




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

**Note** The call pickup code configured on a per-line basis takes precedence over that configured on a global basis.

# Using Call Pickup Feature on the IP Phone

## Picking Up an Incoming Call Directly (Directed Call Pickup)

### Procedure

1. Pick up the handset, press the Speakerphone key or press the line key (You may need to press the **More** soft key to see the **DPickup** soft key).

2. Press the **DPickup** soft key on your phone when the target phone receives an incoming call.
3. Enter the specific phone number which is receiving an incoming call.

4. Press the **DPickup** soft key again.

   The incoming call is answered on your IP phone.

You can also use a Directed Pickup key (refer to Configuring a Directed Pickup Key) or BLF List key (refer to Configuring BLF List Keys Automatically) to pick up a call directly.

You can also dial a FAC followed by an extension (for example, *974605) to pick up a call directed to another user or barge in the call if it was already answered. You can also block the barge-in attempts from other users with DPUBI. Check with your system administrator to find out if these features are available on your phone.

## Picking up an Incoming Call in the Group (Group Call Pickup)

### Procedure

1. Pick up the handset, press the Speakerphone key or press the line key (You may need to press the **More** soft key to see the **GPickup** soft key).

   The **GPickup** soft key appears on the LCD screen.

2. Press the **GPickup** soft key on your phone when a phone in the group receives an incoming call.

   The incoming call is answered on your IP phone.

You can also use a Group Pickup key (refer to Configuring a Group Pickup Key) to pick up a call directly.

# Meet-Me Conference

Meet-Me Conference 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 to carry on the conference call. You can use the Meet-Me conference to set up a telephone meeting with your co-workers. Each party joins the conference by dialing the Meet-Me bridge number or pressing the Meet-Me conference key directly.

# Configuring the Meet-Me Conference on the IP Phone

## Configuring a Meet-me Conference Key via Phone User Interface

### Procedure

1. Go to **Menu**->**Features**->**Dsskey** and select the desired DSS key, or long press the desired DSS key.
2. Select **Meet-me** from the **Type** field.

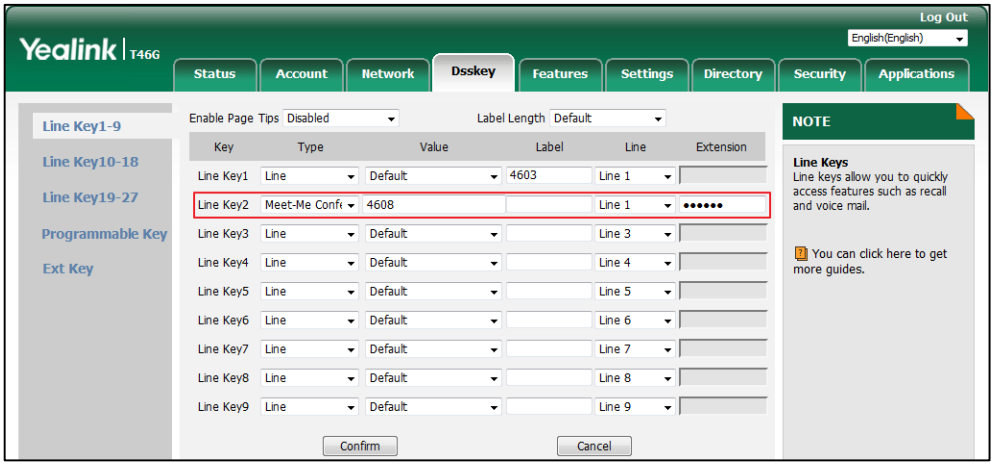
3. Select the desired account from the **Account ID** field.
4. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
5. Enter the Meet-Me conference bridge number in the **Bridge ID** field.
6. Enter the conference ID or moderator PIN followed by the pound key in the **PIN/ID** field.
7. Press the **Save** soft key.

## Configuring a Meet-me Conference Key via Web User Interface

### Procedure

1. Click on **Dsskey**->**Line Key** (or **Programmable Key**).
2. In the desired DSS key field, select **Meet-Me Conference** from the drop-down menu of **Type**.
3. Enter the Meet-Me conference bridge number in the **Value** field.
4. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
5. Select the desired line from the drop-down menu of **Line**.

6. Enter the conference ID or moderator PIN followed by the pound key in the **Extension** field.




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

**Note** Contact your system administrator for the Meet-Me conference bridge number, conference ID and moderator PIN.

# Using the Meet-Me Conference on the IP Phone

## Joining a Meet-me Conference

### Procedure

If you have configured the meet-me conference key correctly, do the following:

1. Press the meet-me conference key directly when the IP phone is idle.

Else, do the following:

1. Dial the meet-me conference bridge number.
2. Follow the voice prompt to enter the conference ID or Moderator PIN followed by the pound key.
   - If you are the moderator of the conference, enter the Moderator PIN.
   - If not, enter the conference ID.

When you enter the correct moderator PIN or conference ID, the BroadWorks server will play the following greetings to you:

- If you are the first to join the conference, you will hear a voice prompt “You are now being placed into the conference. You are the first participant at the conference. To turn off the music, press “#”. Press “*” for help.”, and then wait for the next participant.

- If other participants have already joined the conference, you will hear a voice prompt “You are now being placed into the conference. Press “*” for help”. Once connected, you can talk to other parties who have joined the conference.

### Placing the Active Conference Call on Hold

#### Procedure

1. All the parties in the conference call press the **Hold** soft key.

   If partial parties in the conference call press the **Hold** soft key, the remaining parties can still hear each other.

### Leaving the Conference Call on the IP Phone:

#### Procedure

1. Press the **End Call** soft key.

   The remaining parties are still connected. Any party leaves the conference call, you will hear a tone to signal the change.

## Busy Lamp Field List

You can use Busy Lamp Field (BLF) List feature to monitor a list of users defined by your system administrator on the BroadWorks server. For example, your system administrator creates a BLF List URI (e.g., sip:blf_list@as.iop1.broadworks.net) on the BroadWorks server. The monitored users include user1, user2, user3 and user4 on the BroadWorks server. The BLF List keys on the IP phone can present the status of user1, user2, user3, and user4. The key LEDs illuminate either flashing or solid depending on the status of the monitored users. BLF LED Mode provides four kinds of definition for the BLF list key LED status. For more BLF List key LED indications, refer to Icon Instructions.

This feature is not applicable to SIP-T30P/T30/T19(P) E2 and CP920 IP phones.

## Configuring BLF List Feature on the IP Phone

You need to configure the IP phone to perform BLF monitoring. IP phones being monitored do not require any configuration.

The BLF List keys can be configured automatically or manually, which is determined by the value of the parameter “phone_setting.auto_blf_list_enable”. You can select the desired way to configure the BLF List keys according to your requirement.

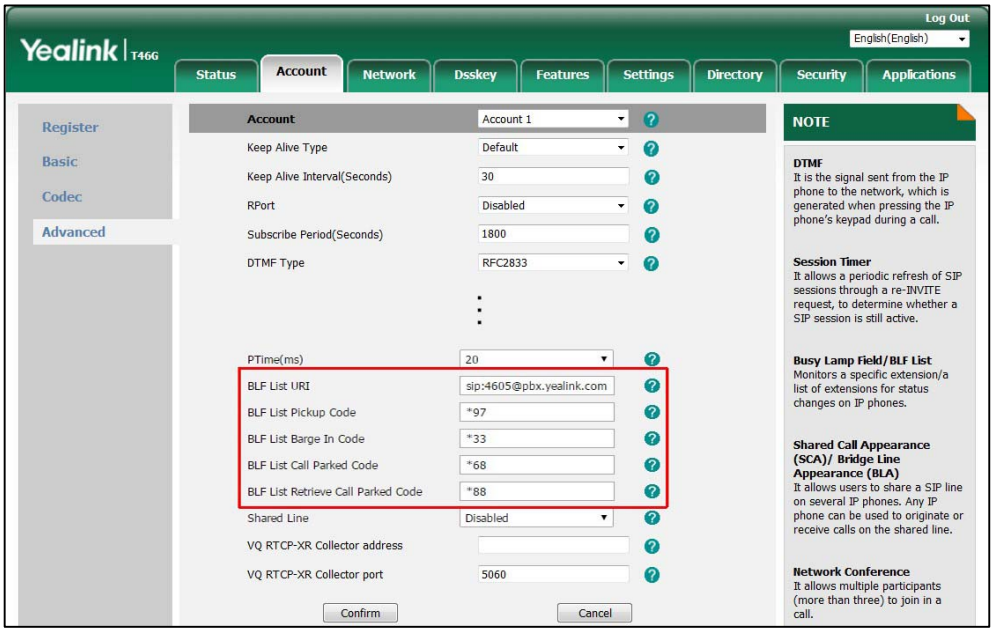
### Configuring BLF List Keys Automatically

If you want to configure the BLF List keys automatically, ensure that the value of the parameter “phone_setting.auto_blf_list_enable” is set to 1.

#### Procedure

1. Click on **Account**->**Advanced**.
2. Select the account (e.g., account 1) from the drop-down menu of **Account**, which has been configured BLF List feature on the BroadWorks server.
3. Enter the BLF List URI in the **BLF List URI** field.
4. (Optional.) Enter the directed call pickup FAC (default: *97) in the **BLF List Pickup Code** field.

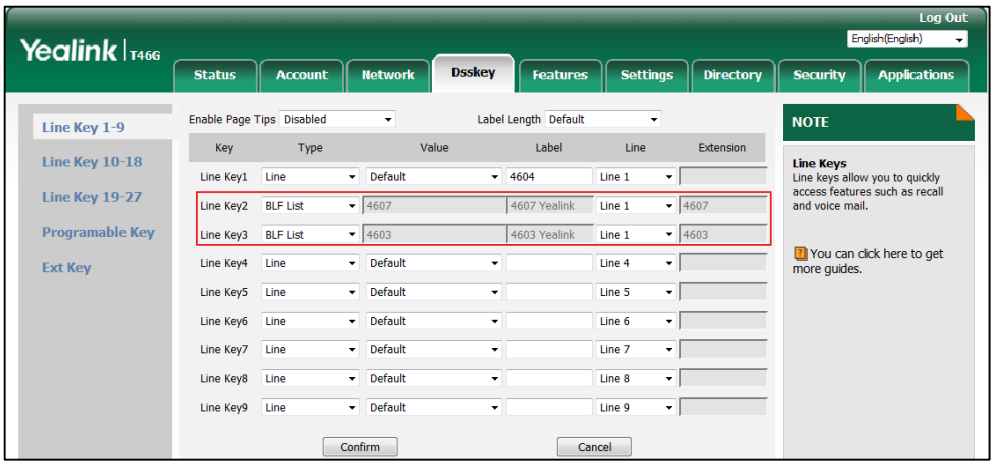
   The directed call pickup FAC configured in the **BLF List Pickup Code** field is the code on a per-line basis. The directed call pickup code configured on a per-line basis takes precedence over that configured on a global basis, which is configurable via the web user interface at the path Click on **Features**->**Pick up & Park**->**Directed Call Pickup Code**.
5. (Optional.) Enter the directed call pickup with barge-in FAC (default: *33) in the **BLF List Barge In Code** field.
6. (Optional) Enter the BLF list call parked code (default:*68) in the **BLF List Call Parked Code** field.
7. (Optional.) Enter the BLF list retrieve call parked code (default: *88) in the **BLF List Retrieve Call Parked Code** field.




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

According to the response message from the BroadWorks server, the IP phone will automatically configure the BLF List keys from the first unused DSS key. Contact your system administrator for more information.

For example, Yealink 4609 user on BroadWorks is configured BLF List feature. The BLF List URI is “4609@pbx.yealink.com”. The available monitored users include Yealink 4607, Yealink 4608. The IP phone registers the BroadWorks user Yealink 4609 on Line 1. When the IP phone receives the BLF List response from the BroadWorks server successfully, it will automatically assign the BLF List keys as below:



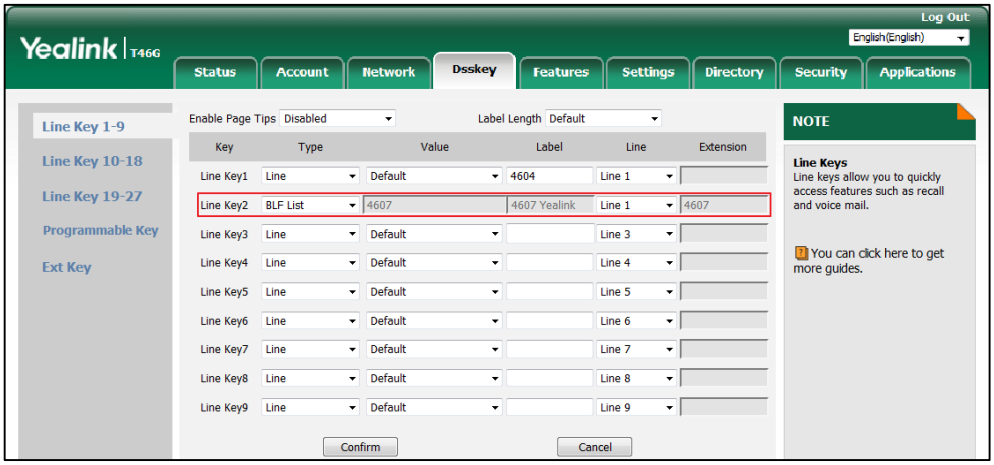

## Configuring BLF List Keys Manually via Web User Interface

If you want to configure BLF List keys manually, ensure that the value of the parameter “phone_setting.auto_blf_list_enable” is set to 0. Refer to the above section to configure the BLF List URI and FACs for the account in advance, and then configure the Dsskey to be BLF List keys manually. The number of BLF List keys to be configured depends on the number of the monitored users have been configured on BroadWorks.

### Procedure

1. Click on **Dsskey**->**Line Key** (or **Programmable Key**).
2. In the desired DSS key field (e.g., Line key 2), select **BLF List** from the drop-down menu of **Type**.
3. Select the desired line (e.g., Line 1) corresponding to the account configured BLF List feature on the BroadWorks server from the drop-down menu of **Line**.
4. Click **Confirm** to accept the change.

After successfully configured, the user can find the web user interface of the IP phone is similar to the one shown below:




## Configuring Visual and Audio Alert Features via Web User Interface

You can enable the visual alert for BLF pickup feature on the phone. This allows the LCD screen of the monitoring phone to display the caller ID when the monitored line receives an incoming call. You can also enable the audio alert for BLF pickup feature on the phone. If the audio alert for BLF pickup feature is enabled, you can specify the desired ring tone to play when the monitored line receives an incoming call.

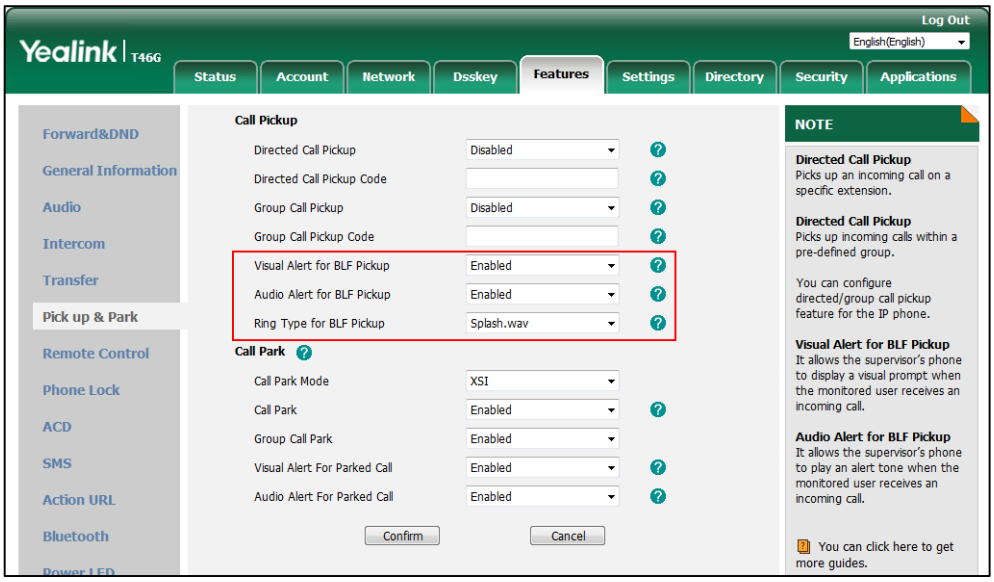
**Note**

When the visual or audio alert for BLF pickup feature is enabled, your system administrator can configure the specified user's phone to give a visual or audio prompt.

### Procedure

1. Click on **Features**->**Pick up & Park**.
2. Select **Enabled** from the drop-down menu of **Visual Alert for BLF Pickup**.
3. Select **Enabled** from the drop-down menu of **Audio Alert for BLF Pickup**.

4. (Optional.) Select the desired ring tone from the drop-down menu of **Ring Type for BLF Pickup**.




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

When the monitored line receives an incoming call, the following occurs on your phone:

- The phone plays a specific tone (if enabled).
- The BLF key LED flashes.
- The caller ID appears on the LCD screen (if enabled).

You can do the following:

- Press **DPickup** soft key to pick up the incoming call received by the monitored user.
- Press **Send** soft key to place a call to the monitored user.
- Press **New Call** soft key to enter the dialing screen.
- Press **Cancel** soft key to return to the idle screen.

