



IP Phone Feature Intergrated with Broadsoft UC-One User Guide

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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-T58V/A and SIP-T56A IP phones running UC-One firmware version 80 or later.
- SIP-T54S, SIP-T52S, SIP-T48G/S, SIP-T46G/S and SIP-T29G IP phones running UC-One firmware version 81 or later.

These features require the support from the BroadSoft BroadWorks platform with patches and BroadSoft BroadCloud services. The BroadSoft BroadWorks features are available on the following Yealink IP phones:

- SIP-T58V/A, SIP-T56A and W52P IP phones running UC-One firmware version 80 or later.
- SIP-T54S, SIP-T52S, SIP-T48G/S, SIP-T46G/S, SIP-T42G/S, SIP-T41P/S, SIP-T40P/G, SIP-T29G, SIP-T27P/G, SIP-T23P/G, SIP-T21(P) E2, SIP-T19(P) E2 and W56P IP phones running UC-One firmware version 81 or later.

Note

The configurations described in this document take the Yealink SIP-T46S IP phone as an example.

Summary of Changes

This section describes the changes to this guide for each release and guide version.

Changes for Release 82, Guide Version 82.21

SIP-T58V/T58A/T56A IP phones running firmware version 58.80.193.30 make the following changes:

Add the following functions:

- [BroadCloud Features](#)
- [Group Night Forwarding](#)
- [Automatic Call Distribution](#)
- [Flexible Seating](#)

- [Centralized Call Recording](#)
- [Executive and Assistant](#)
- [Security Classification](#)
- [BroadWorks Mobility](#)
- [Call Decline Policy](#)

Update the following functions:

- [Xtended Services Interface](#)
- [BroadSoft Directory](#)
- [BroadSoft Call Log](#)
- [Voice Messaging/Video Voice Messaging](#)

Changes for Release 82, Guide Version 82.20

Major updates have occurred to the following sections:

- [Icon Instructions](#)
- [Call Forward](#)
- [Configuring Transfer Mode via Dsskey](#)
- [Appendix](#)

Feature Key Synchronization is removed from this guide.

Changes for Release 81, Guide Version 81.90

Major updates have occurred to the following section:

- [Centralized Call Recording](#)

Changes for Release 81, Guide Version 81.71

Documentations of the newly released SIP-T54S/T52S and CP860 IP phones have also been added.

Changes for Release 81, Guide Version 81.70

Documentations of the newly released SIP-T58V/T58A/T56A/T40G IP phones have also been added.

Major updates have occurred to the following sections:

- [Icon Instructions](#)

- [Call Park](#)
- [Do Not Disturb](#)
- [Call Forward](#)
- [Busy Lamp Field List](#)
- [Shared Call Appearance](#)

Changes for Release 81, Guide Version 81.20

Documentations of the newly released SIP-T48S/T46S/T42S/T41S/T27G IP phones have also been added.

The following sections are new:

- [Flexible Seating](#)
- [Centralized Call Recording](#)
- [Executive and Assistant](#)
- [Security Classification](#)
- [BroadWorks Mobility](#)
- [Call Decline Policy](#)

Major updates have occurred to the following sections:

- [Call Park](#)
- [Call Waiting](#)
- [Shared Call Appearance](#)
- [Voice Messaging/Video Voice Messaging](#)

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Overview

Icon Instructions

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

Line Icon			Agent Status
SIP-T42S/T42G/T41S/T41P /T40P/T40G/T27P/T27G/T23 P/T23G/T21(P) E2/T19(P) E2	SIP-T46S/T46G /T29G	SIP-T58V/T58A/T56A/ T54S/T52S/T48S/T48G	
			SignOut
			SignIn, Available
 and x			SignIn, Unavailable
			Wrap up

The presence icons (two styles) and the corresponding statuses for SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T46S/T46G/T29G IP phones are listed as below:

Presence Icon						Presence Status
T58V/T58A/T56A		T54S/T52S/T46S/ T46G/T29G		T48S/T48G		
Old Style	New Style	Old Style	New Style	Old Style	New Style	
						Available
						Busy
						Away
						Offline

The line icons (associated with a shared line) and the corresponding statuses for SIP SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T46S/T46G/T29G 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.

T58V/T58A/T56A	T48S/T48G	T46S/T46G/T29G	Description
			The shared line is idle.
 (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. The shared line conversation is held.
			The shared line conversation is placed on public hold.
 (for local SCA phone)  (for monitoring SCA phone)	 (for local SCA phone)  (for monitoring SCA phone)	 (for local SCA phone)  (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

T58V/T58A/T56A	T48S/T48G	T46S/T46G/T29G	Description
			place the shared line conversation on hold.

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

Status Icon				Description
T42S/T42G/T41S/ T41P/T40P/T40G/ T27P/T27G/T23P/ T23G/T21(P) E2/T19(P) E2	T54S/T52S/ T46S/T46G/ T29G	T48S/T48G	T58V/T58A /T56A	
				Recording is started.
				Recording is paused.
				Recording is started, but not saved. Recording is not started.

LED Instructions

Line key LED (associated with a private line, not applicable to SIP-T19(P) E2 IP phones.)

LED Status	Description
Solid green	The line is in conversation. 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 SIP-T19(P) E2 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) Solid red (for monitoring SCA phone)	The shared line is in conversation. The shared line is dialing. The shared line is seized. The shared line conversation is barged in by the other shared line party.

LED Status	Description
Slow-flashing green (for local SCA phone) Slow-flashing red (for monitoring SCA phone)	The shared line conversation is placed on public hold.
Slow-flashing green (for local SCA phone) 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 SIP-T19(P) E2 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. The monitored user is talking. The monitored user's conversation is placed on hold (This LED status requires server support).
Slow-flashing red (1s)	The call is parked against the monitored user's phone number.
Off	The monitored user does not exist.

Line key LED (configured as a BLF List key and BLF LED Mode is set to 1, not applicable to SIP-T19(P) E2 IP phones.)

LED Status	Description
Fast-flashing red (200ms)	The monitored user receives an incoming call.
Solid red	The monitored user is dialing. The monitored user is talking. The monitored user's conversation is placed on hold (This LED status requires server support).
Slow-flashing red (1s)	The call is parked against the monitored user's phone number.
Off	The monitored user is idle. The monitored user does not exist.

Line key LED (configured as a BLF List key and BLF LED Mode is set to 2, not applicable to SIP-T19(P) E2 IP phones.)

LED Status	Description
Fast-flashing red (200ms)	The monitored user receives an incoming call.
Solid red	The monitored user is dialing. The monitored user is talking. The monitored user's conversation is placed on hold (This LED status requires server support).
Slow-flashing red (1s)	The call is parked against the monitored user's phone number.
Off	The monitored user is idle. 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 SIP-T19(P) E2 IP phones.)

LED Status	Description
Fast-flashing green (200ms)	The monitored user receives an incoming call.
Solid red	The monitored user is dialing. The monitored user is talking. The monitored user's conversation is placed on hold (This LED status requires server support).
Slow-flashing red (1s)	The call is parked against the monitored user's phone number.
Off	The monitored user is idle. The monitored user does not exist.

Line key LED (configured as an ACD key, not applicable to SIP-T19(P) E2 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" 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 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](#)

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

SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T46S/T46G/T29G IP phones:

- **BroadCloud Buddies:** It enables users to share information of buddies with the BroadTouch Business Communicator (BTBC) client application.
- **BroadCloud Favorites:** It enables users to mark buddies as favorites with BroadTouch Business Communicator (BTBC) client application.
- **BroadCloud Presence:** It enables users to share presence information with the BroadTouch Business Communicator (BTBC) client application.

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 SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T46S/T46G/T29G 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

To configure BroadCloud features via web user interface of the IP phone:

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.

To configure a Buddies key via phone user interface:

1. Navigate to **Menu->Features->DSS Keys** 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 programable key) as a Buddies key via web user interface at the path: **Dsskey->Line Key/Programable Key**.

To view buddies via phone user interface:

1. Navigate 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.



To place a call from the buddy directory:

1. Navigate to **Menu->Directory->Buddies->Buddies** or press a Buddies key.
2. Select a 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 a desired number, and then press the **Send** soft key to dial out the number.

To search for a buddy in the buddy directory:

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

- 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.

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

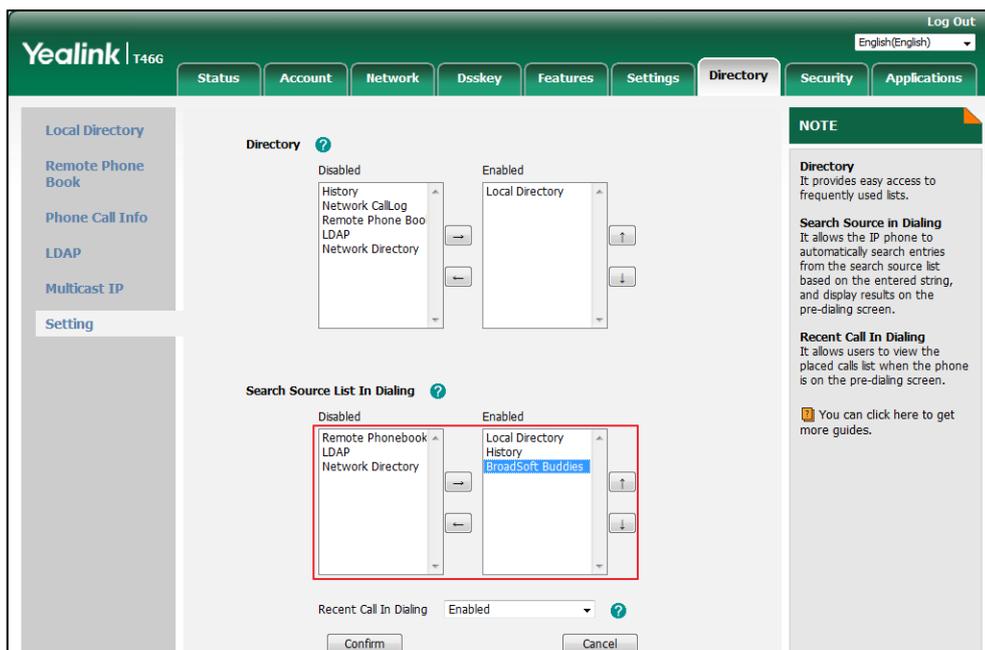
To enable search source list in dialing for BroadSoft Buddies via web user interface:

- Click on **Directory->Setting**.
- 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.

- (Optional.) To adjust the display order of search results, select **BroadSoft Buddies** and then click  or .

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



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

To search for a buddy in the search source of BroadSoft Buddies:

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 favorites list by selecting Directory from the phone’s main menu or pressing a Network 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.

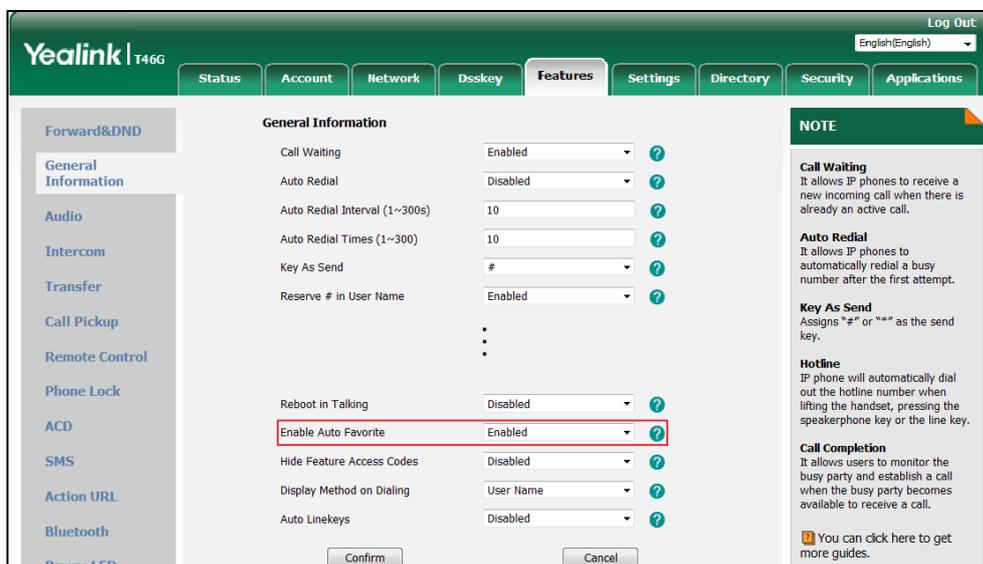
You can enable Auto Favorite feature on the IP phone. It enables the IP phone to automatically assign line keys (UC Favorites keys) for every favorite buddies from the first unused line key (line key is configured as N/A). If a line key is used, the IP phone will skip to the next unused line key. The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



If Auto Favorite feature is disabled, you need to configure UC Favorites keys manually, and then the downloaded information of favorites will be applied to these keys.

To enable auto favorite feature via web user interface:

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



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

To configure a UC Favorites key via phone user interface:

1. Navigate to **Menu->Features->DSS Keys** and select the desired line key, or long press the desired line key.
2. Select **UC Favorites** from the **Type** field.
3. Select a desired line from the **Account ID** field.



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

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

To configure a Network Favorites key via phone user interface:

1. Navigate to **Menu->Features->DSS Keys** and select the desired line key, or long press the desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Network 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 Favorites key via web user interface at the path: **Dsskey->Line Key/Programable Key**.

To view favorites via phone user interface:

1. Navigate to **Menu->Directory->Buddies->Favorites** or press a Network Favorites key. The favorites appear under **Favorites** list.



2. Select a desired favorite.

3. Press the **View** soft key.

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



To place a call from the favorites list:

1. Navigate to **Menu->Directory->Buddies->Favorites** or press a Network Favorites key.
2. Select a 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 a desired number.
Press the **Send** soft key to dial out the number.

To search for a favorite in the Favorites list:

1. Navigate to **Menu->Directory->Buddies->Favorites** or press a Network 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.

