



IP Phone Features Integrated with BroadSoft UC-One User Guide

About This Guide

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

This guide describes how to configure and use IP phone features integrated with BroadSoft UC-One on Yealink IP phones. The BroadSoft UC-One solution effectively leverages multiple BroadSoft products: BroadWorks, BroadTouch and BroadCloud. BroadCloud features are available on Yealink SIP VP-T49G/SIP-T48G/T46G/T29G IP phones running UC-One firmware version 80 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 Yealink IP phones running UC-One firmware version 80 or later.

Note

This guide covers SIP VP-T49G, SIP-T48G, SIP-T46G, SIP-T42G, SIP-T41P, SIP-T40P, SIP-T29G, SIP-T27P, SIP-T23P/G, SIP-T21(P) E2, SIP-T19(P) E2 and CP860 IP phones.

The configurations for BroadCloud features described in this document take the Yealink SIP-T29G IP phone as an example. The configurations for BroadSoft BroadWorks features described in this document take the Yealink SIP-T23G 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 80, Guide Version 80.62

Documentations of the newly released SIP VP-T49G IP phones have also been added.

Changes for Release 80, Guide Version 80.61

This version is updated to incorporate CP860 IP phones. Documentations of the newly released SIP-T40P IP phones have also been added.

Changes for Release 80, Guide Version 80.60

Documentations of the newly released SIP-T19(P) E2 IP phones have also been added.

Changes for Release 80, Guide Version 80.20

This version is updated to incorporate SIP-T48G, SIP-T46G, SIP-T42G and SIP-T41P IP phones. Documentations of the newly released SIP-T27P and SIP-T21(P) E2 IP phones have also been added.

Major updates have occurred to the following sections:

- [LED Instructions](#) on page 2
- [Simultaneous Ring Personal](#) on page 22
- [Line ID Blocking](#) on page 24
- [Anonymous Call Rejection](#) on page 25
- [BroadWorks Anywhere](#) on page 26
- [Remote Office](#) on page 28
- [Automatic Call Distribution](#) on page 91

Changes for Release 80, Guide Version 80.6

Documentations of the newly released SIP-T29G IP phones have also been added.

The following section is new:

- [BroadCloud Features](#) on page 8

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Overview

Icon Instructions

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



Line Icon			Agent Status
SIP-T42G/T41P/T40P/T27P/T23P /T23G/T21(P) E2/T19(P) E2/CP860	SIP-T46G/T29G	SIP VP-T49G/SIPT48G	
			SignOut
			SignIn, Available
 and x			SignIn, Unavailable
			Wrap up









The presence icons and the corresponding statuses for SIP-T46G/T29G IP phones are listed as below:

Presence Icon	Presence Status
	Available
	Busy
	Away
	Offline

The line icons (associated with a shared line) and the corresponding statuses for SIP VP-T49G/SIPT48G IP phones are listed as below:

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.

Icon	Description
	The shared line is idle.
 (for monitoring SCA phone)	The shared line is seized.

Icon	Description
 (Flash)	The shared line receives an incoming call.
 (Flash)	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)	The shared line conversation is placed on private hold.
	The shared line conversation is barged in by the other shared line party.
	For a multi-party call, all the shared line parties participating in this call place the shared line conversation on hold.

LED Instructions

Line key LED (associated with a private line, not applicable to SIP-T19(P) E2 and CP860 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 and CP860 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.
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 VP-T49G, SIP-T19(P) E2 and CP860 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 VP-T49G, SIP-T19(P) E2 and CP860 IP phones.)

LED Status	Description
Fast flashing red (200ms)	The monitored user receives an incoming call.
Solid red	The monitored user is dialing.

LED Status	Description
	The monitored user is talking. The monitored user's conversation is placed on hold (This LED status requires server support).
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 VP-T49G, SIP-T19(P) E2 and CP860 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 VP-T49G, SIP-T19(P) E2 and CP860 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 and CP860 IP phones.)

LED Status	Description
Solid green	The ACD state is available.
Slow flashing green	The ACD state is unavailable.

LED Status	Description
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 to access the phone user interface. The "Advanced Settings" option is only accessible to an administrator and the default administrator password is "admin" (case-sensitive).

Web User Interface

In addition to the phone user interface, you can also customize your IP phone via 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. 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](#)
- [Extended 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](#)
- [Sequential Ring](#)
- [Call Transfer](#)
- [Network Conference](#)
- [Feature Key Synchronization](#)
- [Call Pickup](#)
- [Meet-Me Conference](#)
- [Busy Lamp Field List](#)
- [Shared Call Appearance](#)
- [Voice Messaging](#)
- [Automatic Call Distribution](#)
- [Hoteling](#)

To use the features above on Yealink IP phones, check BroadSoft active feature is enabled, and the SIP server type is set to BroadSoft. Contact your system administrator

for more information.

BroadCloud Features

BroadCloud is a set of services hosted and managed by BroadSoft. The following three BroadCloud features are available on Yealink SIP VP-T49G/SIP-T48G/T46G/T29G IP phones:

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

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

To view BroadCloud features on SIP VP-T49G/SIP-T48G/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>.

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

1. Click on **Directory->Network Directory**.
2. Enter the user name and password in the **UC Username** and **UC Password** fields respectively.

The screenshot shows the Yealink T29G web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features', 'Settings', 'Directory', and 'Security'. The 'Directory' tab is selected. On the left sidebar, 'Network Directory' is highlighted. The main content area is titled 'XSI' and contains the following configuration fields:

- Allow SIP Authentication for XSI: Disabled
- Host Server: [Empty field]
- Port: 80
- XSI Server Type: http
- User ID: [Empty field]
- Password: [Masked field]
- UC Username: abc@demo.bc.im (highlighted with a red box)
- UC Password: [Masked field] (highlighted with a red box)

Below these fields is a 'Network Directory' section with a table:

Type	Enabled	Display Name
Group	Enabled	Group
Enterprise	Enabled	Enterprise

On the right side, there is a 'NOTE' section with the following text:

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

Network 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

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

Note

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

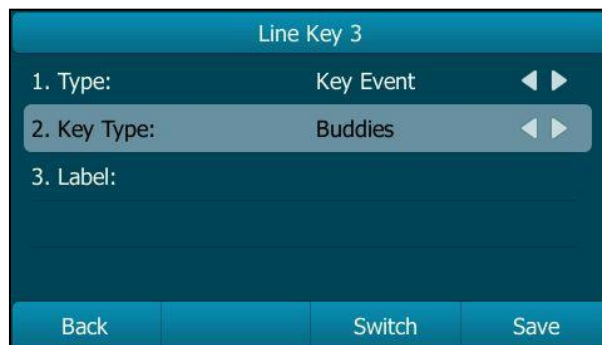
Before using BroadCloud features, make sure you correctly configure the BroadCloud settings on the IP phone. In addition, make sure you enable UC feature on the IP phone. The UC feature can be enabled using the configuration file only. For more information, refer to [Yealink IP Phones Deployment Guide 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:

- Press **Menu->Features->DSS Keys** and select the desired line key, or long press the desired line key.
- Press ◀ or ▶, or the **Switch** soft key to select **Key Event** from the **Type** field.
- Press ◀ or ▶, or the **Switch** soft key to select **Buddies** 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.

You can also configure a DSS key (line key or programable key) as a Buddies key via web user interface at the path: **DSSKey**.

To view buddies via phone user interface:

- Press **Menu->Directory->Buddies->All Buddies** or a Buddies key.

Buddies appear in groups. Buddies appear under All 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.



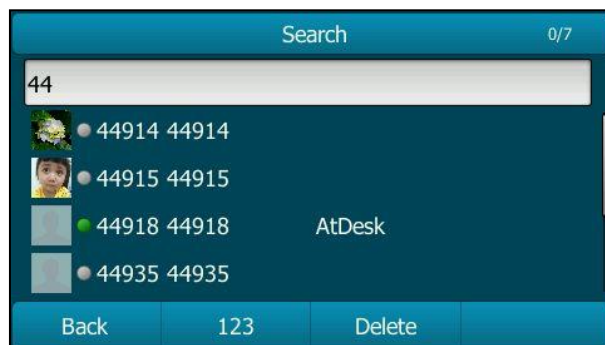
To place a call from the buddy directory:

1. Press **Menu->Directory->Buddies->All Buddies** or a Buddies key.
2. Press  or  to switch between existing groups.
3. Press  or  to select the desired buddy.
4. 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.
Press  or  to select the desired number.
Press the **Send** soft key to dial out the number.

To search for a buddy in the buddy directory:

1. Press **Menu->Directory->Buddies->All Buddies** or a Buddies key.
2. Press  or  to switch between existing groups.


- 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.

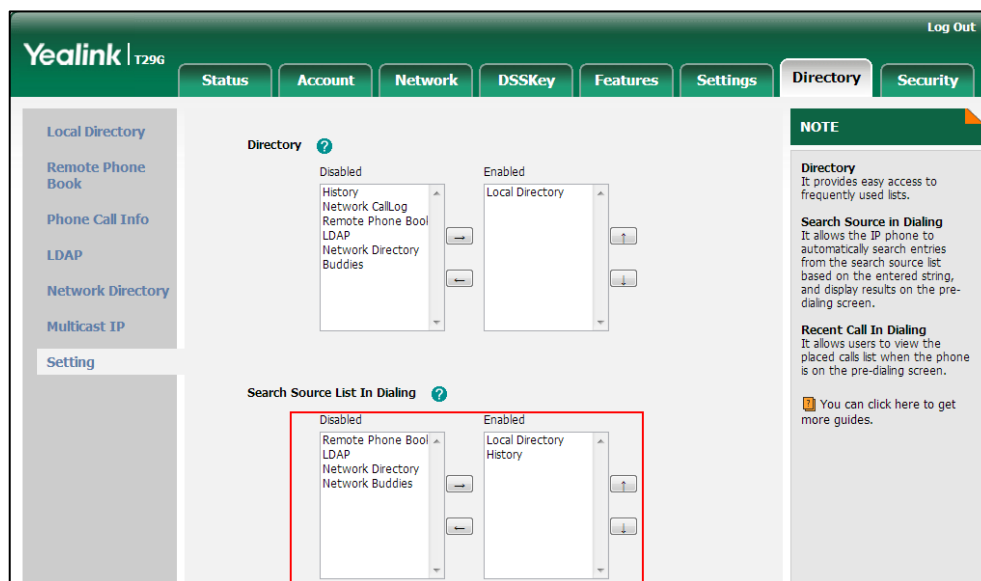
To enable search source list in dialing for Network Buddies via web user interface:

- Click on **Directory->Setting**.
- In the **Search Source List In Dialing** block, select **Network Buddies** from the **Disabled** column and then click .

The **Network Buddies** appears in the **Enabled** column.

- (Optional.) To adjust the display order of search results, select **Network 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 Network Buddies:

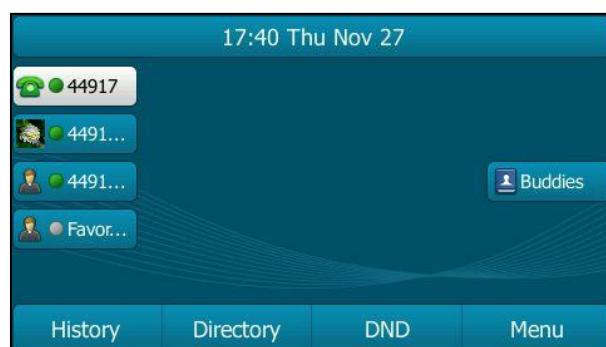
1. Pick up the handset, press the Speakerphone or the desired line key.
2. Enter a few continuous characters of the buddy name or continuous digits of the buddy number using the keypad.

The buddies in the search source of Network 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

You can enable Auto Favorite feature on the IP phone. It enables the IP phone to download information of favorites from the cloud server and automatically configure UC Favorite keys 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 Favorite keys manually, and then the downloaded information of favorites will be applied to these keys.

You can view your buddies marked as favorites in the Favorite list. You can access favorites by selecting Directory from the phone's main menu or pressing a Network Favorite 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.

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**.

The screenshot shows the Yealink T29G web interface. The 'Features' tab is selected, and the 'General Information' sub-tab is active. In the 'General Information' section, the 'Enable Auto Favorite' option is set to 'Enabled' and is highlighted with a red rectangle. Other settings include 'Call Waiting' (Enabled), 'Auto Redial' (Disabled), 'Auto Redial Interval' (10), 'Auto Redial Times' (10), 'Key As Send' (set to '#'), 'Reserve # in User Name' (Enabled), 'Hotline Number' (empty), 'Hotline Delay' (4), 'Busy Tone Delay' (0), 'Reboot in Talking' (Disabled), 'Hide Feature Access Codes' (Disabled), 'Display Method on Dialing' (User Name), and 'Auto Linekeys' (Disabled). A 'NOTE' section on the right explains the functionality of various features.

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

To configure a UC Favorite key via phone user interface:





1. Press **Menu->Features->DSS Keys** and select the desired line key, or long press the desired line key.
2. Press **Left Arrow** or **Right Arrow**, or the **Switch** soft key to select **UC Favorite** from the **Type** field.
3. Press **Left Arrow** or **Right Arrow**, or the **Switch** soft key to select the desired line from the **Account ID** field.

The screenshot shows the 'Line Key 4' configuration screen. It has two main fields: '1. Type:' with the value 'UC Favorite' and '2. Account ID:' with the value 'Line 1'. Each field has left and right navigation arrows. At the bottom, there are three soft keys: 'Back', 'Switch', and 'Save'.

4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

You can also configure a line key as a UC Favorite key via web user interface at the path: **DSSKey**.

To configure a Network Favorite key via phone user interface:

1. Press **Menu->Features->DSS Keys** and select the desired line key, or long press the desired line key.
2. Press  or  , or the **Switch** soft key to select **Key Event** from the **Type** field.
3. Press  or  , or the **Switch** soft key to 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 to accept the change or the **Back** soft key to cancel.



