Yealink

Yealink SIP Phones Integrated with Metaswitch CommPortal Phone Applications User Guide

Version V1.6
May. 2021

Copyright

Copyright © 2021 YEALINK NETWORK TECHNOLOGY CO., LTD.

Warranty

Declaration of Conformity

Hereby, Yealink Network Technology CO., LTD. declares that this phone is in conformity with the essential requirements and other relevant provisions of the CE, FCC.

CE Mark Warning

This device is marked with the CE mark in compliance with EC Directives 2006/95/EC and 2004/108/EC.

Part 15 FCC Rules

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device is compliant with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.

2. This device must accept any interference received, including interference that may cause undesired operation.

Class B Digital Device or Peripheral

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.

2. Increase the separation between the equipment and receiver.

3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

4. Consult the dealer or an experienced radio/TV technician for help.

WEEE Warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

Customer Feedback

We are striving to improve our documentation quality and we appreciate your feedback. Email your opinions and comments to DocsFeedback@yealink.com.

GNU GPL INFORMATION

Yealink IP phone firmware contains third-party software under the GNU General Public License (GPL). Yealink uses software under the specific terms of the GPL. Please refer to the GPL for the exact terms and conditions of the license.

The original GPL license, source code of components licensed under GPL and used in Yealink products can be downloaded online: http://www.yealink.com/onepage_83.html.

About This Guide

CommPortal is Metaswitch's subscriber interface, delivering network-based services to subscribers. This guide describes how to configure the following CommPortal phone applications via CommPortal phone configurator:

- Message List
- Network Contacts
- Network Call List
- Automatic Call Distribution (ACD)
- Hot Desking

Supported Phone Models

Some CommPortal phone applications are not applicable to specific phone models. The following table lists the detail information:

Phone Model	Firmware	Message List	Network Contacts	Network Call List	Automatic Call Distribution (ACD)	Hot Desking
T19P-E2, T21P-E2, T23P, T23G, T27G, T40P, T40G, T52, T54S	X.84.0.10 or later	√	√	√	√	√
T41S, T42S, T46S, T48S	66.82.0.1 or later					
T57W, T54W, T53W, T53	X.84.0.65	√	√	√	√	√
W60B	77.83.0.10 or later	×	√	√	×	×
CP920	78.84.0.10 or later	×	√	√	×	√
T58A/T58V/T56A	58.83.0.15 or later	√	√	√	√	√
CP960	73.83.0.25 or later	×	√	√	×	√
W70B	146.85.0.20	×	√	√	×	×

Phone Model	Firmware	Message List	Network Contacts	Network Call List	Automatic Call Distribution (ACD)	Hot Desking
	or later					
W80	103.83.0.60 or later	×	√	√	×	×
W90	130.85.0.15 or later	×	√	√	×	×
VP59	91.85.0.XX or later	√	√	√	√	√

CommPortal Phone Configurator

The CommPortal Phone Configurator is an online graphical user interface for the Metaview SIP provisioning server. You can configure phone features by using a simple and intuitive interface.
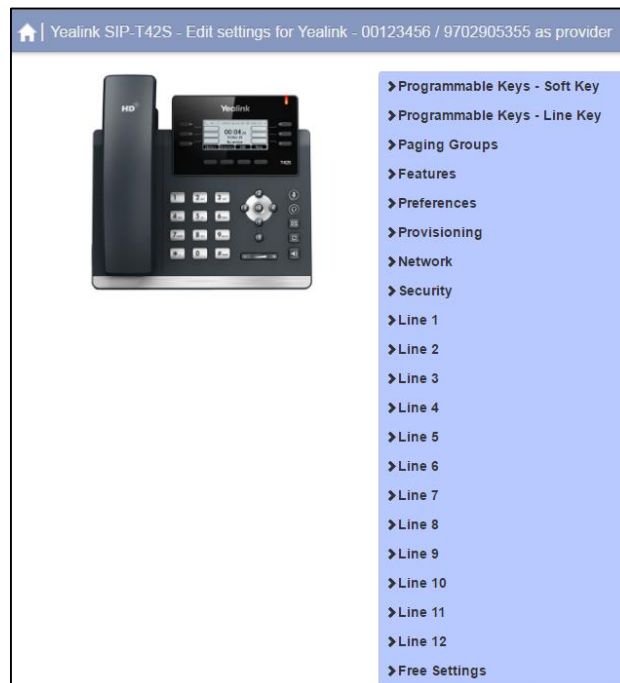
CommPortal Phone Configurator

Note
For more information on how to login into CommPortal phone configurator, contact your system administrator.