To configure a My Status key via phone user interface:

1. Navigate to **Menu->Features->DSS Keys** 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 web user interface at the path: **Dsskey->Line Key/Programmable Key**.

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

To change your presence status on the IP phone:

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.

To view the presence status of Buddies:

1. Navigate 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

The

SIP-T58V/T58A/T56A/T54S/T52S/T48S/T48G/T46S/T46G/T42S/T42G/T41S/T41P/T40P/T40G/T29G/T27P/T27G/T23P/T23G/T21(P) E2/T19(P) E2 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.

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.

To configure the XSI via web user interface:

1. Click on **Applications->Broadsoft XSI**.
2. Select **Enabled** from the pull-down list 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 pull-down list 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.

The screenshot shows the Yealink T466 web interface. The 'XSI Account' section is highlighted with a red box. The fields are as follows:

Field	Value
Allow SIP Authentication for XSI	Enabled
Host Server	xsp.yealink.com
Port	80
XSI Server Type	http
User ID	4602@pbx.yealink.com

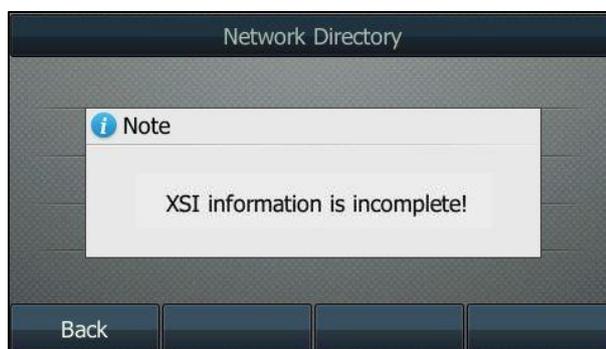
Below the XSI Account section is the 'Network Directory' section, which contains a table with the following data:

Type	Enabled	Display Name
Group	Enabled	Yealink
Enterprise	Enabled	Interoperability
Group Common	Enabled	GroupCommon
Enterprise Common	Enabled	EnterpriseCommon
Personal	Enabled	Personal

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 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, 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.

To configure the XSI via web user interface:

1. Click on **Applications**->**Broadsoft XSI**.
2. Select **Disabled** from the pull-down list 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 pull-down list 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.

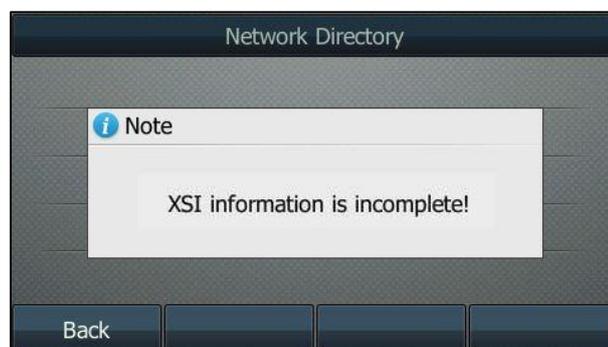
The screenshot shows the 'XSI Account' configuration page in the Yealink T46G web interface. The 'Allow SIP Authentication for XSI' dropdown is set to 'Disabled'. The 'Host Server' is 'xsp.yealink.com', 'Port' is '80', 'XSI Server Type' is 'http', 'User ID' is '4602@pbx.yealink.com', and 'Password' is masked with dots. The 'Network Directory' section shows a table with columns 'Type', 'Enabled', and 'Display Name'.

Type	Enabled	Display Name
Group	Enabled	Yealink
Enterprise	Enabled	Interoperability
Group Common	Enabled	GroupCommon
Enterprise Common	Enabled	EnterpriseCommon
Personal	Enabled	Personal

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 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 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](#).

To configure Simultaneous Ring Personal via phone user interface:

1. Navigate to **Menu->Features->Call Control->Simultaneous Ring Personal**.
2. (Optional.) Select an 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.

The screenshot shows a dialog box titled "Add Number". It has two input fields. The first field is labeled "1. Phone Number:" and contains the text "4608". The second field is labeled "2. Answer Confirmation:" and contains the text "Off". Below the fields are four buttons: "Back", "123", "Delete", and "Save".

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

To edit a Simultaneous Ring Personal phone number via phone user interface:

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

To delete a Simultaneous Ring Personal phone number via phone user interface:

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

Note 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.



If Answer Confirmation is enabled, the secondary phone user who answers the call should enter a digit to confirm the acceptance of the call.

Line ID Blocking

You can use 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.

To configure Line ID Blocking feature via phone user interface:

1. Navigate 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.

To place an anonymous call:

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 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](#).

To configure Anonymous Call Rejection feature via phone user interface:

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](#).

Configuring BroadWorks Anywhere Feature on the IP Phone

To add a BroadWorks Anywhere location via phone user interface:

1. Navigate 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 name in the **Name** field.
5. Enter the mobile phone number in the **Phone Number** field.



New Location			
1. Name:	sunny mobile		
2. Phone Number:	4607		
Back	123	Delete	Save

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

To edit a BroadWorks Anywhere location via phone user interface:

1. Navigate 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 press the **Edit** soft key.
5. Highlight the location information and then edit.

The phone number cannot be edited.

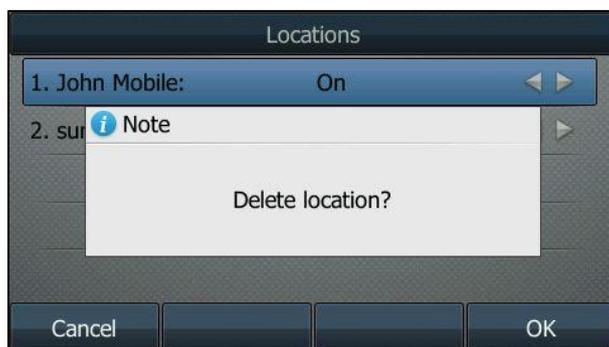


6. Press the **Save** soft key.

To delete a BroadWorks Anywhere location via phone user interface:

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

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



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

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

Using BroadWorks Anywhere Feature

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

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

To place a call from your mobile phone:

1. On your mobile phone enter the anywhere portal number (e.g., 4604), and press the **Send** soft key.

When you hear the prompt "Please enter your password followed by the pound key", you are required to enter the password and "#". When you hear the prompt "Please enter the destination digits", you are required to enter the destination phone number.

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.

To pull a call from your IP phone to your mobile phone:

1. When an incoming call arrives, answer it on your IP phone.
2. On your mobile phone enter the anywhere portal number (e.g., 4604), and press the **Send** soft key.

When you hear the prompt "Please enter your password followed by the pound key", you are required to enter the password and "#". When you hear the prompt "Please enter the destination digits", you are required to enter the call retrieve FAC (default: *11).

The call is pulled from your IP phone to your mobile 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

To configure Remote Office feature via phone user interface:

1. Navigate 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 on the IP Phone

To configure BroadSoft Directory feature via web user interface:

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

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

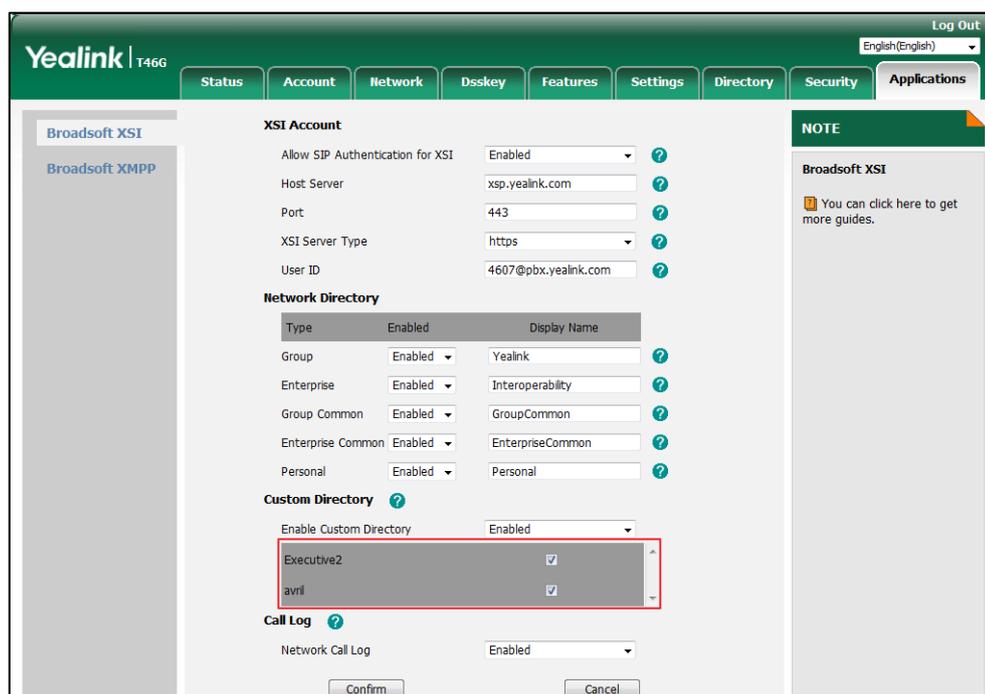
The screenshot shows the Yealink T466 web interface for configuring BroadSoft XSI. The 'Network Directory' section is highlighted with a red box. It contains a table with the following data:

Type	Enabled	Display Name
Group	Enabled	Yealink
Enterprise	Enabled	Interoperability
Group Common	Enabled	GroupCommon
Enterprise Common	Enabled	EnterpriseCommon
Personal	Enabled	Personal

Below the table, the 'Custom Directory' section is also highlighted, showing 'Enable Custom Directory' set to 'Enabled' and a message: '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

To access the BroadSoft Directory via phone user interface:

1. Navigate to **Menu->Directory->Network Directory** or press the **Directory** soft key. The IP phone LCD screen displays a list of directories.



2. Select a 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.

To add a contact to the BroadSoft Personal directory manually:

1. Navigate to **Menu->Directory->Network Directory** or press the **Directory** soft key.
2. Select a 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.

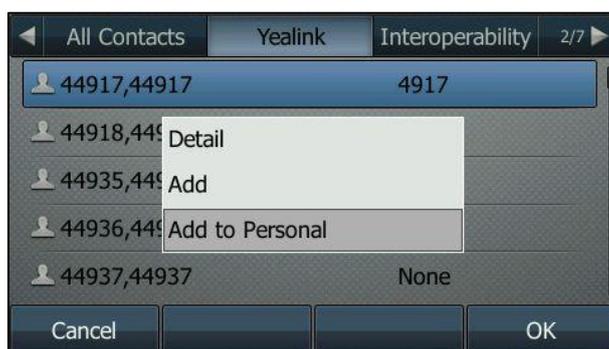


5. Press the **Save** soft key.

To add a contact to the BroadSoft Personal directory from other BroadSoft directories:

1. Navigate to **Menu->Directory->Network Directory** or press the **Directory** soft key.
2. Select the desired directory item, and then press the **Enter** soft key.
3. Highlight the desired contact.

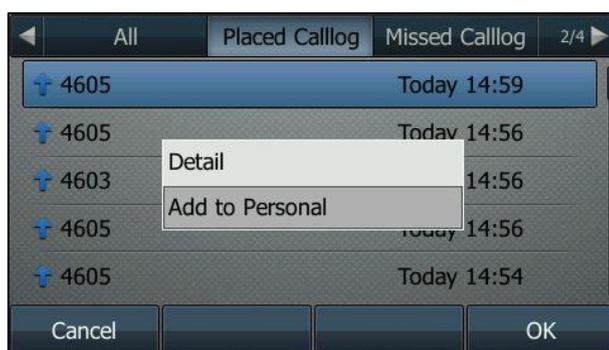
- Press the **Option** soft key, and then select **Add to Personal**.



- Press the **Save** soft key.

To add a contact to the BroadSoft Personal directory from Broadsoft call log:

- Navigate to **Menu->History->Network CallLog** or press the **History** soft key.
- Select a desired call log list.
- Highlight the desired call log entry.
- Press the **Option** soft key, and then select **Add to Personal**.



- 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.

To place a call to a contact in the BroadSoft directory:

- Navigate to **Menu->Directory->Network Directory** or press the **Directory** soft key.
- Select a desired directory item, and then press the **Enter** soft key to load the directory.
- Select a desired contact.
- Press the **Send** soft key.

To search for a contact in the BroadSoft directory:

- Navigate to **Menu->Directory->Network Directory** or press the **Directory** soft key.

2. Select a 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 continuous 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 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.

Note

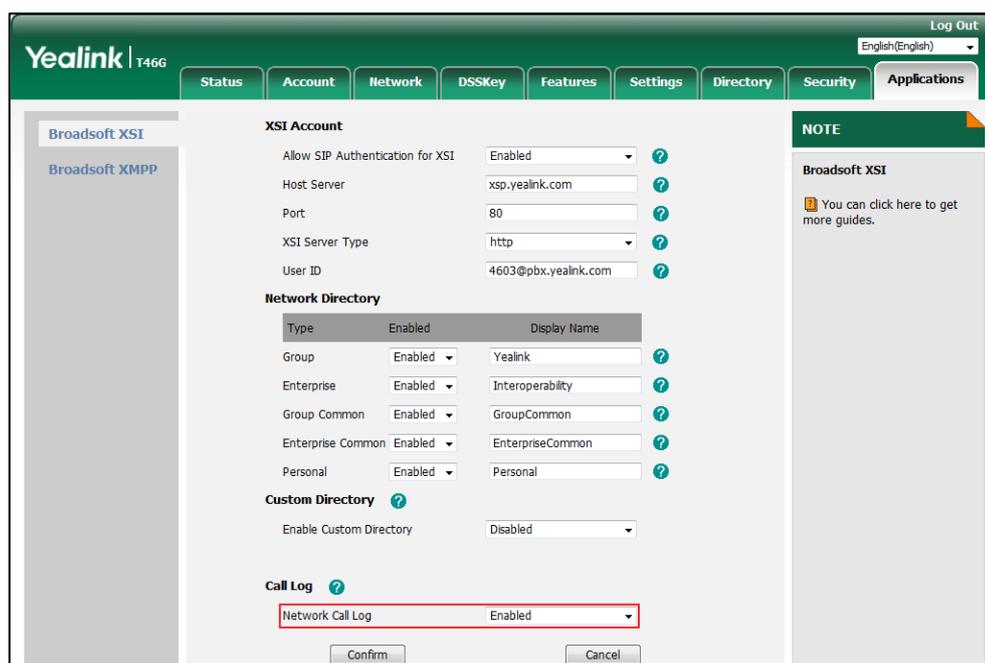
Before using BroadSoft Call Log feature, make sure you have correctly configured XSI. For more information on XSI, refer to [Xtended Services Interface](#).