You can also configure a line key as a Network Favorite key via web user interface at the path: **DSSKey**.

To view favorites via phone user interface:

1. Press **Menu->Directory->Buddies->Favorite** or a Network Favorite key.

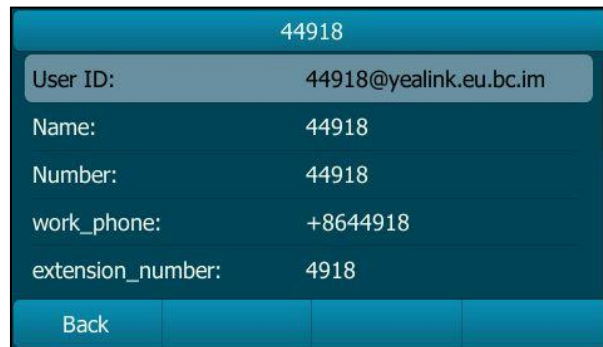
The favorites appear under Favourite list.



2. Press  or  to select the desired favorite.

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

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

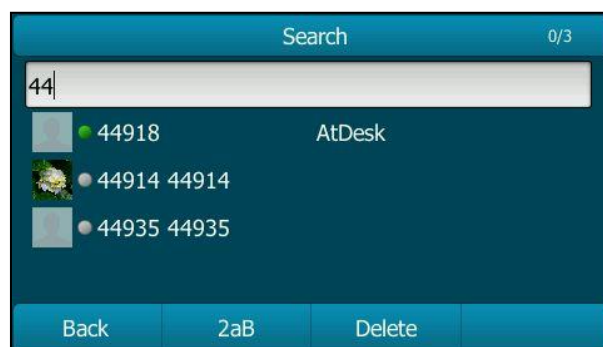


To place a call from the favorite list:

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

To search for a favorite in the Favorite list:

1. Press **Menu->Directory->Buddies->Favorite** or a Network Favorite 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 the presence status of each BroadTouch buddy on the IP phone. You can view your presence status on the idle LCD screen. You can also change your presence status on the IP phone. To change your presence status on the IP phone, 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.

To configure a My Status key via phone user interface:

1. Press **Menu->Features->DSS Keys** and select the desired line key, or long press the desired line key.
2. Press  or , or the **Switch** soft key to select **Key Event** from the **Type** field.
3. Press  or , or the **Switch** soft key to 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 to accept the change or the **Back** soft key to cancel.

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**.

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 to accept the change or the **Back** soft key to cancel.

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 BroadTouch Buddies:

1. Press **Menu->Directory->Buddies->All Buddies** or a Buddies key.

In the example below, 44918 is available and 44914 is offline. For more information on presence icons, refer to [Icon Instructions](#) on page 1.



When a buddy is available, you can place a call to him/her directly. When a buddy is busy or away, you can send IM to him/her on the BroadTouch Business Communicator (BTBC) client. When a buddy is offline, we advise you to send an email to him/her.

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

The SIP VP-T49G/SIP-T48G/T46G/T42G/T41P/T40P/T29G/T27P/T23P/T23G/T21(P) E2/T19(P) E2

IP and CP860 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. The following provides detailed information on how to use these two authentication methods on the SIP-T23G IP phone running firmware version 80.

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:

- Click on **Directory->Network Directory**.
- 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.
- 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.
- Enter the values of parameters: host server, port and user ID in the corresponding fields.

Yealink T236 Log Out

Directory | Status | Account | Network | DSSKey | Features | Settings | Security

Local Directory
Remote Phone Book
Phone Call Info
LDAP
Network Directory
Multicast IP
Setting

XSI

Allow SIP Authentication for XSI: Enabled

Host Server: xsp.yealink.com

Port: 80

XSI Server Type: http

User ID: 4609@yealink.pbx.com

Network Directory

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

Custom Directory

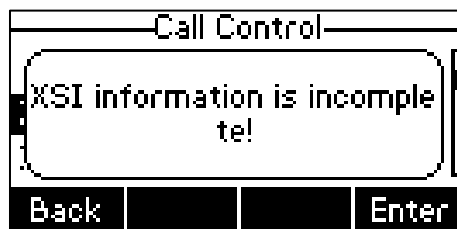
Enable Custom Directory: Disabled

NOTE
XSI
The Xtended Services Interface (XSI) is an HTTP-based, RESTful 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.
Network 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.

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

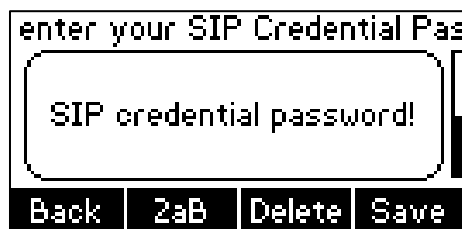
After the XSI is configured, the IP phone will send the credentials to the server for authentication when you click **Confirm** on the above figure or reboot it. If the authentication fails or the server does not respond, the LCD screen will prompt the error message when you access interoperability features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

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

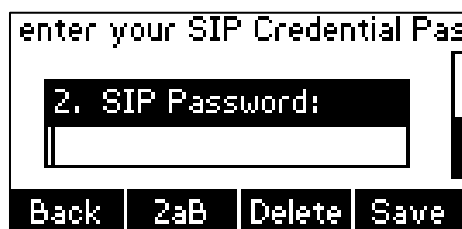


It indicates that XSI information is incomplete, you need to check whether the three required fields (register name of the SIP account, host server and XSI user ID) have been filled.

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



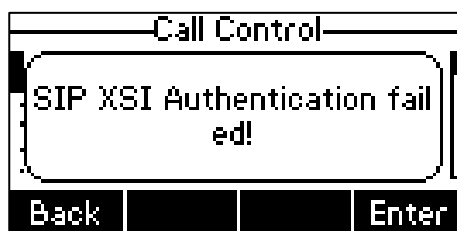
It indicates that the configured SIP password is not valid. The error message will disappear in 2 seconds and the LCD screen will prompt for a password:



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 check the valid password with your system administrator first. Too many failed authentication attempts may lead to XSI account 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 4609@pbx.yealink.com, the SIP register name of the first line must be configured with BroadSoft user 4609.

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 **Directory->Network Directory**.
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.

- Enter the values of parameters: host server, port, user ID and password in the corresponding fields.

Yealink T236 | Log Out

Status Account Network DSSKey Features Settings **Directory** Security

Local Directory
Remote Phone Book
Phone Call Info
LDAP
Network Directory
Multicast IP
Setting

XSI

Allow SIP Authentication for XSI: Disabled

Host Server: xsp.yealink.com

Port: 80

XSI Server Type: http

User ID: 4609@yealink.pbx.com

Password: *****

Network Directory

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

Custom Directory

NOTE

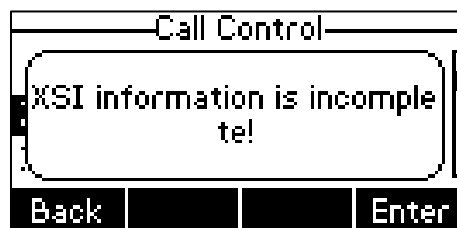
XSI
The Xtended Services Interface (XSI) is an HTTP-based, RESTful Application Programming Interface (API) available over BroadWorks, targeted to end-user functionalities such as call control, call log lists, directories, and end-user service configurations.

Network 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.

- 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:

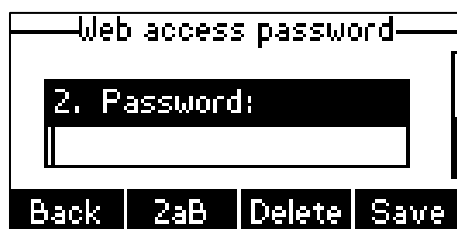


It indicates that XSI information is incomplete, you need to check whether the required fields (host server of the XSI and XSI user ID) have been filled.

- 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 check the valid password with your system administrator first. Too many failed authentication attempts may lead to account locked.

Note

Please 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](#) on page 17.

To configure simultaneous ring personal via phone user interface:

1. Press **Menu->Call Control->Simultaneous Ring Personal**.
2. Press  or  to select the desired account and then press the **Enter** soft key.
3. Press  or  to select **On** from the **Status** field.
4. Press the **Add** soft key to add the desired phone number.

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

6. Press or , or the **Switch** soft key to 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 accept the change.

To edit a simultaneous ring personal phone number via phone user interface:

1. Press **Menu->Call Control->Simultaneous Ring Personal**.
2. Press or to select the desired account and then press the **Enter** soft key.
3. Press or to select the desired phone number.
4. Press the **Option** soft key, and then press the **Edit** soft key.
5. Press or to highlight the desire information and then edit.

6. Press the **Save** soft key to accept change or the **Back** soft key to cancel.

To delete a simultaneous ring personal phone number via phone user interface:

1. Press **Menu->Call Control->Simultaneous Ring Personal**.
2. Press or to select the desired account and then press the **Enter** soft key.
3. Press or to select the desired phone number.
4. Press the **Option** soft key, and then press the **Delete** soft key.

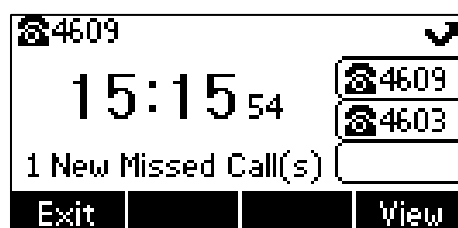
The following prompt will appear on the LCD screen of the IP phone:

- Press the **OK** soft key to confirm the deleting or the **Cancel** soft key to cancel.
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, 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.

Note

Answer confirmation feature is configurable on the BroadWorks server only. For more information, please contact your system administrator.

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

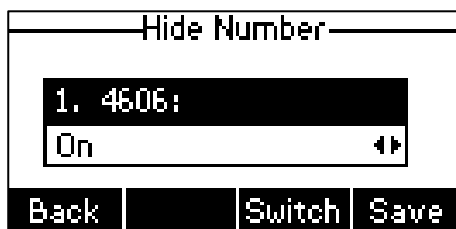
Before configuring line ID blocking feature, make sure you have correctly configured XSI. For more information on XSI, refer to [Xtended Services Interface](#) on page 17.

Line ID Blocking feature is not applicable to calls between the same group users.

To configure line ID blocking feature via phone user interface:

- Press **Menu->Call Control->Hide Number**.
- Press  or  to select the desired account and then press the **Enter** soft key.

3. Press  or  , or the **Switch** soft key to select **On**.



4. Press the **Save** soft key to accept change or the **Back** soft key to cancel.

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:

- 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

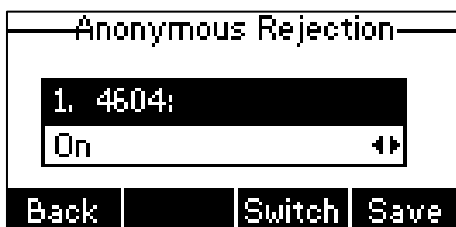
You can use anonymous call rejection feature to reject incoming calls from anonymous callers. Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities and numbers from showing up.

Note

Before configuring anonymous call rejection feature, make sure you have correctly configured XSI. For more information on XSI, refer to [Xtended Services Interface](#) on page 17.

To configure anonymous call rejection feature via phone user interface:

- Press **Menu->Call Control->Anonymous Rejection**.
- Press  or  to select the desired account and then press the **Enter** soft key.
- Press  or  , or the **Switch** soft key to select **On**.



4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

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](#) on page 17.

Configuring BroadWorks Anywhere Feature on the IP Phone





To add a BroadWorks anywhere location via phone user interface:



1. Press **Menu->Call Control->Anywhere**.
2. Press  or  to select the desired 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 phone number in the **Phone Number** field.



6. Press the **Save** soft key to accept change or the **Back** soft key to cancel.

To edit a BroadWorks anywhere location via phone user interface:





1. Press **Menu->Call Control->Anywhere**.
2. Press  or  to select the desired account and then press the **Enter** soft key.
3. Press  or  to select the desired BroadWorks anywhere location.
4. Press the **Option** soft key, and then press the **Edit** soft key.

- Press  or  to highlight the location information and then edit.
The phone number cannot be edited.



- Press the **Save** soft key to accept change or the **Back** soft key to cancel.

To delete a BroadWorks anywhere location via phone user interface:

- Press **Menu->Call Control->Anywhere**.
- Press  or  to select the desired account and then press the **Enter** soft key.
- Press  or  to select the desired BroadWorks anywhere location.
- 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:



- Press the **OK** soft key to confirm the deleting or the **Cancel** soft key to cancel.

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:

- 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

Please contact your system administrator for the anywhere portal number and password.

Remote Office





Remote office feature allows you to use an off-site phone, for example, your home phone, your mobile phone or even a hotel phone, as your business phone. When remote office feature is enabled, all incoming calls to your IP phone are forwarded to the remote phone number.

Note

Before configuring remote office feature, make sure you have correctly configured XSI. For more information on XSI, refer to [Xtended Services Interface](#) on page 17.

Configuring Remote Office Feature on the IP Phone

To configure remote office feature via phone user interface:

1. Press **Menu->Call Control->Remote Office**.
2. Press  or  to select the desired account and then press the **Enter** soft key.
3. Press  or , or the **Switch** soft key to select **On** from the **Status** field.

4. Enter the remote phone number in the **Phone Number** field.

5. Press the **Save** soft key to accept change or the **Back** soft key to cancel.

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.

Configuring BroadSoft Directory Feature on the IP Phone

To configure BroadSoft directory feature via web user interface:

1. Click on **Directory->Network Directory**.
2. Select the desired value from the pull-down list of **Enable**.
3. Enter the desired value in the **Display Name** field.