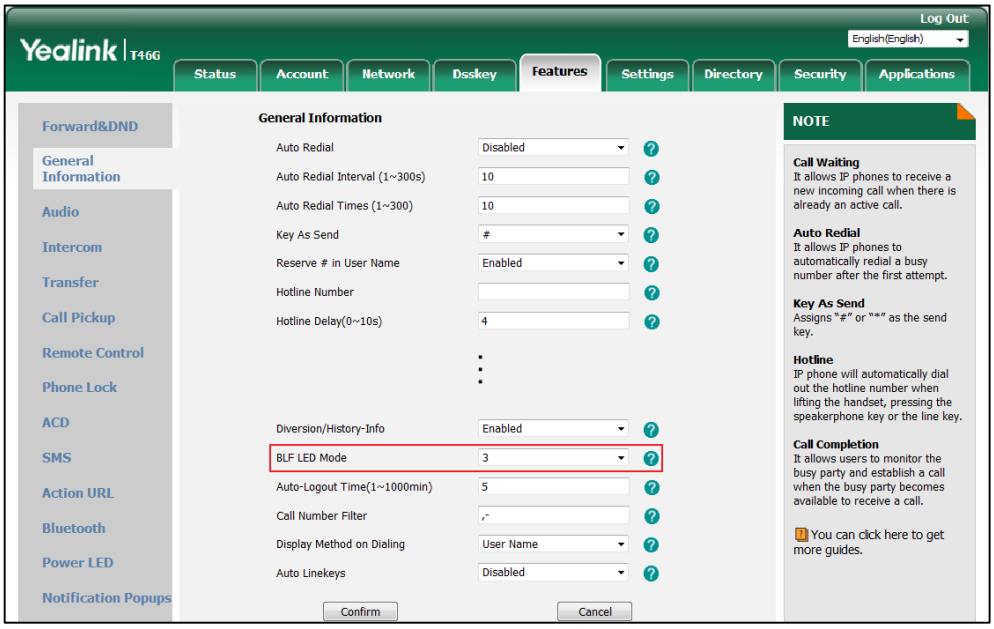
When there is an active call on the IP phone, you can handle the active call differently depending on the configuration of transfer mode via DSS key with the BLF key.

## Configuring BLF LED Mode via Web User Interface

For SIP-T58W/T58A, this configuration is only applicable to the expansion module EXP50 connected to IP phones.

### Procedure

1. Click on **Features**->**General Information**.
2. Select the desired value from the drop-down menu of **BLF LED Mode**.




3. Click **Confirm** to accept the change.

## Configuring Visual/Voice Alert for BLF Parked Call Monitor

You can configure the phone to display an indicator and play a warning tone when a call is parked against the monitored user's phone number.

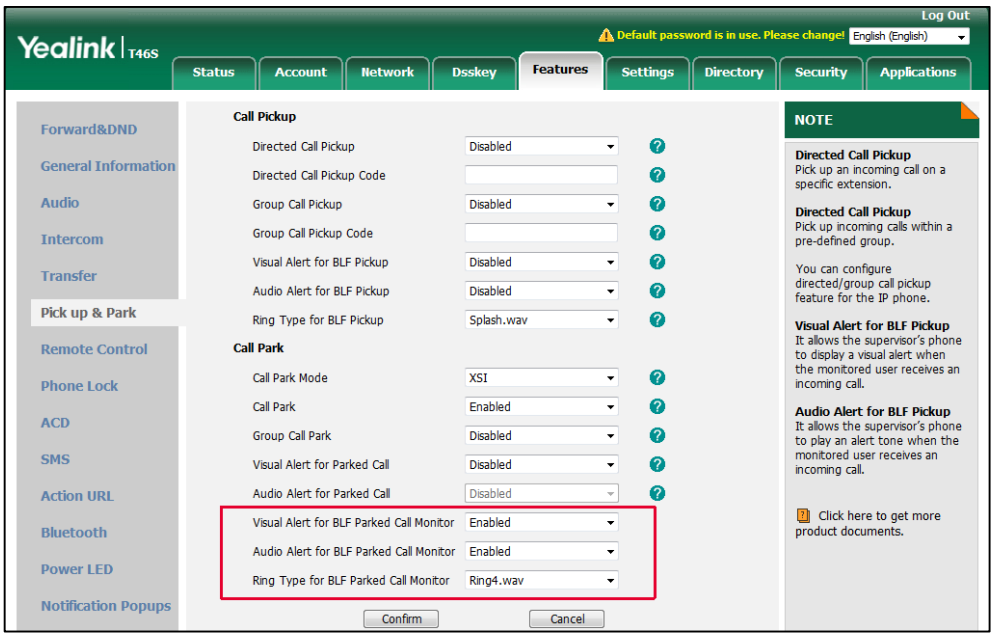
It is only applicable to the phones (except T30P/T30/T19(P) E2/CP925/CP935W/CP920) running firmware 84 or later.

### Enabling Visual/Voice Alert for BLF Parked Call Monitor via Web User Interface

### Procedure

1. Click on **Features**->**Pick up & Park**.
2. Select **Enabled** from the drop-down menu of **Visual Alert for BLF Parked Call Monitor** field.
3. Select **Enabled** from the drop-down menu of **Audio Alert for BLF Parked Call Monitor** field.

4. Select the desired value from the drop-down menu of **Ring Type for BLF Parked Call Monitor** field.




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

# Using BLF List Feature on the IP Phone

## Placing a Call to the Monitored User When the IP Phone is Idle

When the monitored user is idle, you can use the BLF List key to place a call to the monitored user.

### Procedure

1. Press the BLF List key.

   The IP phone dials out the phone number of the monitored user.

## Picking up an Incoming Call of the Monitored User When the IP Phone is Idle

When the monitored user receives an incoming call, the BLF List key LED of the monitored user will fast flash. If you enable visual and audio alert features on the phone, the phone will play a specific tone and display the incoming call information on the LCD screen. You can use the BLF List key to pick up an incoming call of the monitored user. Before picking up an incoming call, ensure that the BLF list pickup code or directed call pickup code has been configured in advance.

### Procedure

1. Do one of the following:

- Press the BLF List key.

  When multiple incoming calls arrive on the monitored user, you can press the BLF List key to pick up only one incoming call which depends on the server. And then the phone will be in an active call. If you press the BLF List key again, the phone will transfer this active call to the monitored user.

- Long press the BLF list key.

  The **Pick Up**, **Send**, **New Call** and **Cancel** soft keys appear on the screen.

  Press **Pick Up** to pick up the call.

  When multiple incoming calls arrive on the monitored user, you can long press the BLF List key to select the desired call to pick up.

The incoming call of the monitored user is answered on the IP phone.

**Note** If the BLF list pickup code and directed call pickup code are not configured, the phone will place a call to the monitored user instead of picking up an incoming call of the monitored user when you press the BLF List key.

You can also use the BLF List key to place a call or perform a blind transfer/ attended transfer to the monitored user when the monitored user receives a call, makes a call, in a call or a call is being parked against the monitor phone. For more information, contact your system administrator.

## Barging in an Active Call of the Monitored User

When the monitored user is during an active call, you can use the BLF List key to barge in an active call of the monitored user. Before barging in an active call, ensure that the BLF list barge in code has been configured in advance and the Barge-in Exempt has been disabled on the monitored user.

### Procedure

1. Do one of the following:
   - Press the BLF List key.
   - Long press the BLF List key.

     The **Barge In**, **Send**, **New Call** and **Cancel** soft keys appear on the screen.

     Press **Barge In**.

   The IP phone dials out the barge-in code followed by the extension of the monitored user, and then you can interrupt the call. Each of the three parties can hear the other two parties in the conference.
2. Press the **Hold** or the **Cancel** soft key.
   - If any party in the conference call presses the **Hold** soft key, two-way voice can be heard between the remaining parties.
   - If any party in the conference call presses the **Cancel** soft key, the remaining parties are still connected.

When there are multiple calls on the monitored user, you can press the BLF List key to barge in the currently active call of the monitored user.

**Note** If the BLF list barge in code is not configured, the phone will place a call to the monitored user instead of barging in an active call of the monitored user when you press the BLF List key.

## Parking a Call to the Monitored User

You can park a call to monitored BLF list by one of the following ways:

- BLF list key
- Park soft key

### Parking a Call by Pressing the BLF List Key

Make sure the BLF list call parked code is configured. For more information, refer to Configuring BLF List Keys Automatically. And you are allowed to park the call to the monitored user, which is determined by the value of the parameter “account.X.blf_list_call_parked_list”.

#### Procedure

1. During a call, press the desired BLF List key.

### Retrieving a Parked Call by Pressing the BLF List Key

After you park a call, you can retrieve it on your phone.

#### Before You Begin

Make sure that the BLF list retrieve call parked code is configured. For more information, refer to Configuring BLF List Keys Automatically. Make sure the Call Park notification feature is enabled on the BroadWorks server.

#### Procedure

1. Do one of the following:
   - Press the desired BLF List key to retrieve the call.
   - Long press the BLF List key.

     The **Retrieve**, **Send**, **New Call** and **Cancel** soft keys appear on the screen.

     Press **Retrieve** to retrieve the call.

### Parking a Call by Pressing the Park Soft Key

The park soft key appears during a call after you configure the call park feature in FAC mode or XSI mode.

If you choose to configure the call park featurein FAC mode, refer to Configuring Call Park

Feature in FAC Mode. And make sure the value of “features.call_park.direct_send.enable” is set to 0 (Disabled).

If you choose to configure the call park feature in XSI mode, refer to Configuring Call Park Feature in XSI Mode.

### Procedure

1. During a call, press **Park** (You may need to press the **More** soft key to see the **Park** soft key).
2. Press a desired BLF List key to park the call to the monitored user.

## Retrieving a Parked Call on Local Phone

If you choose to configure the call park featurein FAC mode, refer to Configuring Call Park Feature in FAC Mode.

If you choose to configure the call park featurein XSI mode, refer to Configuring Call Park Feature in XSI Mode.

### Procedure

1. In the dialing screen, press the **Retrieve** soft key.
2. Press the desired BLF List key to retrieve the call.

## Retrieving a Parked Call on Another Phone

The phone where you park your call to can retrieve the call.

If you choose to configure the call park featurein FAC mode, refer to Configuring Call Park Feature in FAC Mode.

If you choose to configure the call park featurein XSI mode, refer to Configuring Call Park Feature in XSI Mode.

### Procedure

1. Do one of the following:
   - If the visual alert for parked call feature is enabled, press **Retrieve**.
   - If the visual alert for parked call feature is disabled, press **Retrieve** in the dialing screen.

## Retrieving a Call Parked to the Monitored User

When a call is parked against the monitored user’s phone number you can retrieve the parked call on your phone.

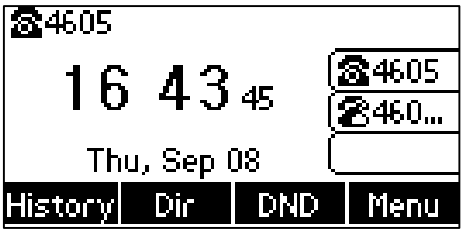
### Procedure

1. If Visual Alert for BLF Parked Call Monitor feature is enabled, press **Retrieve**.

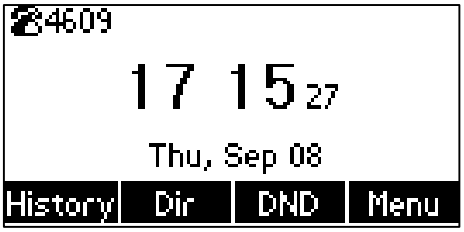
# Shared Call Appearance

You can use Shared Call Appearance (SCA) feature to share an extension which can be registered on two or more IP phones at the same time. The shared line is indicated by a different line icon. In the following figures, the first line is private and the second line is shared.

For SIP-T53W/T53/T43U/T42U/T42S/T42G/T41S/T41P/T40P/T40G/T27G/T23P/T23G/T21(P) E2 IP phones:




For SIP-T30P/T30/T19(P) E2/CP920 IP phones (only have one account):

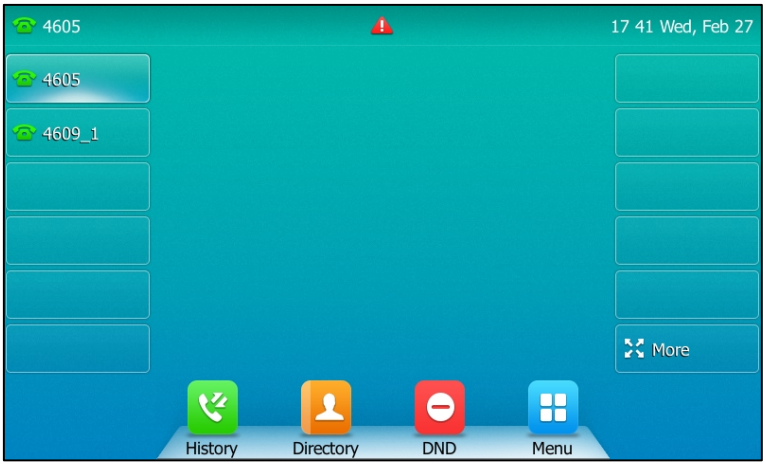



For SIP-T29G IP phones:

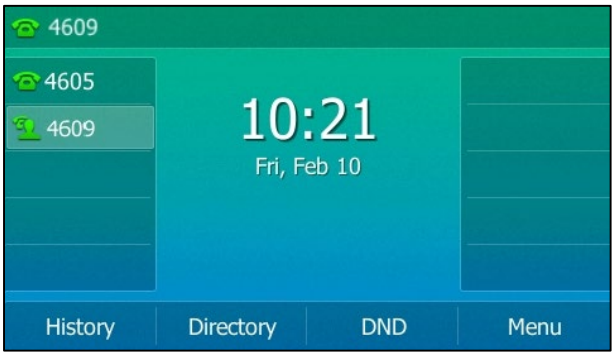
For SIP-T46U/T46S/T46G IP phones:

For SIP-T48U/T48S/T48G IP phones:

For SIP-T57W IP phones:

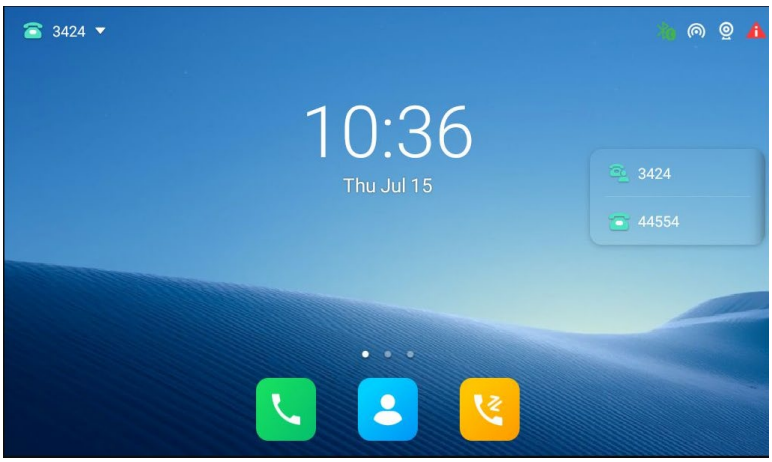



For SIP-T54W IP phones:

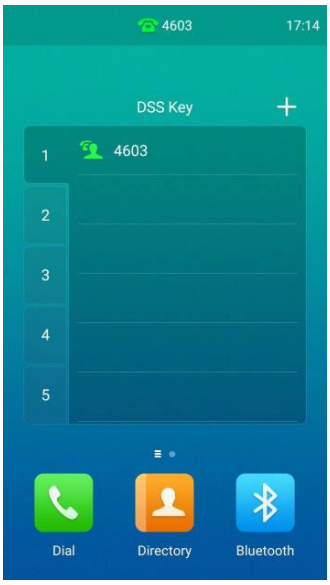


For VP59/SIP-T58A IP phones:

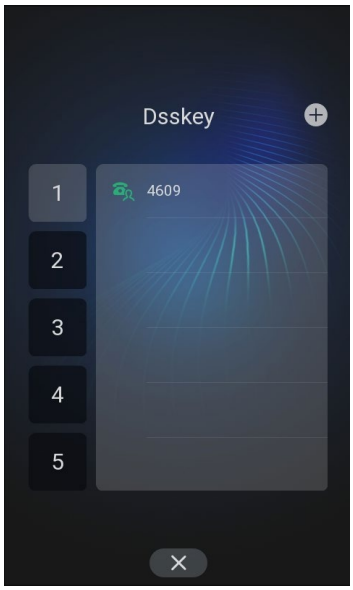
For SIP-T58W IP phones:




For CP960 IP phones (only have one account):




For CP965/CP925/CP935W IP phones (only have one account):



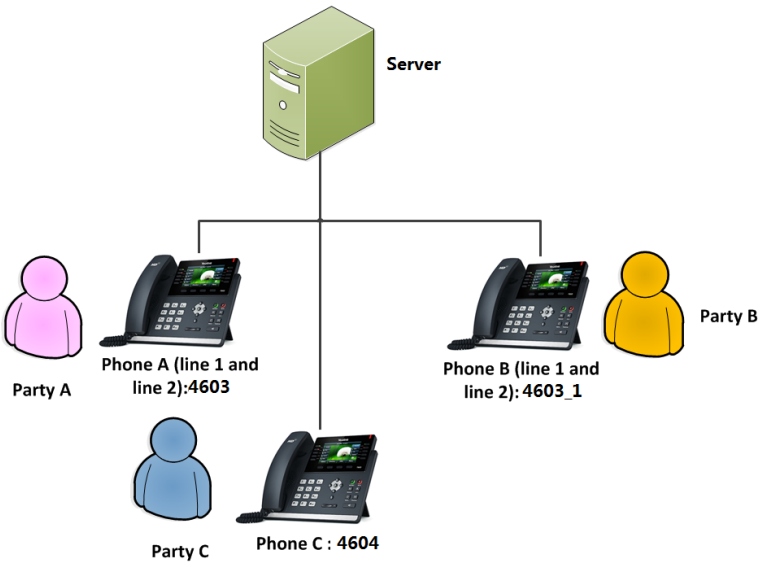

If two phones share a line, an incoming call to this extension will cause both phones to ring simultaneously. The incoming call can be answered on either phone but not both.

This feature is very useful in the boss and secretary scenario. For example, the secretary can share the boss's extension on her phone. When there is an incoming call to the extension of the boss, both the phones of the boss and the secretary will ring simultaneously. Either the boss or the secretary can answer the call. Calls on the shared line can be placed on hold, barged in or retrieved from another shared location.