Configuring BroadSoft Call Log Feature on the IP Phone

To configure BroadSoft Call Log feature via web user interface:

1. Click on **Applications->Broadsoft XSI**.

2. Select the desired value from the pull-down list of **Network Call Log**.



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

Using BroadSoft Call Log Feature on the IP Phone

To access the BroadSoft call log via phone user interface:

1. Navigate to **Menu->History->Network Calls** or press the **History** soft key.
2. Select a desired call log list.

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



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

To view the BroadSoft call log:

1. Navigate to **Menu->History->Network Calls** or press the **History** soft key.
2. Select the desired call log list
3. Highlight the desired call log entry.

4. Press the **Option** soft key and select **Detail**.

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



To place a call from the BroadSoft call log list:

1. Navigate to **Menu->History->Network Calls** or press the **History** soft key.
2. Select the desired call log list
3. Highlight the desired call log entry.
4. Press the **Send** soft key.

Call Park

You can use 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 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

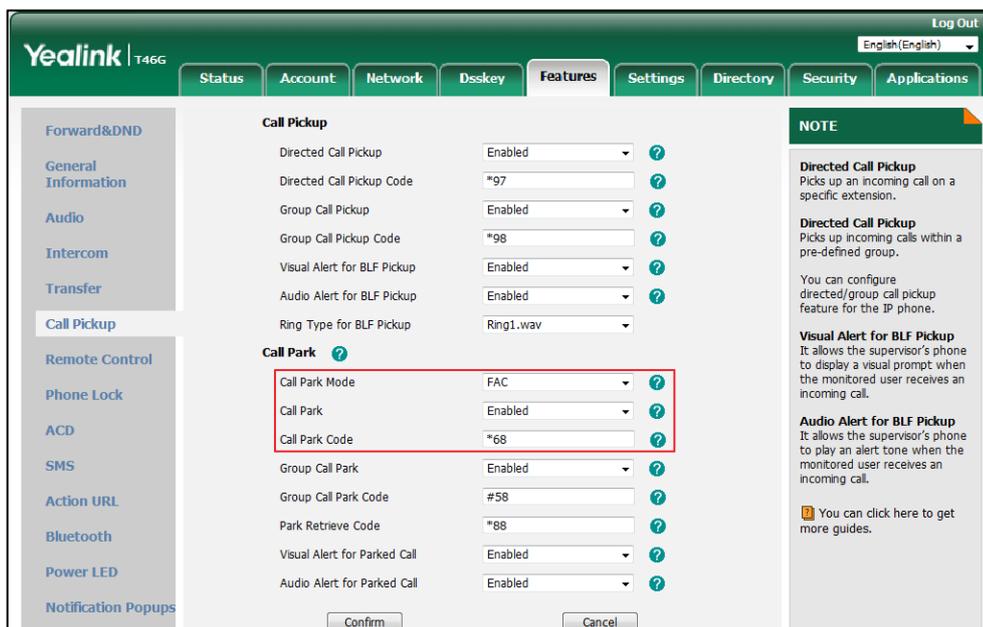
Call Park feature via FAC mode allows users to park an active call or retrieve the parked call through dialing the desired FAC. When the call park mode is configured as FAC mode, you need to configure the call park FAC for the **Park** soft key or the call park key. Call park FAC configured for the **Park**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

To configure Call Park feature for the FAC mode via web user interface:

1. Click on **Features->Call Pickup**.
2. Select **FAC** from the pull-down list of **Call Park Mode**.
3. Select **Enabled** from the pull-down list 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**.

To enable Group Call Park feature for the FAC mode via web user interface:

1. Click on **Features**->**Call Pickup**.
2. Select **FAC** from the pull-down list of **Call Park Mode**.
3. Select **Enabled** from the pull-down list 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.

The screenshot shows the Yealink T46G web user interface. The 'Features' tab is selected, and the 'Call Pickup' sub-tab is active. The configuration page is divided into two main sections: 'Call Pickup' and 'Call Park'. In the 'Call Park' section, the 'Call Park Mode' is set to 'FAC', 'Call Park' is 'Enabled', 'Call Park Code' is '*68', 'Group Call Park' is 'Enabled', and 'Group Call Park Code' is '#58'. The 'Park Retrieve Code' is '*88'. There are 'Confirm' and 'Cancel' buttons at the bottom. A 'NOTE' section on the right provides additional information about the features.

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**.

To configure the park retrieve code for the FAC mode via web user interface:

1. Click on **Features**->**Call Pickup**.
2. Select **FAC** from the pull-down list 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.

The screenshot shows the Yealink T46G web user interface. The 'Features' tab is selected, and the 'Call Pickup' section is expanded. The 'Call Park' configuration is visible, with the following settings:

Feature	Value
Directed Call Pickup	Enabled
Directed Call Pickup Code	*97
Group Call Pickup	Enabled
Group Call Pickup Code	*98
Visual Alert for BLF Pickup	Enabled
Audio Alert for BLF Pickup	Enabled
Ring Type for BLF Pickup	Ring1.wav
Call Park Mode	FAC
Call Park	Enabled
Call Park Code	*68
Group Call Park	Enabled
Group Call Park Code	#58
Park Retrieve Code	*88
Visual Alert for Parked Call	Enabled
Audio Alert for Parked Call	Enabled

The 'NOTE' section on the right contains the following information:

NOTE

Directed Call Pickup
Picks up an incoming call on a specific extension.

Directed Call Pickup
Picks up incoming calls within a pre-defined group.

You can configure directed/group call pickup feature for the IP phone.

Visual Alert for BLF Pickup
It allows the supervisor's phone to display a visual prompt when the monitored user receives an incoming call.

Audio Alert for BLF Pickup
It allows the supervisor's phone to play an alert tone when the monitored user receives an incoming call.

You can click here to get more guides.

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 DSS keys.

To configure Call Park feature for the XSI mode via web user interface:

1. Click on **Features->Call Pickup**.
2. Select **XSI** from the pull-down list of **Call Park Mode**.
3. Select **Enabled** from the pull-down list 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.

The screenshot shows the Yealink T46G web interface. The 'Features' tab is selected, and the 'Call Pickup' sub-tab is active. Under the 'Call Park' section, the 'Call Park Mode' is set to 'XSI' and 'Call Park' is set to 'Enabled'. A red box highlights these two settings. The 'Call Pickup' section is also visible with various settings like 'Directed Call Pickup' and 'Group Call Pickup'. A 'NOTE' section on the right provides additional information about the features.

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

To configure Group Call Park feature for the XSI mode via web user interface:

1. Click on **Features->Call Pickup**.
2. Select **XSI** from the pull-down list of **Call Park Mode**.
3. Select **Enabled** from the pull-down list 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.

The screenshot shows the Yealink T46G web interface. The 'Features' tab is selected, and the 'Call Pickup' sub-tab is active. Under the 'Call Park' section, the 'Call Park Mode' is set to 'XSI' and 'Group Call Park' is set to 'Enabled'. A red box highlights these two settings. The 'Call Pickup' section is also visible with various settings like 'Directed Call Pickup' and 'Group Call Pickup'. A 'NOTE' section on the right provides additional information about the features.

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 desired extension.

To enable visual/voice alert for parked call via web user interface:

1. Click on **Features->Call Pickup**.
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.

The screenshot shows the Yealink T466 web interface. The 'Features' tab is selected, and the 'Call Pickup' sub-tab is active. The configuration table is as follows:

Field	Value
Directed Call Pickup	Enabled
Directed Call Pickup Code	*97
Group Call Pickup	Enabled
Group Call Pickup Code	*98
Visual Alert for BLF Pickup	Enabled
Audio Alert for BLF Pickup	Enabled
Ring Type for BLF Pickup	Ring1.wav
Call Park	
Call Park Mode	XSI
Call Park	Disabled
Group Call Park	Enabled
Visual Alert for Parked Call	Enabled
Audio Alert for Parked Call	Enabled

The 'Visual Alert for Parked Call' and 'Audio Alert for Parked Call' fields are highlighted with a red box. The 'NOTE' section on the right contains the following information:

Directed Call Pickup
Picks up an incoming call on a specific extension.

Directed Call Pickup
Picks up incoming calls within a pre-defined group.
You can configure directed/group call pickup feature for the IP phone.

Visual Alert for BLF Pickup
It allows the supervisor's phone to display a visual prompt when the monitored user receives an incoming call.

Audio Alert for BLF Pickup
It allows the supervisor's phone to play an alert tone when the monitored user receives an incoming call.

You can click here to get more guides.

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.

Call Park

To park a call:

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 as below:



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

- a)** If you want to park the call against the local extension.

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).

- b)** If you want to park the call against desired extension.

- 1)** Enter an extension (e.g., 4605) where you want to park the call.
- 2)** 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 desired destination directly.

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

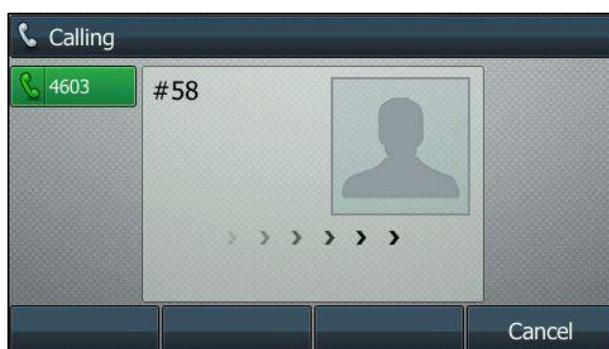
- A user operates the phone.
- The parked user releases the call.
- An incoming call arrives on the phone.
- The parked call is retrieved.

Group Call Park

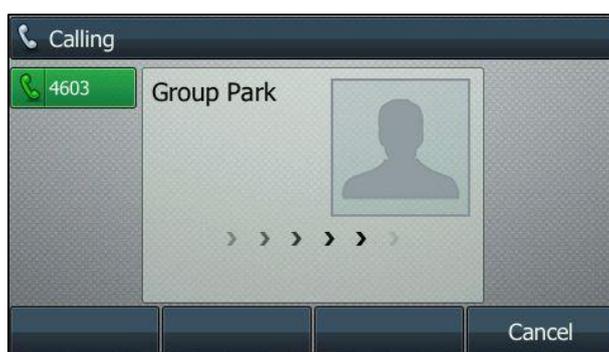
To park a call:

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 as below:



It is only applicable when pressing 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.

Call Retrieve

To retrieve the parked call:

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 the hide feature access codes feature is enabled, the IP phone LCD screen for reference is shown as 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 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 call back.

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

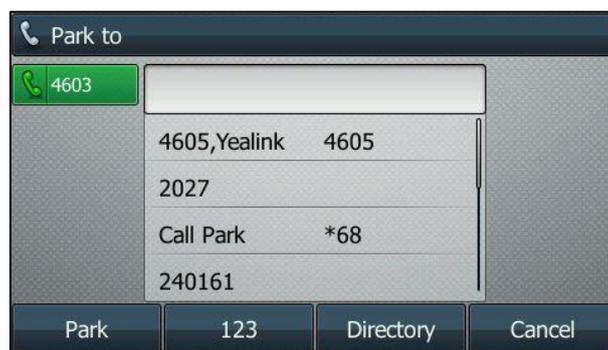
This section details how to park a call or retrieve a parked call when the Call Park feature is configured for the XSI mode.

Call Park

To park a call:

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:
 - a) If you want to park the call against the local extension.
 - 1) 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).
 - b) If you want to park the call against desired extension.
 - 2) Enter an extension (e.g., 4605) where you want to park the call.
 - 3) 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 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 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.

Group Call Park

To park a call:

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.

Call Retrieve

To retrieve the parked call:

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 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 call back.

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

To enable Hide Feature Access Codes feature via web user interface:

1. Click on **Features**->**General Information**.
2. Select **Enabled** from the pull-down list of **Hide Feature Access Codes**.

The screenshot displays the Yealink T466 web user interface. The top navigation bar includes 'Status', 'Account', 'Network', 'Dskey', 'Features', 'Settings', 'Directory', 'Security', and 'Applications'. The 'Features' tab is selected, and the 'General Information' sub-tab is active. A list of features is shown with their current status in a pull-down menu and a help icon. The 'Hide Feature Access Codes' feature is highlighted with a red box and is set to 'Enabled'. Other features include Call Waiting (Enabled), Auto Redial (Disabled), Auto Redial Interval (10), Auto Redial Times (10), Key As Send (#), Reserve # in User Name (Enabled), Hotline Number, Reboot in Talking (Disabled), Enable Auto Favorite (Disabled), Display Method on Dialing (User Name), and Auto Linekeys (Disabled). A 'NOTE' section on the right provides details for Call Waiting, Auto Redial, Key As Send, Hotline, and Call Completion. The interface also includes a 'Log Out' button and a language dropdown set to 'English(English)'. At the bottom, there are 'Confirm' and 'Cancel' buttons.

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 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

To configure Call Waiting via phone user interface when synchronization is disabled:

1. Navigate 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](#).

To configure Call Waiting via phone user interface when synchronization is enabled:

1. Navigate 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 web user interface at the path **Features->General Information**.