- 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 T236 web interface. The 'Directory' tab is selected. Under 'XSI', 'Allow SIP Authentication for XSI' is set to 'Disabled'. The 'Network Directory' section shows a table with columns 'Type', 'Enabled', and 'Display Name'. The 'Custom Directory' section shows 'Enable Custom Directory' set to 'Enabled'. A message box at the bottom of the Custom Directory section says 'Please click Confirm to load custom directories.'

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

Custom Directory

Enable Custom Directory: Enabled

Please click Confirm to load custom directories.

- Click **Confirm** to accept the change.
If the custom directory is enabled, the customer directory created on the BroadWorks server is shown in the gray area under the **Enable Custom Directory** field.

The screenshot shows the Yealink T236 web interface. The 'Directory' tab is selected. Under 'XSI', 'Allow SIP Authentication for XSI' is set to 'Enabled'. The 'Network Directory' section shows a table with columns 'Type', 'Enabled', and 'Display Name'. The 'Custom Directory' section shows 'Enable Custom Directory' set to 'Enabled'. Below the dropdown, a custom directory named 'Directory1' is listed with a checkmark in the 'Enabled' column.

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

Custom Directory

Enable Custom Directory: Enabled

Directory1

Note Before using BroadSoft directory feature, make sure you have correctly configured XSI. For more information on XSI, refer to [Xtended Services Interface](#) on page 17.

Using BroadSoft Directory Feature on the IP Phone

To access the BroadSoft directory via phone user interface:

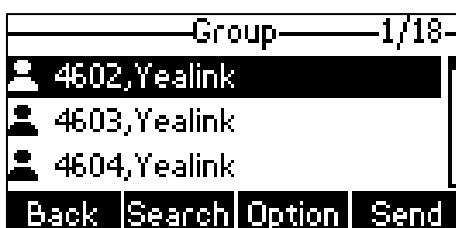
1. Press the **Dir** soft key or **Menu->Directory->Network Directory**.

The IP phone LCD screen displays a list of directories.



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

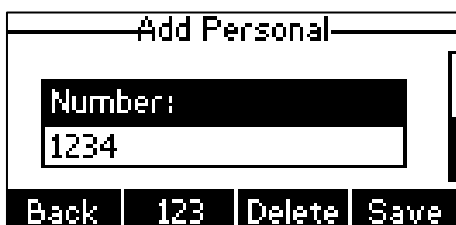
The IP phone connects to load the directory, and then displays contacts of this directory on the LCD screen.



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

To add a contact to the BroadSoft personal directory manually:

1. Press the **Dir** soft key or **Menu->Directory->Network Directory**.
2. Select the desired directory item, and then press the **Enter** soft key.
3. Press the **Option** soft key, and then select **Add**.
4. Enter the name and number in the corresponding fields.

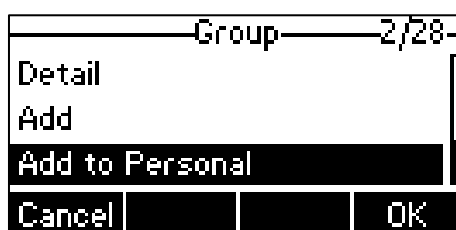


5. Press the **Save** soft key to add the contact to the BroadSoft personal directory.

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

1. Press the **Dir** soft key or **Menu->Directory->Network Directory**.
2. Select the desired directory item, and then press the **Enter** soft key.
3. Press **▲** or **▼** to highlight the desired contact.

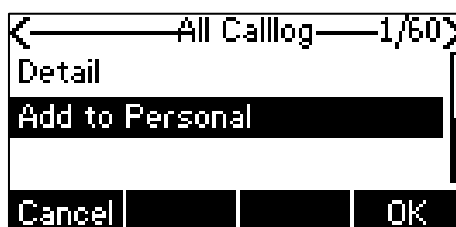
4. Press the **Option** soft key, and then select **Add to Personal**.



5. Press the **Save** soft key to save the contact to the BroadSoft personal directory.

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

1. Press the **History** soft key or press **Menu->History->Network CallLog**.
2. Press **◀** or **▶** to select the desired call log list.
3. Press **▲** or **▼** to highlight the desired call log entry.
4. Press the **Option** soft key, and then select **Add to Personal**.



5. Press the **Save** soft key to save the contact to the BroadSoft personal directory.

For more information on BroadSoft call log, refer to [BroadSoft Call Log](#) on page 33.

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:

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

To search for a contact in the BroadSoft directory:

1. Press the **Dir** soft key or **Menu->Directory->Network Directory**.
2. Select the desired directory item, and then press the **Enter** soft key to load the directory.
3. Press the **Search** soft key.

- Enter a few continuous characters of the contact name or continuous digits of the contact number using the keypad.

Search Directory

First Name:

Back 2aB Delete Search

- 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.

Configuring BroadSoft Call Log Feature on the IP Phone

To configure BroadSoft call log feature via web user interface:

- Click on **Directory->Network Directory**.
- Select the desired value from the pull-down list of **Network Call Log**.

Yealink | T236

Log Out

Status Account Network DSSKey Features Settings Directory Security

Local Directory

Remote Phone Book

Phone Call Info

LDAP

Network Directory

Multicast IP

Setting

XSI

Allow SIP Authentication for XSI: Enabled

Host Server: xsp.yealink.com

Port: 80

XSI Server Type: http

User ID: 4608@pbx.yealink.com

Network Directory

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

Custom Directory

Enable Custom Directory: Enabled

Please click Confirm to load custom directories.

Call Log

Network Call Log: Enabled

Confirm Cancel

NOTE

XSI
The Xtended Services Interface (XSI) is an HTTP-based, RESTful 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.

Network 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.

You can click here to get more guides.

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

Note

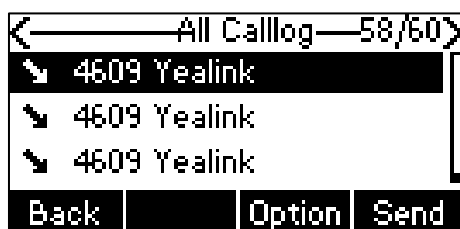
Before using BroadSoft call log feature, make sure you have correctly configured XSI. For more information on XSI, refer to [Extended Services Interface](#) on page 17.

Using BroadSoft Call Log Feature on the IP Phone

To access the broadsoft call log via phone user interface:

1. Press the **History** soft key or press **Menu->History->Network CallLog**.
2. Press ◀ or ▶ to select the 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. Press the **History** soft key or press **Menu->History->Network CallLog**.
2. Press ◀ or ▶ to select the desired call log list
3. Press ▲ or ▼ to 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. Press the **History** soft key or press **Menu->History->Network CallLog**.
2. Press ◀ or ▶ to select the desired call log list
3. Press ▲ or ▼ to 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, contact your system administrator for more information.

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).

Configuring Call Park Feature on the IP Phone

You can configure call park feature under the following mode:

- FAC mode
- XSI mode

Call Park Feature via FAC Mode

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

Note

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

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

Configuring call park feature via the FAC mode

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 pre-dialing screen.

- Enter the call park code in the **Call Park Code** field.

The configured call park code will apply to the Park soft key and the call park key.

The screenshot shows the Yealink T236 web interface. The 'Features' tab is selected, and the 'Call Pickup' section is expanded. Under 'Call Park', the following settings are visible:

- Call Park Mode: FAC (selected)
- Call Park: Enabled (selected)
- Call Park Code: *68
- Group Call Park: Disabled (selected)
- Group Call Park Code: (empty)

A red box highlights the 'Call Park Mode', 'Call Park', and 'Call Park Code' fields. A 'NOTE' section on the right provides additional information about the features.

- 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:

- Click on **Features->Call Pickup**.
- Select **FAC** from the pull-down list of **Call Park Mode**.
- 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 pre-dialing screen.

- Enter the group call park code in the **Group Call Park Code** field.

The screenshot shows the Yealink T236 web interface. The 'Features' tab is selected, and the 'Call Pickup' section is expanded. Under 'Call Park', the following settings are visible:

- Call Park Mode: FAC (selected)
- Call Park: Disabled (selected)
- Call Park Code: (empty)
- Group Call Park: Enabled (selected)
- Group Call Park Code: #58

A red box highlights the 'Call Park Mode', 'Call Park', and 'Group Call Park' fields. A 'NOTE' section on the right provides additional information about the features.

- 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:

- Click on **Features->Call Pickup**.
- Select **FAC** from the pull-down list of **Call Park Mode**.
- Enter the park retrieve code in the **Park Retrieve Code** field.

The configured park retrieve code will apply to the Retrieve soft key and the park retrieve key.

The screenshot shows the 'Call Pickup' configuration page for a Yealink T236 phone. The 'Call Park Mode' is set to 'FAC' and the 'Park Retrieve Code' is set to '*68'. A red box highlights these two fields. The interface includes a sidebar with navigation options like Forward&DND, General Information, Audio, Intercom, Transfer, Call Pickup, Remote Control, Phone Lock, ACD, SMS, Action URL, Power LED, and Notification Popups. The top navigation bar includes Status, Account, Network, DSSKey, Features, Settings, Directory, and Security. A 'Log Out' button is in the top right corner. A 'NOTE' section on the right provides additional information about Directed Call Pickup, Visual Alert for BLF Pickup, and Audio Alert for BLF Pickup.

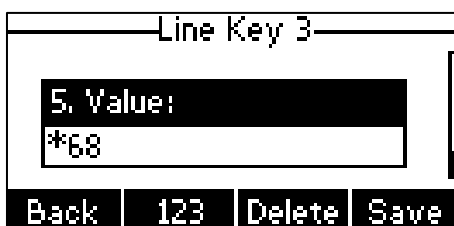
- Click **Confirm** to accept the change.

Configuring a call park key and park retrieve key

To configure a call park key via phone user interface (not applicable to SIP-T19(P) E2 and CP860 IP phones):





- Press **Menu->Features->DSS Keys**.
- Select the desired DSS key.
- Press **◀** or **▶**, or the **Switch** soft key to select **Key Event** from the **Type** field.
- Press **◀** or **▶**, or the **Switch** soft key to select **Call Park** from the **Key Type** field.
- Press **◀** or **▶**, or the **Switch** soft key to select the desired account from the **Account ID** field.
- (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
- Enter the call park code in the **Value** field.

If the call park code has been configured for the Park soft key, you don't need to configure it for the call park key.

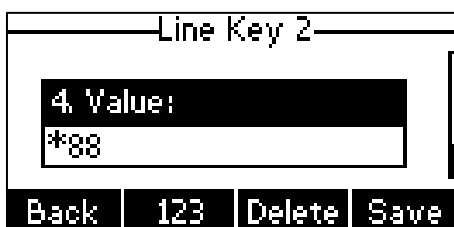


8. Press the **Save** soft key to accept the change.

To configure a retrieve park key via phone user interface (not applicable to SIP-T19(P) E2 and CP860 IP phones):

1. Press **Menu->Features->DSS Keys**.
2. Select the desired DSS key.
3. Press  or , or the **Switch** soft key to select **Retrieve Park** from the **Type** field.
4. Press  or , or the **Switch** soft key to select the desired account from the **Account ID** field.
5. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
6. Enter the retrieve park code in the **Value** field.

If the park retrieve code has been configured for the Retrieve soft key, you don't need to configure it for the retrieve park key.



7. Press the **Save** soft key to accept the change.

Call Park Feature via 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](#) on page 17. In the XSI mode, call park and park retrieve can be performed via the DSS keys.

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

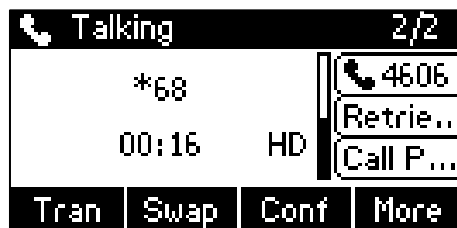
This section details how to park a call or retrieve a parked call when the call park feature or the call park key (or the retrieve park key) is configured for the FAC mode.

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) or the call park key (If configured).

The phone will dial the configured call park code (default: *68) shown as below:



If 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](#) on page 44.

2. Do one of the following:

- Follow the voice prompt to enter an extension where you want to park the call.



Press  or .


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 parking phone plays a warning tone and LCD screen displays the parked information for reference as below (if visual alert for parked call and audio alert for parked call features are enabled on the phone):



The parking phone will beep softly every few seconds to remind you of a parked call when it is in the Call Park screen (if audio alert for parked call feature is enabled on the phone).

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

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

- Press .

The call is parked against the local extension.

Group Call Park

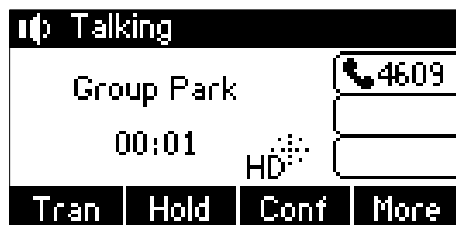
To park a call:

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 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:



For more information, refer to [Hide Feature Access Codes](#) on page 44.

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

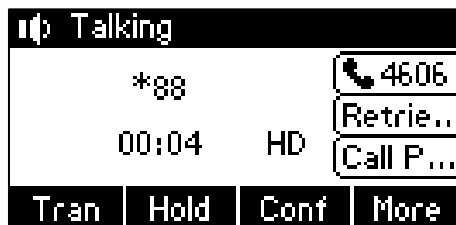
Call Retrieve

To retrieve the parked call:

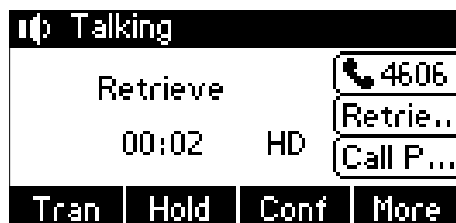
Do one of the following:

- Press the **Retrieve** soft key on the parking phone.