Either the boss or secretary can activate the local DND. For example, if the boss activates DND on the phone, the boss's phone will not ring when there is an incoming call to the extension; however, the secretary's phone will ring. For more information, refer to Do Not Disturb.

## Configuring SCA Feature on the IP Phone

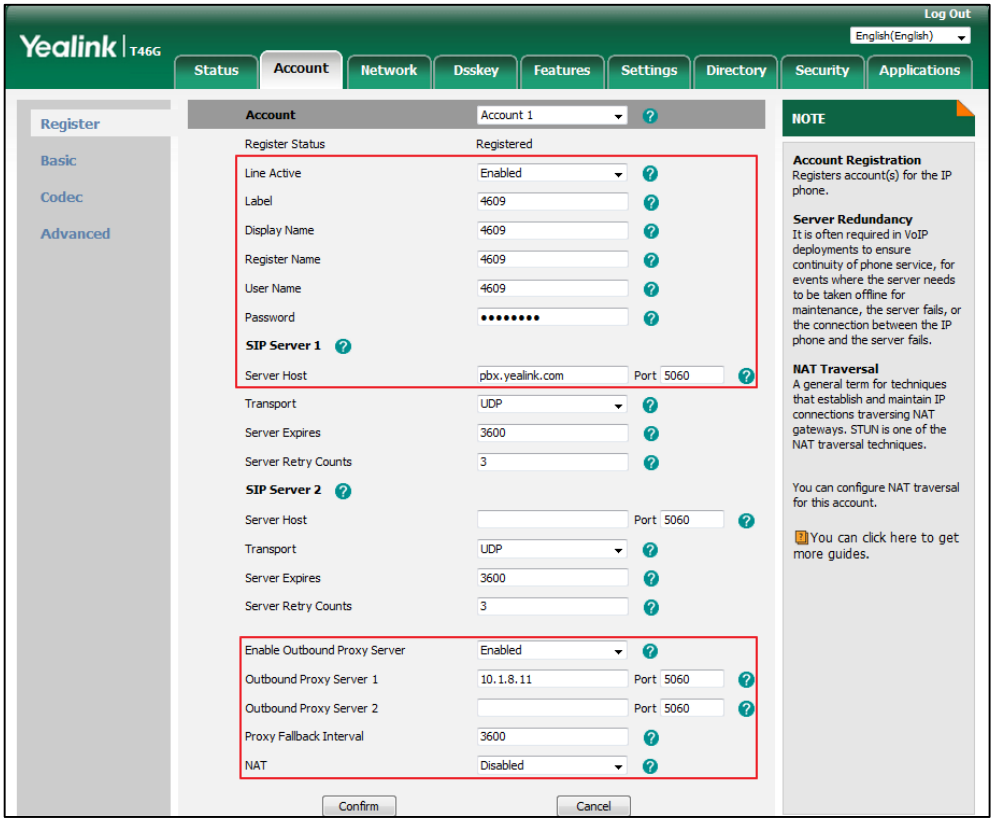
You can configure a primary account on the IP phone and other alternate accounts on the other IP phones. In an SCA Hybrid Key System scenario, you can automatically assign multiple Dsskey with Line type for a registered shared line on the phone (If the auto linekeys feature is enabled). For example, party A, party B share the account 4609, phone A registers the primary account 4609 and assigns line key 1 and line key 2 for the account 4609, phone B registers the alternate account 4609_1 and assigns line key 1 and line key 2 for the account 4609_1, phone C registers the account 4607.


Server
Party A
Phone A (line 1 and line 2):4603
Phone B (line 1 and line 2): 4603_1
Party B
Party C
Phone C : 4604

## Configuring the Shared Line Settings and the Number of Line Key on Phone A via Web User Interface

### Procedure

1. Register the primary account 4609.

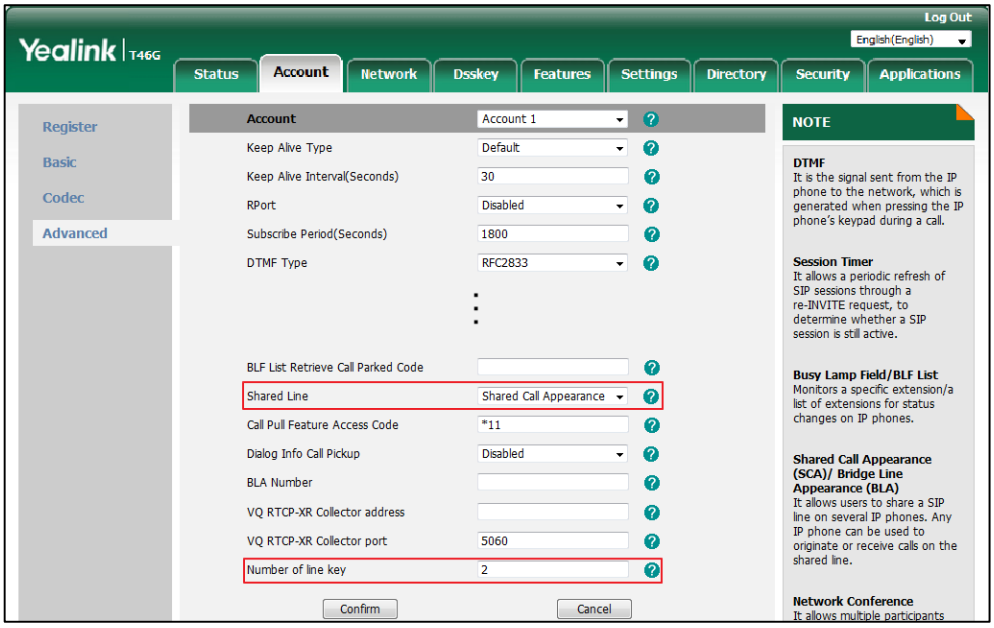



2. Click on **Advanced**, select **Shared Call Appearance** from the drop-down menu of **Shared Line**.

3. Enter the desired number in the **Number of line key** field (This option is not applicable to SIP-T19(P) E2/CP920/T30P/T30 IP phones).

   This field appears only if **Auto Linekeys** (refer to Configuring the Auto Linekeys) is enabled.

The default value is 1. In this example, set the value to 2.




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

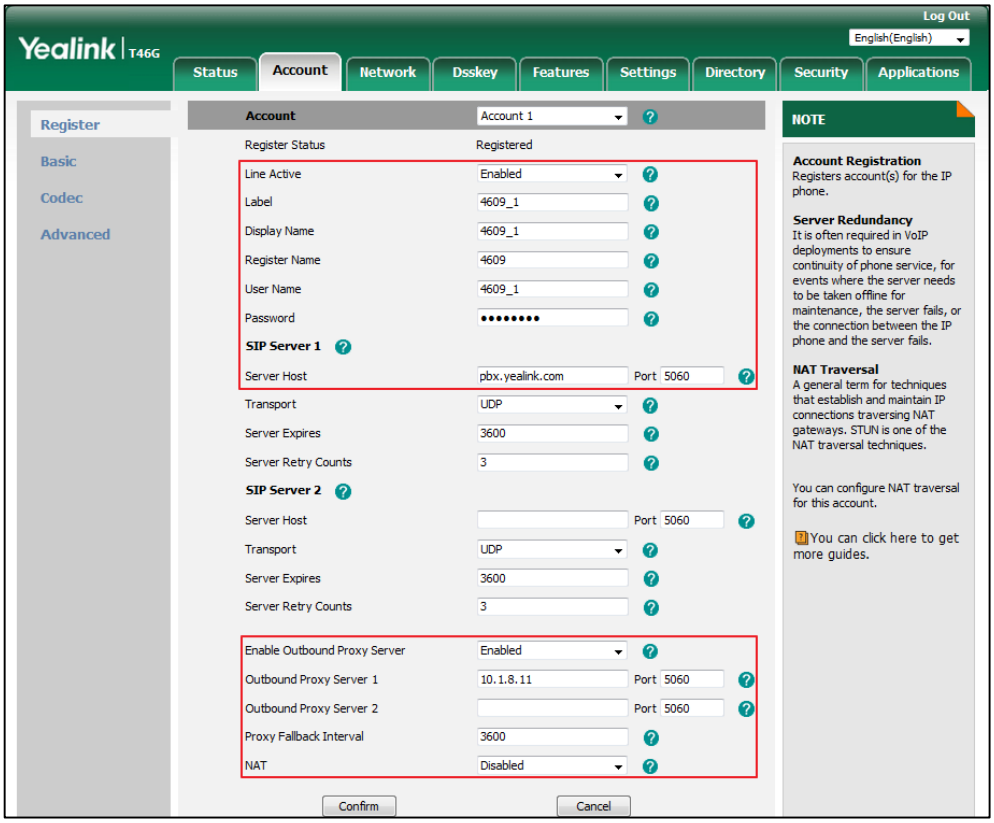
The phone A will automatically configure the line keys from the first unused DSS key, according to the configured number in the **Number of line key** field.

## Configuring the Shared Line Settings and the Number of Line Key on Phone B via Web User Interface

### Procedure

**1.** Register the alternate account 4609_1.

(Enter the primary account 4609 in the **Register Name** field.)

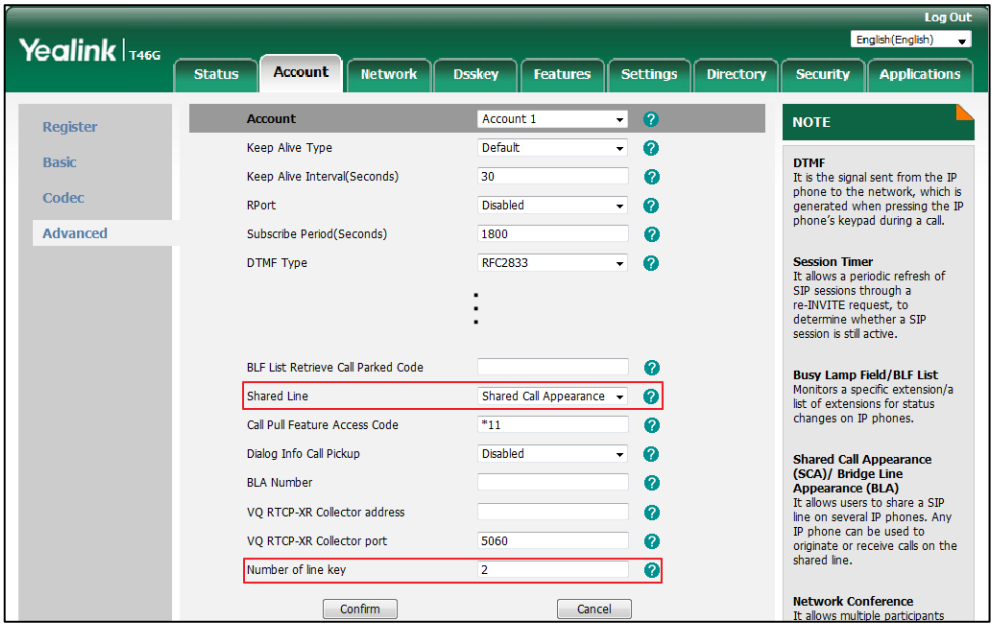



2. Click on **Advanced**, select **Shared Call Appearance** from the drop-down menu of **Shared Line**.

3. Enter the desired number in the **Number of line key** field (This option is not applicable to SIP-T19(P) E2/CP920/T30P/T30 IP phones).

   This field appears only if **Auto Linekeys** (refer to Configuring the Auto Linekeys) is enabled.

The default value is 1. In this example, set the value to 2.




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

The phone B will automatically configure the line keys from the first unused DSS key, according to the configured number in the **Number of line key** field.

## Configuring Private Hold Soft Key or Private Hold Key

Public hold allows any shared line to retrieve the held call. Private hold only allows the hold party to retrieve the held call. For example, you can retrieve the held call on either phone A or phone B when you place a call on public hold; you can retrieve the held call only on phone A when you place a call on private hold on phone A. By default, the private hold soft key isn't displayed on the LCD screen. You need to configure either the private hold soft key or a private hold key before you place the call on private hold.

### Configuring Private Hold Soft Key via Web User Interface

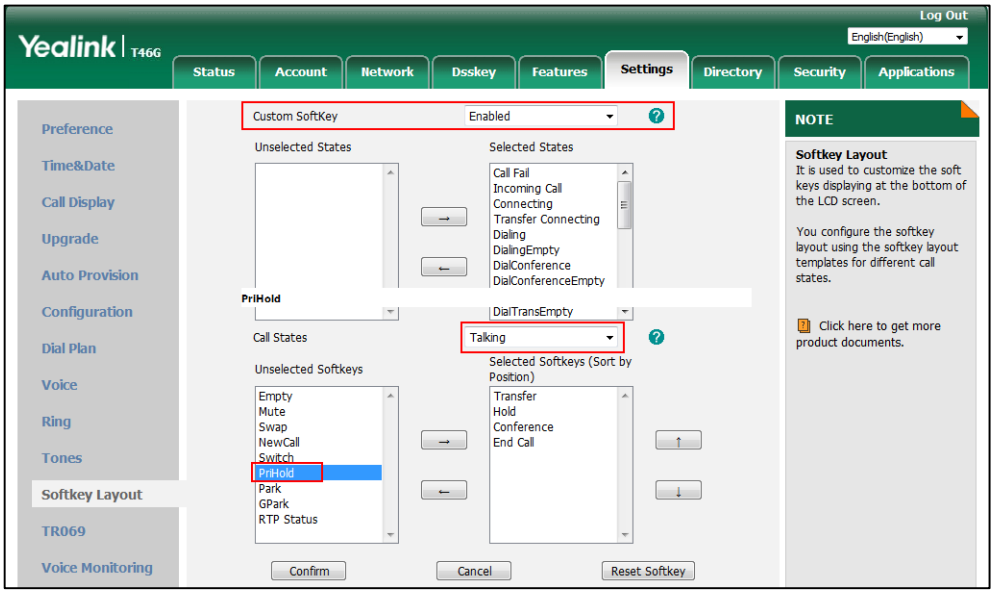
It is not applicable to CP960 IP phones.

#### Procedure

1. Click on **Settings->Softkey Layout**.
2. Select **Enabled** from the drop-down menu of **Custom Softkey**.
3. Select **Talking** state from the **Unselected States** column and then click → .
4. Select **Talking** from the drop-down menu of **Call States**.

5. Select **PriHold** from the **Unselected Softkeys** column and then click → .

   The **PriHold** appears in the **Selected Softkeys** column.




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

## Configuring Private Hold Key via Phone User Interface

It is not applicable to SIP-T19(P) E2/CP920/T30P/T30 IP phones.

### Procedure

1. Press **Menu**->**Features**->**Dsskey** and select the desired DSS key, or long press the desired DSS key.
2. Select **Key Event** from the **Type** field.
3. Select **Private Hold** from the **Key Type** field.

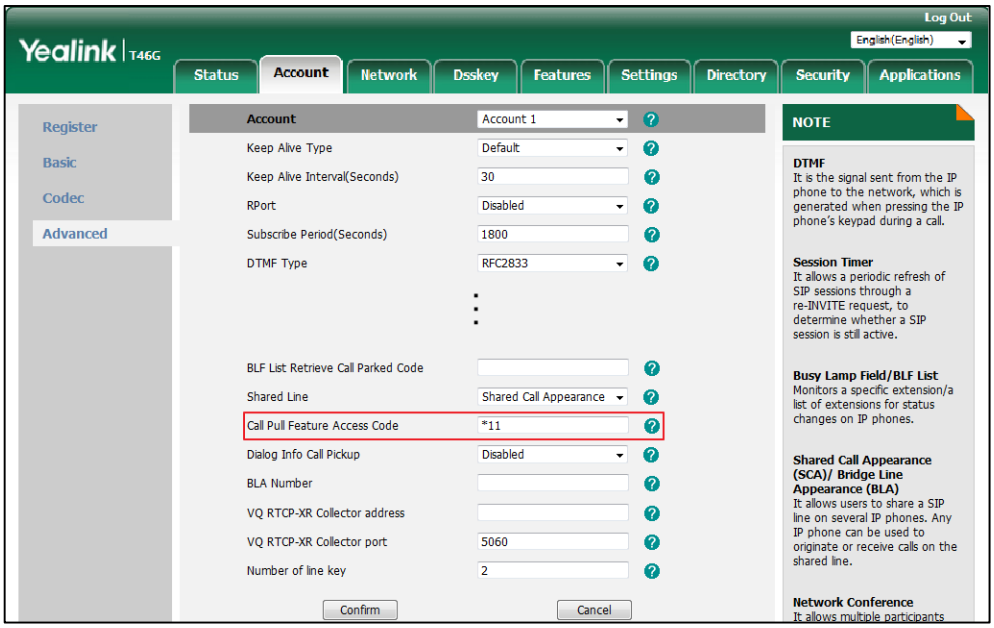
4. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

## Configuring Call Pull Feature Access Code via Web User Interface

Call pull feature allows users to retrieve an existing call from another shared location that is in an active or public hold state.

### Procedure

1. Click on **Account->Advanced.**
2. Select the desired account from the drop-down menu of **Account**.
3. Select **Shared Call Appearance** from the drop-down menu of **Shared Line**.
4. Enter the desired call pull feature access code (default: *11) in the **Call Pull Feature Access Code** field.




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

## Using SCA Feature on the IP Phone

This section provides you with detailed information on using Yealink IP phone in an SCA Hybrid Key System scenario. In the process of using Yealink IP phone in an SCA Hybrid Key System scenario, the status of the line key LED which associates with a shared line will change (not applicable to VP59/SIP-T19(P) E2/CP925/CP935W /CP920/CP965/CP960/T58W/T58A/T30P/T30 IP phones). For more information on line key LED indications, refer to LED Instructions. If you are using VP59/SIP-T58W/T58A/T54W/T48U/T48S/T48G/CP965/CP960 IP phones, refer to Icon Instructions.

**Note** If you want to use the DND feature on the SCA line, make sure that the feature synchronization is disabled, or the other SCA lines may not receive the calls. For more information, contact your system administrator.