Do Not Disturb

You can use 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 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.

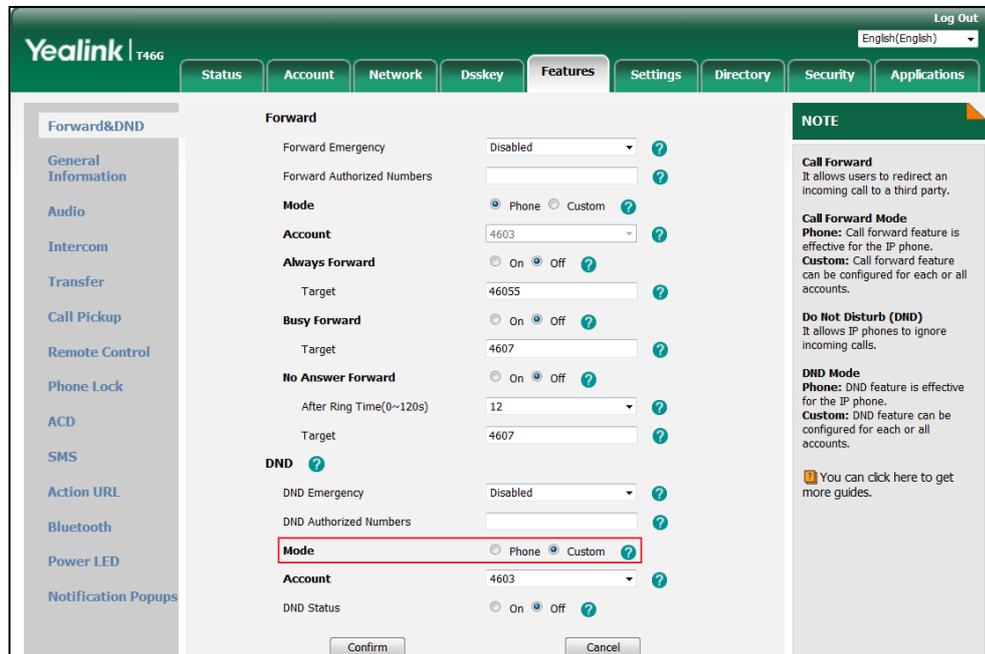


Note

SIP-T19(P) E2 IP phones only support phone mode due to having only one account. Large DND icon is not applicable to SIP-T58V/T58A/T56A IP phones.

To configure the DND mode via web user interface (not applicable to SIP-T19(P) E2 IP phones):

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.

To configure a DND key via phone user interface:

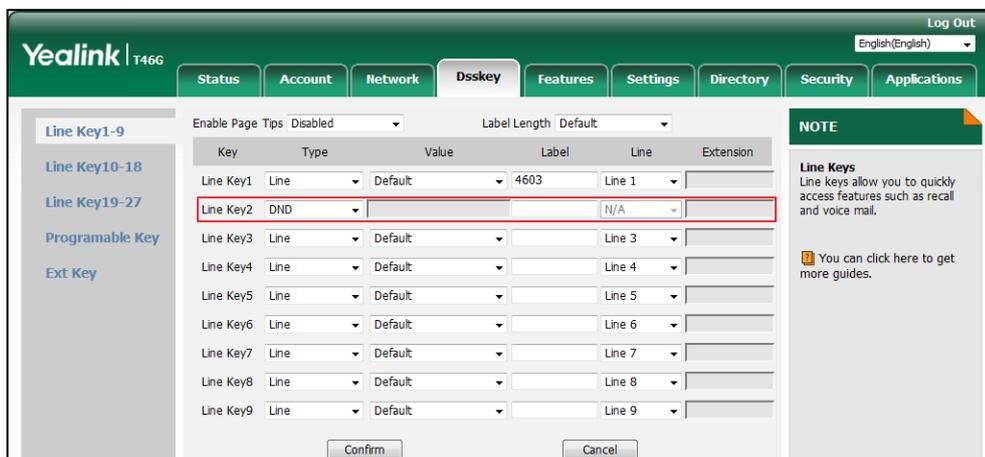
1. Navigate to **Menu->Features->DSS Keys** and select the desired DSS key, or long press the desired DSS key.
2. Select **Key Event** from the **Type** field.
3. Select **DND** from the **Key Type** field.



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

To configure DND key via web user interface:

1. Click on **Dsskey->Line Key** (or **Programable Key**).
2. In the desired DSS key field, select **DND** from the pull-down list 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.

To activate DND in phone mode:

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 illuminates solid green. The  icon on the status bar indicates that 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.

To activate DND for an account in custom mode (not applicable to SIP-T19(P) E2 IP phones):

1. Press the **DND** soft key or DND key when the IP phone is idle.
2. (Optional.) Select a 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 illuminates solid 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 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 IP phones only support phone mode due to having only one account.

To configure the Call Forward mode via web user interface (not applicable to SIP-T19(P) E2 IP phones):

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

The screenshot shows the Yealink T466 web user interface. The 'Features' tab is selected, and the 'Forward' configuration page is displayed. The 'Mode' field is highlighted with a red box, showing two radio buttons: 'Phone' and 'Custom'. The 'Custom' radio button is selected. The page includes a sidebar with navigation options like General Information, Audio, Intercom, Transfer, Call Pickup, Remote Control, Phone Lock, and ACD. A 'NOTE' section on the right explains the 'Call Forward Mode' and 'DND Mode' options.

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

Configuring the Forward Feature in Phone Mode

To configure Call Forward in phone mode via phone user interface:

1. Navigate to **Menu->Features->Call Forward**, and then select a 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 **Save**.

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

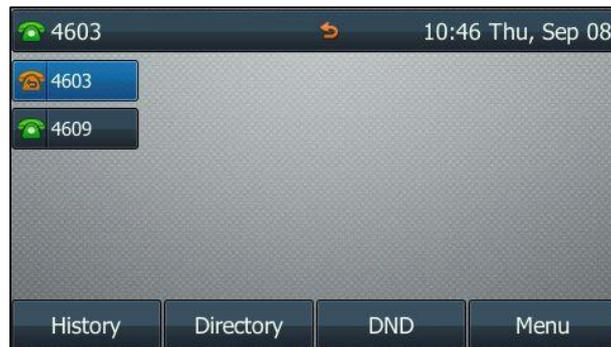
You can also press the Forward key (refer to [Configuring a Forward Key](#)) on the Idle screen to activate/deactivate forward feature temporarily. The Forward key LED solids green..

Configuring the Forward Feature in Custom Mode

To configure Call Forward in custom mode via phone user interface (not applicable to SIP-T19(P) E2 IP phones):

1. Navigate 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 a 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 pull-down list **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 activate.

Call Forward feature is also configurable via 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 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](#).

To view the Group Night Forwarding status via phone user interface:

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

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



Sequential Ring

You can use 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.

To configure the number of rings for the base location by dialing the feature access code:

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.

To answer a call to the base station on the secondary location:

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

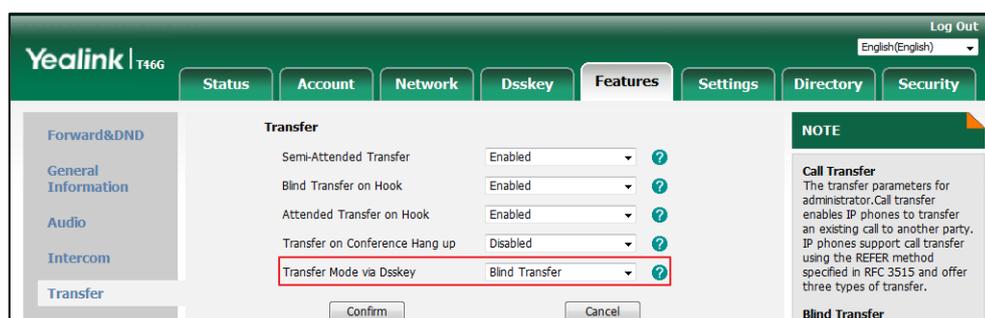
- **Blind Transfer** -Transfer a call to a specific destination without consulting the destination party.
- **Semi-attended Transfer** -Transfer a call to a specific destination after hearing the ring back tone.
- **Attended Transfer** -Transfer a call to a specific destination with prior consultation.

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 desired user.



3. Click **Confirm**.

Using Call Transfer Feature on the IP Phone

To perform a blind transfer:

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 a desired contact from the Directory list(s).
On the SIP-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 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 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](#).

To perform a semi-attended transfer:

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 a desired contact from the list(s).
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.

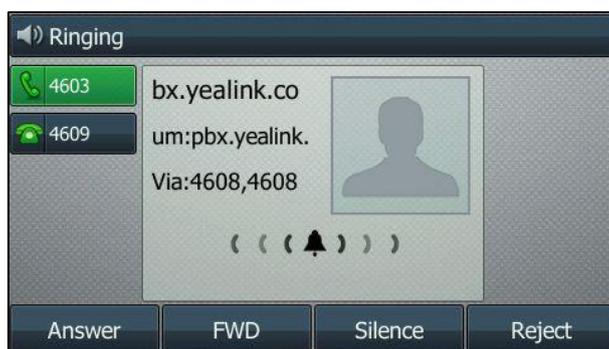
On the SIP-T48S/T48G IP phone, tap the **Directory** or **History**. Tap the desired contact.

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

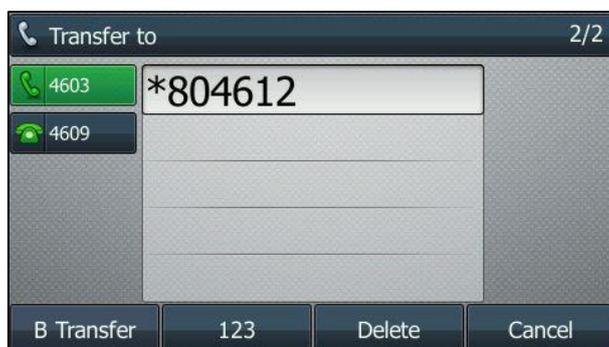
You can cancel the transfer before the call is connected by pressing the **Cancel** soft key.

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.

This feature allows you to perform the following:

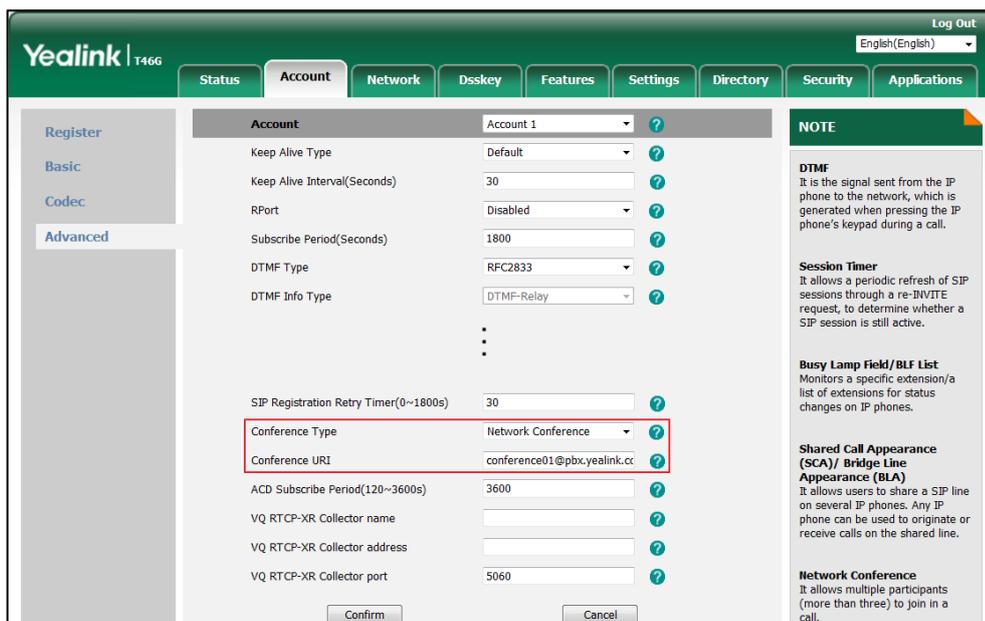
- Join two calls together into a conference call.
- Invite another party into an active conference call.

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

To configure Network Conference feature via web user interface:

1. Click on **Account->Advanced**.
2. Select the desired account from the pull-down list of **Account**.
3. Select **Network Conference** from the pull-down list 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

To set up a network conference call:

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.

To join two calls together into a conference call:

1. Place a call to the first party.
2. Press the line 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 join two calls into a conference call.

To invite another party into an active conference call:

Before the following steps, at least one active conference call must exist on your IP phone.

1. Press the line key to create a new call.
The conference call is placed on hold.
2. Enter the number of the new party and then press the OK key, # key or the **Send** soft key.
3. When the new party answers the call, press the **Conference** soft key to add the new party to the conference.

To place the active conference call on hold:

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.

To end the conference call on the IP phone:

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 dialing 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

To configure directed call pickup feature on a global basis via web user interface:

1. Click on **Features->Call Pickup**.
2. Select **Enabled** from the pull-down list of **Directed Call Pickup**.

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

The screenshot shows the 'Call Pickup' configuration page in the Yealink T466 web interface. The 'Features' tab is selected. The 'Call Pickup' section includes the following fields:

Field	Value
Directed Call Pickup	Enabled
Directed Call Pickup Code	*97
Group Call Pickup	Enabled
Group Call Pickup Code	*98
Visual Alert for BLF Pickup	Enabled
Audio Alert for BLF Pickup	Enabled
Ring Type for BLF Pickup	Ring1.wav

The 'Call Park' section includes:

Field	Value
Call Park Mode	XSI
Call Park	Disabled
Group Call Park	Disabled
Visual Alert for Parked Call	Disabled
Audio Alert for Parked Call	Disabled

Buttons for 'Confirm' and 'Cancel' are visible at the bottom.

