

# Using Visual Voicemail on Yealink IP Phones with BroadSoft UC One



[WWW.YEALINK.COM](http://WWW.YEALINK.COM)

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Document Version V1.0

# Document Revision History

Version	Change Log
1.0	Edited and published document

# Requirements for BroadWorks and IP Phones

## BroadWorks (UC ONE) software version:

R20.0/R21.0

## Firmware version on IP phones:

T19(P) E2: 53.81.xx.xx

T21(P) E2: 52.81.xx.xx

T23P/G: 44.81.xx.xx

T27P: 45.81.xx.xx

T29G: 46.81.xx.xx

T40P: 54.81.xx.xx

T41P: 36.81.xx.xx

T42G: 29.81.xx.xx

T46G: 28.81.xx.xx

T48G: 35.81.xx.xx

T27G: 69.81.xx.xx

T41S: 36.81.xx.xx

T42S: 29.81.xx.xx

T46S: 66.81.xx.xx

T48S: 65.81.xx.xx

# You will learn

- ① **Application Scenarios**
- ② **Configuration on BroadWorks&BTBC**
- ③ **Configuration on Yealink phone**
- ④ **Feature Show**

# ① Application Scenarios

Visual voice mail feature allows the IP phone to present the users with a list of voice/video mails.

You can do the following:

- Download the voice/video mail detail summary content
- Mark voice/video mails as read or unread
- Delete voice/video mails

# ② Configuration on BroadWorks - Executive

## 1. Assign the voice messaging or video voice messaging service to a user

**Configuration Path: Group->Users->Search->select a user (240021)->Assign Services**

**breadsoft** Help - Home

Group > Users : 240161 1 Welcome [Logout]

Options: 2

- Profile 3
- Incoming Calls
- Outgoing Calls
- Call Control
- Communication Barring
- Utilities

**Assign Services** 3

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

OK Apply Cancel

Available Service Packs	User Service Packs
<div style="border: 1px solid gray; height: 100px;"></div>	<div style="border: 1px solid gray; height: 100px;"></div>
	Add >
	Remove <
	Add All >>
	Remove All

Available Services	User Services
<div style="border: 1px solid gray; padding: 5px;">Alternate Numbers Attendant Console Barge-in Exempt BroadTouch Business Communicator Desktop BroadTouch Business Communicator Desktop - Audio BroadTouch Business Communicator Desktop - Video BroadTouch Business Communicator Mobile BroadTouch Business Communicator Mobile - Audio BroadTouch Business Communicator Mobile - Video BroadTouch Business Communicator Tablet BroadTouch Business Communicator Tablet - Audio</div>	<div style="border: 1px solid gray; padding: 5px;">Do Not Disturb Executive-Assistant Internal Calling Line ID Delivery Multiple Call Arrangement Music On Hold User N-Way Call Shared Call Appearance 10 Shared Call Appearance 5 Three-Way Call <span style="border: 1px solid red; border-radius: 50%; padding: 2px;">4</span> Voice Messaging User Voice Messaging User - Video</div>
	Add >
	Remove <
	Add All >>
	Remove All

OK Apply Cancel

## ③ Configuration on Yealink IP Phones

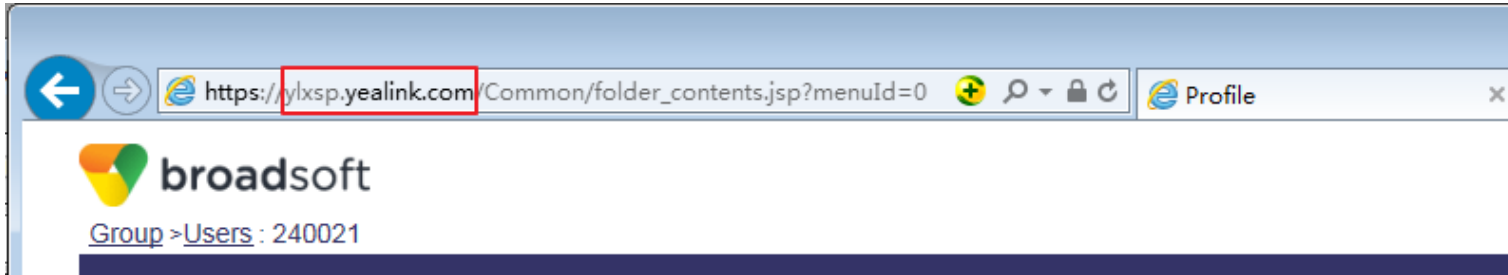
### Ways to Configure Flexible Seating on IP Phones:

Access Portal	Availability	How to access?
Phone LCD portal	Not Available	NA
Web portal	Available	Log in by IP address: *Username/password are admin/admin by default
Auto Provisioning	Available	