You can do the following using Yealink IP phone in an SCA Hybrid Key System scenario:

- Placing calls
- Answering calls
- Placing a call on hold
- Retrieving a held call
- Barging in an active call
- Call Pull

**Note** LED indicator and line keys features are not applicable to SIP-T19(P) E2/CP920/T30P/T30 IP phones.

## Placing Calls

You can have one call or multiple calls on the shared line. Outgoing calls will be distributed evenly among the available line keys.

**To place a call on the shared line:**

Do one of the following:

- Enter the desired number using the keypad when the phone is idle. Press the OK key, # key, or the **Send** soft key.

  The phone will dial the entered number using the first line key.

- Press the line key when the phone is idle to enter the dialing screen.

  Enter the desired number using the keypad and press the OK key, # key, or the **Send** soft key.

  The phone will dial the entered number using the selected line key.

**To place multiple calls on the shared line:**

You can have more than one call on the shared line. To place a new call when there is an active call on the line key 1 of phone A, do one of the following on phone A:

- Press the **Hold** soft key. The original call is placed on hold.

  Press the **New Call** soft key to enter the dialing screen.

  Enter the desired number using the keypad.

  Press the OK key, # key, or the **Send** soft key.

  Phone A will dial the entered number using the line key 2 automatically.

- Press the line key. The original call is placed on hold.

  Enter the desired number using the keypad.

  Press the OK key, # key, or the **Send** soft key.

  Phone A will dial the entered number using the selected line key.

## Answering Calls

You can have one call or multiple calls on the shared line. Incoming calls will be distributed evenly among the available line keys.

**To answer a call on the shared line:**

When an incoming call arrives on the shared line, the phone A and phone B will ring simultaneously, and the LED indicators of the line key 1on both phone A and phone B will flash green. You can answer the incoming call on either phone A or phone B but not both.

Do one of the following on phone A or phone B:

- Press the line key 1, OK key, # key, or the **Answer** soft key on phone A.

  The LED indicators of the line key 1 on phone A will illuminate solid green and phone B will illuminate solid Red.

- Press the line key 1, OK key, # key, or the **Answer** soft key on phone B

  The LED indicators of the line key 1 on phone A will illuminate solid red and phone B will illuminate solid green.

**To answer multiple calls on the shared line:**

An incoming call arrives on the shared line when there is an active call on phone A's line key 1. The LED indicators of the line key 2 on both phone A and phone B will fast flash green. You can answer the incoming call on either phone A or phone B. The LCD screen of phone A displays the information of the incoming call (e.g., "Incoming Call: 4605 Yealink").

**Note** Make sure call waiting feature is enabled on phone A.

Do one of the following on phone A, phone B will stop ringing:

- Press the line key 2.
- Press the **Answer** soft key.
- Press the down navigation key to access the new call.

  Press the OK key or the **Answer** soft key.

  The incoming call is answered and the original call is placed on hold. The LED indicators of

the line key 1 on phone A will slowly flash green and phone B will slowly flash red indicating that there is a held call on the line key 1. The LED indicators of the line key 2 on the phone A will illuminate solid green and phone B will illuminate solid red indicating that there is an active call on the line key 2.

You can also answer the call on phone B, phone A will stop ringing. Do one of the following on phone B:

- Press the line key 2.
- Press the OK key or the **Answer** soft key.

  The LED indicators of the line key 2 on phone A will illuminate solid red and phone B will illuminate solid green indicating that there is an active call on the line key 2. Meanwhile, the LED indicators of the line key 1 on phone A will slowly flash green and phone B will slowly flash red indicating that there is an active call on the line key 1.

**Note** If the number of incoming calls is greater than the configured line keys, the line keys will be used by sequential circulation (not applicable to SIP-T19(P) E2/CP920/T30P/T30 IP phones).

## Placing a Call on Public Hold

### Procedure

1. Press the **Hold** soft key on phone A when party A and party C are talking.

The line key LEDs on phone A slowly flashes green and phone B slowly flashes red when the shared line call is placed on public hold.

## Placing a Call on Private Hold

### Procedure

1. Press the **PriHold** soft key or private hold key on phone A when there is an active call on the shared line (You may need to press the **More** soft key to see the **PriHold** soft key).

The line key LED slowly flashes green on phone A when the shared line call is placed on private hold.

## Retrieving a Held Call

**Retrieve a call placed on public hold**

You can retrieve the public held call on either phone A or phone B.

**To retrieve the call on phone A:**

1. Press the line key with the slow-flashing green LED indicator or the **Resume** soft key.

   The conversation between phone A and phone C is retrieved.

**To retrieve the call on phone B:**

Do one of the following:

- Press the line key with the slow-flashing red LED indicator.
- Long press the desired line key. The **Cancel**, **Call Pull**, **New Call** and **Retrieve** soft keys appear on the LCD screen.

Press the **Retrieve** soft key to retrieve the call.

The conversation is established between phone B and phone C, phone A disconnects the call automatically. And the line key LED on phone A glows red and phone B glows green.

**Retrieve a call placed on private hold:**

The privately held call can be only retrieved by the hold party (party A).

Do one of the following:

- Press the line key with the slow-lashing green LED indicator.
- Press the **Resume** soft key on phone A.

## Barging In an Active Call

**To interrupt the active call on the shared line:**

If phone A has only one active call, do the following:

1. Long press the desired line key on phone B.

   The **Cancel**, **Call Pull**, **New Call** and **Barge In** soft keys appear on the LCD screen of phone B.

2. Press the **Barge In** soft key to interrupt the active call of phone A.

   Party B will set up a conference call with the other parties in the active call.

3. Press the **Hold** or the **Cancel** soft key.

   - If any party in the conference call presses the **Hold** soft key, two-way voice can be heard between the remaining parties.
   - If party A or party B presses the **Cancel** soft key, the remaining parties are still connected. If the other party (not the shared line party) presses the **Cancel** soft key, the conference call is ended.

You can also press the line key with the solid red LED indicator on phone B to set up a conference call with the other parties in the active call.

If phone A has more than one call, do the following:

1. Long press the desired line key on phone B.

   The list of calls appears on the LCD screen of phone B.

2. Press up or down navigation key to select the active call.

   The **Cancel**, **Call Pull**, **New Call** and **Barge In** soft keys appear when the active call is highlighted.

3. Press the **Barge In** soft key to interrupt the active call of phone A.

   Party B may hear a warning tone and then set up a conference call with the other parties of the active call.

4. Press the **Hold** or the **Cancel** soft key.

   - If any party in the conference call presses the **Hold** soft key, two-way voice can be heard between the remaining parties.
   - If party A or party B presses the **Cancel** soft key, the remaining parties are still connected. If the other party (not the shared line party) presses the **Cancel** soft key, the conference call is ended.

## Silent Monitor Bridging in Share Line

Shared Call Appearance (SCA) Bridging allows a user to bridge into a call from the shared line so that multiple locations can be involved with the call at the same time. Silent Monitor Bridging provides the ability for the user to bridge into a call in silent monitoring mode where the monitoring (invoking) user can hear the other parties, but the other parties cannot hear the monitoring user. Silent Monitor Bridging is available to all SCA Bridging capable users, but can

only be invoked from the user's primary line.

**To silent monitor bridge in an active call on share line:**

If phone A has only one active call, do the following:

1. Long press the desired line key on phone B.

   The **Cancel**, **Call Pull**, **Monitor** and **Barge In** soft keys appear on the LCD screen of phone B.

2. Press the **Monitor** soft key to bridge into the active call of phone A.

The user bridged into the call, but no bridge warning tone is played. Party A can hear party B and the remote party, but they cannot hear the party A.

You can also press the line key with the solid red LED indicator on phone B to silent monitor bridge in the active call.

If phone A has more than one call, do the following:

1. Long press the desired line key on phone B.

   The list of calls appears on the LCD screen of phone B.

2. Select the active call.

The **Cancel**, **Call Pull**, **Monitor** and **Barge In** soft keys appear when the active call is highlighted.

3. Press the **Monitor** soft key to bridge into the active call of phone A.

**Note** Before using silent monitor bridging in feature, make sure that Executive-Assistant service have been assigned. Contact your system administrator for more information.

## Pulling Calls

Call pull feature allows users to retrieve an existing call from another shared location that is in an active or public hold state. For example, when there is a call between phone A and phone C, you can use call pull feature on phone B to retrieve this call from phone A. Then the call is established between phone B and phone C.

**To retrieve a call from another shared location:**

If there is an active call between phone A and phone C, do the following:

1. Long press the desired line key on phone B.

   The **Cancel**, **Call Pull**, **New Call** and **Barge In** soft keys appear on the LCD screen of phone B.

2. Press the **Call Pull** soft key.

   The phone B dials the call pull feature access code *11 automatically. And then the active call has been retrieved from the phone A successfully.

If there is a publicly held call between phone A and phone C, do the following:

1. Long press the desired line key on phone B.

   The **Cancel**, **Call Pull**, **New Call** and **Retrieve** soft keys appear on the LCD screen of phone B.

2. Press the **Call Pull** soft key.

   The phone B dials the call pull feature access code *11 automatically. And then the public held call has been retrieved from the phone A successfully.

# Voice Messaging/Video Voice Messaging

Voice Messaging/Video Voice Messaging feature enables you to record voice/video messages from callers for calls that receive a busy or no-answer condition.

BroadWorks provides the following main voice messaging/video voice messaging features:

- **Voice Message/Video Voice Message Deposit/Retrieval**: allows you to deposit or retrieve voice/video messages.
- **Message Waiting Indicator (MWI)**: IP phones support both audio and visual MWIs. The visual MWI is an LED on the IP phone, an icon and a message on the IP phone LCD screen.
- **Voice Portal Calling**: allows you to originate a call from the voice portal.
- **Visual Voice Mail**: Allows you to view voice/video message detail summary content (*name*, *number*, *timestamp*, *line*, *duration*, *read status* and *media type*) and manage the voice/video messages (e.g., marking it “read”/”unread”) on the phone. This feature is not applicable to CP965/CP960 IP phones.

Check with your system administrator to find out if these features are available on your phone.

## Configuring Voice Messaging Feature on the IP Phone

You may need to configure the voice mail retrieval FAC if you want to retrieve voice/video messages or originate a call from the voice portal.

You don't have to configure the voice mail retrieval FAC after enabling the visual voice mail feature. This feature is configurable by your system administrator using template configuration

files only.

## Configuring the Voice Mail Retrieval FAC via Phone User Interface

### Procedure

1. Go to **Menu**->**Message**->**Voice Mail**->**Set Voice Mail Code** or the MESSAGE key when the IP phone is idle.
2. (Optional.) Select the desired registered account.
3. Enter the voice mail access code (e.g., *62) in the registered account (e.g., 2408889141) field.

4. Press the **Save** soft key.

**Note**

The behavior of pressing the MESSAGE key when the IP phone is idle can be configured.

You can enter the Set Voice Mail Code screen or View Voice Mail screen by pressing the MESSAGE key. This is determined by the value of the parameter "voice_mail.message_key.mode". Contact your system administrator for more information.

# Using Voice Messaging Feature on the IP Phone

## Leaving a Voice Message

### Procedure

1. User A places a call to you.

   DND is enabled on your IP phone.
2. User A is forwarded to voice mail and hears the no answer greeting.
3. User A follows the voice prompt to leave a short message and presses # to finish leaving the message.
4. User A hangs up.

The MESSAGE key LED on your IP phone glows green, and the phone LCD screen for reference displays as below:

When leaving a message, the caller has access to the following functions:

- Set the message status to urgent and/or confidential
- Review the message and erase, record it again, or deposit it
- Send an unsent recorded message before being transferred to an attendant
- Choose between being transferred to an attendant or returning to the voice portal after sending the message.

## Listening to the Voice Message

### Procedure

1. Press the MESSAGE key or dial the voice mail access code (e.g., *62).

   You log in the voice portal and receive the login greeting.

2. Follow the voice prompt to enter a specified DTMF digit to access your voice mailbox and then enter a specified DTMF digit to listen to your voice messages.

## Making a Call from Voice Portal

### Procedure

1. Press the MESSAGE key or dial the voice mail access code (e.g., *62).

   You are logged in the voice portal and receive the login greeting.

2. Follow the voice prompt to enter a specified DTMF digit to make a call.
3. Enter the destination digits.

   The destination party receives the incoming call and rings.

   A two-way call is established if the destination party answers the incoming call.

# Using Visual Voice Mail Feature on the IP phone

You can use visual voice mail feature to view and manage the voice/video mails on the IP phone directly. Check with your system administrator to find out if these features are available on your phone.

**Note** Before using visual voice mail feature, make sure that the XSI has been configured. For more information on BroadWorks XSI, refer to Xtended Services Interface.

## Viewing and Managing the Voice/Video Messages

### Procedure

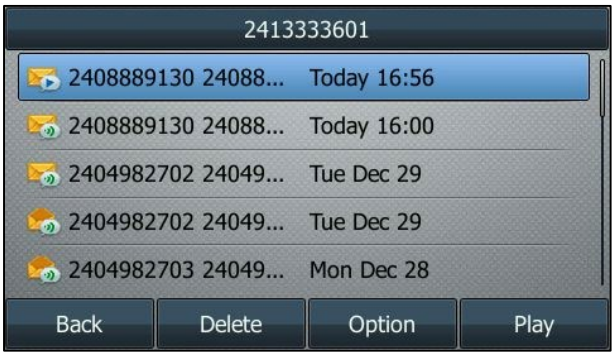
1. Go to **Menu**->**Message**->**Voice Mail**->**View Voice Mail** or press the MESSAGE key when the IP phone is idle.

   Pressing MESSAGE key to access View Voice Mail screen should be pre-configured by your system administrator.

2. (Optional.) Select the desired account.

3. Press the **Enter** soft key.

   Voice/video mails for the account are displayed as below:



**4.** Select the desired voice/video mail, you can do the following:

- Press the **Play** soft key to play the voice/video mail, you can do the following:

  - Press the **Call Back** soft key to call back the voice/video mail leaver.
  - Press the **Delete** soft key to delete the voice/video mail.
  - Press the **Pause** soft key to pause the voice/video mail playing. The **Resume** soft key will appear on the screen.

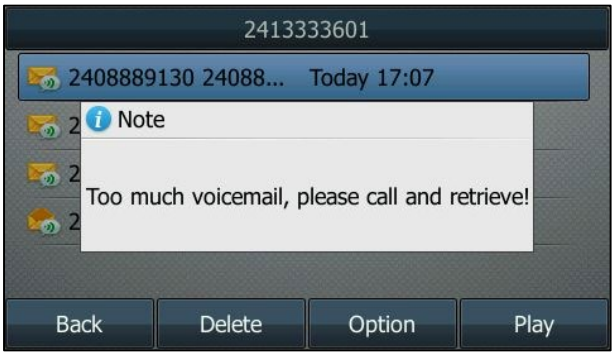
    Press the **Resume** soft key to continue the voice/video mail playing.
  - Press the **More** soft key, and then press the **Previous**/**Next** soft key to play the previous or next voice/video mail.
  - Press the **More** soft key, and then press the **Back** soft key to back to preview screen.
  - Press the left or right navigation key to skip forward the playback or rewind the playback.

- Press the **Option** soft key, you can do the following:

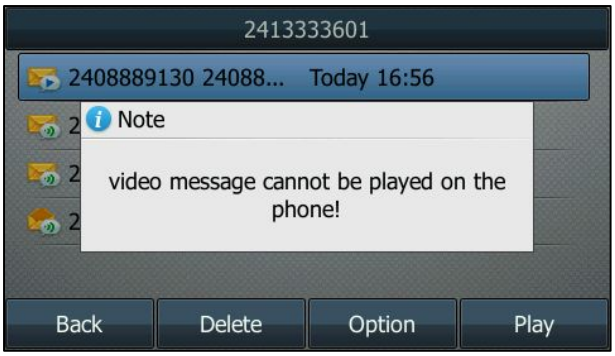
  - Select **Detail**, and then press the **OK** soft key to view the voice/video mail detail.
  - Select **Call Back**, and then press the **OK** soft key to call back the mail leaver.
  - Select **Add to Personal**, and then press the **OK** soft key to add the voice/video mail leaver to Personal network directory.
  - Select **Mark as heard/Mark as new**, and then press the **OK** soft key to mark the voice/video mail as read or new.
  - Select **Mark All as new**, and then press the **OK** soft key to mark all the voice/video mail as unread.
  - Select **Mark All as heard**, and then press the **OK** soft key to mark all the voice/video mail as read.

During playing the voice/video mail, you may need to know the following guidelines:

- If the voice mail is too large to be downloaded, the phone will prompt you to dial the voice mail access code to listen to the voice mail.




- If the IP phones do not support video feature, the video mails cannot be played on the phone. The LCD screen prompts as below:




- If there is an incoming call arrives on your phone when the voice/video mail is playing, the phone will exit play screen and the playback will pause. This voice/video mail will not be marked as read.

**Note** The video mails are not displayed in the voice mail list by default. To view and manage the video mails, contact your system administrator.

# Automatic Call Distribution

Automatic Call Distribution (ACD) feature 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 agents.

Once the ACD feature is enabled on the IP phone, the **Login** soft key will display on the IP phone's idle LCD screen. You can log into the ACD system by pressing the **Login** soft key. After you log in as an agent, the ACD system monitors the agent state on the IP phone and then decides whether to assign an incoming call to it. If the agent state is set to available, the server begins to distribute calls to the IP phone. If the agent state is set to unavailable, the server stops to distribute calls to the IP phone.

This feature is not applicable to CP925/CP935W/CP920/CP965/CP960 IP phones.

**Disposition Code**

You can use the disposition codes to tag calls for later reference. For example, you can tag calls with promotions, consults or comments. Once the disposition code feature is enabled on the IP phone, the **DispCode** soft key will display on the IP phone's LCD screen after you log into the ACD system. You can use this feature by pressing the **DispCode** soft key or a DispCode key during a call or in Wrap up.