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

To configure the directed call pickup code on a per-line basis via web user interface:

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

The screenshot shows the 'Account' configuration page in the Yealink T466 web interface. The 'Account' tab is selected. The 'Advanced' section includes the following fields:

Field	Value
Account	Account 1
Keep Alive Type	Default
Keep Alive Interval(Seconds)	30
RPort	Disabled
Subscribe Period(Seconds)	1800
DTMF Type	RFC2833
Music Server URI	
Directed Call Pickup Code	*97
Group Call Pickup Code	*98
Distinctive Ring Tones	Enabled
Unregister When Reboot	Disabled
Out Dialog BLF	Disabled
VQ RTPC-XR Collector name	
VQ RTPC-XR Collector address	
VQ RTPC-XR Collector port	5060

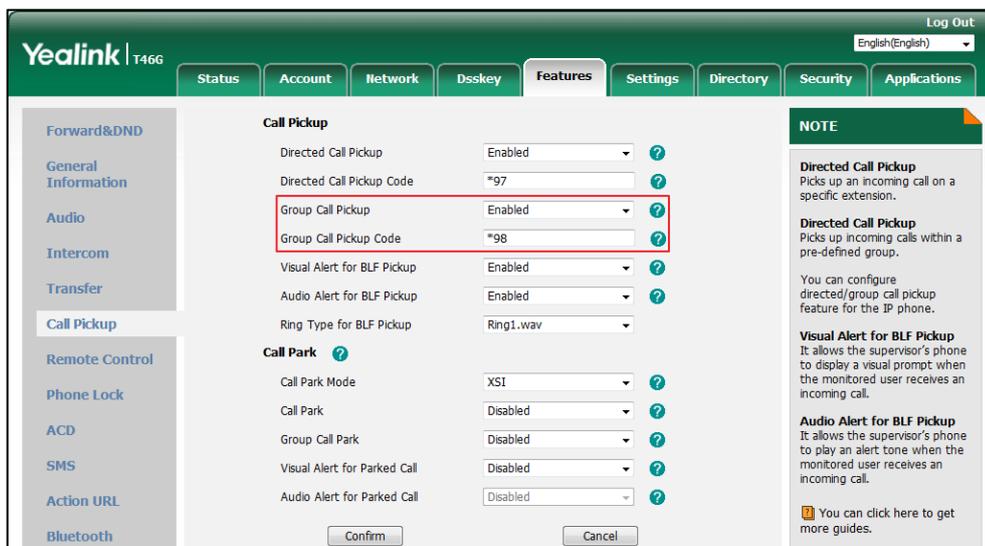
Buttons for 'Confirm' and 'Cancel' are visible at the bottom.

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

To configure group call pickup feature on a global basis via web user interface:

- Click on **Features->Call Pickup**.
- Select **Enabled** from the pull-down list of **Group Call Pickup**.

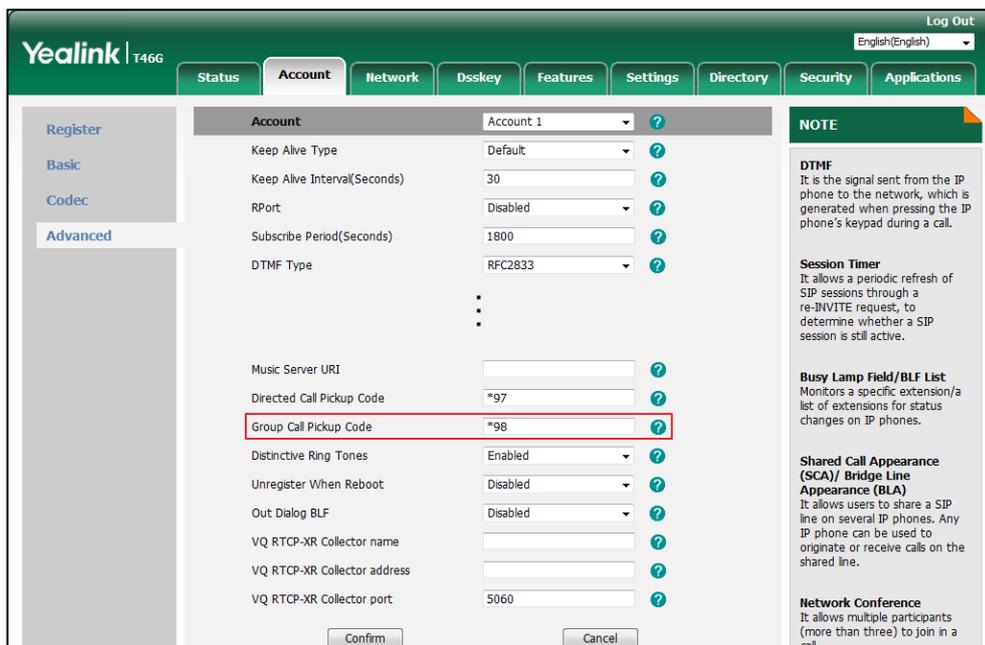
- Enter the group call pickup FAC (default: *98) in the **Group Call Pickup Code** field.



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

To configure the group call pickup code on a per-line basis via web user interface:

- Click on **Account->Advanced**.
- Select the desired account from the pull-down list of **Account**.
- Enter the group call pickup FAC (default: *98) in the **Group Call Pickup Code** field.



- 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

Directed Call Pickup

To pick up an incoming call directly:

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.

Group Call Pickup

To pick up an incoming call in the group:

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

To configure a Meet-me Conference key via phone user interface (not applicable to SIP-T19(P) E2 IP phones):

1. Navigate to **Menu->Features->DSS Keys** 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.

To configure a Meet-me Conference key via web user interface:

1. Click on **Dsskey->Line Key** (or **Programmable Key**).
2. In the desired DSS key field, select **Meet-Me Conference** from the pull-down list 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 pull-down list of **Line**.
6. Enter the conference ID or moderator PIN followed by the pound key in the **Extension** field.

Key	Type	Value	Label	Line	Extension
Line Key1	Line	Default	4603	Line 1	
Line Key2	Meet-Me Confr	4608		Line 1	*****
Line Key3	Line	Default		Line 3	
Line Key4	Line	Default		Line 4	
Line Key5	Line	Default		Line 5	
Line Key6	Line	Default		Line 6	
Line Key7	Line	Default		Line 7	
Line Key8	Line	Default		Line 8	
Line Key9	Line	Default		Line 9	

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

To join a meet-me conference:

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 in 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 with other parties who have joined the conference.

To place the active conference call on hold:

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.

To leave the conference call on the IP phone:

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 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-T19(P) E2 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.

To configure the BLF List settings via web user interface:

1. Click on **Account->Advanced**.
2. Select the account (e.g., account 1) from the pull-down list 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 web user interface at the path **Features->Call Pickup->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 retrieve call parked code (default: *88) in the **BLF List Retrieve Call Parked Code** field.

The screenshot shows the Yealink T466 web interface. The 'Account' tab is active, and the 'Advanced' sub-tab is selected. The 'BLF List' section is highlighted with a red box. The fields are as follows:

Field	Value
Account	Account 1
Keep Alive Type	Default
Keep Alive Interval(Seconds)	30
RPort	Disabled
Subscribe Period(Seconds)	1800
DTMF Type	RFC2833
PTIME(ms)	20
BLF List URI	4604_blf@pbx.yealink.com
BLF List Pickup Code	*97
BLF List Barge In Code	*33
BLF List Retrieve Call Parked Code	*88
Shared Line	Disabled
VQ RTCP-XR Collector address	
VQ RTCP-XR Collector port	5060

The 'NOTE' section on the right contains the following information:

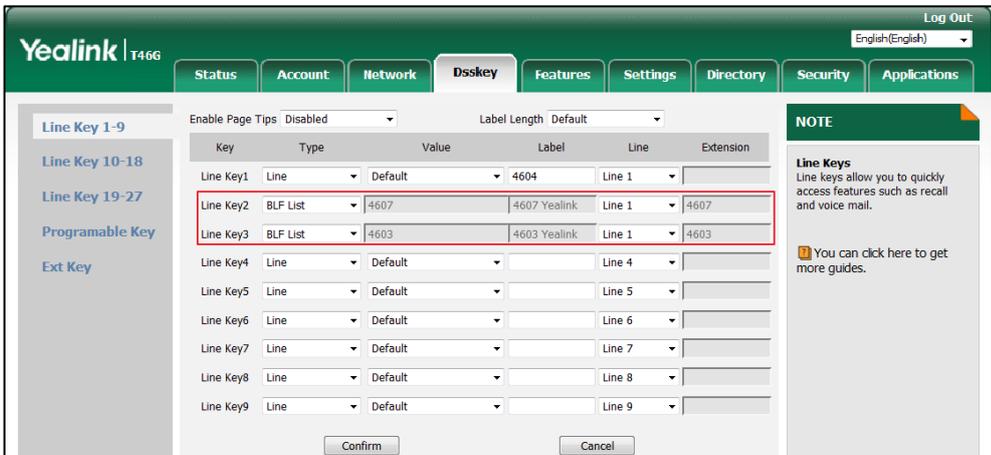
- DTMF**: It is the signal sent from the IP phone to the network, which is generated when pressing the IP phone's keypad during a call.
- Session Timer**: It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.
- Busy Lamp Field/BLF List**: Monitors a specific extension/a list of extensions for status changes on IP phones.
- Shared Call Appearance (SCA)/ Bridge Line Appearance (BLA)**: It allows users to share a SIP line on several IP phones. Any IP phone can be used to originate or receive calls on the shared line.
- Network Conference**: It allows multiple participants (more than three) to join in a call.

7. 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:



The screenshot shows the Yealink T466 web interface with the 'Dsskey' tab selected. A table displays the configuration for DSS keys 1 through 9. The following table represents the data visible in the interface:

Key	Type	Value	Label	Line	Extension
Line Key1	Line	Default	4604	Line 1	
Line Key2	BLF List	4607	4607 Yealink	Line 1	4607
Line Key3	BLF List	4603	4603 Yealink	Line 1	4603
Line Key4	Line	Default		Line 4	
Line Key5	Line	Default		Line 5	
Line Key6	Line	Default		Line 6	
Line Key7	Line	Default		Line 7	
Line Key8	Line	Default		Line 8	
Line Key9	Line	Default		Line 9	

Buttons for 'Confirm' and 'Cancel' are located at the bottom of the table. A 'NOTE' box on the right states: 'Line Keys allow you to quickly access features such as recall and voice mail. You can click here to get more guides.'

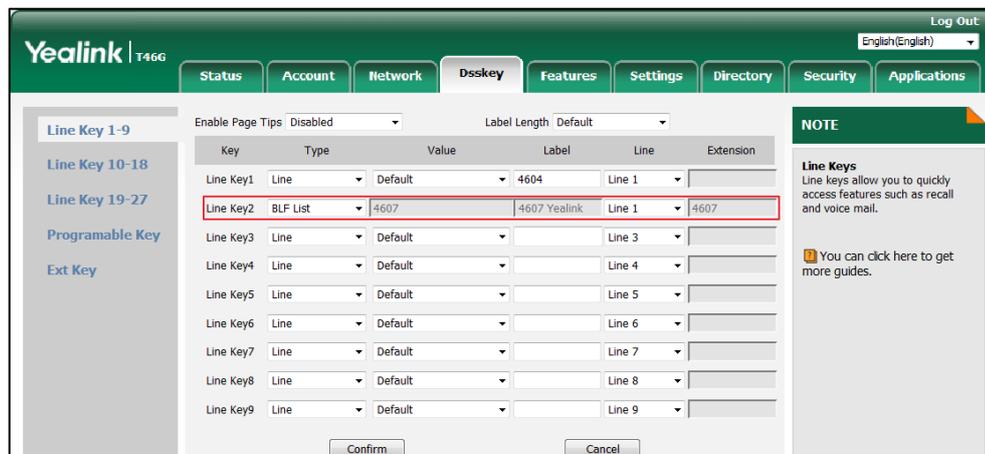
Configuring BLF List Keys Manually

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 DSS keys 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.

To configure BLF List keys manually via web user interface:

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 pull-down list 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 pull-down list of **Line**.
4. Click **Confirm** to accept the change.

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

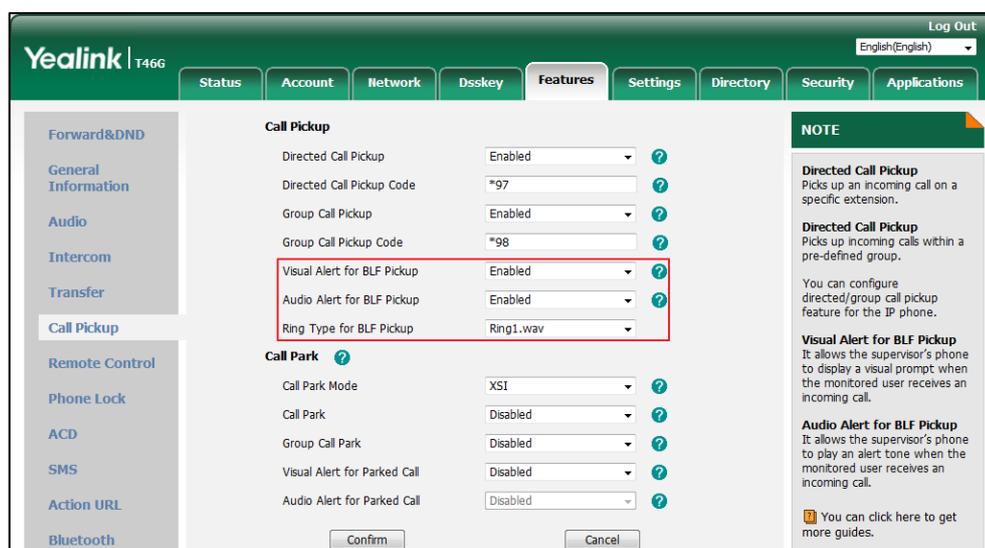


Configuring Visual and Audio Alert for BLF Pickup

You can enable visual alert feature for BLF pickup 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 audio alert feature for BLF pickup on the phone. If audio alert feature is enabled, you can specify a desired ring tone to play when the monitored line receives an incoming call.