The phone will dial the configured park retrieve code (default: *88) and the Retrieve screen appears as below:



If 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](#) on page 44.

- Press the retrieve park key on the IP phone (If configured).
Follow the voice prompt to enter the parking extension and press  or .
- Dial the call park retrieve FAC (default: *88) followed by the parking extension on any phone.
Follow the voice prompt to enter the parking extension and press  or .

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.

Call Park Feature via XSI Mode

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

Call Park

To park a call:

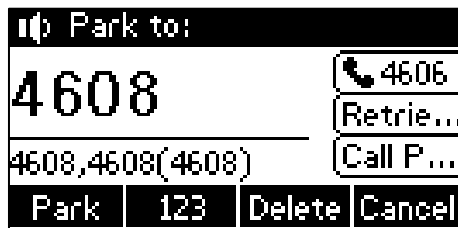
1. During a call, press the **Park** soft key (You may need to press the **More** soft key to see the **Park** soft key) or the call park key (If configured).

The Park to screen appears as below:



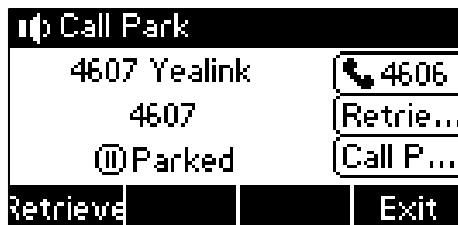
2. Do one of the following:

- Enter the extension where you want to park the call.



Press 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 parking phone plays a warning tone and LCD screen displays the parked information for reference as below (if visual alert for parked call and audio alert for parked call features are enabled on the phone):



The parking phone will beep softly every few seconds to remind you of a parked call when it is in the Call Park screen (if audio alert for parked call feature is enabled on the phone).

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

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

- Press .

The call is parked against the local extension.

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:

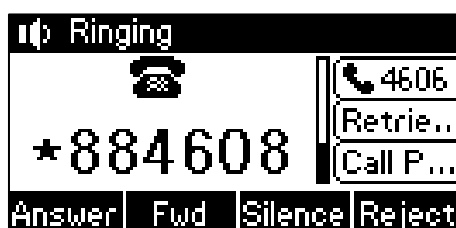
Do one of the following:

- Press the **Retrieve** soft key on the parking phone.
- Dial out the call park retrieve FAC (default: *88) followed by the parking extension on any phone.
- Press the retrieve park key on the IP phone (If configured).

The Retrieve Park screen appears as below:



Enter the parking extension and press , , or **Retrieve** soft key. The phone will dial the park retrieve code followed by the parking extension.



Press  or **Answer** soft key.

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 shows the Yealink T23G web interface. The 'Features' tab is selected, and the 'General Information' sub-tab is active. In the 'General Information' section, the 'Hide Feature Access Codes' dropdown menu is highlighted with a red box and is set to 'Enabled'. Other settings visible 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' (empty), 'Hotline Delay' (4), 'Busy Tone Delay' (0), 'BLF LED Mode' (0), 'Auto-Logout Time' (5), 'Display Method on Dialing' (User Name), and 'Auto Linekeys' (Disabled). A 'NOTE' section on the right provides additional information about various features like Call Waiting, Auto Redial, Key As Send, Hotline, and Call Completion.



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

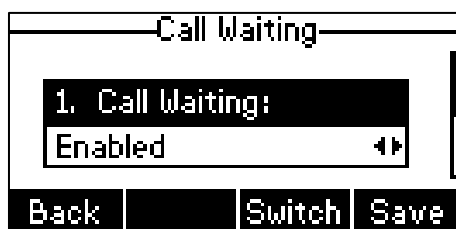
Call Waiting



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.

To configure call waiting via phone user interface:

1. Press **Menu->Features->Call Waiting**.

- Press  or  , or the **Switch** soft key to select the desired value from the **Call Waiting** field.



- Press  or  , or the **Switch** soft key to select the desired value from the **Play Tone** field.
- Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

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

Note

To enable call waiting feature, ensure the server-side call waiting feature for the registered user is enabled.

Do Not Disturb

You can use Do Not Disturb (DND) feature to reject all incoming calls automatically. You can enable/disable DND for the phone system, or you can customize DND for each or all accounts. Two DND modes:

- Phone** (default): DND is effective for the phone system.
- Custom**: DND can be configured for each or all accounts

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

Note

SIP-T19(P) E2 and CP860 IP phones only support phone mode due to having only one account.

To configure the DND mode via web user interface (not applicable to SIP-T19(P) E2 and CP860 IP phones):

- Click on **Features->Forward&DND**.

- In the **DND** block, mark the desired radio box in the **Mode** field.

The screenshot shows the Yealink T236 web interface. The 'Forward' configuration page is displayed. The 'DND' section is highlighted with a red box, showing the 'Mode' field with 'Phone' selected. The 'Forward' section includes fields for 'Forward Emergency', 'Forward Authorized Numbers', 'Mode', 'Account', 'Always Forward', 'Busy Forward', 'No Answer Forward', and 'DND'.

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

To configure a DND key via phone user interface (not applicable to SIP-T19(P) E2 and CP860 IP phones):

- Press **Menu->Features->DSS Keys** and select the desired DSS key, or long press the desired DSS key.
- Press **◀** or **▶**, or the **Switch** soft key to select **Key Event** from the **Type** field.
- Press **◀** or **▶**, or the **Switch** soft key to select **DND** from the **Key Type** field.

The screenshot shows the phone's LCD screen. The 'Line Key 2' configuration menu is displayed. The '2. Key Type:' field is highlighted, and 'DND' is selected. The screen also shows 'Back', 'Switch', and 'Save' soft keys.

- (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.

To configure DND key via web user interface:

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

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

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			

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

- 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 **DND** icon on the status bar indicates that DND feature is enabled.

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, please contact your system administrator.

To activate DND for an account in custom mode (not applicable to SIP-T19(P) E2 and CP860 IP phones):



- Press the **DND** soft key or DND key when the IP phone is idle.
- Press **Up** or **Down** to select the desired account and then press the **Enter** soft key.
- Press **Left** or **Right** to select **Enabled**.

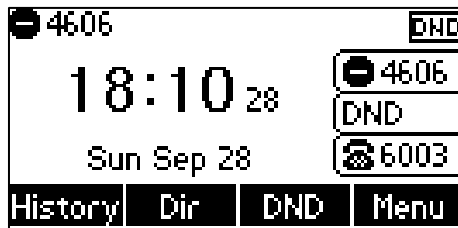
Custom DND



1. DND Enable:
 Enabled

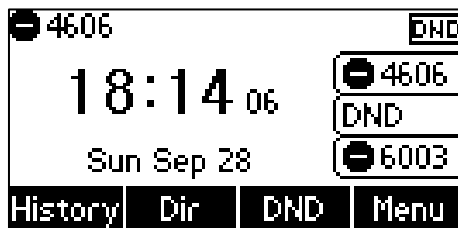
Back All Lines Switch Save

- Press the **Save** soft key to accept the change.

The DND key LED illuminates solid green. The  icon appears on the status bar. In addition, the associated line icon changes to .



You can also press the **All On** soft key to enable DND for all accounts. The  icon appears on the status bar. In addition, all line icons change to .



Note

To disable DND feature, ensure the server-side DND feature for the registered user is disabled.

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 enable/disable call forward for the phone system, or you can customize call forward for each or all accounts. Two call forward modes:

- **Phone** (default): Call forward is effective for the phone system.
- **Custom:** Call forward can be configured for each or all accounts.

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.

Note

SIP-T19 (P) E2 and CP860 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 and CP860 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 T236 web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features', 'Settings', 'Directory', and 'Security'. The 'Features' tab is selected. On the left sidebar, 'Forward&DND' is highlighted. The main content area is titled 'Forward' and contains several configuration fields: 'Forward Emergency' (Disabled), 'Forward Authorized Numbers' (empty), 'Mode' (Phone selected, Custom unselected), 'Account' (4608), 'Always Forward' (On unselected, Off selected), 'Busy Forward' (On unselected, Off selected), and 'No Answer Forward' (On unselected, Off selected). A 'NOTE' section on the right explains the 'Call Forward' and 'Do Not Disturb (DND)' features.

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



To configure call forward in phone mode via phone user interface:

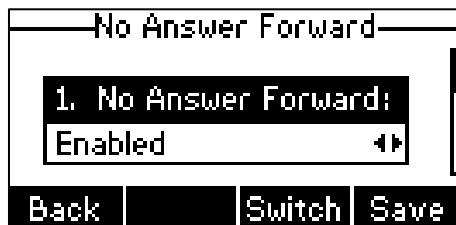
1. Press **Menu->Call Control->Call Forward**.
2. Select the desired call forward type and press the **Enter** soft key.
 - a) If you select **Always Forward**:
 - 1) Press **Left Arrow** or **Right Arrow**, or the **Switch** soft key to select **Enabled** from the **Always Forward** field.




The screenshot shows the 'Always Forward' screen on a phone's user interface. It displays '1. Always Forward:' with a dropdown menu showing 'Enabled'. At the bottom, there are three buttons: 'Back', 'Switch', and 'Save'.

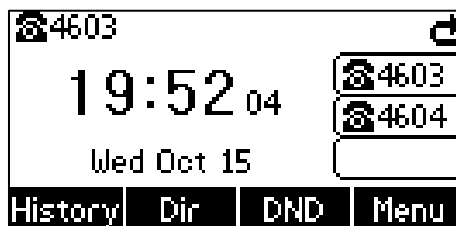
- 2) Enter the destination number you want to forward all incoming calls to in the **Forward to** field.
- b) If you select **Busy Forward**:
 - 1) Press **Left Arrow** or **Right Arrow**, or the **Switch** soft key to select **Enabled** from the **Busy Forward** field.

The screenshot shows the 'Busy Forward' screen on a phone's user interface. It displays '1. Busy Forward:' with a dropdown menu showing 'Enabled'. At the bottom, there are three buttons: 'Back', 'Switch', and 'Save'.

- 2) Enter the destination number you want to forward all incoming calls to when the IP phone is busy in the **Forward to** field.
- c) If you select **No Answer Forward**:
 - 1) Press  or  , or the **Switch** soft key to select **Enabled** from the **No Answer Forward** field.

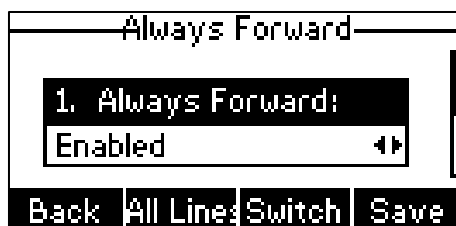


- 2) Enter the destination number you want to forward all unanswered incoming calls to in the **Forward to** field.
 - 3) Press  or  , or the **Switch** soft key to select the ring time to wait before forwarding in the **After Ring Time** field (The default ring time is 12 seconds).
3. Press the **Save** soft key to accept the change.
- The  icon on the status bar indicates call forward is enabled.

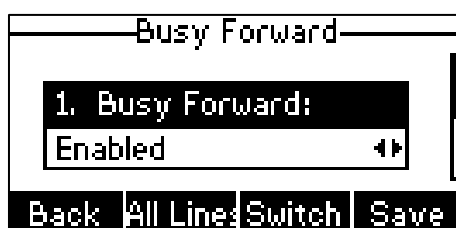


To configure call forward in custom mode via phone user interface (not applicable to SIP-T19(P) E2 and CP860 IP phones):

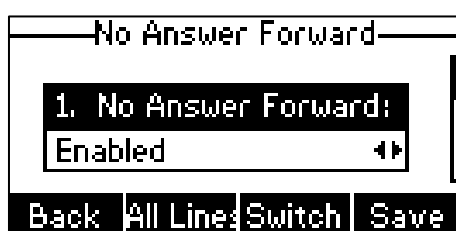
1. Press **Menu->Call Control->Call Forward**.
2. Select the desired account and then press the **Enter** soft key.
3. Select the desired call forward type and press the **Enter** soft key.
 - a) If you select **Always Forward**, the configurations for reference are shown as below:





- b) If you select **Busy Forward**, the configurations for reference are shown as below:

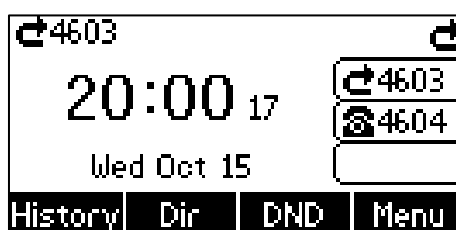


- c) If you select **No Answer Forward**, the configurations for reference are shown as below:

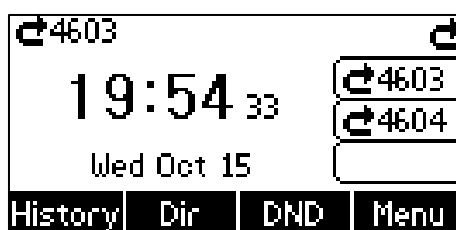


4. Press the **Save** soft key to accept the change.

The  icon appears on the status bar. In addition, the associated line icon changes to .



You can also press the **All Lines** soft key to enable call forward for all accounts. The IP phone LCD screen for reference is shown as below:



Note

To disable call forward feature, ensure the server-side call forward feature is disabled.

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

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.

- 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, please contact your system administrator.

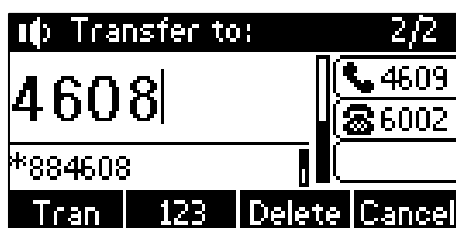
Call Transfer


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.





To perform a blind transfer:

- Press  or the **Tran** soft key during a call.
- Enter the number you want to transfer the call to.