**Customer Originated Trace**

You can perform a customer originated trace for an obscene, harassing, or threatening call. Once customer originated trace feature is enabled on the IP phone, the **Trace** soft key will display on the IP phone's LCD screen after you log into the ACD system. You can use this feature by pressing the **Trace** soft key or a trace key during a call or in Wrap up. It is not applicable to VP59/SIP-T58W/T58A IP phones.

**Emergency Escalation**

You can use the emergency escalation feature to escalate a call to an available supervisor when you require the assistance from the supervisor. Once the emergency escalation feature is enabled on the IP phone, the **Emergency** soft key will display on the IP phone's LCD screen during a call. You can use this feature by pressing the **Emergency** soft key or an emergency key during a call. It is not applicable to VP59/SIP-T58W/T58A IP phones.

**Note** To use ACD, Disposition Code, Customer Originated Trace and Emergency Escalation features, make sure these features are enabled on the IP phone. These features can be enabled using the configuration file only. Contact your system administrator for more information.

# Configuring the ACD feature on the IP phone

## Configuring an ACD Key via Phone User Interface

It is not applicable to SIP-T19(P) E2/T30P/T30 IP phones.

### Procedure

1. Go to **Menu**->**Features**->**Dsskey** (You may need to press the **More** soft key to see the **Menu** soft key) and select the desired DSS key, or long press the desired DSS key.

2. Select **ACD** from the **Type** field.

3. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
4. Press the **Save** soft key.

## Configuring a Trace Key via Phone User Interface

It is not applicable to SIP-T19(P) E2/T30P/T30 IP phones.

### Procedure

1. Go to **Menu**->**Features**->**Dsskey** (You may need to press the **More** soft key to see the **Menu** soft key) and select the desired DSS key, or long press the desired DSS key.
2. Select **Trace** from the **Type** field.

3. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
4. Press the **Save** soft key.

## Configuring a DispCode Key via Phone User Interface

It is not applicable to SIP-T19(P) E2/T30P/T30 IP phones.

### Procedure

1. Go to **Menu**->**Features**->**Dsskey** (You may need to press the **More** soft key to see the **Menu** soft key) and select the desired DSS key, or long press the desired DSS key.、

2. Select **DispCode** from the **Type** field.

3. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
4. Enter the desired disposition code in the **Value** field or leave it blank.
5. Press the **Save** soft key.

## Configuring an Emergency Key via Phone User Interface

It is not applicable to SIP-T19(P) E2/T30P/T30 IP phones.

### Procedure

1. Go to **Menu**->**Features**->**Dsskey** (You may need to press the **More** soft key to see the **Menu** soft key) and select the desired DSS key, or long press the desired DSS key.
2. Select **Emergency** from the **Type** field.

3. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
4. Enter the desired supervisor number in the **Value** field or leave it blank.
5. Press the **Save** soft key.

Before using ACD feature on the IP phone, check with your system administrator to make sure the Feature Key Synchronization is enabled and the SIP Server Type is set to BroadSoft.

**Note** Feature synchronized ACD can be used on a private line only.

# Using ACD Feature on the IP Phone

If you are using a standard call center, you will be able to:

- Log in and log out as an agent
- Change the agent state using the soft keys, ACD key or phone menu

If you are using a premium call center, you will be able to:

- Log in and log out as an agent
- Change the agent state using the soft keys, ACD key or phone menu
- View incoming call information
- Select unavailable reason codes for unavailability
- Invoke call center service controls on the enhanced application server

## Setting the Initial Agent State

When you log into the ACD system as an agent, the agent state is automatically set to an initial state. By default, the initial state is available.

### Procedure

1. Go to **Menu**->**Features**->**Call Control**->**Initial ACD State** (You may need to press the **More** soft key to see the **Menu** soft key).
2. Select the desired initiate state from the **Login As** field.

3. Press the **Save** soft key.

## Logging In and Logging Out as an Agent

You can log into and log out of the ACD system using the soft keys, the ACD key or the phone menu.

**To log in using the soft key or the ACD key:**

1. Press the **Login** soft key or the ACD key when the IP phone is idle.
   a) If the initial agent state is available, the agent state is set to available after you log into the ACD system. The idle screen is similar to the one shown below:

The ACD key (if configured) LED glows green indicating that the agent state is available. The **Unavail** and **Logout** soft keys appear. The server begins distributing calls to the IP phone.

**b)** If the initial agent state is unavailable, the agent state is set to unavailable after you log into the ACD system. The idle screen is similar to the one shown below:

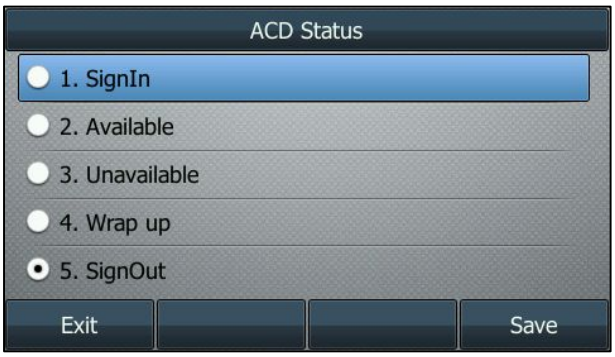
The ACD key (if configured) LED flashes green indicating that the agent state is unavailable. The **Avail** and **Logout** soft keys appear. The server temporarily stops distributing calls to the IP phone.

For more information on the line icon instructions, refer to Icon Instructions. For more information on the ACD key LED indications, refer to LED Instructions.

**To log in using the phone menu:**

1. Press **Menu**->**Features**->**Call Control**->**ACD Status** (You may need to press the **More** soft key to see the **Menu** soft key).

2. Select **SignIn**.




3. Press the **Save** soft key.

**To log out using the soft key:**

1. Press the **Logout** soft key when the IP phone logs in.

   The **Login** soft key appears.

**To log out using the ACD key or the phone menu:**

1. Press the ACD key or **Menu**->**Call Control**->**ACD Status** (You may need to press the **More** soft key to see the **Menu** soft key).
2. Select **SignOut**.

3. Press the **Save** soft key.

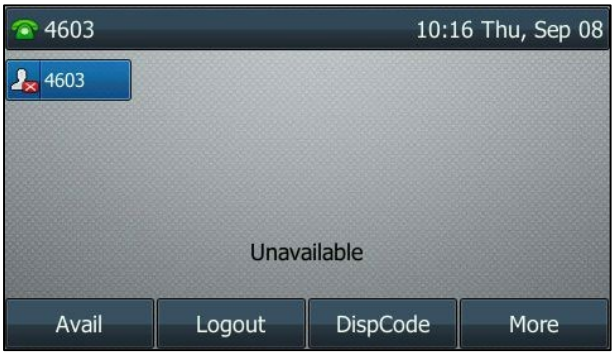
## Changing the Agent State

When logging in the ACD system, you can change the agent state using the soft keys, the ACD key or the phone menu.

**To change the agent state using the soft keys:**

**Do one of the following:**

- Press the **Unavail** soft key when the IP phone is idle.




If you enable unavailable reason code feature, you need to enter an unavailable reason code. For more information, refer to Selecting Unavailable Reason Codes for Unavailability.

- Press the **Avail** soft key when the IP phone is idle.

**To change the agent state using the ACD key or the phone menu:**

1. Press the ACD key or **Menu**->**Call Control**->**ACD Status**.

2. Select the desired agent state, and then press the **Save** soft key.

You can change the agent state to **SignIn**, **Unavailable**, **Available**, **Wrap Up** or **SignOut**.

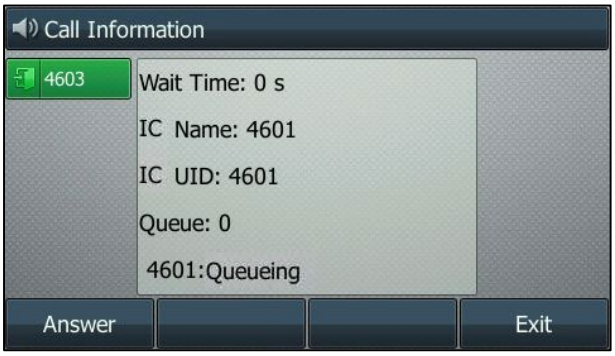
If you enable unavailable reason code feature and select **Unavailable**, you need to enter an unavailable reason code. For more information, refer to Selecting Unavailable Reason Codes for Unavailability.

If the Feature Key Synchronization feature is enabled, the agent state on the IP phone is synchronized with that on the BroadWorks server. When you set the agent state to available on the BroadWorks server, the agent state on the IP phone will change to available. Conversely, when you set the agent state to available on the IP phone, the agent state on the BroadWorks server will change to available.

## Viewing Incoming Call Center Call Information

When the agent receives an incoming call, the IP phone LCD screen displays the incoming call information for 30 seconds. The call center call information includes wait time, call center name, call center phone number and number of calls in queue.

After 30 seconds, the call center call information disappears and the incoming call screen displays.




You can also leave the screen by pressing the **Exit** soft key.

**Note**

Make sure Call Center Call Information feature is enabled on the IP phone. The Call Center Call Information feature can be enabled using the configuration file only.

You can also configure the interval (in seconds) to specify how long the call center call information displays. Contact your system administrator for more information.

## Selecting Unavailable Reason Codes for Unavailability

You can use unavailable reason codes to better track the agent's unavailability.

### Procedure

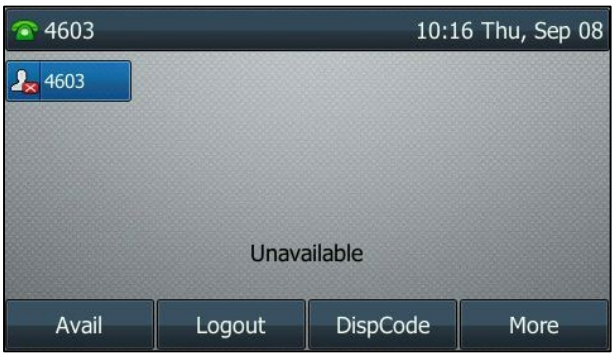
1. Press the **Unavail** soft key.
2. Do one of the following:

   - Enter an unavailable reason code (e.g., 500) in the **Enter code** field.

   - Select the desired unavailable reason code (e.g., On Lunch: 500), and then press the **OK** soft key.

For the two options above, make sure the unavailable reason codes have been pre-configured on the IP phone.

After the above configurations, the IP phone LCD screen displays as below.




**Note** Make sure unavailable reason code feature is enabled on the IP phone. The feature can be enabled using the configuration file only. The unavailable reason codes can be also configured on the IP phone using the configuration file only. Contact your system administrator for more information.

## Invoking Call Center Service Controls on the Enhanced Application Server

### Disposition Code

**To enter a disposition code during a call or in Wrap up:**

1. Press the **DispCode** soft key or the DispCode key.
2. If you press the **DispCode** soft key, or you press the DispCode key and did not configure a disposition code for the DispCode key, do one of the following:
   - Enter a disposition code (e.g., 100) in the **Enter code** field.

- Select the desired disposition code (e.g., 100: Promotion A), and then press the **OK** soft key.

Make sure the disposition codes have been pre-configured on the IP phone.

If you are in a call, the disposition code will apply to your current call. If you are in the Wrap up state, the disposition code will apply to your most recently answered call.

**Note**

Make sure Disposition Code feature is enabled on the IP phone. The feature can be enabled using the configuration file only. The disposition codes can be also configured on the IP phone using the configuration file only. Contact your system administrator for more information.

Yealink IP phones filter the numbers "-" and "," when dialing by default. You need to configure the call number filter feature in advance via web user interface at the path **Features**->**General**

## Customer Originated Trace

**To perform a trace during a call or in Wrap Up:**

1. Press the **Trace** soft key or the trace key.

If you are in the Wrap Up state, the trace will apply to your most recently answered call.

If the name or number of the caller is available to the BroadWorks server, the trace is sent and the announcement is played on the IP phone.

**Note**

Make sure customer originated trace feature is enabled on the IP phone. The feature can be enabled using the configuration file only. Contact your system administrator for more information.

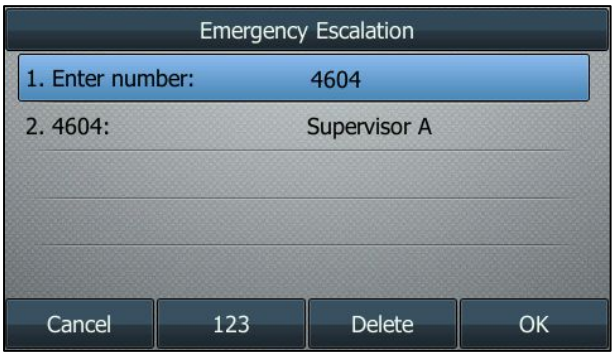
Yealink IP phones filter the numbers "-" and "," when dialing by default. You need to configure the call number filter in advance via web user interface at the path **Features**->**General Information**->**Call Number Filter**.

## Emergency Escalation

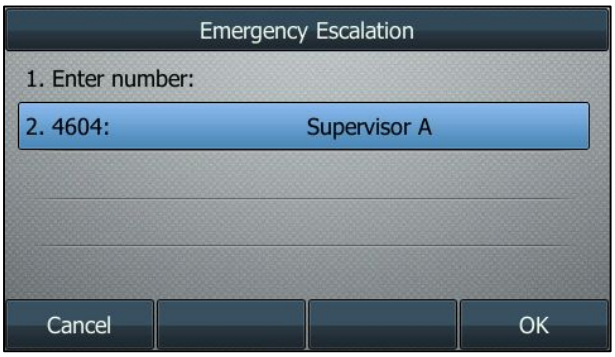
**To escalate a call:**

1. Press the **Emergency** soft key or the emergency key during a call.
2. If you press the **Emergency** soft key, or you press the emergency key and did not configure the supervisor number for the emergency key, do one of the following:

   - Enter a supervisor number (e.g., 4603).




   - Select the desired supervisor number (e.g., 4604: Supervisor A), and then press the **OK** soft key.




   Make sure the supervisor numbers have been pre-configured on the IP phone.

   - Leave the field blank.

   If you specify the supervisor number and the supervisor is available, the supervisor will be altered. After answering the call, the supervisor is immediately joined into the call.

   If you do not specify the supervisor number or the supervisor whose number you entered is unavailable, another available supervisor will be altered. After answering the call, the supervisor is immediately joined into the call.

**Note** Make sure emergency escalation feature is enabled on the IP phone. The feature can be enabled using the configuration file only. The supervisor numbers can be also configured on the IP phone using the configuration file only. Contact your system administrator for more information.

## Queue Status Notification

Once you enable the Queue Status Notification feature on the phone, the status of the call center queue will be displayed on the IP phone LCD screen.

The queue can be in one of the following three states:

- **Empty**: Indicates that no calls are currently waiting in the queue.

- **Queueing**: Indicates that one or more calls are currently waiting in the queue.

- **Alerting**: Indicates that the call queue has reached the maximum number of calls, or that a call has been waiting 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 Queueing status.

**Note** Make sure queue status notification feature is enabled on the IP phone. The feature can be enabled using the configuration file only. Contact your system administrator for more information.

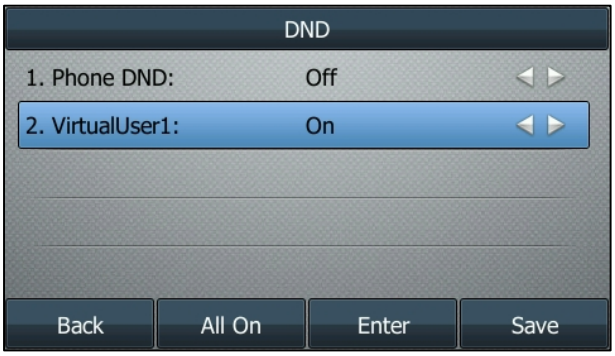
## Activating DND for Call Center

As an agent in a call center, you can activate DND for your call center when your group cannot accept calls.

**Note** The DND for call center feature can be enabled using the configuration file only. Contact your system administrator for more information.

### Procedure

1. Do one of the following:
   - When the DND is in custom mode, press the **DND** soft key or DND key when the IP phone is idle.
   - Go to **Menu**->**Features**->**Call Control**->**Do not Disturb** (You may need to press the **More** soft key to see the **Menu** soft key).




2. In the **VirtualUser1** field, press **Enter**.

   The label “VirtualUser1” can be changed by your system administrator
3. If XSI access authentication is invalid, you are prompted to enter the user ID and password of VirtualUser1 and then press **OK**.
4. Select **On** in the **VirtualUser1** field.
5. Press the **Save** soft key.

   All agents in the call center reject incoming calls automatically.

# Hoteling

Hoteling feature enables you to use any available shared phone by logging in with the credential. After logging in, you have access to your own profile and settings on the shared phone. You can use Hoteling whether ACD feature is enabled or disabled.

**Note** Make sure Hoteling feature is enabled and the SIP server type is set to BroadSoft on the IP phone. The Hoteling feature can be enabled using the configuration file only. Contact your system administrator for more information.

# Configuring Hoteling feature on the IP Phone

## Configuring a Hoteling Key

It is not applicable to SIP-T19(P) E2/CP920/T30P/T30 IP phones.

### Procedure

1. Press **Menu**->**Features**->**Dsskey** (You may need to press the **More** soft key to see the **Menu** soft key) and select the desired DSS key, or long press the desired DSS key.
2. Select **Hoteling** from the **Type** field.

3. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
4. Press the **Save** soft key.

# Using Hoteling Feature on the IP Phone

If you enable hoteling feature on a shared phone, you will be able to log into and out of guest profile on the phone. For example, 4603 is a hoteling host user, 4604 is a hoteling guest user.