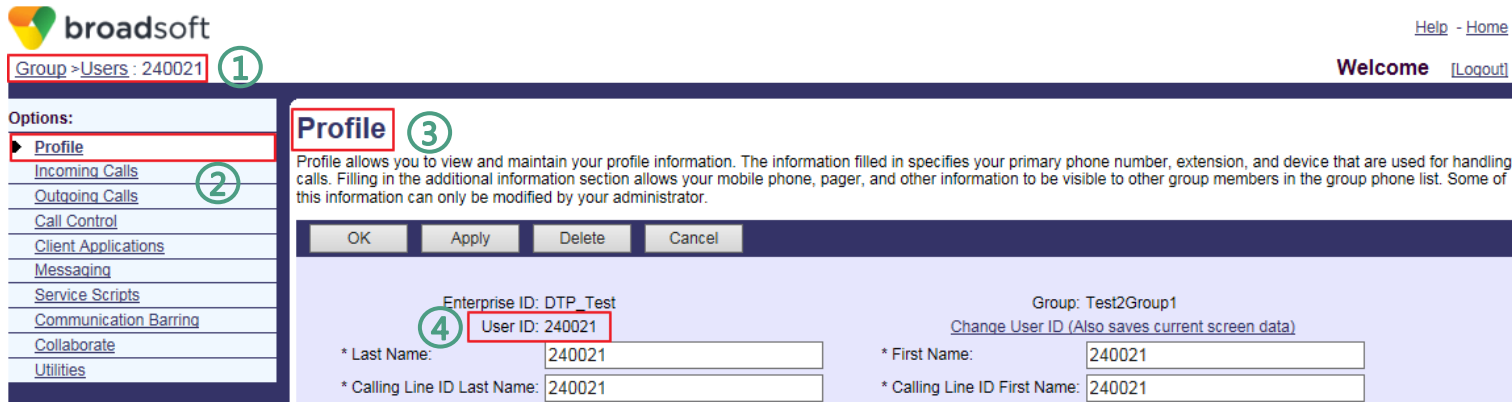
# ③ Configuration on Yealink IP Phones - XSI

## Get the XSI information

1. Host Server: The Host Server is your BroadWorks Web Portal management address. For example: [ylxsp.yealink.com](https://ylxsp.yealink.com)



2. XSI User ID: The user ID is in the profile of the User ID. It should contain the whole SIP URI. For example: [240021@yealink.com](mailto:240021@yealink.com)



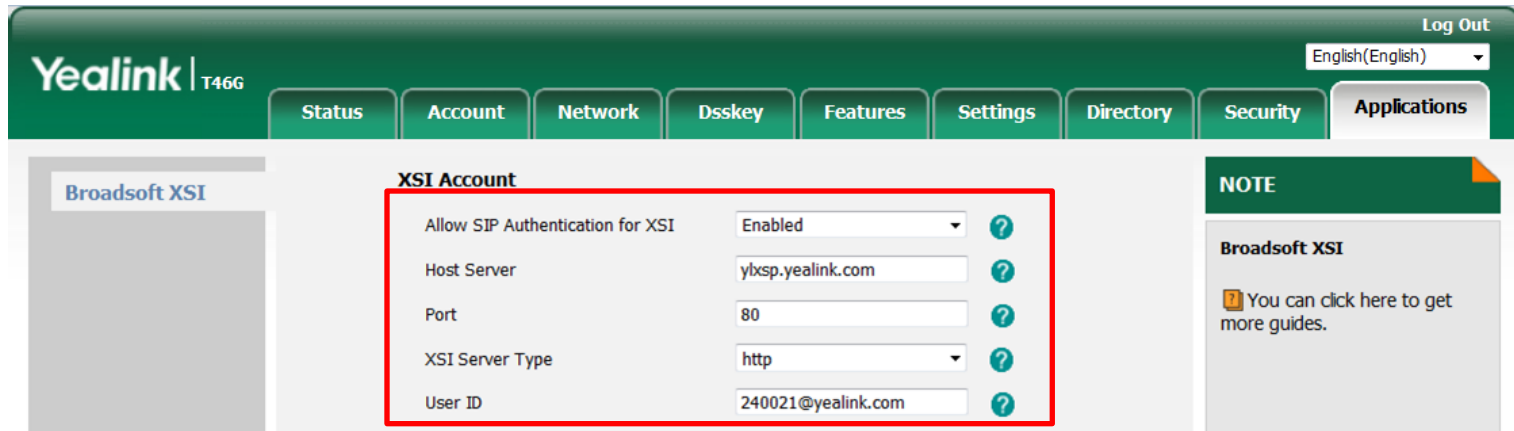
3. The Password is the BroadWorks Web Portal access password of each user.