- Press  or the **Tran** soft key to complete the transfer.

To perform a semi-attended transfer:

- Press  or the **Tran** soft key during a call.
- Enter the number you want to transfer the call to.
- Press  or  to dial out.
- Press  or the **Tran** soft key to complete the transfer when receiving ringback.

To perform an attended transfer:

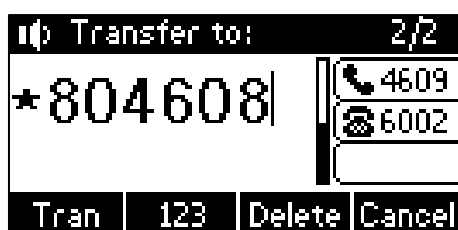
- Press  or the **Tran** soft key during a call.
- Enter the number you want to transfer the call to.
- Press  or  to dial out.
- After the party answers the call, press  or the **Tran** soft key to complete the transfer.

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

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, please 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.

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.



The screenshot shows the Yealink T236 web interface. The 'Account' tab is selected. In the 'Account' section, the 'Conference Type' dropdown is set to 'Network Conference' and the 'Conference URI' field contains 'Conference01@pbx.yealink.'. These two fields are highlighted with a red rectangle. Other fields include 'Keep Alive Type' (Default), 'Keep Alive Interval(Seconds)' (30), 'RPort' (Disabled), 'Subscribe Period(Seconds)' (1800), 'DTMF Type' (RFC2833), 'DTMF Info Type' (DTMF-Relay), 'SIP Registration Retry Timer(0~1800s)' (30), 'ACD Subscribe Period(120~3600s)' (3600), 'Early Media' (Disabled), 'SIP Server Type' (Default), 'Music Server URI', 'Directed Call Pickup Code', 'Group Call Pickup Code', '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), and 'Number of line key' (1). A 'NOTE' section on the right provides additional information about various features.

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

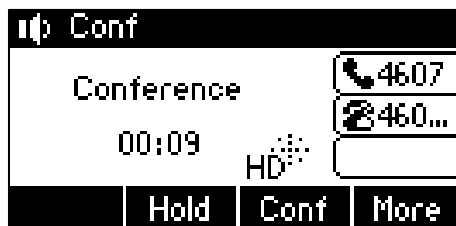
Note Please contact your system administrator for the conference URI.



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 **Conf** soft key to create a new call.
The active call is placed on hold.
3. Enter the number of the second party and press  ,  , or the **Send** soft key.

- When the second party answers the call, press the **Conf** soft key to add the second party to the conference.





- Press the **Conf** soft key to create a new call.
The conference is placed on hold.
- Enter the number of the new party and then press , , or the **Send** soft key.
- When the new party answers the call, press the **Conf** soft key to add the new party to the conference.
- Repeat steps 5 to 7 to add more parties.

To join two calls together into a conference call:

- Place a call to the first party.
- Press the line key to create a new call.
The active call is placed on hold.
- Enter the number of the second party and press , , or the **Send** soft key.
- When the second party answers the call, press the **Conf** 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.

- Press the line key to create a new call.
The conference call is placed on hold.
- Enter the number of the new party and then press , , or the **Send** soft key.
- When the new party answers the call, press the **Conf** soft key to add the new party to the conference.

To place the active conference call on hold:

- 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:

- The conference initiator presses the **EndCall** soft key.
If any other party in the conference call presses the **EndCall** soft key, the remaining parties are still connected.

Feature Key Synchronization

Feature key synchronization provides the capability to synchronize the status of the following features between the IP phone and the BroadWorks server:

- Do Not Disturb (DND)
- Call Forwarding Always (CFA)
- Call Forwarding Busy (CFB)
- Call Forwarding No Answer (CFNA)
- ACD state

Configuring Feature Key Synchronization on the IP Phone

To configure feature key synchronization via web user interface:

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

The screenshot shows the Yealink T236 web interface. The 'Features' tab is selected, and the 'General Information' section is expanded. The 'Feature Key Synchronization' dropdown menu is highlighted with a red box and is set to 'Enabled'. Other settings visible 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, Hotline Delay (4), Busy Tone Delay (0), Return Code When Refuse (486), Return Code When DND (480), Call Completion (Disabled), Time-Out for Dial-Now Rule (1), and RFC 2543 Hold (Disabled). A 'NOTE' section on the right provides details for Call Waiting, Auto Redial, Key As Send, Hotline, and Call Completion.

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

Using Feature Key Synchronization on the IP Phone

You can enable/disable DND/CFWD (call forward) feature in phone mode or in custom mode.

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

When you change the DND/CFWD status of the IP phone, the IP phone will notify the BroadWorks server of the status change and BroadWorks changes the DND/CFWD

status for the current user registered on the IP phone. Conversely, if you change a user's DND/CFWD status 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/CFWD status which applies to all users.

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

When you change a user's DND/CFWD status of the IP phone, the IP phone will notify the BroadWorks server of the status change and BroadWorks changes the DND/CFWD status for the user. Conversely, if you change a user's DND/CFWD 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/CFWD status for the user.

For the information on how to enable the DND, Call Forwarding Always (CFA), Call Forwarding Busy (CFB) and Call Forwarding No Answer (CFNA) features, refer to [Do Not Disturb](#) on page 46 and [Call Forward](#) on page 49.

For the information on how to use Feature Synchronized ACD, refer to [Automatic Call Distribution](#) on page 91.

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 you to pick up the incoming call on the specific extension. Group call pickup allows you to pick up incoming calls from extensions in the predefined group. Directed Call Pickup with Barge-in (DPUBI) allows you to pick up an incoming call or barge in a call. Barge-in exempt allows you to block barge-in attempts from other users with DPUBI.

You can pick up an incoming call by using the **DPickup/GPickup** soft key. DPUBI is accomplished by dialing the FAC followed by an extension.

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.

Yealink | T236 Log Out

Status Account Network DSSKey **Features** Settings Directory Security

Forward&DND
General Information
Audio
Intercom
Transfer
Call Pickup
Remote Control
Phone Lock
ACD
SMS
Action URL

Call Pickup

Directed Call Pickup Enabled

Directed Call Pickup Code *97

Group Call Pickup Disabled

Group Call Pickup Code

Visual Alert for BLF Pickup Disabled

Audio Alert for BLF Pickup Disabled

Call Park

Call Park Mode XSI

Call Park Disabled

Group Call Park Disabled

Visual Alert for Parked Call Disabled

Audio Alert for Parked Call Disabled

Confirm Cancel

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.

- 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 code in the **Directed Call Pickup Code** field.

Yealink | T236 Log Out

Status **Account** Network DSSKey Features Settings Directory Security

Register
Basic
Codec
Advanced

Account Account 1

Keep Alive Type Default

Keep Alive Interval(Seconds) 30

RPort Disabled

Subscribe Period(Seconds) 1800

DTMF Type RFC2833

DTMF Info Type DTMF-Relay

SIP Registration Retry Timer(0~1800s) 30

Conference Type Network Conference

Conference URI Conference01@pbx.yealink.

ACD Subscribe Period(120~3600s) 3600

Early Media Disabled

SIP Server Type Default

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

Number of line key 1

Confirm Cancel

NOTE

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.

VQ-RTPCXR
The VQ-RTPCXR mechanism, compliant with RFC 6035, sends the service quality metric reports contained in SIP PUBLISH messages to the central report collector.

You can click here to get more guides.

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

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

The screenshot shows the Yealink T236 web interface. The 'Features' tab is selected, and the 'Call Pickup' sub-tab is active. In the 'Call Pickup' section, the 'Group Call Pickup' dropdown is set to 'Enabled' and the 'Group Call Pickup Code' is set to '*98'. These two fields are highlighted with a red rectangle. Below this, the 'Call Park' section is visible with various settings like 'Call Park Mode' (XS1), 'Call Park' (Disabled), 'Group Call Park' (Disabled), 'Visual Alert for Parked Call' (Disabled), and 'Audio Alert for Parked Call' (Disabled). At the bottom of the 'Call Pickup' section are 'Confirm' and 'Cancel' buttons. On the right, a 'NOTE' sidebar provides details about 'Directed Call Pickup', 'Directed Call Pickup', 'Visual Alert for BLF Pickup', and 'Audio Alert for BLF Pickup'.

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

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

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

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

The screenshot shows the Yealink T236 web interface. The 'Account' tab is selected. In the 'Account' section, the 'Group Call Pickup Code' field is highlighted with a red box and contains the value '*98'. Other fields include 'Keep Alive Type' (Default), 'Keep Alive Interval(Seconds)' (30), 'RPort' (Disabled), 'Subscribe Period(Seconds)' (1800), 'DTMF Type' (RFC2833), 'DTMF Info Type' (DTMF-Relay), 'SIP Registration Retry Timer(0~1800s)' (30), 'Conference Type' (Network Conference), 'Conference URI' (Conference01@pbx.yealink.), 'ACD Subscribe Period(120~3600s)' (3600), 'Early Media' (Disabled), 'SIP Server Type' (Default), 'Music Server URI' (empty), 'Directed Call Pickup Code' (*97), 'Distinctive Ring Tones' (Enabled), 'Unregister When Reboot' (Disabled), 'Out Dialog BLF' (Disabled), 'VQ RTPC-XR Collector name' (empty), 'VQ RTPC-XR Collector address' (empty), 'VQ RTPC-XR Collector port' (5060), and 'Number of line key' (1). A 'NOTE' section on the right provides additional information about various features.

- 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.

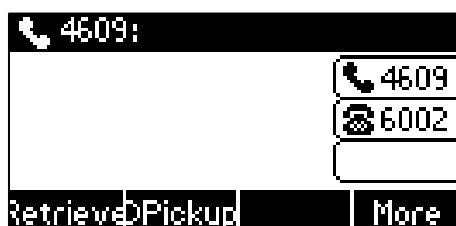
Using Call Pickup Feature on the IP Phone

Directed Call Pickup

To pick up an incoming call directly:

- Pick up the handset.

The **DPickup** soft key appears on the LCD screen (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.

Group Call Pickup

To pick up an incoming call in the group:

1. Pick up the handset.

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.



Meet-Me Conference

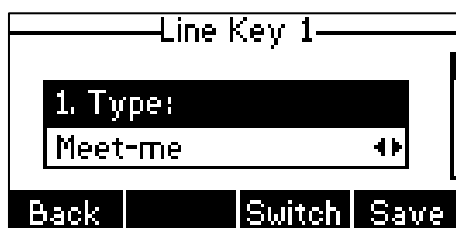
Meet-Me conference provides the ability to schedule conference calls, where the moderator (who has control of the conference) and other participants calling into the conference are connected at the appropriate time to carry on the conference call. You can use the Meet-Me conference to set up a telephone 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 and CP860 IP phones):

1. Press **Menu->Features->DSS Keys** and select the desired DSS key, or long press the desired DSS key.

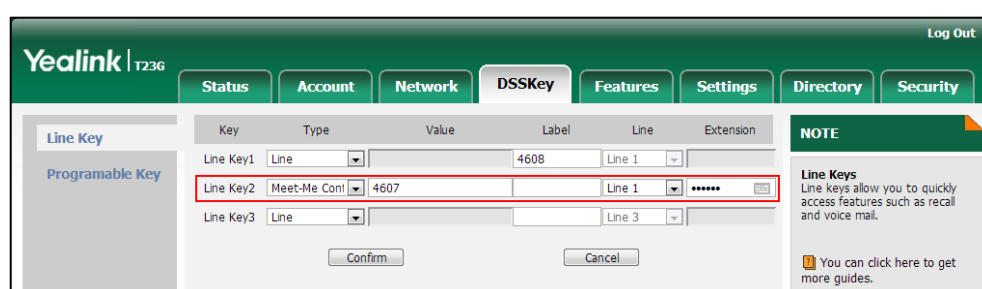
- Press  or , or the **Switch** soft key to select **Meet-me** from the **Type** field.



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

To configure a meet-me conference key via web user interface:

- Click on **DSSKey->Line Key** (or **Programable Key**).
- In the desired DSS key field, select **Meet-Me Conference** from the pull-down list of **Type**.
- Select the desired line from the pull-down list of **Line**.
- Enter the Meet-Me conference bridge number in the **Value** field.
- (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
- Enter the conference ID or moderator PIN followed by the pound key in the **Extension** field.



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

Note

Please 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 **EndCall** 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. 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](#) on page 1.

This feature is not applicable to SIP-T19(P) E2 and CP860 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.

To configure the BLF List settings via web user interface:

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.

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 T236 web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features', 'Settings', 'Directory', and 'Security'. The 'Account' tab is selected, and the 'Advanced' sub-tab is active. The 'Account' dropdown is set to 'Account 1'. The 'BLF List' section is highlighted with a red box, showing the following fields:

- BLF List URI: 4609@pbx.yealink.com
- BLF List Pickup Code: *97
- BLF List Barge In Code: *33
- BLF List Retrieve Call Parked Code: *88

Other visible fields include:

- Keep Alive Type: Default
- Keep Alive Interval(Seconds): 30
- RPort: Disabled
- Subscribe Period(Seconds): 1800
- RTP Encryption(SRTP): Optional
- PTime(ms): 20
- Shared Line: Shared Call Appearance
- Call Pull Feature Access Code: *11
- Dialog Info Call Pickup: Enabled
- VQ RTPC-XR Collector name: collector
- VQ RTPC-XR Collector address: 10.2.1.98
- VQ RTPC-XR Collector port: 5060

On the right side, there is a 'NOTE' section with information about DTMF, Session Timer, Busy Lamp Field/BLF List, Shared Call Appearance (SCA)/ Bridge Line Appearance (BLA), and Network Conference.