# Using Hoteling When ACD is Disabled

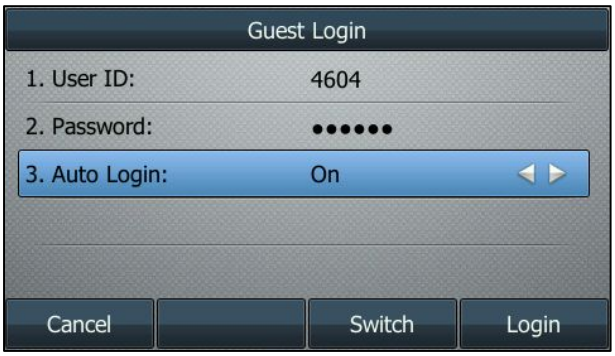
## Logging into a Shared Phone

### Procedure

1. Press the **GuestIn** soft key or the hoteling key when the IP phone is idle.

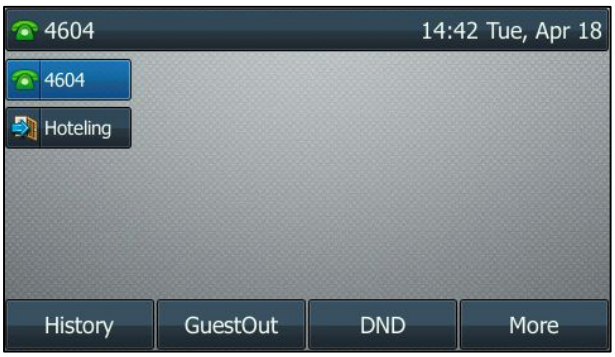
2. Enter guest user ID and password in the **User ID** and **Password** field respectively.
3. Select the desired value from the **Auto Login** field.

   If you select **On**, the IP phone will save the login credentials automatically. When you log into the guest profile next time, you do not need to enter the guest user ID and password again.




4. Press the **Login** soft key to log into the guest profile.

The IP phone will verify the login credentials with the BroadWorks server. After successful verification, the IP phone will display the guest ID (e.g., 4604) and the hoteling key LED glows green.




When the IP phone logs in the guest profile successfully, the IP phone automatically returns to the guest idle screen, and the **GuestOut** soft key appears.

## Logging out of a Shared Phone

### Procedure

1. Press the **GuestOut** soft key when the IP phone logs in.

   The LCD screen prompts “Do you want to logout?”.

2. Press the **OK** soft key to log out.

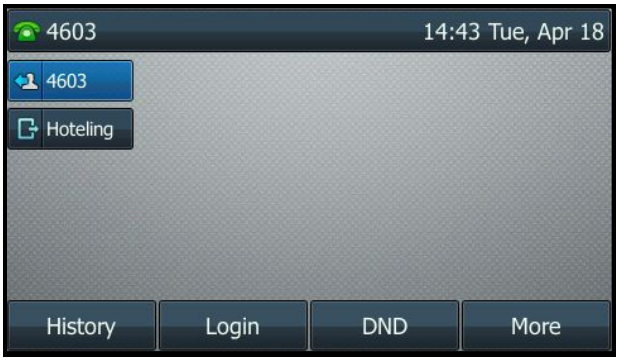
   The IP phone will return to the host idle screen and the hoteling key LED turns off.

# Using Hoteling When ACD is enabled

## Logging into a Shared Phone

### Procedure

1. Press the **Login** soft key or the hoteling key when the IP phone is idle.




2. Do the following:

   a) To log into a guest profile:

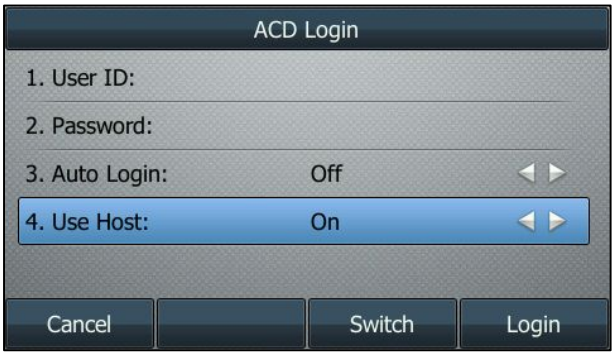
      1) Enter the guest user ID in the **User ID** field.

      2) Enter the guest password in the **Password** field.

      3) Select **Off** from the **Use Host** field.

**b)** To log into a host profile:

**1)** Select **On** from the **User Host** field.

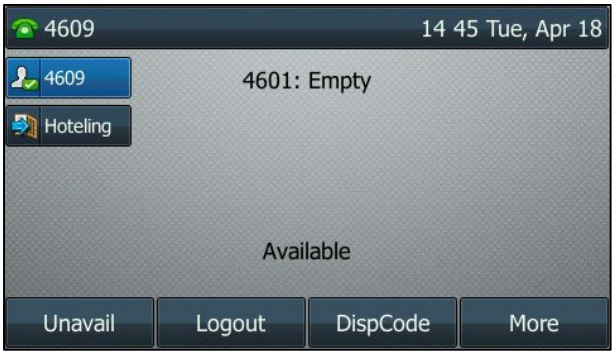



**3.** Select the desired value from the **Auto Login** field.

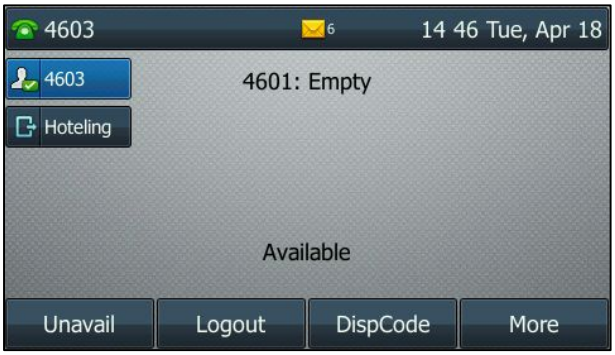
If you select **On**, the IP phone will save the login credentials automatically. When you log into the guest profile next time, you do not need to enter the guest user ID and password.

**4.** Press the **Login** soft key.

If you log into the guest profile, the IP phone will verify the login credentials with the BroadWorks server. After successful verification, the agent state on the IP phone is available (the initial agent state) and the **Logout** soft key appears. The hoteling key LED glows green.




If you log into the host profile, the agent state on the IP phone is available (the initial agent state) and the **Logout** soft key appears.



### Logging out of a Shared Phone

#### Procedure

1. Press the **Logout** soft key when the IP phone is idle.

   The LCD screen prompts “Do you want to logout?”.

   The IP phone will return to the host idle screen and the hoteling key LED turns off.

# Flexible Seating

Flexible Seating feature has similar functionality to the BroadWorks Hoteling feature. The guest can log in a host’s phone with the credential. After the association is successful, the host’s phone will be reconfigured with guest’s setting files and is treated as an alternate device of the guest. The guest can lock the host’s phone. The call originations from the guest’s primary device are also allowed. The guest’s primary device is also alerted on incoming calls to the guest.

The host-guest association will be disconnect automatically when the limit time expired. For more information, contact your system administrator.

**Note** Make sure flexible seating feature is enabled and the SIP server type is set to BroadSoft on the IP phone. The flexible seating feature should be pre-configured by your system administrator.

## Using Flexible Seating Feature on the IP Phone

### Using Flexible Seating When ACD is Disabled

### Logging into a Host’s Phone

#### Procedure

1. Press the **More**->**GuestIn** soft key when the IP phone is idle.
2. Enter guest user ID and password in the **User ID** and **Password** field respectively.

3. (Optional). Select the desired value from the **Auto Login** field.

If you select **On**, the IP phone will save the login credentials automatically. When you log into the guest next time, you do not need to enter the guest user ID and password again.

4. Press the **Login** soft key to log into the guest profile.

   The IP phone will verify the login credentials with the BroadWorks server. After successful verification, the IP phone will reboot and download the guest's personal settings. The screen displays the guest ID as below (e.g., 0027).

   When the IP phone logs in the guest profile successfully, the IP phone automatically returns to the guest idle screen, and the **GuestOut** soft key appears.

## Locking a Host's Phone by the Guest

### Procedure

1. Press the **GuestLock** soft key.

   The phone is locked and the **Unlock** soft key displays on the LCD screen.

## Unlocking the Host's Phone

### Procedure

1. Press the **Unlock** soft key.
2. Enter the PIN in the **Unlock PIN** field.

3. Press the **OK** soft key to unlock the phone.

### Logging out of a Host's Phone

#### Procedure

1. Press the **More**->**GuestOut** soft key when the IP phone is idle.

   The LCD screen prompts "Do you want to logout?".

2. Press the **OK** soft key.

   The IP phone will reboot and download the host's personal settings and backup call log.

## Using Flexible Seating When ACD is Enabled

### Logging into a Host's Phone

#### Procedure

1. Press the **GuestIn** soft key when the IP phone is idle.
2. Enter guest user ID and password in the **User ID** and **Password** field respectively.
3. (Optional). Select the desired value from the **Auto Login** field.

   If you select **On**, the IP phone will save the login credentials automatically. When you log into the guest profile next time, you do not need to enter the guest user ID and password again.

4. Press the **Login** soft key.

   The IP phone will verify the login credentials with the BroadWorks server. After successful

verification, the IP phone will reboot and download the guest's personal settings. The screen displays the guest ID as below (e.g., 3612) and the guest state on the IP phone is available (the initial agent state) and the **Logout** soft key appears. The ACD key LED glows green.

## Locking a Host's Phone by the Guest

### Procedure

1. Press the **GuestLock** soft key.

   The phone is locked and the **Unlock** soft key displays on the LCD screen.

## Unlocking the Host's Phone

### Procedure

1. Press the **Unlock** soft key.

2. Enter the PIN in the **Unlock PIN** field.

3. Press the **OK** soft key to unlock the phone.

### Logging out of a Host's Phone

#### Procedure

1. Press the **Logout** soft key when the IP phone is idle.

   The LCD screen prompts "Do you want to logout?".

2. Press the **OK** soft key.

   The IP phone will reboot and download the host's personal settings and backup call log.

## Centralized Call Recording

You can use the Centralized Call Recording to record all active calls on your phone. You can initiate and control the call recording process on your phone. The recording files are saved on the server.

**Note**

Make sure centralized call recording feature is enabled and the SIP server type is set to BroadSoft on the IP phone.

VP59/SIP-T58W/T58A IP phones support recording video calls if video calls recording feature is enabled on BroadWorks server.

One of the following recording modes may be assigned for you to record calls:

- **Always**: All calls are recorded and saved automatically. No recording control functions are offered to the user on the phone.
- **Always with Pause/Resume**: Call recording starts when the call is set up. You can pause and resume the recording during a call. The recording is saved automatically.
- **On Demand**: Call recording starts when the call is set up, but the recording is not saved unless the user presses the **Start REC** soft key. You can choose to save it or not during the call. Once the recording is saved, you can pause and resume the recording.
- **On Demand with User Initiated Start**: You can start the recording manually. Once the recording starts, you can pause and resume the recording. You can also stop the recording. You can record multiple times during a call. The recording is saved automatically.

**Note**

The recording control options displayed on the SIP phone are based on the recording mode assigned to the user. The recording mode is configurable by your system administrator.

If USB recording is enabled on your phone, the centralized call recording will not take effect.

If the "Never" recording mode is assigned to the user, all calls can't be recorded on the server.

**During the recording, you can do the following:**

- Press the **Hold** soft key, the call is placed on hold. Only the callee is recorded.

  Press the **Resume** soft key to resume the call, the recording continues.
- Transfer the call to another user. The recording is stopped after transferring successfully.
- Park the call to another phone. The recording is stopped after parking successfully.
- Place a new call to another user.
  - If **Always** or **Always with Pause/Resume** recording mode is assigned to the user, the original call recording continues. The new call will be recorded and saved to a new file.
  - If **On Demand** recording mode is assigned, the original call recording continues. The new call will be recorded but not saved, you can choose to save it or not during the call.
  - If **On Demand with User Initiated Start** recording mode is assigned, the original call recording continues. The new call will not be recorded and saved unless you start to record.
- Set up a conference.
  - If **Always**, **Always with Pause/Resume** or **On Demand** recording mode is assigned, all conference participants are recorded automatically.

Before setting up the conference, the recordings separate by two participants. After the conference is set up successfully, the conference content will be saved in both two recording files. Pause or resume the conference recording will take effect on both two recording files. If one of the participants drops the conference, the corresponding recording for the participant will stop and be saved on the server.

- If **On Demand with User Initiated Start** recording mode is assigned, you can choose to record with the specified participant or all participants.

If you start to record before the conference is set up, the recording will not stop until the end of the conference or the recorded participant drops the conference. The recording is saved in a file.

If you start to record after the conference is set up, the conference call is recorded in the same way as other calls.

Before using centralized call recording feature on the IP phone, check with your system administrator to make sure the Feature Key Synchronization is enabled and the SIP Server Type is set to BroadSoft.

**Note** The network conference is recorded in the same way as other calls. If you join a conference as a participant, you can also record conference calls in the same way as other calls.

## Using Call Recording Feature

This section details how to initiate and the control call recording process. If the USB recording is enabled and a USB flash drive is connected to the IP phone, the call will be recorded in the USB flash drive by the higher priority.

**Note** Before using centralized call recording feature, make sure that USB recording is disabled.

You system administrator can configure centralized call recording in XSI mode or SIP mode. If you use centralized call recording under XSI mode, you need to configure XSI. For more information on XSI, refer to Xtended Services Interface.

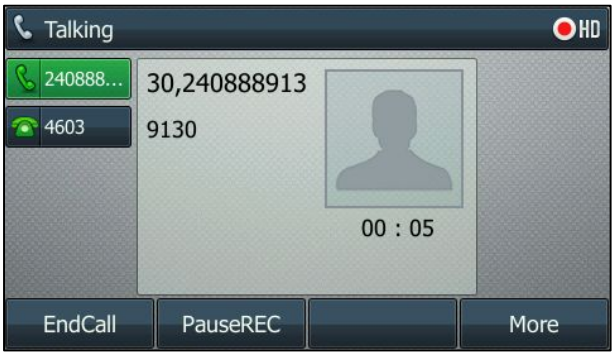
### Always Recording Mode

The call will be recorded automatically when setting up the call successfully. The recording icon displays on the status bar.

The recording will be saved on the server when ending the call automatically.

## Always with Pause/Resume Recording Mode

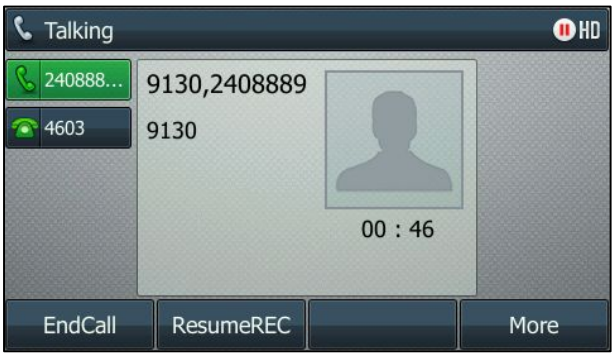
The call will be recorded automatically when setting up the call successfully. The recording icon displays on the status bar.




The recording will be saved on the server when ending the call automatically.

**To pause/resume the recording:**

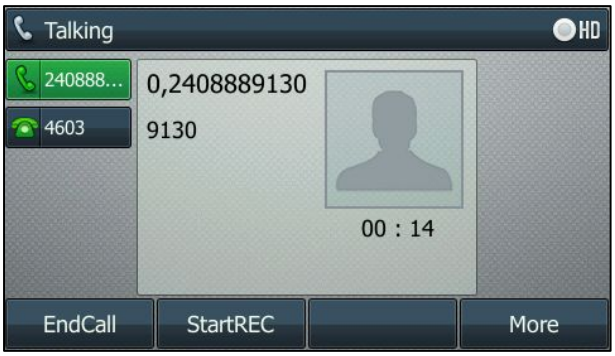
1. Press the **More** soft key, and then press the **PauseREC** soft key to pause the recording. The recording icon displaying on the status bar change to . The **ResumeREC** soft key appears on the LCD screen.




Press the **ResumeREC** soft key again to continue recording. The icon displaying on the status bar changes to .

## On Demand Recording Mode

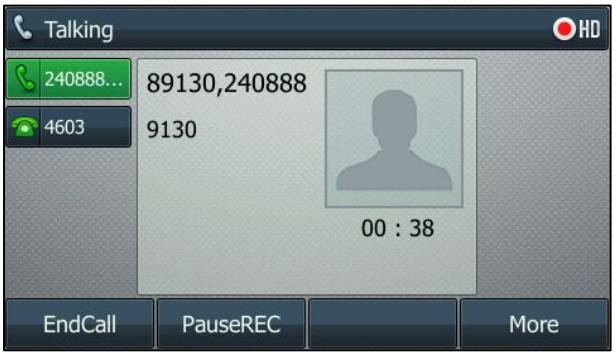
The call starts to record automatically when setting up the call successfully. The recording icon displays on the status bar.




The recording will not be saved on the server when ending the call automatically. You can save the recording manually during the call.

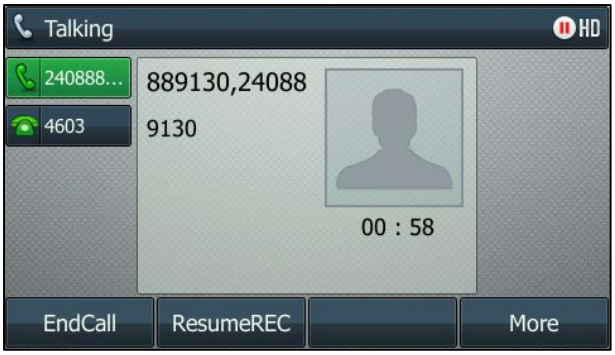
**To save the recording:**

1. Press the **More** soft key, and then press the **StartREC** soft key to save the recording. The icon displaying on the status bar changes to . The **PauseREC** soft key appears on the LCD screen.




**To pause/resume the recording:**

1. Press the **More** soft key, and then press the **PauseREC** soft key to pause the recording. The recording icon displaying on the status bar changes to . The **ResumeREC** soft key appears on the LCD screen.