Table of Contents

Configuring CommPortal Authentication Information

By default, SIP phones can obtain CommPortal URL and authentication information automatically, so that users can access CommPortal phone applications directly on the phone. In this case, you can skip this chapter.

If the phone fails to obtain CommPortal URL and authentication information automatically, you need to configure CommPortal authentication information via CommPortal phone configurator.

To configure the CommPortal authentication information via CommPortal phone configurator:

1. Login into the CommPortal phone configurator of the desired account (for example: 9702981673).

2. Click **Features**->**CommPortal Phone Applications**.

3. Mark the **Enabled** radio box in the **CommPortal Phone Apps Enable** field.

4. Click **Save changes** to accept the change.

5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

Finding Reasons of Authentication Failure

If the CommPortal authentication is successful, user can access CommPortal phone applications directly on the phone. The phone prompts error messages when CommPortal authentication fails. The reasons are listed as below.

●   If the LCD screen prompts the error message as shown below:
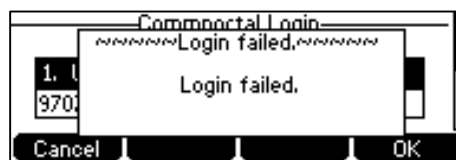
It indicates that the CommPortal URL is wrong. Correct CommPortal URL should be configured via the CommPortal phone configurator.

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

It indicates that the CommPortal URL is cleared from the phone flash, CommPortal URL should be configured via the CommPortal phone configurator.

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

It indicates that the authentication user name or password is wrong. Correct user name and password are needed.

● If the LCD screen prompts the error messages as shown below:
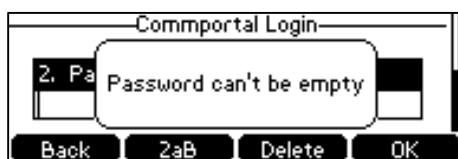
It indicates that the authentication information is incomplete. User name and password are required.

Configuring CommPortal Phone Applications

This chapter introduces how to configure CommPortal phone applications via CommPortal phone configurator. Topics include:

- Message List

- Network Contacts

- Network Call List

- Automatic Call Distribution (ACD)

- Hot Desking

Message List

Message list allows users to view a list of voicemails without having to follow the instructions by the interactive voice recognition menus (IVR). Users can view who sent the voicemails, whether the voicemails are urgent and whether the voicemails are heard, and so on.

Configuring Message List

To enable the message list feature via CommPortal phone configurator:

1. Login into the CommPortal phone configurator of the desired account (for example: 9702981673).

2. Click **Features**->**CommPortal Phone Applications**.

3. Mark the **Enabled** radio box in the **Messages List Enable** field.

4. Click **Save changes** to accept the change.

5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

Configuring a Message List key

You can configure a message list key to quickly access the message list on your phone.

To configure a message list key via CommPortal phone configurator:

1. Click **Programmable Keys - Line Key**->**Key X**.

2. Select **Message List** from the **Soft key action** field.

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

4. Click **Save changes** to accept the change.

5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

Using Message List Feature on the Phone

Viewing Message List

To access the message list via phone user interface:

1. Do one of the following:

    - When you receive a voice mail, press the **View** soft key to enter the message list screen.

    - Press **Menu**->**Message**->**Message List**.

    - Press the Message List key.

        The phone will connect to the message center to load the message list ("!" means this is an urgent voice mail).
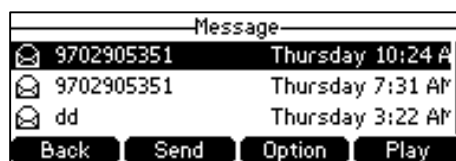
2. Select the desired voice mail.

3. Press the **Option** soft key, and then select **Detail** from the prompt list.

    The detailed information of the voice mail will appear on the LCD screen.