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:

Key	Type	Value	Label	Line	Extension
Line Key1	Line		4609	Line 1	
Line Key2	BLF List	4607	4607 Yealink	Line 1	4607
Line Key3	BLF List	4608	4608 4608	Line 1	4608

NOTE
Line Keys
 Line keys allow you to quickly access features such as recall and voice mail.
 You can click here to get more guides.

To configure BLF List keys manually via web user interface:

If you want to configure BLF List keys manually, ensure that the value of the parameter "phone_setting.auto_blf_list_enable" is set to 0. Refer to the above section to configure the BLF List URI and FACs for the account in advance, and then configure the 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.

1. Click on **DSSKey->Line Key (or Programable 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 successful configured, user can find the web user interface of the IP phone is similar to the one shown as below:

Key	Type	Value	Label	Line	Extension
Line Key1	Line		4608	Line 1	
Line Key2	BLF List	4607	4607 Yealink	Line 2	
Line Key3	Line			Line 3	

NOTE
Line Keys
 Line keys allow you to quickly access features such as recall and voice mail.
 You can click here to get more guides.

Configuring visual and audio alert for BLF pickup

You can enable audio alert for BLF pickup on the phone. This allows the monitoring phone to play a warning tone when the monitored line receives an incoming call. You can also enable visual alert for BLF pickup on the phone. This allows the LCD screen of the monitoring phone to display the incoming call information when the monitored user receives an incoming call.

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

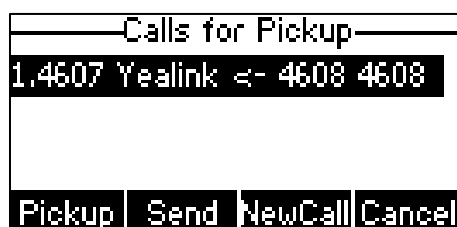
1. Click on **Features->Call Pickup**.
2. Select **Enabled** from the pull-down list of **Visual Alert for BLF Pickup**.
3. Select **Enabled** from the pull-down list of **Audio Alert for BLF Pickup**.

The screenshot shows the Yealink T236 web interface. The 'Features' tab is selected, and the 'Call Pickup' sub-tab is active. In the 'Call Pickup' section, the 'Visual Alert for BLF Pickup' and 'Audio Alert for BLF Pickup' dropdown menus are both set to 'Enabled' and are highlighted with a red rectangular box. Other settings like 'Directed Call Pickup' and 'Group Call Pickup' are set to 'Disabled'. A 'NOTE' section on the right explains the functionality of 'Directed Call Pickup', 'Visual Alert for BLF Pickup', and 'Audio Alert for BLF Pickup'. At the bottom, there are 'Confirm' and 'Cancel' buttons.

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

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

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



You can do the following:

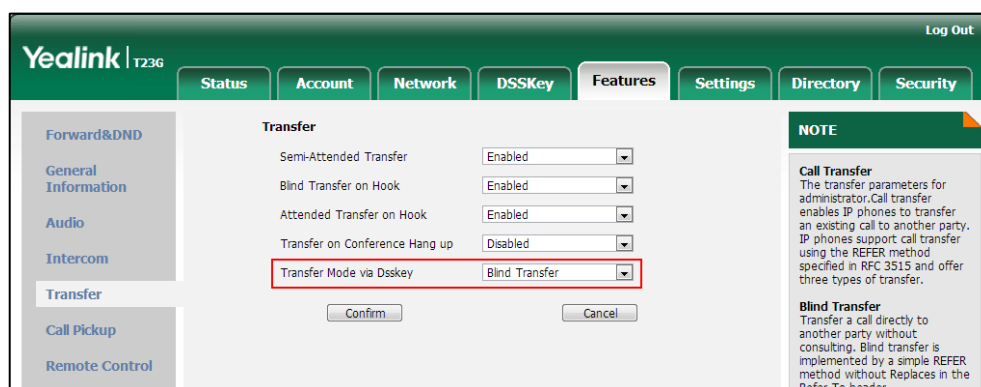
- Press **Pickup** soft key to pick up the incoming call received by the monitored user.
- Press **Send** soft key to place a call to the monitored user.

- Press **NewCall** soft key to enter the pre-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 transfer mode on DSS key.

To configure the transfer mode on DSS key via web user interface:

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



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

To configure BLF LED mode via web user interface:

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

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

The screenshot shows the Yealink T236 web interface. The 'Features' tab is selected. Under 'General Information', the 'BLF LED Mode' dropdown is highlighted with a red box and shows the value '0'. Other settings 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' (empty), 'Hotline Delay' (4), 'Busy Tone Delay' (0), 'Auto-Logout Time' (5), 'Hide Feature Access Codes' (Disabled), 'Display Method on Dialing' (User Name), and 'Auto Linekeys' (Enabled). A 'NOTE' section on the right provides details for 'Call Waiting', 'Auto Redial', 'Key As Send', 'Hotline', and 'Call Completion'.

3. 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:

1. Press the BLF List key.
The IP phone dials out the phone number of the monitored user.

Transferring a call to the monitored user

When there is already an active call on the IP phone, you can transfer the active call to the monitored user by pressing the BLF List key. The phone handles the active call

differently depending on the transfer mode on DSS key. The transfer mode on DSS key has the following modes:

- Blind Transfer
- Attended Transfer
- New Call

To perform a blind transfer:

When the transfer mode on DSS key is set to Blind Transfer and there is already an active call on the IP phone, you can do the following:

1. Press the BLF List key of the monitored user which you want to transfer this call to.
Then the active call is connected to the number of the monitored user.

To perform a semi-attended transfer:

When the transfer mode on DSS key is set to Attended Transfer and there is already an active call on the IP phone, you can do the following:

1. Press the BLF List key of the monitored user which you want to transfer this call to.
The phone will dial the number of the monitored user.
2. Press the BLF List key of the monitored user again or the **Tran** soft key to complete the transfer when receiving ringback.

To perform an attended transfer:

When the transfer mode on DSS key is set to Attended Transfer and there is already an active call on the IP phone, you can do the following:

1. Press the BLF List key of the monitored user which you want to transfer this call to.
The phone will dial the number of the monitored user.
2. Press the BLF List key of the monitored user again or the **Tran** soft key to complete the transfer after the monitored user answers the call.

To perform a new call:

When the transfer mode on DSS key is set to New Call and there is already an active call on the IP phone, you can do the following:

1. Press the BLF List key of the monitored user you want to call.
The phone will dial the 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 warning 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. For more information, refer to [Transferring a call to the monitored user](#) on page 70.

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.

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.

Retrieving a parked call on the monitored user

When there is a call parked against on the monitored user, the BLF List key LED will slow flash. You can retrieve the parked call on the monitoring phone. Before retrieving the parked call, ensure that the BLF list retrieve call parked code has been configured in advance.

To retrieve the parked call on the monitored user:

1. Press the BLF List key of the monitored user on which a call has been parked.

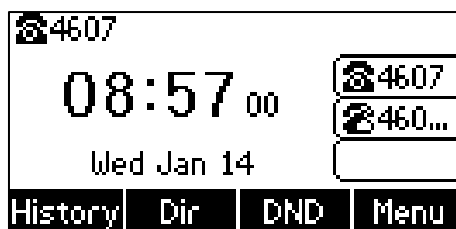
Note

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.

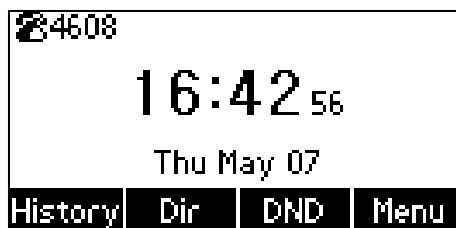
Shared Call Appearance

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



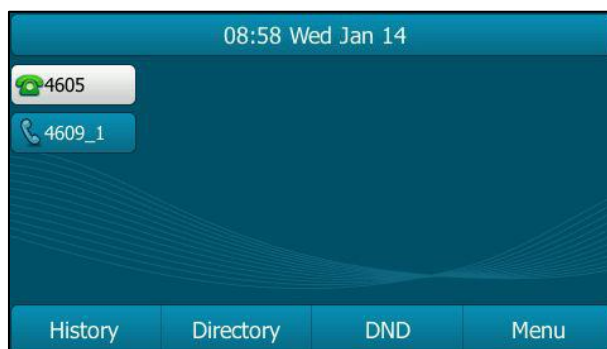
For SIP-T19(P) E2 IP phones (only have one account):



For CP860 IP phones (only have one account):



For SIPT29G IP phones:



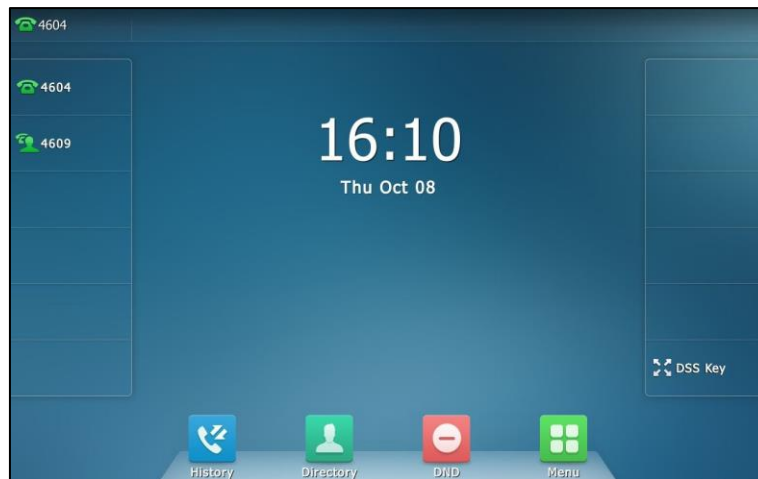
For SIPT46G IP phones:



For SIPT48G IP phones:



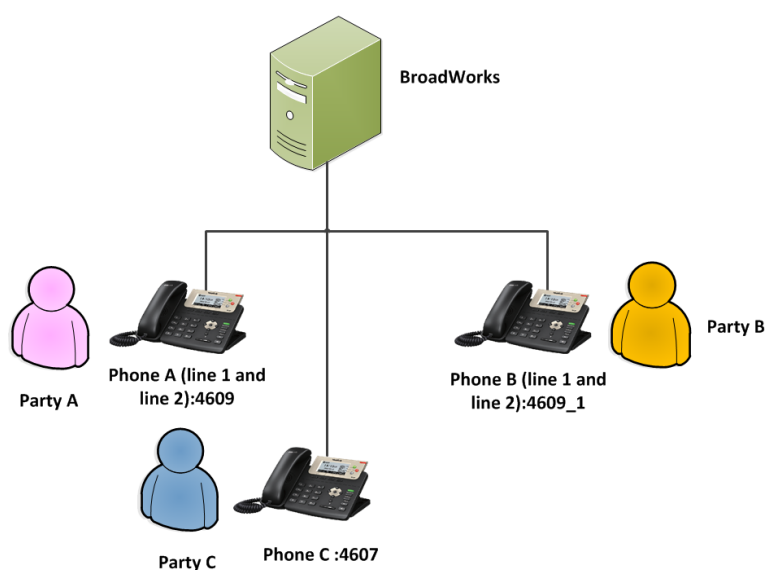
For SIP VP-T49G IP phones:



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.

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 auto linekeys feature via web user interface (not applicable to SIP-T19(P) E2 and CP860 IP phones):

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

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

The screenshot shows the Yealink T23G web interface with the 'Features' tab selected. The 'General Information' section contains various settings. The 'Auto LineKeys' option is highlighted with a red box and is set to 'Enabled'. Other settings 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, Hotline Delay (4), Busy Tone Delay (0), BLF LED Mode (0), Auto-Logout Time (5), Hide Feature Access Codes (Disabled), Display Method on Dialing (User Name), and a vertical ellipsis. A 'NOTE' section on the right provides details for Call Waiting, Auto Redial, Key As Send, Hotline, and Call Completion.

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 T23G web interface with the 'Account' tab selected. The 'SIP Server 1' and 'SIP Server 2' sections are highlighted with red boxes. The 'SIP Server 1' section includes settings for Line Active (Enabled), Label (4609), Display Name (4609), Register Name (4609), User Name (4609), Password (*****), Server Host (pbx.yealink.com), Port (5060), Transport (UDP), Server Expires (3600), and Server Retry Counts (3). The 'SIP Server 2' section includes settings for Server Host, Port (5060), Transport (UDP), Server Expires (3600), and Server Retry Counts (3). The 'Enable Outbound Proxy Server' option is highlighted with a red box and is set to 'Enabled'. Other settings include Outbound Proxy Server 1 (10.1.8.11), Port (5060), Outbound Proxy Server 2, Proxy Fallback Interval (3600), and NAT (Disabled). A 'NOTE' section on the right provides details for Account Registration, Server Redundancy, and NAT Traversal.

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

Shared Line.

- Enter the desired number in the **Number of line key** field (This option is not applicable to SIP-T19(P) E2 and CP860 IP phones).

This field appears only if **Auto Linekeys** is enabled.

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

The screenshot displays the Yealink T23G web interface for Account configuration. The 'Account' tab is active, showing various settings for 'Account 1'. The 'Shared Line' dropdown menu is set to 'Shared Call Appearance', and the 'Number of line key' field is set to '2'. Both elements are highlighted with red rectangular boxes. The interface includes a sidebar with navigation options (Register, Basic, Codec, Advanced) and a top navigation bar with tabs (Status, Account, Network, DSSKey, Features, Settings, Directory, Security). A 'NOTE' section on the right provides additional information about DTMF, Session Timer, Busy Lamp Field/BLF List, Shared Call Appearance (SCA)/ Bridge Line Appearance (BLA), Network Conference, and VQ-RTCPXR.

- 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:

- Register the alternate account 4609_1.