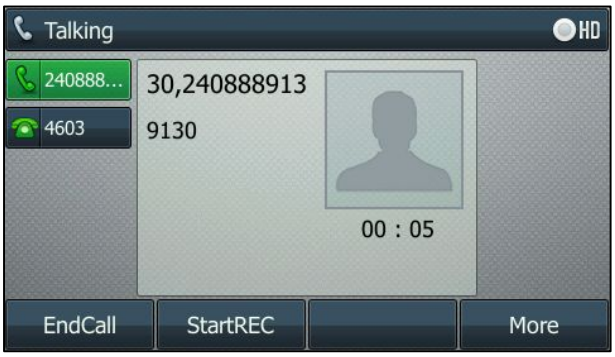


Press the **ResumeREC** soft key again to continue recording. The icon displaying on the status bar changes to .

If the **StartREC** soft key is not pressed during the call, the recording will not be saved when ending the call.

## On Demand with User Initiated Start Recording Mode

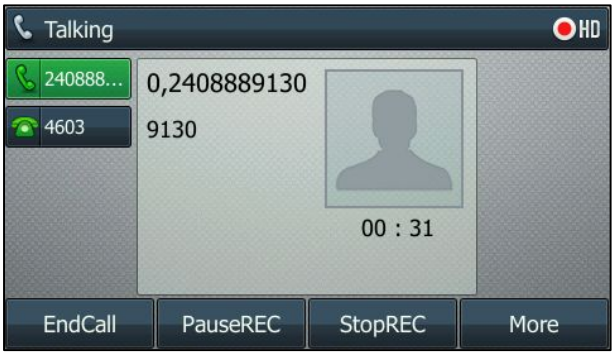
The call is not recorded when setting up the call successfully. The recording icon displays on the status bar. You can start the recording manually.




The recording will be saved on the server when ending the call automatically.

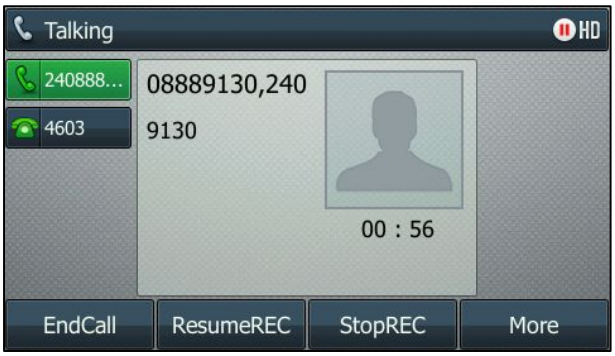
**To start the recording:**

1. Press the **More** soft key, and then press the **StartREC** soft key to record the call. The icon appears on the status bar. The **PauseREC** and **StopREC** soft key appear on the LCD screen.



**To pause/resume the recording:**

1. Press the **More** soft key, and then press the **PauseREC** soft key to pause the recording. The icon displaying on the status bar changes to . The **ResumeREC** soft key appears on the LCD screen.

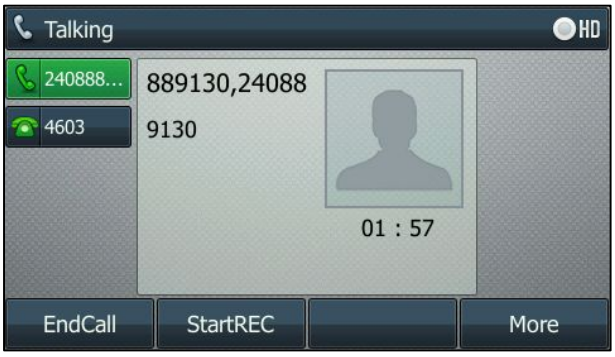



Press the **ResumeREC** soft key again to continue recording. The icon displaying on the status bar changes to .

**To end the recording:**

1. Press the **More** soft key, and then press the **StopREC** soft key to stop recording. The recording icon displaying on the status bar changes to . The **StartREC** soft key appears on the LCD screen.

   The recording is saved on the server.




Re-press the **StartREC** soft key to begin a new recording. The recording is saved to a new file on the server.

# Executive and Assistant

The Executive and Assistant feature provides a new solution for executive/assistant interworking. The executive can filter and screen calls. When an assistant is assigned and considered as an opted-in assistant for the executive, the filtered calls will be transferred or shared to the opted-in assistant. When an assigned assistant opts out of the executive pool, the executive's filtered calls will not be transferred to or shared with the opted-out assistant. The executive can bridge in or retrieve a call answered by an assistant. The assistant can push a

call to the executive and initiate a call on behalf of an executive.

The following features are configurable for an executive:

- Assistant Permission
- Call Filtering
- Call Screening
- Call Alerting

**Assistant Permission**

The executive can configure whether or not the assigned assistants can opt in or opt out.

**Call Filtering**

Call Filtering is used to specify which incoming calls are to be filtered. The executive can enable or disable call filtering feature, configure the filtering mode to use for filtering and the filter type for the simple filtering mode.

**Call Screening**

Call Screening is used to screen calls (When Filtering feature is enabled), the screening calls will alert the executive. The executive can enable or disable call screening feature, configure the alert type for screening and whether to alert specific types of locations for screening. If call screening is disabled, the executive will not be alerted by the filtered calls.

**Call Alerting**

Call Alerting is used to configure the alerting method for an assistant. The executive can configure the alerting mode for filtered calls, the contents of the Calling Line ID (CLID) name and number to present for filtered calls, the timer for advancing to the next assistant for filtered calls using the sequential alerting mode, the timer for triggering the rollover action for filtered calls, the rollover action to apply for filtered calls, and the timer to use for call push recalls.

The following features are configurable for an assigned assistant:

- Divert Calls
- Opt-in/Opt-out for an executive

**Divert Calls**

The assistant can enable divert calls feature, and configure the address to divert filtered calls to.

**Opt-in/Opt-out for an executive**

The assistant can configure whether to opt in or opt out for assigned executives. It is only configurable when the executive assigns assistant permission.

Before configuring and using the Executive and Assistant feature on the IP phone, check with your system administrator to make sure the Feature Key Synchronization is enabled and the SIP Server Type is set to BroadSoft.

**Note** Before using Executive and Assistant feature, make sure that you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

# Configuring Executive Feature on the IP Phone

## Configuring Assistant Permission

### Procedure

1. Go to **Menu**->**Features**->**Call Control**->**Executive**->**Generally Settings**.
2. Select the desired value in the **Assistant opt in/out** field.

3. Press the **Save** soft key.

## Configuring Call Filtering via Phone User Interface

### Procedure

1. Go to **Menu**->**Features**->**Call Control**->**Executive**->**Call Filtering**.
2. Select the desired value in the **Call Filtering Switch** field.

3. Select the desired value in the **Call Filtering Mode** field.

a) If you select **Simple**:

Select the desired value in the **Filter Type** field.

If **All Calls** is selected, the calls are always filtered.

If **All Internal Calls** is selected, only the internal calls are filtered.

If **All External Calls** is selected, only the external calls are filtered.

b) If you select **Advanced**:

The customized filter criteria will be used. If no filter criteria are activated, call filtering will not take effect. Check with your system administrator to find out if this feature is available on your phone.

4. Press the **Save** soft key.

## Configuring Call Screening via Phone User Interface

### Procedure

1. Go to **Menu**->**Features**->**Call Control**->**Executive**->**Call Screening**.
2. Select the desired value in the **Call Screening Switch** field.

3. Select the desired value in the **Alert Type** field.

   If **Silent** is selected, the LCD screen of the executive's phone displays the incoming call without ringing.

   If **Ring Splash** is selected, the LCD screen of the executive's phone displays the incoming call and rings splash.

4. (Optional.) Select the desired value in the **Alert Mobility Loc.** field.

   If **On** is selected, the executive's Broadworks Mobility locations can only be alerted for filtered calls.

5. (Optional.) Select the desired value in the **Alert Anywhere Loc.** field.

   If **On** is selected, the executive's Broadworks Anywhere locations can only be alerted for filtered calls.

6. (Optional.) Select the desired value in the **Alert SCA Loc.** field.

   If **On** is selected, the executive's Broadworks SCA locations can only be alerted for filtered calls.

7. Press the **Save** soft key.

## Configuring Call Alerting via Phone User Interface

### Procedure

1. Press **Menu**->**Features**->**Call Control**->**Executive**->**Call Alerting**.
2. Select the desired value in the **Alert Mode** field.
   a) If **Simultaneous** is selected, the opted-in assistants' phones will ring simultaneously when call filtering is enabled.
   b) If **Sequential** is selected, the opted-in assistants' phones will ring sequentially when call filtering is enabled.

   Select the desired value in the **Advance to Assistant** field.
3. Select the desired value in the **Alert Caller ID Name** field.
   a) If **Executive**, **Executive-Originator**, **Originator** or **Originator-Executive** is selected, the corresponding name will be used for presentation when alerting assistants.
   b) If **Custom** is selected, you can customize the name for presentation when alerting assistant.

   Enter the desired value in the **Alert Custom Caller ID Name** field.
4. Select the desired value in the **Alert Caller ID Num** field.
   a) If **Executive**, **Executive** or **Originator** is selected, the corresponding number will be used for presentation when alerting assistants.
   b) If **Custom** is selected, you can customize the number for presentation when alerting assistants.

   Enter the desired value in the **Alert Custom Caller ID Number** field.
5. Select the ring times in the **Call Push Recall After** field.

   If the push back call is not answered by the executive after the ring times, the call will be recalled to the assistant.
6. Enter the time to wait before the rollover action is triggered in the **Rollover after Waiting** field.
7. Select the desired value in the **Rollover Action** field.
   a) If you select **Voice Messaging**, the call will be transferred to voice mail.
   b) If you select **Forward**, the call will be forwarded to the desired number/SIP-URI.

Enter the destination number/SIP URI you want to forward in the **FWD to Num/SIP** field.

c) If you select **No Answer Processing**, the call will be treated by the phone setting.

# Configuring Executive-Assistant Feature on the IP Phone

## Procedure

1. Press **Menu**->**Features**->**Call Control**->**Executive-Assistant**->**Generally Settings**.
2. Select **On** in the **Divert** field.

3. Enter the desired number or SIP URI in the **Divert to Num/SIP** field.

   This field appears only if **Divert** field is selected **On**.

# Using Executive and Assistant Feature on the Executive Phone

## Answering Incoming Calls

When a user calls the executive, both the executive's and opted-in assistant's phone will ring simultaneously.

**To answer an incoming call:**

1. Press the OK key, # key or the **Answer** soft key.

   The opted-in assistant's phones will stop ringing and prompt a new missed call on the LCD screen.

## Rejecting Incoming Calls

When a user calls the executive, only the executive's phone will ring when the call filtering is disabled.

**To reject an incoming call when Call Filtering is disabled:**

1. Press the **Reject** soft key.

The call is rejected successfully.

When a user calls the executive, both the executive's and opted-in assistants' phones will ring simultaneously when call filtering and call screening are enabled.

**To reject an incoming call when Call Filtering and Call Screening are enabled:**

1. Press the **Reject** soft key.

   The executive's phone stop ringing, and the assistants' phones keep ringing simultaneously or sequentially.

## Viewing the Assigned Assistants

**To view the assigned assistants via phone user interface:**

1. Go to **Menu**->**Features**->**Call Control**->**Executive**->**View Assistant List**.

   The assigned assistants with the status display on the LCD screen.

2. Select the desired assistant.
3. Press the **Send** soft key to call your desired assistant.

## Bridging in a Call Answered by an Assistant

An executive can use the call bridge feature access code (FAC) to bridge into a call that is answered by an assistant. Contact your system administrator for more information.

**To bridge in a call answered by assistant via phone user interface:**

1. Dial the call bridge FAC (default: *15).

   A conference is set up with the remote parties of the active call.

## Retrieving a Call Answered by an Assistant

An executive can use the call retrieve feature access code (FAC) to retrieve a call that is answered by an assistant. Contact your system administrator for more information.

**To retrieve a call answered by assistant via phone user interface:**

1. Dial the call retrieve FAC (default: *11).

The conversation is established between executive and remote party, the assistant disconnects the call.

# Using Executive and Assistant Feature on the Assistant Phone

## Answering an Incoming Call

When a user calls the executive, both the executive's and opted-in assistants' phones will ring simultaneously. The opted-in assistants' phones ring simultaneously or sequentially when the call filtering and call screening are enabled. The opted-in assistant's phones ring sequentially according to the call alerting settings.

### Procedure

1. Press the OK key, # key or the **Answer** soft key.

   The other opted-in assistant's phones will stop ringing and prompt a new missed call on the LCD screen if the call alerting is set to simultaneously.

## Rejecting an Incoming Call

### Procedure

1. Press the **Reject** soft key.

   If all the assistants reject the call, the executive's phone LCD screen will prompt a new missed call. The call may be sent to voice mail, the forwarding number or treated as no answer processing. It depends on the alerting settings on rollover action.

## Initiating a Call on Behalf of an Executive

### Procedure

1. Enter the desired number using the keypad when the phone is idle.

2. Press the **Call Initiation** soft key (You may need to press the **More** soft key to see **Call Initiation** soft key).

## Pushing a Call to the Executive

### Procedure

1. Press the **More**->**Call Push**.

The call will be pushed back to the executive. The executive's phone will ring.

The call push may fail in the following scenarios:

- The time set in the Executive service's **Call Push Recall After:<Number> Rings** expires. Refer to Configuring Call Alerting via Phone User Interface for more information.
- The executive rejects the call.
- The executive has no locations available for the call.

If the executive fails to answer the call, the call push will be recalled to the assistant.

## Viewing the Assigned Executives

### Procedure

1. Press **Menu**->**Features**->**Call Control**->**Executive-Assistant**.
2. Select **View Executive List**.

   The assigned assistants with the status display on the LCD screen.

3. Press the left or right navigation key to view the assigned executive.

You can press the **Call initiation** soft key to initiate a call on behalf of the executive. For more information, refer to Initiating a Call on Behalf of an Executive.

## Opting in or out as Assistant for an Executive

If the assigned executive allows the assistant to opt in or out, the assistants can opt in or out for the assigned executive. The opted-out assistants cannot receive the executive's incoming call.

### Procedure

1. Press **Menu**->**Features**->**Call Control**->**Executive-Assistant**->**View Executive List**.

   The assigned assistants with the status display on the LCD screen.

2. Select the desired assigned executive.
3. Select the desired value.

4. Press the **Save** soft key.

# Security Classification

Security Classification feature is used to classify the calls by security. It enables users to be conscious of the maximum level of classified information that can be exchanged in the conversation. You can view the assigned security classification level when the phone is idle. During a call, you can view the security classification of the lowest level in real-time and change the current level to lower security classification level of yourself. The security classification level for the call is always determined as the lowest of the security classification levels for the users in a call session.

You may be assigned one of the following security classification levels: Unclassified, Classified, Restricted, Secret or Top Secret. The security levels from low to high are as the following: Unclassified<Classified<Restricted<Secret<Top Secret.

**Note**

Security levels are only configurable on the BroadWorks server, there is always at least one security level "Unclassified" assigned.

Make sure security classification feature is enabled and the SIP server type is set to BroadSoft on the IP phone.

Before configuring and using Security Classification feature on the IP phone, check with your system administrator to make sure the Feature Key Synchronization is enabled and the SIP Server Type is set to BroadSoft.

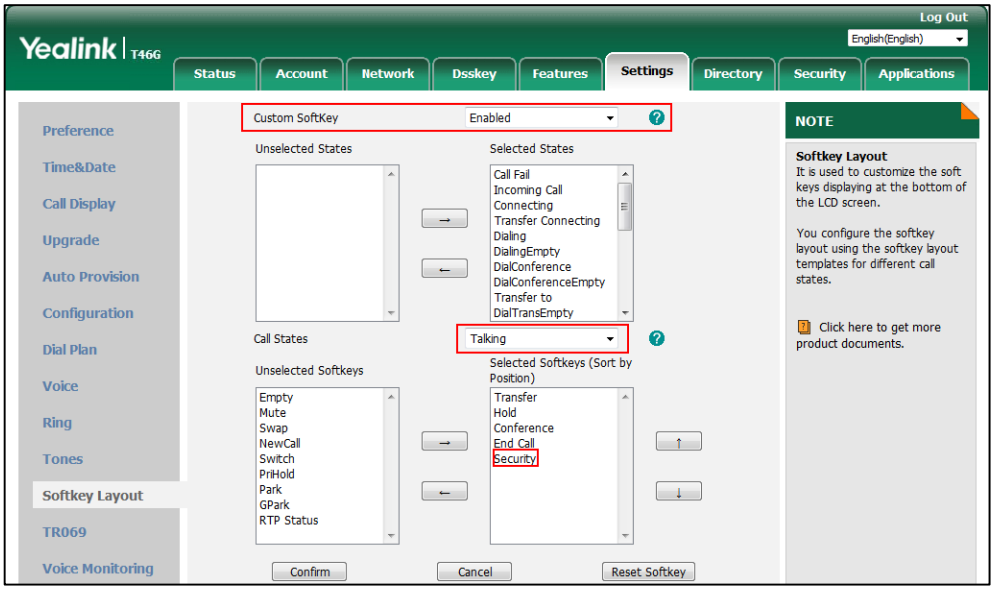
# Configuring Security Classification on the IP Phone

## Configuring the Security Soft Key via Web User Interface

### Procedure

1. Click on **Settings->Softkey Layout**.
2. Select **Talking** state from the **Unselected States** column and then click → .
3. Select **Talking** from the drop-down menu of **Call States**.
4. Select **Security** from the **Unselected Softkeys** column and then click → .

   The **Security** appears in the **Selected Softkeys** column.




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

# Using Security Classification on the IP Phone

## Viewing the Assigned Security Classification Level When the Phone is Idle

### Procedure

1. Press **Menu**->**Features**->**Call Control**->**Security Classification**.

   The LCD screen displays the registered account with the assigned security classification level.

## Viewing the Security Classification during a Call

### Procedure

During a call, the LCD screen displays the lowest security classification level of the parties in real-time. Once a party changes the security classification level, the security classification level displayed on the LCD screen will update synchronously.