# ③ Configuration on Yealink IP Phones - XSI

Set the XSI information via phone web UI

Configuration Path: Applications->Broadsoft XSI



The screenshot displays the Yealink T46G web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'Dsskey', 'Features', 'Settings', 'Directory', 'Security', and 'Applications'. The 'Applications' tab is selected, showing the 'Broadsoft XSI' configuration page. The 'XSI Account' section is highlighted with a red box and contains the following fields:

Field	Value
Allow SIP Authentication for XSI	Enabled
Host Server	ybxsp.yealink.com
Port	80
XSI Server Type	http
User ID	240021@yealink.com

A 'NOTE' box on the right side of the page reads: 'Broadsoft XSI. You can click here to get more guides.'

**##Notice: All BroadSoft features will be displayed in Web UI after you enable this feature via Auto-Provisioning or you can't find it. This is very important.**

**##Enable the BroadSoft features. Require reboot.**

**##0-Disabled, 1-Enabled (default).**

**bw.xsi.enable = 1**

## ③ Configuration on Yealink IP Phones - XSI

### Set the XSI information via Auto-Provisioning

**##Notice: All BroadSoft features will be displayed in phone Web UI after you enable this feature or you can't find it. This is very important.**

##Enable the BroadSoft features. Require reboot.

##0-Disabled, 1-Enabled (default).

**bw.xsi.enable = 1**

#Configuration of XSI, the XSI configuration is corresponding to the first account on the phone.

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

**account.1.auth\_name = %BWAUTHUSER-1%**

**account.1.password = %BWAUTHPASSWORD-1%**

#Configure the server host of XSI

**account.1.xsi.host = %XSP\_ADDRESS%**

#Configure the type of server. Value: http (default), https.

**account.1.xsi.server\_type = https**

#Configure the port of server. The default port is 80.

**account.1.xsi.port =**

## ③ Configuration on Yealink IP Phones

```
##Enable the visual voice feature  
##0-Disabled (default), 1-Enabled;  
bw.voice_mail.visual.enable = 1
```

```
##Enable the visual video feature  
##0-Disabled (default), 1-Enabled;  
bw.voice_mail.visual.display_videomail.enable= 1
```

```
##Enables or disables to enter the View Voice Mail screen by pressing the  
MESSAGE key when the phone is idle  
##0-Disabled (default), 1-Enabled;  
bw.voice_mail.message_key.mode= 1
```

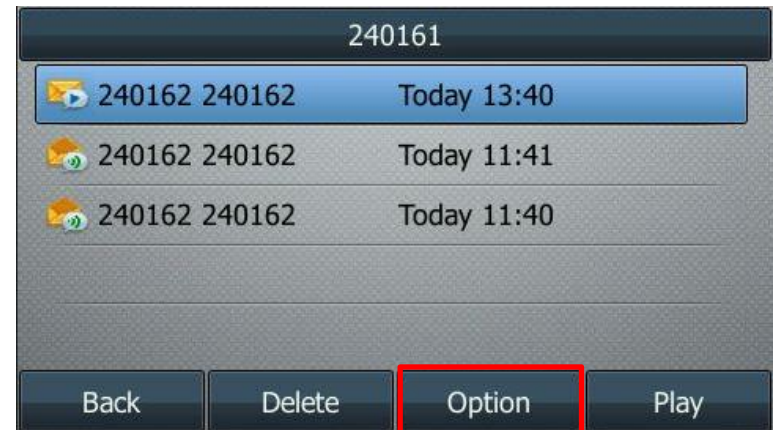
## ④ Feature Show

### View and manage the voice/video message

Press **Menu->Message->Voice Mail->View Voice Mail**

Or press the MESSAGE key when the phone is idle.

- Press **Option->Detail** to view the detail of the voice/video mail.
- Press **Option->Call Back** to call back the voice/video mail leaver.
- Press **Option->Add to Personal** to add the voice/video mail leaver to Personal network directory.
- Press **Option->Mark as heard/Mark All as heard** to mark (all) the voice/video mail(s) as read.
- Press **Option->Mark All as new** to mark all the voice/video mails as new.



## ④ Feature Show

### Play the voice/video message

Press the **Play** soft key.

### During the Voice/Video mail playing, you can do the following:

- Press ◀ or ▶ to skip forward the playback or rewind the playback.
- Press the **Pause/Resume** to pause or resume the voice/video mail playing.
- 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 **More**->**Previous/Next** to play the previous or next voice/video mail.
- Press the **More**->**Back** to back to the preview screen.



**Enjoy the Visual Voicemail feature. 😊**