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

Yealink T23G Log Out

Status Account Network DSSKey Features Settings Directory Security

Register Basic Codec Advanced

Account Account 1

Register Status Registered

Line Active Enabled

Label 4609_1

Display Name 4609_1

Register Name 4609

User Name 4609_1

Password *****

SIP Server 1

Server Host pbx.yealink.com Port 5060

Transport UDP

Server Expires 3600

Server Reby Counts 3

SIP Server 2

Server Host Port 5060

Transport UDP

Server Expires 3600

Server Reby Counts 3

Enable Outbound Proxy Server Enabled

Outbound Proxy Server 1 10.1.8.11 Port 5060

Outbound Proxy Server 2 Port 5060

Proxy Fallback Interval 3600

NAT Disabled

Confirm Cancel

NOTE

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 and CP860 IP phones).
This field appears only if **Auto Linekeys** is enabled.

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

The screenshot shows the Yealink T236 web interface with the 'Account' tab selected. The 'Shared Line' dropdown is set to 'Shared Call Appearance'. The 'Number of line key' field is set to 2. A red box highlights the 'Number of line key' field.

Field	Value
Account	Account 1
Keep Alive Type	Default
Keep Alive Interval(Seconds)	30
RPort	Disabled
Subscribe Period(Seconds)	1800
DTMF Type	RFC2833
DTMF Info Type	DTMF-Relay
Shared Line	Shared Call Appearance
Conference Type	Network Conference
Conference URI	Conference01@pbx.yealink.
ACD Subscribe Period(120~3600s)	3600
Early Media	Disabled
SIP Server Type	Default
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
Number of line key	2

- 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.

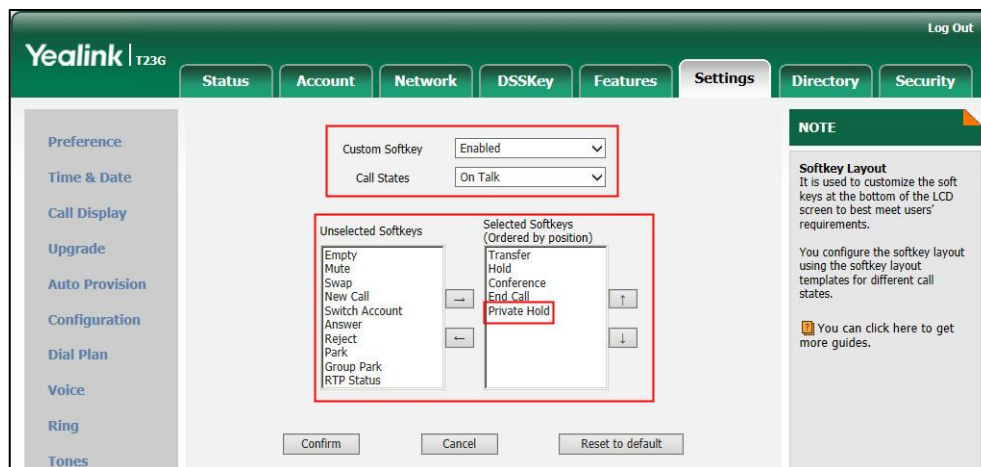
Configuring private hold soft key or private hold key

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:





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

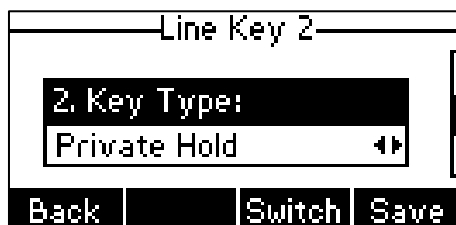
4. Select **Private Hold** from the **Unselected Softkeys** column and then click  .
The **Private Hold** appears in the **Selected Softkeys** column.



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

To configure a private hold key via phone user interface (not applicable to SIP-T19(P) E2 and CP860 IP phones):

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



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

Configuring call pull feature

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**.

- Enter the desired call pull feature access code (default: *11) in the **Call Pull Feature Access Code** field.

The screenshot shows the Yealink T23G web interface with the 'Account' tab selected. The 'Account' configuration page is displayed, showing various settings for 'Account 1'. The 'Call Pull Feature Access Code' field is highlighted with a red box and contains the value '*11'. The 'Shared Line' dropdown is also highlighted and set to 'Shared Call Appearance'. Other settings include 'Keep Alive Type' (Default), 'Keep Alive Interval(Seconds)' (30), 'RPort' (Disabled), 'Subscribe Period(Seconds)' (1800), 'RTP Encryption(SRTP)' (Optional), 'PTime(ms)' (20), 'BLF List URI' (4609@pbx.yealink.com), 'BLF List Pickup Code' (*97), 'BLF List Barge In Code' (*33), 'BLF List Retrieve Call Parked Code' (*88), 'Dialog Info Call Pickup' (Enabled), 'VQ RTPC-XR Collector name' (collector), 'VQ RTPC-XR Collector address' (10.2.1.98), and 'VQ RTPC-XR Collector port' (5060). A 'NOTE' section on the right provides information about DTMF, Session Timer, Busy Lamp Field/BLF List, Shared Call Appearance (SCA)/ Bridge Line Appearance (BLA), and Network Conference.

- 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 and CP860 IP phones). For more information on line key LED indications, refer to [LED Instructions](#) on page 2. If you are using SIP VPT49G/SIP-T48G IP phones, refer to [Icon Instructions](#) on page 1.

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 and CP860 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  ,  , 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 pre-dialing screen.
Enter the desired number using the keypad and press  ,  , 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 **Hold** soft key. The original call is placed on hold.
Press the **NewCall** soft key to enter the pre-dialing screen.
Enter the desired number using the keypad.
Press  ,  , 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  ,  , 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,  ,  or the **Answer** soft key on phone A.

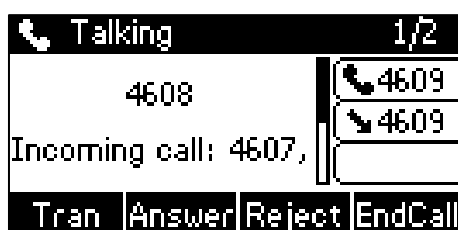
The LED indicators of the line key 1 on phone A will illuminate solid green and phone B will illuminate solid Red.

- Press the line key 1, ,  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: 4607, Yealink").



Note

Make sure call waiting feature is enabled on phone A.


Do one of the following on phone A:

- Press the line key 2. Phone B stops ringing.
- Press the **Answer** soft key. Phone B stop ringing.
- Press  to access the new call.
Press  or the **Answer** soft key. Phone B stop ringing.

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 slow flash green and phone B will slow flash red indicating that there is the 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. Do one of the following on phone B:

- Press the line key 2. Phone A stop ringing

- Press  or the **Answer** soft key. Phone A stop ringing.

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 phone A will slow flash green and phone B will slow flash red indicating that there is an active call on the line key 1.

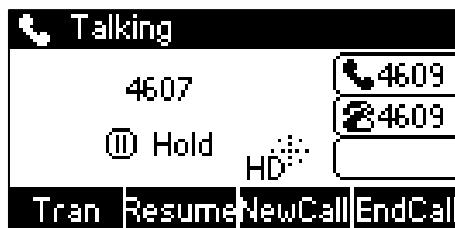
Note

If the number of incoming calls is greater than the configured line keys, the line keys will be used by sequence circulation (not applicable to SIP-T19(P) E2 and CP860 IP phones).

Placing a Call on Hold

To place a call on public hold:

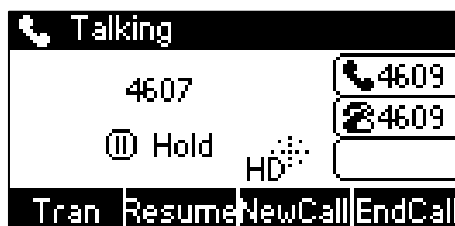
1. Press the **Hold** soft key on phone A when party A and party C are talking.



The line key LEDs on phone A slow flash green and phone B slow flash 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 slow flashes green on phone A when the shared line call is placed on private hold.

The line key LED illuminates solid red on phone B when the shared line call is placed on private hold.

Retrieving a Held Call

To 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 **Retrieve**, **NewCall**, **CallPull** and **Cancel** 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. And the line key LED on phone A illuminates solid red and phone B illuminates solid green.

To 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 flashing green LED indicator.
- Press the **Resume** soft key on phone A.

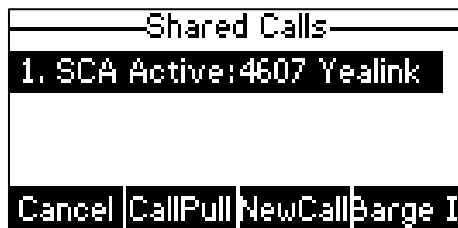
Barging In an Active Call

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 **Barge In**, **NewCall**, **CallPull** and **Cancel** soft keys appear on the LCD screen of phone B.



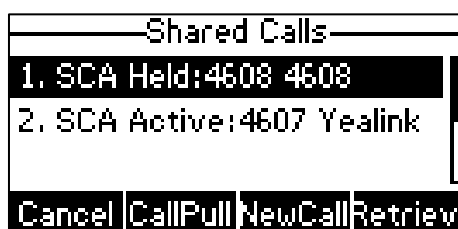
2. Press the **Barge In** soft key to interrupt the active call of phone A.
Party B will set up a conference call with the other parties in the active call.
3. Press the **Hold** or the **Cancel** soft key.
 - If any party in the conference call presses the **Hold** soft key, two-way voice can be heard 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:

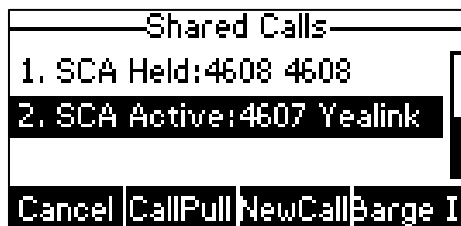
1. Long press the desired line key on phone B.

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



2. Press  or  to select the active call.

The **Barge In**, **NewCall**, **CallPull** and **Cancel** 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.

Call Pull

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 **Barge In**, **NewCall**, **CallPull** and **Cancel** soft keys appear on the LCD screen of phone B.

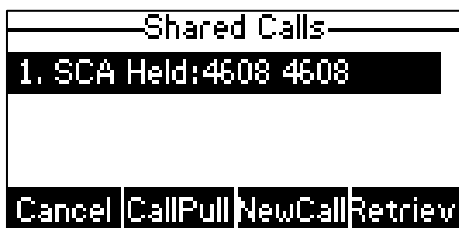


2. Press the **CallPull** soft key.
The phone B dials the call pull feature access code *11 automatically. And then the active call has been retrieved from the phone A successfully.

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 **Retrieve**, **NewCall**, **CallPull** and **Cancel** soft keys appear on the LCD screen of phone B.



2. Press the **CallPull** 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



You can use voice messaging feature to record voice messages from callers for calls that receive a busy or no-answer condition.

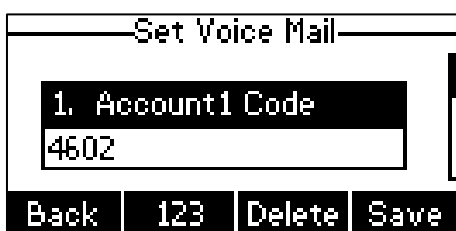
BroadWorks provides the following main voice messaging features:

- **Voice Message Deposit/Retrieval:** allows you to deposit or retrieve voice messages.
- **Message Waiting Indicator (MWI):** IP phones support both audio and visual MWIs. The visual MWI is a 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.

Configuring Voice Messaging Feature on the IP Phone

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

1. Press the MESSAGE key when the IP phone is idle.
2. Press  or  to select the desired account (e.g., account 1).
3. Enter the voice mail access code (e.g., 4602) in the **AccountX Code** (e.g., Account1 Code) field.



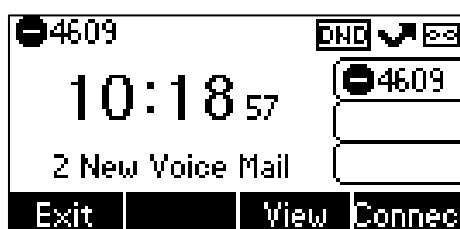
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Using Voice Messaging Feature on the IP Phone

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.

To listen to the voice messages:

1. Press the MESSAGE key or dial the voice portal number (e.g., 4602).
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 your voice messages.

To make a call from voice portal:

1. Press the MESSAGE key or dial the voice portal number (e.g., 4602).
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.

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 **Disp Code** 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 **Disp Code** soft key or a Disp Code key during a call or in Wrap up.

Customer Originated Trace

You can perform a customer originated trace for an obscene, harassing, or threatening call. Once customer originated trace feature is enabled on the IP phone, the **Trace** soft key will display on the IP phone's LCD screen after you log into the ACD system. You can use this feature by pressing the **Trace** soft key or a trace key during a call or in Wrap up.

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.

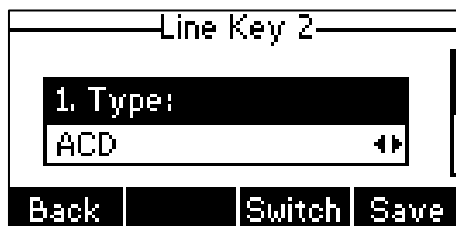
Note

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 and CP860 IP phones):

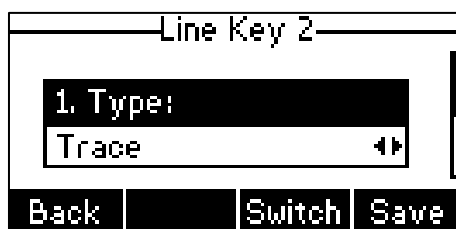
1. Press **Menu->Features->DSS Keys** (You may need to press the **More** soft key to see the **Menu** soft key) and select the desired DSS key, or long press the desired DSS key.
2. Press  or  , or the **Switch** soft key to select **ACD** from the **Type** field.