## Changing the Security Classification Level during a Call

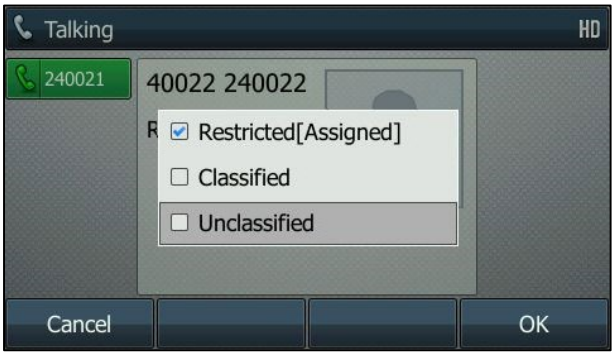
### Procedure

1. Press **More**->**Security**.

   The LCD screen displays the assigned classification level of the party.

2. Select the desired security classification level.

   Only the lower levels are available.




3. Press the **OK** soft key.

   Both you and other parties update the security level from the server.

# BroadWorks Mobility

Broadworks mobility allows you to use a mobile device to use Broadworks features. You can have a mobile and a desk IP phone, and then you can handle calls on any of the devices. The Yealink IP phones enable you to configure the Broadworks mobility via the IP phone.

**Note** Before using Broadworks Mobility feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

## Configuring BroadWorks Mobility on the IP Phone

### Procedure

1. Press **Menu**->**Features**->**Call Control**->**Mobility**.
2. Select the desired value from the **Mobility** field.
3. Enter your mobile phone number in the **Mobility Phone Number** field.
4. Select the desired ring type from the **Phone to Ring** field.
5. Select the desired value from the **Alert to Dial Calls** field.

6. Select the desired value from the **Alert GPaging Calls** field.

7. Select the desired value from the **Diversion Inhibitor** field.
8. Select the desired value from the **Answer Confirmation** field.
9. Select the desired value from the **Use BW Call Control** field.
10. Press the **Save** soft key.

# Call Decline Policy

Call Decline Policy allows you to terminate ringing at all locations by declining a call, or ignore ringing at local by ignoring a call. When an incoming call is received at any Shared Call Appearance, BroadWorks Mobility, or Flexible Seating Guest location or at a primary location, you can decline the call at one of the locations, and then the other remaining locations will stop ringing. Or you can ignore the call at local, and the other remaining locations keep ringing.

This policy does not apply to the following scenarios:

- 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 CP965/CP960 IP phones.

**Note** Make sure call decline policy is enabled and the SIP server type is set to BroadSoft on the IP phone.

## Using Call Decline Policy on the IP Phone

The usage of call decline policy takes an SCA location as an example.

## Declining an Incoming Call on a Shared Line

### Procedure

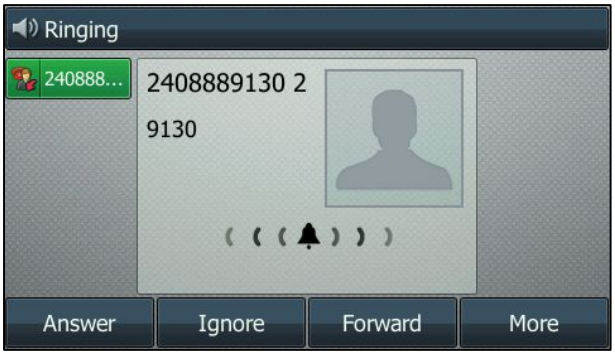
1. Press the **Decline** soft key (You may need to press the **More** soft key to see the **Decline** soft key).

The call is declined and all other remaining locations stop ringing. If Call Forwarding Busy or Voice Messaging services are configured, then the call is redirected to one of these services.

## Ignoring an Incoming Call on a Shared Line

### Procedure

1. Press the **Ignore** soft key.




The call is ignored at local and the other remaining locations continue to ring/alert. You can handle the call at other locations.

# Silent Alerting

With the Silent Alerting feature, you can make the phone automatically play the silent ring tone (Silent.wav) when receiving an incoming call.

The Silent Alerting feature is applicable to the following accounts:

- Primary
- Hoteling Guest

- Flexible Seating Guest
- Shared Call Appearance

**Note** Before using Silent Alerting feature, make sure that you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

## Configuring Silent Alerting via Phone User Interface

### Procedure

1. Press **Menu**->**Features**->**Call Control**->**Silent Alerting**.
2. (Optional.) Select an account, and then press the **Enter** soft key.
3. Select the desired value from the **Silent Alerting** field.

4. Press the **Save** soft key.

## Using Silent Alerting Feature on the IP Phone

**To receive incoming calls:**

Once silent alerting is enabled, all incoming calls notifications display on your phone but the phone will not audibly ring. This ensures that you never miss a phone call and you will not be disturbed during the important conversation.

# Appendix

## Line Keys

You can assign predefined functionalities to line keys. Line keys allow you to quickly access features such as recall and voice mail. The line key can indicate the monitored status when the line keys are assigned with particular features, such as the BLF List. Line keys are not available on SIP-T19(P) E2/CP920/T30P/T30 IP phone.

## Configuring Line Keys

There are three ways to enter the setting screen of line keys via phone user interface:

- Go to **Menu**->**Features**->**Dsskey**, and then select the desired line key.
- Long press/tap a desired line key on the idle screen.
- On the SIP-T54W/T48U/T48S/T48G IP phone, you can also tap **More** on the Idle screen, and then select the desired line key.

Line key is configurable via the web user interface at the path **Dsskey**->**Line Key**.

You can configure the line key to access the features for more convenience. The following subchapters explain the configuration for some line keys:

- Configuring a Forward Key
- Configuring a Transfer Key
- Configuring a Call Park Key
- Configuring a Park Retrieve Key
- Configuring a Directed Pickup Key
- Configuring a Group Pickup Key
- Configuring a Voice Mail Key

### Configuring a Forward Key

When the phone receives an incoming call, you can press the Forward key to forward the incoming call to the pre-defined number. When the phone is idle, the key behavior depends on the forward modes:

| Forward Modes | Key Behavior |
|---|---|
| **Phone Mode**<br>(refer to Configuring the Forward Feature in | **The destination number is configured:**<br>Press the Forward key to activate/deactivate the always |

| Forward Modes | Key Behavior |
|---|---|
| Phone Mode) | forward feature or switch the target among Forward keys.<br>**The destination number is blank:**<br>Press the Forward key to enter the forward setting screen or activate/deactivate the forward feature (if forward has been configured from the Call Forward menu). |
| **Custom Mode**<br>(refer to Configuring the Forward Feature in Custom Mode) | Press the Forward key to enter the forward setting screen. |

### Procedure

1. Go to **Menu**->**Features**->**Dsskey**, and then select the desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Forward** (**FWD**) from the **Key Type** field.
4. Do one of the following:
   - (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

     Enter the destination number you want to forward the incoming calls to in the **Value** field.
   - Highlight the **Label** or **Value** field, press **Directory** and then select a contact. For SIP-T57W/T48U/T48G/T48S, tap / to select a contact.
5. Press the **Save** soft key.

**Note** If the **Value** field is left blank, the Forward key performs the same as the **Forward** (**FWD**) soft key when receiving an incoming call.

## Configuring a Transfer Key

You can perform a Blind, Semi-Attended or Attended Transfer by pressing the transfer key during a call.

### Procedure

1. Go to **Menu**->**Features**->**Dsskey**, and then select the desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Transfer** (**Trans**) from the **Key Type** field.
4. Do one of the following:
   - (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

     Enter the destination number you want to transfer the call to in the **Value** field.
   - Highlight the **Label** or **Value** field, press **Directory** and then select a contact. For SIP-T57W/T48U/T48G/T48S, tap / to select a contact.

5. Press the **Save** soft key.

**Note** If the **Value** field is left blank, the Transfer key performs the same as **Transfer** (**Trans**) soft key during a call.

## Configuring a Call Park Key

You can park a call directly by pressing the call park key during a call.

### Procedure

1. Go to **Menu**->**Features**->**Dsskey**, and then select the desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Call Park** from **Key Type** field.
4. (Optional.) Select the desired line from the **Account ID** field.
5. Do one of the following:
   - (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

     Enter the park destination number or call park code you want to park the call to in the **Value** field.
   - Highlight the **Label** or **Value** field, press **Directory** and then select a contact. For SIP-T57W/T48U/T48G/T48S, tap / to select a contact.
6. Press the **Save** soft key.

**Note** If the **Value** field is left blank, the Call Park key performs the same as the **Park** soft key during a call.

## Configuring a Park Retrieve Key

You can retrieve a parked call directly by pressing the park retrieve key when the phone is idle.

### Procedure

1. Go to **Menu**->**Features**->**Dsskey**, and then select the desired line key.
2. Select **Retrieve Park** from the **Type** field.
3. (Optional.) Select the desired line from the **Account ID** field.
4. Do one of the following:
   - (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

     Enter the parked call destination number or retrieve code in the **Value** field.
   - Highlight the **Label** or **Value** field, press **Directory** and then select a contact. For SIP-T57W/T48U/T48G/T48S, tap / to select a contact.
5. Press the **Save** soft key.

**Note** If the **Value** field is left blank, the Park Retrieve key performs the same as the **Retrieve** key on the dialing screen.

## Configuring a Directed Pickup Key

When the specified phone number receives an incoming call, you can press the directed pickup key to answer the call on your phone.

### Procedure

1. Go to **Menu**->**Features**->**Dsskey**, and then select the desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Pick Up** from the **Key Type** field.
4. Select the desired line from the **Account ID** field.
5. Do one of the following:
   - (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

     Enter an extension you want to pick up calls from in the **Value** field.
   - Highlight the **Label** or **Value** field, press **Directory** and then select a contact. For SIP-T57W/T48U/T48G/T48S, tap / to select a contact.
6. Press the **Save** soft key.

**Note** If the **Value** field is left blank, the Directed Pickup key performs the same as **DPickup** key on Dialing/Pre-dialing screen.

## Configuring a Group Pickup Key

When any number within the group receives an incoming call, you can press the group pickup key to pick up the incoming call.

### Procedure

1. Go to **Menu**->**Features**->**Dsskey**, and then select the desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Group Pick Up** from the **Key Type** field.
4. Select the desired line from the **Account ID** field.
5. Do one of the following:
   - (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

     Enter group call pickup code in the **Value** field.
   - Highlight the **Label** or **Value** field, press **Directory** and then select a contact. For SIP-T57W/T48U/T48G/T48S, tap / to select a contact.
6. Press the **Save** soft key.

**Note** If the **Value** field is left blank, the Group Pickup key performs the same as **GPickup** key on Dialing/Pre-dialing screen.

## Configuring a Voice Mail Key

When you receive a voice mail on a line, you can press the voice mail key to quickly connect voice mail for a specific line.

### Procedure

1. Go to **Menu**->**Features**->**Dsskey**, and then select the desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Voice Mail** from the **Key Type** field.
4. Select the desired line from the **Account ID** field.
5. Do one of the following:
   - (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

     Enter voice mail code in the **Value** field.
   - Highlight the **Label** or **Value** field, press **Directory** and then select a contact. For SIP-T57W/T48U/T48G/T48S, tap / to select a contact.
6. Press the **Save** soft key.

# Configuring Multiple Line Keys per Account

You can configure multiple line keys to associate with an account. This enhances call visualization and simplifies call handling. To use this feature, you need to enable Auto LineKeys feature in advanced.

Incoming calls to this account will be distributed evenly among the available line keys. Outgoing calls will be distributed similarly.

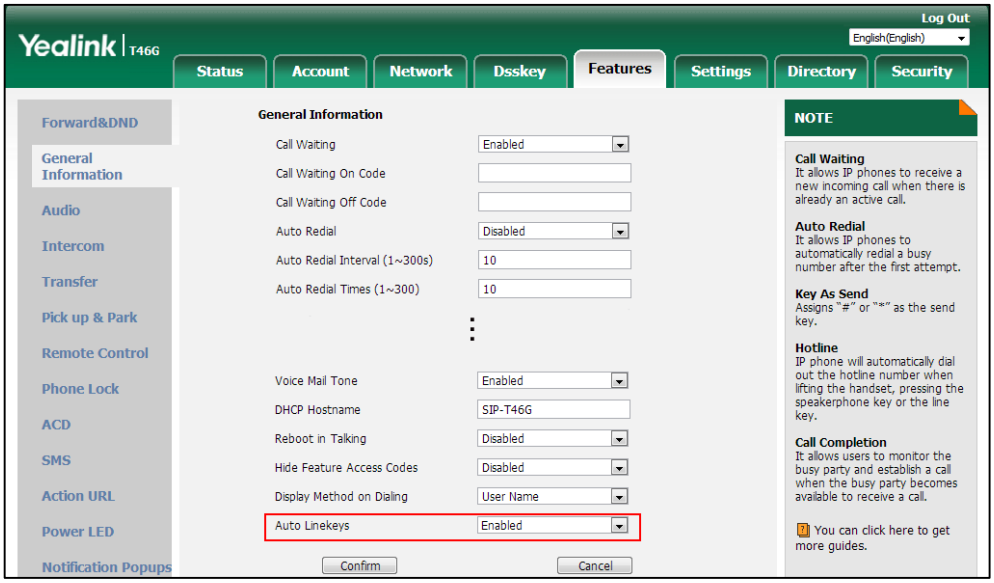
Your phone can be configured to have a combination of accounts with a single line key and accounts with multiple line keys.

## Configuring the Auto Linekeys

### Procedure

1. Click on **Features**->**General Information**.

2. Select **Enabled** from the drop-down menu of **Auto LineKeys**.




3. Click **Confirm**.

## Configuring the Number of Line Key

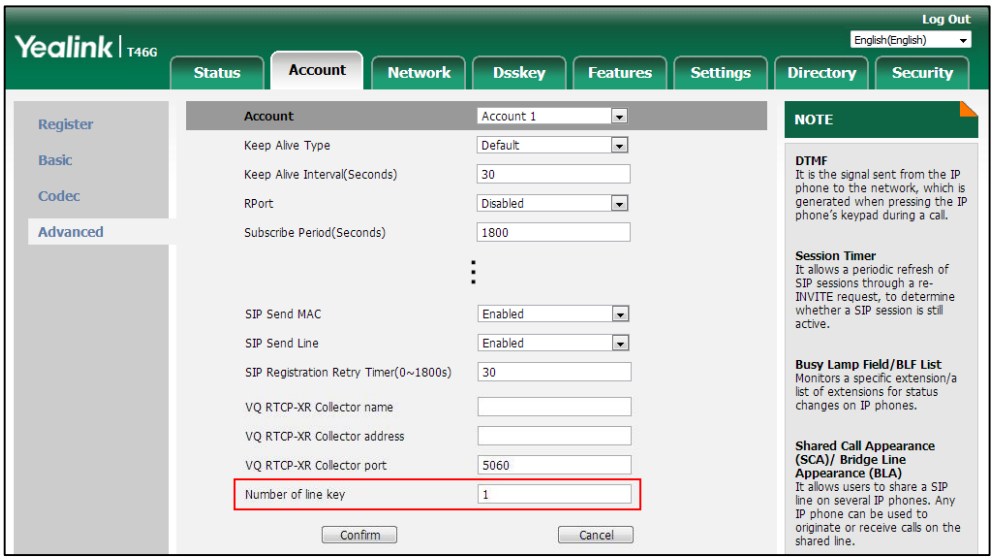
If **Auto LineKeys** is enabled, you can automatically assign multiple Dsskey with Line type for a registered line on the phone.

### Procedure

1. Go to **Account**->**Advanced**.
2. Enter the desired number in the **Number of line key** field.

   This field appears only if **Auto Linekeys** is enabled.

   In this example, the value is set to 2.




3. Click **Confirm**.

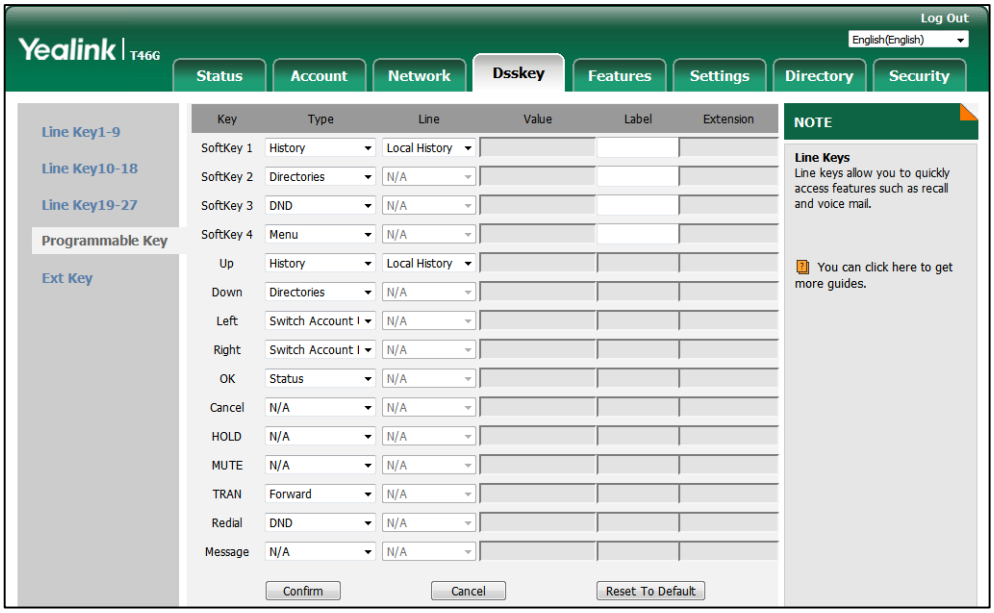
# Programmable Keys

You can customize the soft keys, navigation keys and function keys.

## Customizing the Programmable Keys

### Procedure

1. Click on **Dsskey**->**Programmable Key**.
2. Customize specific features for these keys.




3. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.

   The label is configurable only when customizing SoftKey (1-4).
4. Click **Confirm**.