To enable visual and audio alert features via web user interface:

1. Click on **Features->Call Pickup**.
2. Select **Enabled** from the pull-down list of **Visual Alert for BLF Pickup**.
3. Select **Enabled** from the pull-down list of **Audio Alert for BLF Pickup**.
4. (Optional.) Select the desired ring tone from the pull-down list 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.

To configure BLF LED mode via web user interface:

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

- Select the desired value from the pull-down list of **BLF LED Mode**.

The screenshot shows the Yealink T46G web interface. The 'Features' tab is selected, and the 'General Information' section is expanded. The 'BLF LED Mode' is set to '3', which is highlighted with a red box. Other settings include Auto Redial (Disabled), Auto Redial Interval (10), Auto Redial Times (10), Key As Send (#), Reserve # in User Name (Enabled), Hotline Number, Hotline Delay (4), Diversion/History-Info (Enabled), Auto-Logout Time (5), Call Number Filter (.), Display Method on Dialing (User Name), and Auto Linekeys (Disabled). A 'NOTE' section on the right provides details for Call Waiting, Auto Redial, Key As Send, Hotline, and Call Completion.

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

Using BLF List Feature on the IP Phone

You can use the BLF List key in the following ways:

- Place a call to the monitored user.
- Transfer a call to the monitored user.
- Pick up an incoming call of the monitored user.
- Barge in an active call of the monitored user.
- Retrieve a parked call on the monitored user.

Placing a Call to the Monitored User

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

To place a call to the monitored user when the IP phone is idle:

- 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 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.

To pick up an incoming call when the IP phone is idle:

1. Press the BLF List key.

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

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.

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.

To interrupt the active call when the IP phone is idle:

1. Press the BLF List key.

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 current 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/Retrieving a Parked Call to the Monitored User

You can use the BLF List keys to park a call or retrieve a parked call directly in FAC mode. Make sure that the call park feature is configured in advance (refer to [Configuring Call Park Feature in FAC Mode](#)).

Parking a Call in FAC 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 in FAC Mode

Procedure:

1. Press **Retrieve** on the dialing screen.
2. Press a desired BLF List key to retrieve a call that is parked to the monitored user.

Note

If the BLF list retrieve call parked code is not configured, the phone will place a call to the monitored user instead of retrieving the parked call on the monitoring phone when you press the BLF List key.
Make sure the Call Park notification feature is enabled on the BroadWorks server.

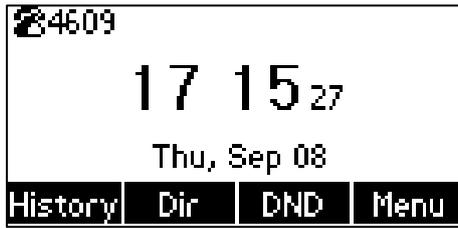
Shared Call Appearance

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-T42S/T42G/T41S/T41P/T40P/T40G/T27P/T27G/T23P/T23G/T21(P) E2 IP phones:



For SIP-T19(P) E2 IP phones (only have one account):



For SIP-T29G IP phones:



For SIP-T46S/T46G IP phones:



For SIP-T48S/T48G IP phones:



For SIP-T54S IP phones:



For SIP-T52S IP phones:



For SIP-T58V/T58A/T56A IP phones:



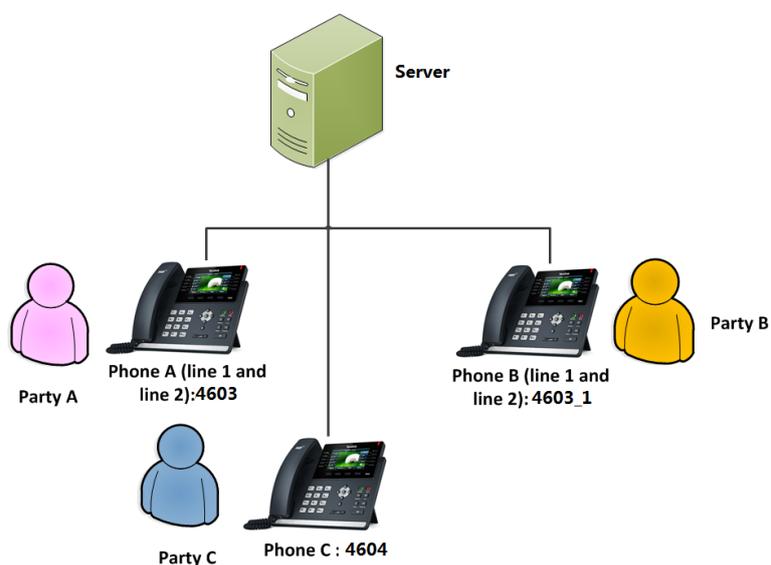
If two phones share a line, an incoming call to this extension will cause both phones to ring simultaneously. The incoming call can be answered on either phone but not both.

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 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 a SCA Hybrid Key System scenario, you can automatically assign multiple DSS keys with Line type for a registered shared line on the phone (If 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.



To configure the shared line settings and the number of line key on phone A via web user interface:

1. Register the primary account 4609.

The screenshot shows the Yealink T46G web interface for configuring an account. The 'Account' tab is selected, and the 'Register' section is active. The account is 'Account 1' and is 'Registered'. The configuration fields are as follows:

Field	Value	Port
Line Active	Enabled	
Label	4609	
Display Name	4609	
Register Name	4609	
User Name	4609	
Password	*****	
SIP Server 1		
Server Host	pbx.yealink.com	5060
Transport	UDP	
Server Expires	3600	
Server Retry Counts	3	
SIP Server 2		
Server Host		5060
Transport	UDP	
Server Expires	3600	
Server Retry Counts	3	
Outbound Proxy Server		
Enable Outbound Proxy Server	Enabled	
Outbound Proxy Server 1	10.1.8.11	5060
Outbound Proxy Server 2		5060
Proxy Fallback Interval	3600	
NAT	Disabled	

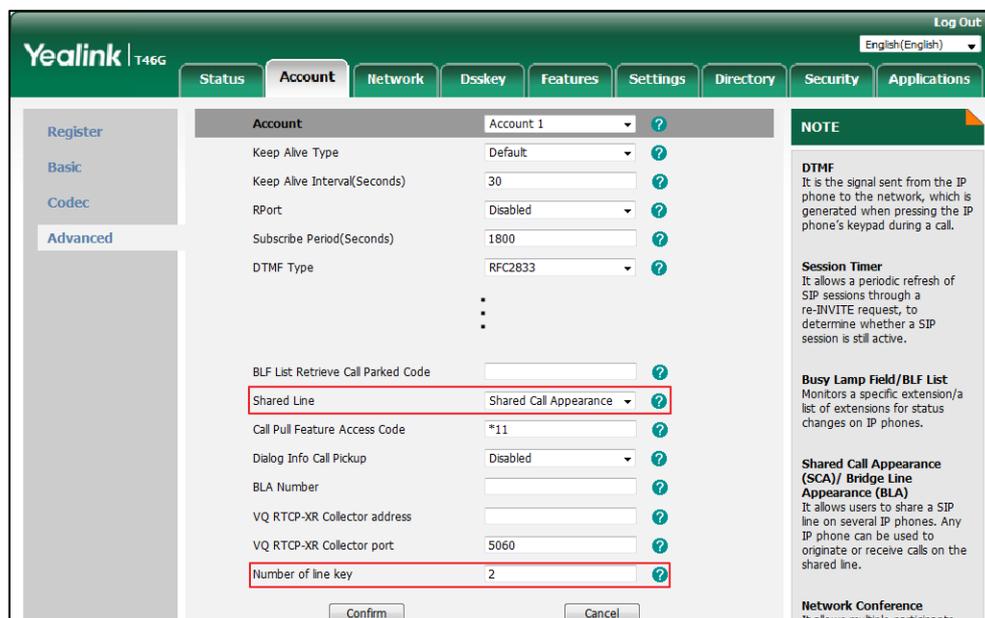
The 'NOTE' section on the right contains the following information:

- Account Registration:** Registers account(s) for the IP phone.
- Server Redundancy:** It is often required in VoIP deployments to ensure continuity of phone service, for events where the server needs to be taken offline for maintenance, the server fails, or the connection between the IP phone and the server fails.
- NAT Traversal:** A general term for techniques that establish and maintain IP connections traversing NAT gateways. STUN is one of the NAT traversal techniques. You can configure NAT traversal for this account. You can click here to get more guides.

2. Click on **Advanced**, select **Shared Call Appearance** from the pull-down list 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 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.

To configure the shared line settings and the number of line key on phone B via web user interface:

1. Register the alternate account 4609_1.

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

The screenshot shows the Yealink T46G Account configuration page. The 'Account' tab is selected, and the 'Register' sub-tab is active. The 'Register Name' field is highlighted with a red box. The 'SIP Server 1' and 'SIP Server 2' sections are also highlighted with red boxes. The 'Outbound Proxy Server' section is highlighted with a red box. The 'NAT' field is highlighted with a red box. The 'Register Status' is 'Registered'. The 'Line Active' field is 'Enabled'. The 'Label' field is '4609_1'. The 'Display Name' field is '4609_1'. The 'User Name' field is '4609_1'. The 'Password' field is masked with dots. The 'Server Host' field is 'pbx.yealink.com' and the 'Port' field is '5060'. The 'Transport' field is 'UDP'. The 'Server Expires' field is '3600'. The 'Server Retry Counts' field is '3'. The 'Enable Outbound Proxy Server' field is 'Enabled'. The 'Outbound Proxy Server 1' field is '10.1.8.11' and the 'Port' field is '5060'. The 'Outbound Proxy Server 2' field is empty and the 'Port' field is '5060'. The 'Proxy Fallback Interval' field is '3600'. The 'NAT' field is 'Disabled'. The 'Confirm' and 'Cancel' buttons are at the bottom.

2. Click on **Advanced**, select **Shared Call Appearance** from the pull-down list 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 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.

The screenshot shows the Yealink T46G web interface with the 'Account' tab selected. The 'Account' dropdown is set to 'Account 1'. The 'Shared Line' dropdown is set to 'Shared Call Appearance' and is highlighted with a red box. The 'Number of line key' field is set to '2' and is also highlighted with a red box. The 'Confirm' and 'Cancel' buttons are visible at the bottom. On the right, a 'NOTE' section contains the following information:

- DTMF**: It is the signal sent from the IP phone to the network, which is generated when pressing the IP phone's keypad during a call.
- Session Timer**: It allows a periodic refresh of SIP sessions through a re-INVITE request, to determine whether a SIP session is still active.
- Busy Lamp Field/BLF List**: Monitors a specific extension/a list of extensions for status changes on IP phones.
- Shared Call Appearance (SCA)/ Bridge Line Appearance (BLA)**: It allows users to share a SIP line on several IP phones. Any IP phone can be used to originate or receive calls on the shared line.
- Network Conference**: It allows multiple participants.

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.

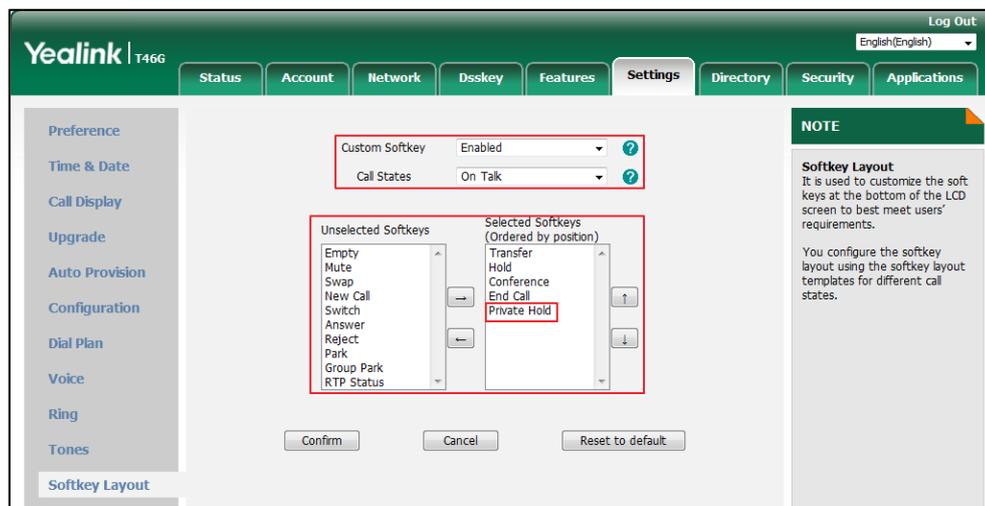
Configuring private hold soft key or private hold key

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.

To configure the private hold soft key via web user interface:

1. Click on **Settings->Softkey Layout**.
2. Select **Enabled** from the pull-down list of **Custom Softkey**.
3. Select **On Talk** from the pull-down list of **Call States**.

- Select **Private Hold** from the **Unselected Softkeys** column and then click  .
The **Private Hold** appears in the **Selected Softkeys** column.



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

To configure a private hold key via phone user interface (not applicable to SIP-T19(P) E2 IP phones):

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



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

Configuring call pull feature

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

To configure the call pull feature access code via web user interface:

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

The screenshot shows the Yealink T46G web interface. The 'Account' tab is active, and the 'Advanced' sub-tab is selected. The 'Call Pull Feature Access Code' field is highlighted with a red box and contains the value '*11'. The 'Shared Line' dropdown is set to 'Shared Call Appearance'. A 'NOTE' section on the right provides details about DTMF, Session Timer, Busy Lamp Field/BLF List, Shared Call Appearance (SCA)/ Bridge Line Appearance (BLA), and Network Conference.