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

To configure a Trace key via phone user interface (not applicable to SIP-T19(P) E2 and CP860 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. Press  or  , or the **Switch** soft key to select **Trace** from the **Type** field.

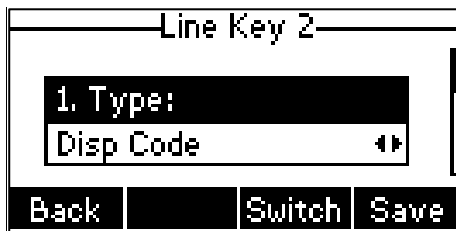


3. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
4. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

To configure a Disp Code key via phone user interface (not applicable to SIP-T19(P) E2 and CP860 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.

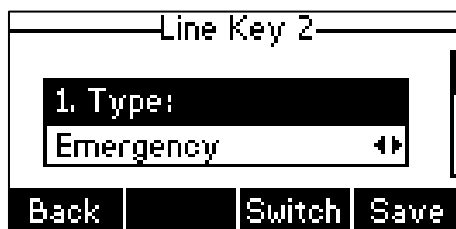
- Press  or  , or the **Switch** soft key to select **Disp Code** from the **Type** field.



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

To configure an emergency key via phone user interface (not applicable to SIP-T19(P) E2 and CP860 IP phones):

- 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.
- Press  or  , or the **Switch** soft key to select **Emergency** from the **Type** field.



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

Before using ACD feature on the IP phone, make sure feature key synchronization is enabled. For the information on how to enable this feature, refer to [Feature Key Synchronization](#) on page 58. In addition, make sure 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:

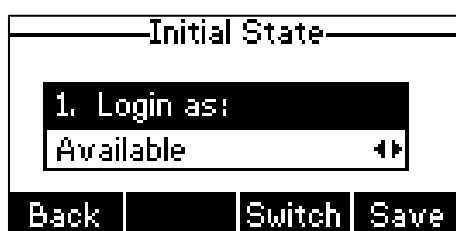
- Log in and log out as an agent
- Change the agent state using the soft keys, ACD key or phone menu
- View incoming call information
- Select unavailable reason codes for unavailability
- Invoke call center service controls on the enhanced application server

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. Press **Menu->Call Control->Initial ACD State** (You may need to press the **More** soft key to see the **Menu** soft key).
2. Press  or  , or the **Switch** soft key to select the desired initial state from the **Login as** field.



3. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.


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.

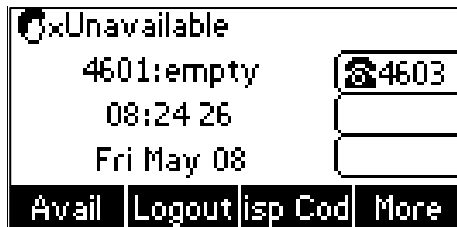
To log in using the soft key or the ACD key:


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 line icon at the top of screen changes to . 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 line icon at the top of screen changes to  and x. 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](#) on page 1. For more information on the ACD key LED indications, refer [LED Instructions](#) on page 2.

To log in using the phone menu:

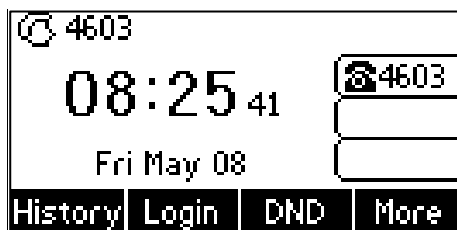
1. Press **Menu->Call Control->ACD State** (You may need to press the **More** soft key to see the **Menu** soft key).
2. Press  or  to select **SignIn**, and then press the **Save** soft key.



To log out using the soft key:

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

The line icon at the top of screen changes to  and 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 State** (You may need to press the

More soft key to see the **Menu** soft key).

2. Press  or  to select **SignOut**, and then press the **Save** soft key.



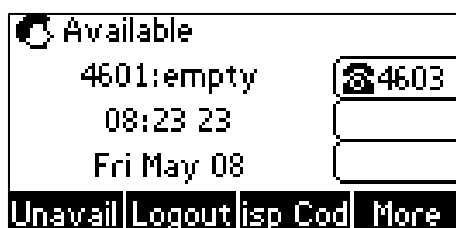
Changing the Agent State

When logging in the ACD system, you can change the agent state using the soft keys, the ACD key or the phone menu.

To change the agent state using the soft keys:

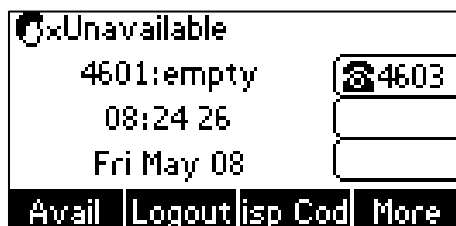
Do one of the following:

- Press the **Unavail** soft key when the IP phone is idle.



If you enable unavailable reason code feature, you need to enter an unavailable reason code. For more information, refer to [Selecting Unavailable Reason Codes for Unavailability](#) on page 98.

- 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 State**.

ACD State	
2. Available	
✓ 3. Unavailable	
4. Wrap up	
Back	Save

2. Press  or  to 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](#) on page 98.

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.

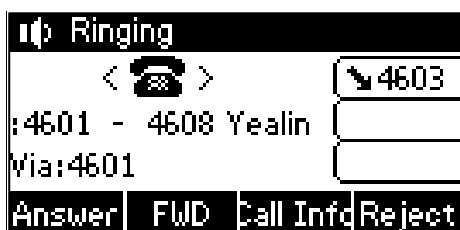
Viewing Incoming Call Center Call Information

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.

Ringing	
Wait Time: 9s	4603
CC UID: 4601	
Queue: 0	
Answer	Exit

You can also leave the screen by pressing the **Exit** soft key.



Note

Make sure call center call information feature is enabled on the IP phone. The call center call information feature can be enabled using the configuration file only.

You can also configure the interval (in seconds) to specify how long the call center call information displays. Contact your system administrator for more information.

Selecting Unavailable Reason Codes for Unavailability

You can use unavailable reason codes to better track 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.

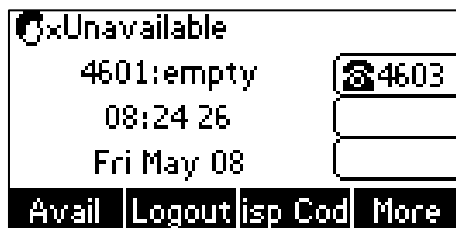


- Press  or  to select the desired unavailable reason code (e.g., On Lunch: 500), and then press the **OK** soft key.



For the two options above, make sure the unavailable reason codes have been pre-configured on the IP phone.

After the above configurations, the IP phone LCD screen displays as below.



Note

Make sure unavailable reason code feature is enabled on the IP phone. The feature can be enabled using the configuration file only. The unavailable reason codes can be also configured on the IP phone using the configuration file only. Contact your system administrator for more information.



Invoking Call Center Service Controls on the Enhanced Application Server

Disposition Code

To enter a disposition code during a call or in Wrap up:

1. Press the **Disp Code** soft key or the Disp Code key.
2. If you press the **Disp Code** soft key, or you press the Disp Code key and did not configure a disposition code for the Disp Code key, do one of the following:
 - Enter a disposition code (e.g., 100) in the **Enter code** field.



- Press  or  to 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

4603

Cancel 123 Delete OK

- Press or to select the desired supervisor number (e.g., 4603: Supervisor A), and then press the **OK** soft key.

Emergency Escalation

2. 4603: Supervisor A

Cancel 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

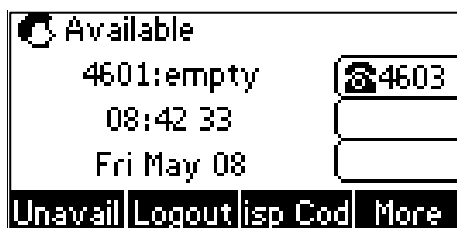
Make sure emergency escalation feature is enabled on the IP phone. The feature can be enabled using the configuration file only. The supervisor numbers can be also configured on the IP phone using the configuration file only. Contact your system administrator for more information.

Queue Status Notification

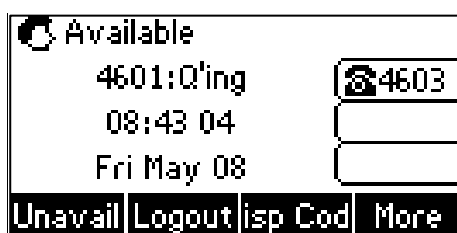
Once you enable queue status notification feature on the phone, the status of the call center queue will be displayed on the IP phone LCD screen.

The queue can be in one of the following three states:

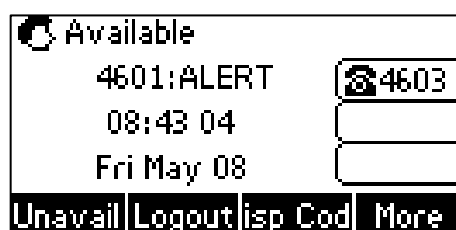
- **empty:** Indicates that no calls are currently in the queue.



- **Q'ing:** Indicates that one or more calls are currently in the queue.



- **ALERT:** Indicates that the call queue has reached the maximum number of calls, or that a call has been in the queue for too long. The Power Indicator LED will also flash. The LED will stop flashing once the call queue status returns to empty or Q'ing 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.

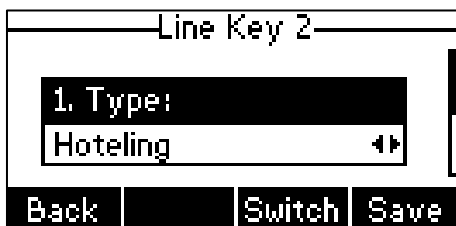
Note

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.

Configure Hoteling feature on the IP Phone

To configure a hoteling key via phone user interface (not applicable to SIP-T19(P) E2 and CP860 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. Press  or  , or the **Switch** soft key to 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 to accept the change or the **Back** soft key to cancel.

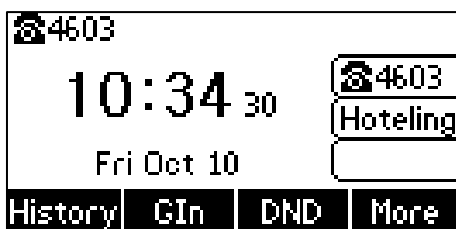
Using Hoteling Feature on the IP Phone



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

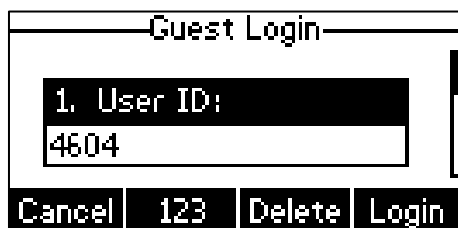
To log into a shared phone:

1. Press the **GIn** soft key or the hoteling key when the IP phone is idle.



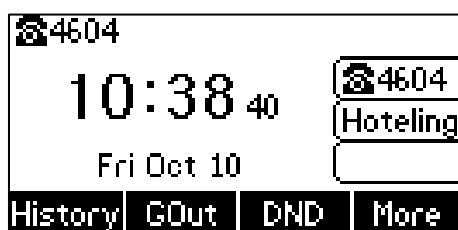
2. Enter guest user ID and password in the **User ID** and **Password** fields respectively.
3. Press  or  , or the **Switch** soft key to select the desired value from the **Auto-login** field.

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.

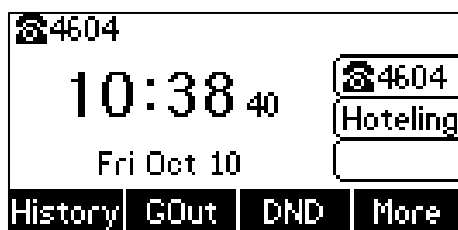
The IP phone will verify the login credentials with the BroadWorks server. After successful verification, the IP phone will display the guest ID (e.g., 4604) and the hoteling key LED illuminates solid green.



When the IP phone logs in the guest profile successfully, the IP phone automatically returns to the guest idle screen, and the **GOut** soft key appears.

To log out of a shared phone:

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

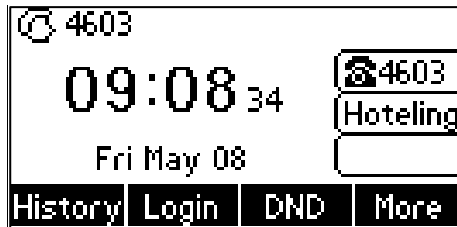


The IP phone will return to the host idle screen and the hoteling key LED turns off.

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) Press or , or the **Switch** soft key to select **Off** from the **Use Host** field.



b) To log into a host profile:

- 1) Press or , or the **Switch** soft key to select **On** from the **User Host** field.

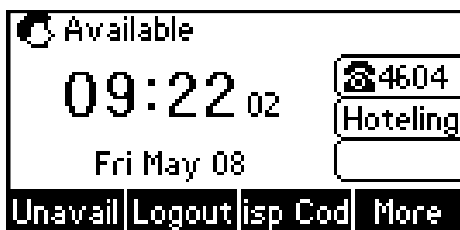


3. Press or , or the **Switch** soft key to select the desired value from the **Auto-login** field.

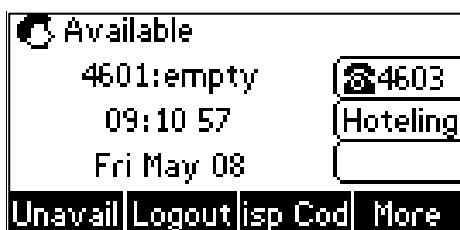
If you select **On**, the IP phone will save the login credentials automatically. When you log into the guest profile next time, you do not need to enter the guest user ID and password.

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