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 a SCA Hybrid Key System scenario. In the process of using Yealink IP phone in a SCA Hybrid Key System scenario, the status of the line key LED which associates with a shared line will change (not applicable to SIP-T19(P) E2 IP phones). For more information on line key LED indications, refer to [LED Instructions](#). If you are using SIP-T58V/T58A/T56A/T48S/T48G 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 a 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 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 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 1 on 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, the 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 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, the 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 IP phones).

Placing a Call on Hold

To place a call on public hold:

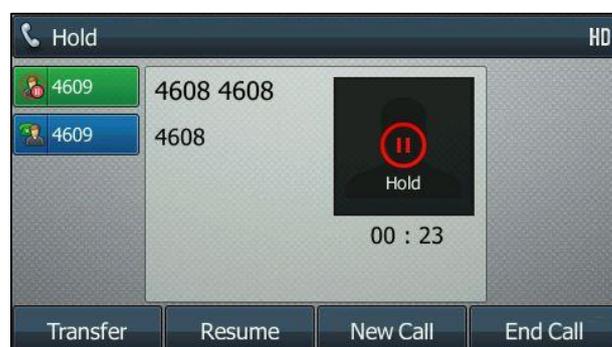
1. Press the **Hold** soft key on phone A when party A and party C are talking.



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.

To place a call on private hold:

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 illuminates solid red and phone B illuminates solid green.

Retrieve a call placed on private hold:

The private 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 navigate 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 in to a call from 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 in to 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 in the active call of phone A.



The user bridged in to the call, but no bridge warning tone is played. Party A can hear the 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 in 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 active or public hold status. 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 public 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.

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.

To configure the voice mail retrieval FAC via phone user interface:

1. Navigate 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

To leave a voice message:

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 illuminates solid 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

To listen to the voice messages:

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

To make a call from voice portal:

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

To view and manage the voice/video mails:

1. Navigate 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.

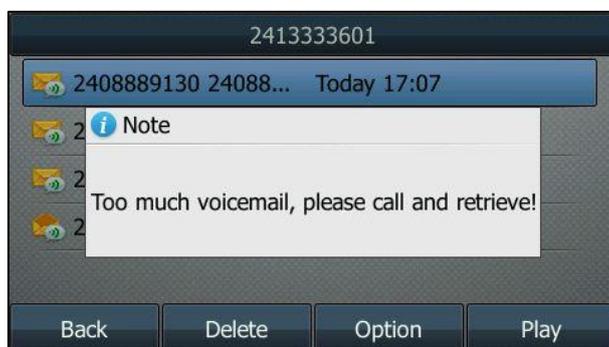
- Press the **More** soft key, and then press the **Previous/Next** soft key to play the previous or next voice/video mail.
- Press the **More** soft key, and then press the **Back** soft key to back to preview screen.
- Press the left or right navigation key to skip forward the playback or rewind the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

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

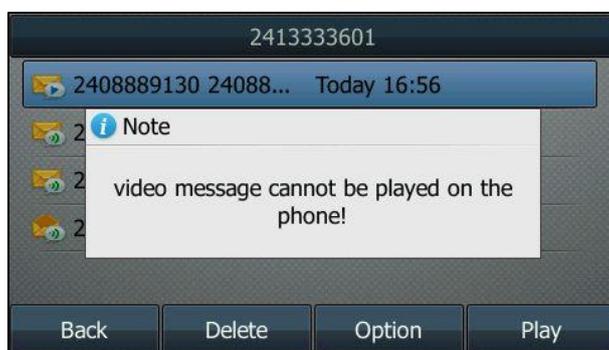
- Select **Detail**, and then press the **OK** soft key to view the voice/video mail detail.
- Select **Call Back**, and then press the **OK** soft key to call back the mail leaver.
- Select **Add to Personal**, and then press the **OK** soft key to add the voice/video mail leaver to Personal network 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 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 playing 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 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.

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 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. It is not applicable to SIP-T58V/T58A/T56A IP phones.

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 SIP-T58V/T58A/T56A IP phones.

Emergency Escalation

You can use emergency escalation feature to escalate a call to an available supervisor when you require the assistance from the supervisor. Once 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 SIP-T58V/T58A/T56A 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 ACD feature on the IP phone

To configure an ACD key via phone user interface (not applicable to SIP-T19(P) E2 IP phones):

1. Navigate to **Menu->Features->DSS Keys** (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.

To configure a Trace key via phone user interface (not applicable to SIP-T19(P) E2/T58V/T58A/T56A IP phones):

1. Navigate to **Menu->Features->DSS Keys** (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.

To configure a DispCode key via phone user interface (not applicable to SIP-T19(P) E2/T58V/T58A/T56A IP phones):

1. Navigate to **Menu->Features->DSS Keys** (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.

To configure an emergency key via phone user interface (not applicable to SIP-T19(P) E2/T58V/T58A/T56A IP phones):

1. Navigate to **Menu->Features->DSS Keys** (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.

To set the initial agent state:

1. Navigate 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.



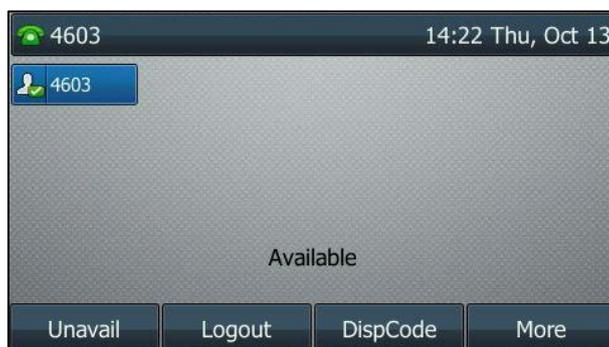
3. Press the **Save** soft key.

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.

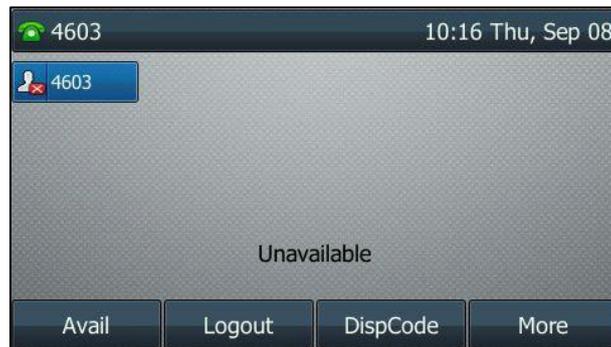
To log in using the soft key or the ACD key:

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 as below:



The ACD key (if configured) LED illuminates solid 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 as 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 (not applicable to SIP-T58V/T58A/T56A IP phones):

Do one of the following:

- Press the **Unavailable** 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 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.

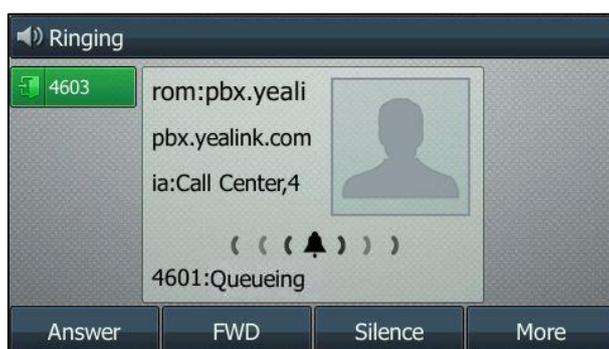
Viewing Incoming Call Center Call Information

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.

It is not applicable to SIP-T58V/T58A/T56A IP phones.

Selecting Unavailable Reason Codes for Unavailability

You can use unavailable reason codes to better track agent's unavailability.

To select an unavailable reason code:

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.

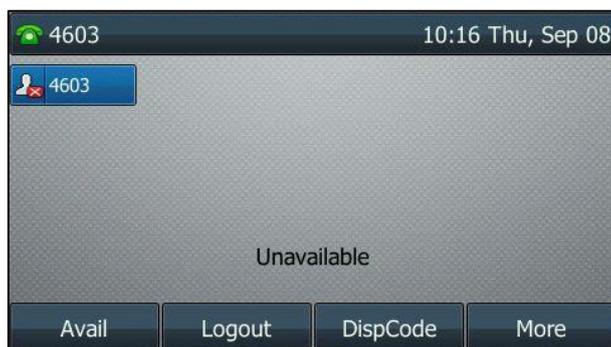


- Select the desired unavailable reason code (e.g., On Lunch: 500), and then press the **OK** soft key.



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

It is not applicable to SIP-T58V/T58A/T56A IP phones.

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 Information->Call Number Filter**.

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

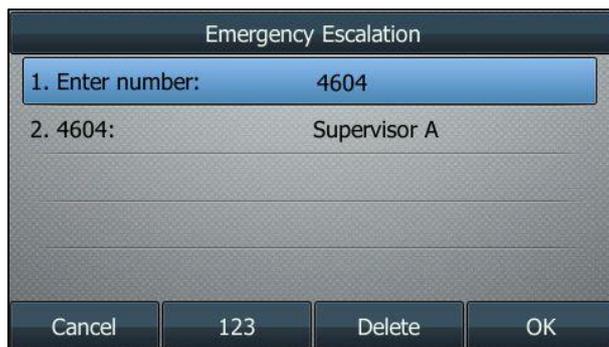
Make sure customer originated trace feature is enabled on the IP phone. The feature can be enabled using the configuration file only. Contact your system administrator for more information.

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).



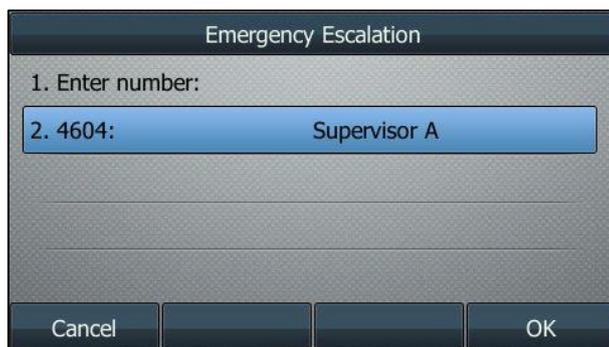
Emergency Escalation

1. Enter number: 4604

2. 4604: Supervisor A

Cancel 123 Delete OK

- Select the desired supervisor number (e.g., 4604: Supervisor A), and then press the **OK** soft key.



Emergency Escalation

1. Enter number:

2. 4604: Supervisor A

Cancel 123 Delete OK

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 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:

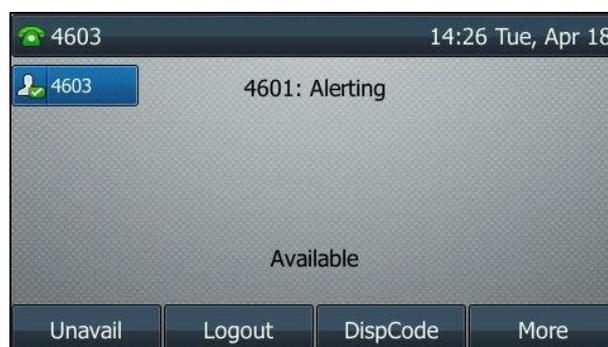
- **Empty:** Indicates that no calls are currently waiting in the queue.



- **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 Indicator LED 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.

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

To configure a hoteling key via phone user interface (not applicable to SIP-T19(P) E2 IP phones):

1. Press **Menu**->**Features**->**DSS Keys** (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

To log into a shared phone:

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 illuminates solid 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.

To log out of a shared phone:

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

The LCD screen prompts "Do you want to logout?".



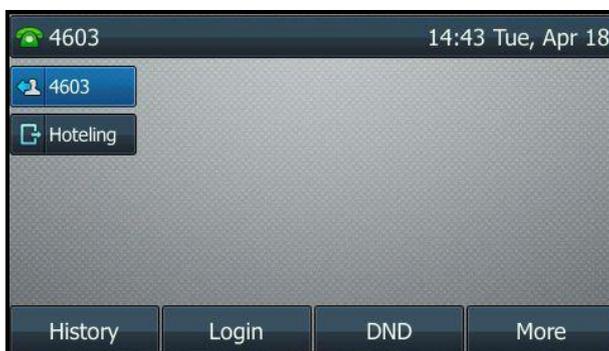
2. Press the **OK** soft key to log out.

The IP phone will return to the host idle screen and the hoteling key LED turns off.

Using Hoteling When ACD is enabled

To log into a shared phone:

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 illuminates solid 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.



To log out of a shared phone:

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 login 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 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

To log into a host's phone:

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.



To lock a host's phone by the guest:

1. Press the **GuestLock** soft key.

The phone is locked and the **Unlock** soft key displays on the LCD screen.



To unlock the host's phone:

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.

To log out of a host's phone:

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

To log into a host's phone:

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 illuminates solid green.



To lock a host's phone by the guest:

1. Press the **GuestLock** soft key.

The phone is locked and the **Unlock** soft key displays on the LCD screen.



To unlock the host's phone:

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.

To log out of a host phone:

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 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.

SIP-T58V/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. Recording is stopped after transferring successfully.
- Park the call to another phone. 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 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.

Your 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

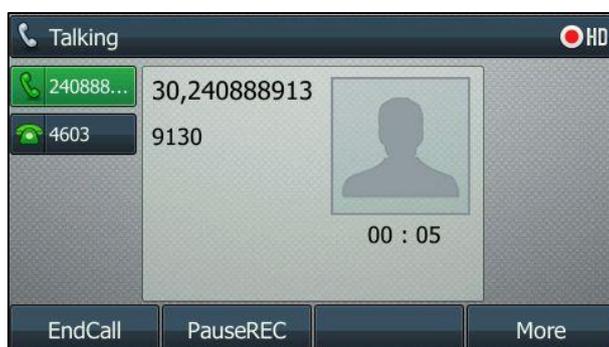
The call will be recorded automatically when setting up the call successfully. The recording icon  displays on the status bar.



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

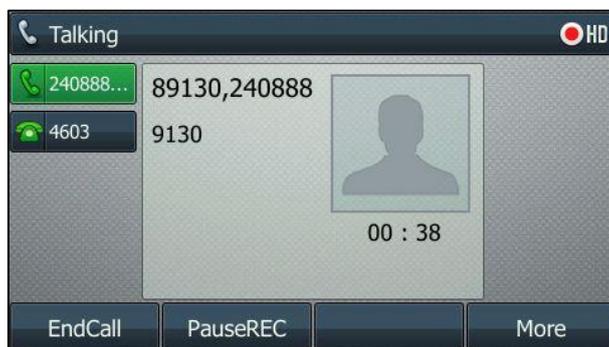
The call starts to record automatically when setting up the call successfully. The recording icon  displays on the status bar.



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 **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

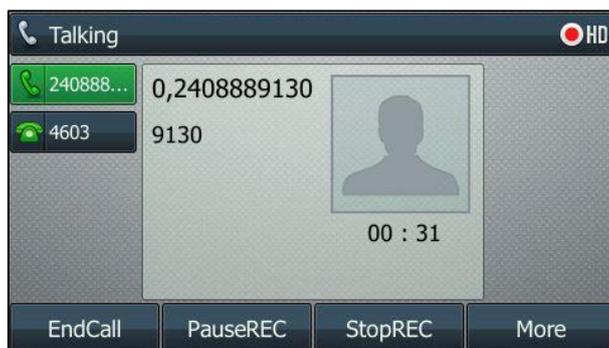
The call is not recorded when setting up the call successfully. The recording icon  displays on the status bar. You can start the recording manually.



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 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 .

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

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 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 or shared to 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 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 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 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 [Extended Services Interface](#).

Configuring Executive Feature on the IP Phone

Configuring Assistant Permission

To allow/disallow assigned assistant to opt in/out via phone user interface:

1. Navigate 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

To configure Call Filtering via phone user interface:

1. Navigate 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 is 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

To configure Call Screening via phone user interface:

1. Navigate 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

To configure Call Alerting via phone user interface:

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 sequential 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 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

To configure divert feature via phone user interface:

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 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. Navigate to **Menu->Features->Call Control->Executive->View Assistant List**.

The assigned assistants with 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 Incoming Calls

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.

To answer an incoming call:

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 call alerting is set to simultaneously.

Rejecting Incoming Calls

To reject an incoming call:

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

To initiate a call on behalf of an executive via phone user interface:

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

To push a call to your executive via phone user interface:

1. Press the **More->Call Push**.



The call will be pushed back to 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](#) 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

To view the assigned assistants via phone user interface:

1. Press **Menu->Features->Call Control->Executive-Assistant**.
2. Select **View Executive List**.

The assigned assistants with status display on the LCD screen.



3. Press left or right navigation key to view the assigned executive.

You can press the **Call initiation** soft key to initiating 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.

To opt in or out of pool via phone user interface:

1. Press **Menu->Features->Call Control->Executive-Assistant->View Executive List**.

The assigned assistants with 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 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.

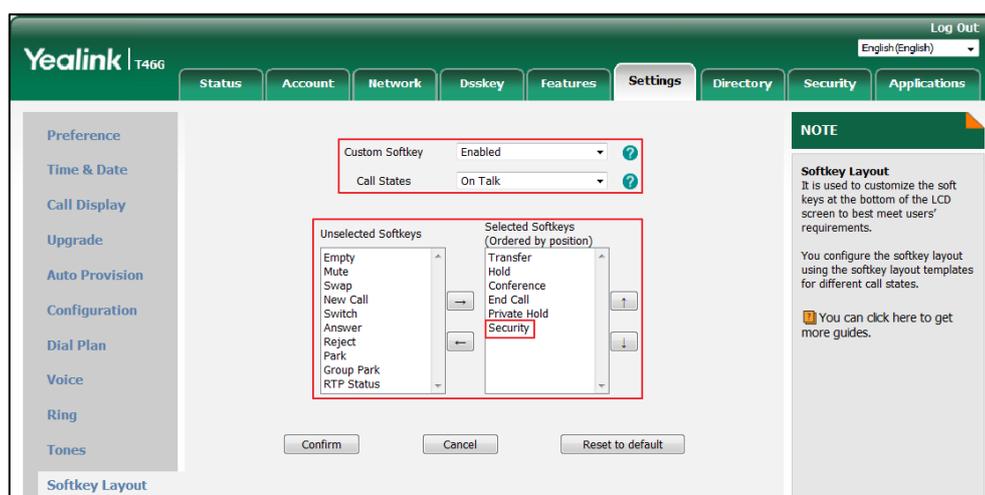
Make sure security classification feature is enabled and the SIP server type is set to BroadSoft on the IP phone.

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

To configure the security soft key via web user interface:

1. Click on **Settings->Softkey Layout**.
2. Select **Enabled** from the pull-down list of **Custom Softkey**.
3. Select **On Talk** from the pull-down list 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

To view the assigned security classification level when the phone is idle:

1. Press **Menu->Features->Call Control->Security Classification**.

The LCD screen displays the registered account with the assigned security classification level.



To view the security classification during a call:

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.



To change the security classification level during a call:

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

To configure Broadworks mobility via phone user interface:

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.

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 a SCA location as an example.

To decline an incoming call on a shared line via phone user interface:

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.

To ignore an incoming call on a shared line via phone user interface:

1. Press the **Ignore** soft key.



The call is ignore at local and the other remaining locations continue to ring/alert. You can handle the call at other locations.

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 BLF List. Line keys are not available on SIP-T19(P) E2 W52P and W56P IP phone.

Configuring Line Keys

There are three ways to enter the setting screen of line keys via phone user interface:

- Navigate to **Menu->Features->DSS Keys**, and then select a desired line key.
- Long press/tap a desired line key on the idle screen.
- On the SIP-T48S/T48G IP phone, you can also tap **More** on the Idle screen, and then select a desired line key.

Line key is configurable via web user interface at the path **Dsskey->Line Key**.

You can configure 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 (refer to Configuring)	Destination number is configured: Press the Forward key to activate/deactivate the always

Forward Modes	Key Behavior
the Forward Feature in Phone Mode)	forward feature or switch the target among Forward keys. Destination number is blank: 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 (refer to Configuring the Forward Feature in Custom Mode)	Press the Forward key to enter the forward setting screen.

Procedure:

1. Navigate to **Menu->Features->DSS Keys**, and then select a desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Forward (FWD)** from the **Key Type** field.
4. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
5. (Optional.) Enter the destination number you want to forward the incoming calls to in the **Value** field.
6. Press **Save**.

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. Navigate to **Menu->Features->DSS Keys**, and then select a desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Transfer (Trans)** from the **Key Type** field.
4. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
5. (Optional.) Enter the destination number you want to transfer the call to in the **Value** field.
6. Press **Save**.

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. Navigate to **Menu->Features->DSS Keys**, and then select a 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. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
6. (Optional.) Enter the park destination number or call park code you want to park the call to in the **Value** field.
7. Press **Save**.

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. Navigate to **Menu->Features->DSS Keys**, and then select a desired line key.
2. Select **Retrieve Park** from the **Type** field.
3. (Optional.) Select a desired line from the **Account ID** field.
4. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
5. (Optional.) Enter the parked call destination number or retrieve code in the **Value** field.
6. Press **Save**.

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. Navigate to **Menu->Features->DSS Keys**, and then select a desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Pick Up** from the **Key Type** field.

4. Select a desired line from the **Account ID** field.
5. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
6. (Optional.) Enter an extension you want to pick up calls from in the **Value** field.
7. Press **Save**.

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. Navigate to **Menu->Features->DSS Keys**, and then select a desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Group Pick Up** from the **Key Type** field.
4. Select a desired line from the **Account ID** field.
5. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
6. (Optional.) Enter group call pickup code in the **Value** field.
7. Press **Save**.

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 specific line.

Procedure:

1. Navigate to **Menu->Features->DSS Keys**, and then select a desired line key.
2. Select **Key Event** from the **Type** field.
3. Select **Voice Mail** from the **Key Type** field.
4. Select a desired line from the **Account ID** field.
5. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
6. (Optional.) Enter voice mail code in the **Value** field.
7. Press **Save**.

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.



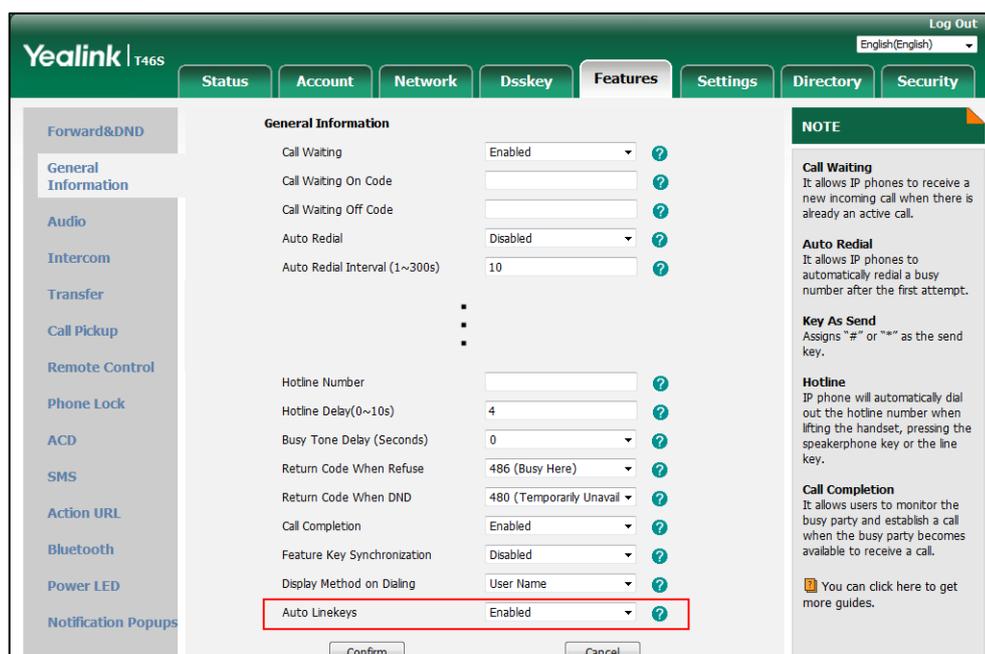
Incoming calls to this account will be distributed evenly among the available line keys. Outgoing calls will be distributed similarly.

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 pull-down list of **Auto LineKeys**.



3. Click **Confirm**.

Configuring the Number of Line Key

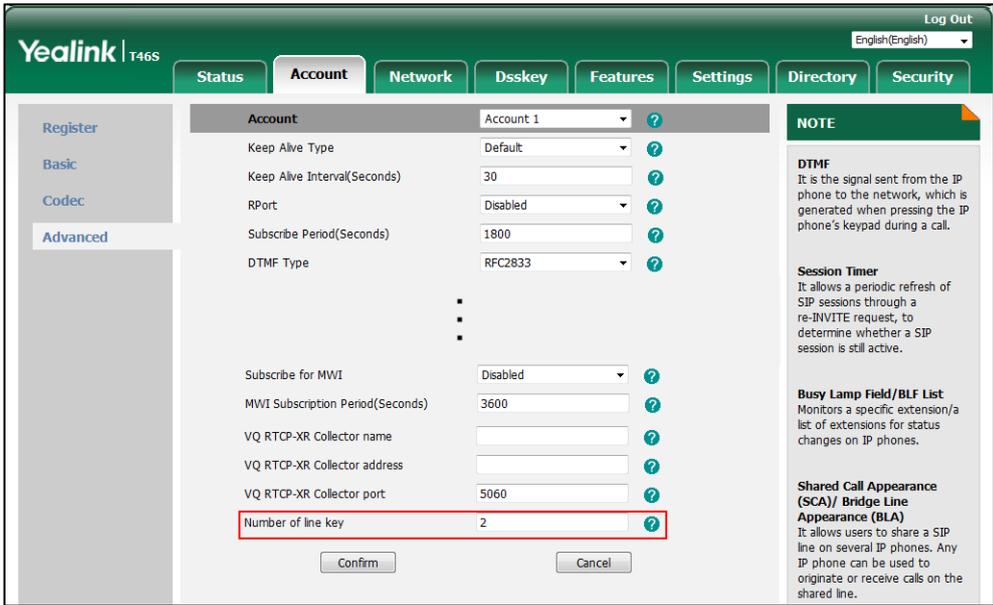
If **Auto LineKeys** is enabled, you can automatically assign multiple DSS keys with Line type for a registered line on the phone.

Procedure:

1. Navigate 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.



The screenshot shows the Yealink T46S web interface. The 'Account' tab is selected, and the 'Advanced' sub-tab is active. The 'Number of line key' field is highlighted with a red box and contains the value '2'. Other fields include 'Keep Alive Type', 'Keep Alive Interval(Seconds)', 'RPort', 'Subscribe Period(Seconds)', 'DTMF Type', 'Subscribe for MWI', 'MWI Subscription Period(Seconds)', 'VQ RTPC-XR Collector name', 'VQ RTPC-XR Collector address', and 'VQ RTPC-XR Collector port'. A 'NOTE' section on the right provides information about DTMF, Session Timer, Busy Lamp Field/BLF List, and Shared Call Appearance (SCA)/ Bridge Line Appearance (BLA).

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.

Key	Type	Line	Value	Label	Extension
SoftKey 1	History	Local History			
SoftKey 2	Directory	N/A			
SoftKey 3	DND	N/A			
SoftKey 4	Menu	N/A			
Up	History	Local History			
Down	Directory	N/A			
Left	Switch Account	N/A			
Right	Switch Account	N/A			
OK	Status	N/A			
Cancel	N/A	N/A			
HOLD	N/A	N/A			
MUTE	N/A	N/A			
TRAN	Forward	N/A			

NOTE
Programmable Keys
Customizes the soft keys, navigation keys and function keys.
You can click here to get more guides.

Confirm Cancel Reset To Default

3. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
Label is configurable only when customizing SoftKey (1-4).
4. Click **Confirm**.