Playing Voicemails

To play voice mails in the message list via phone user interface:

1. Press **Menu**->**Message**->**Message List** or Press the Message List key.

2. Select the desired voice mail.

3. Press the **Play** soft key.

When playing voice mails, you can do the following:

- Press the **Pause** soft key to pause the voice mail.

- Press the **Send** soft key to return a call.

- Press the **Next** soft key to play the next unread voice mail.

- Press (◀) or(▶) to switch to the previous/next voice mail.

- Press the **Stop** to stop playing the voice mail.

Adding Local Contacts from the Message List

You can add contacts to the local directory from the message list.

To add the contact to the local directory via phone user interface:

1. Press **Menu**->**Message**->**Message List** or Press the Message List key.

2. Select the desired voice mail.

3. Press the **Option** soft key, and then select **Add to Contacts** from the prompt list.

4. Edit the contact information.

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

Adding Network Contacts from the Message List

You can add contacts to the Network Contacts from the message list.

To add the contact to the Network Contacts via phone user interface:

Before You Begin:

Make sure Network Contacts is enabled. For more information, refer to Enabling Network Contacts on page 10.

1. Press **Menu**->**Message**->**Message List** or Press the Message List key.

2. Select the desired voice mail.

3. Press the **Option** soft key, and then select **Add to Metaswitch Contact** from the prompt list.

4. Edit the contact information.

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

Returning the Call

To return the call from the message list via phone user interface:

1. Press **Menu**->**Message**->**Message List** or Press the Message List key.

2. Select the desired voice mail.

3. Press the **Send** soft key.

Marking Voicemails as New

After you read some voice mails, you can mark them as new to avoid forgetting them.

To mark the voice mails as new via phone user interface:

1. Press **Menu**->**Message**->**Message List** or Press the Message List key.

2. Select the voice mail that has been read.

3. Press the **Option** soft key, and then select **Mark as new** from the prompt list.

Marking Voicemails as Heard

For some unread voice mails, you can mark them as heard.

To mark the voice mails as heard via phone user interface:

1. Press **Menu**->**Message**->**Message List** or Press the Message List key.

2. Select the unread voice mail.

3. Press the **Option** soft key, and then select **Mark as heard** from the prompt list.

Forwarding as Voicemail

After you receive a non-private voice mail, you can forward it as voicemail.

To forward as voicemail as new via phone user interface:

1. Press **Menu**->**Message**->**Message List** or Press the Message List key.

2. Select the voice mail that has not been marked as private (*).

3. Press the **Option** soft key, and then select **Forward as Voicemail** from the prompt list.

4. Enter the destination number you want to forward to.

5. (Optional.) Select **On** in the **Mark as Urgent** field.

6. (Optional.) Select **On** in the **Mark as Private** field.

7. Press **Send**.

Deleting Voicemails

To delete the voice mails via phone user interface:

1. Press **Menu**->**Message**->**Message List** or Press the Message List key.

2. Select the desired voice mail.

3. Press the **Option** soft key, and then select **Delete** from the prompt list.

   You can also delete all voicemails by pressing the **Option** soft key, and then select **Delete All**.

4. Press the **OK** soft key to confirm the deletion.

Configuring Voice Mail Access Codes

You can configure a voice mail access code on the CommPortal phone configurator, so that users can dial it to listen to voice mails that are stored in a voice mailbox.

To configure voice mail access codes via CommPortal phone configurator:

1. Login into the CommPortal phone configurator of the desired account (for example: 9702981673).

2. Click **Line- X**->**VoiceMail**.

3. Enter the voice mail access code (for example: *318) in the **Voice Mail Access Code** field.

4. Click **Save changes** to accept the change.

5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

Connecting to Voice Mailbox

Users can connect to voice mail in one of the following three ways:

● To listen to voice mails:

    1) When the LCD screen prompts that the phone receives a new voice mail, press

        ⊠ or the **Connect** soft key to dial out the voice mail access code.

    2) Follow the voice prompt to listen to your voice mails.

● To view the voice mail via phone user interface:

    1) Press **Menu**->**Messages**->**Voice Mail**->**View Voice Mail**.

    2) Select the desired voice mail.

    3) Press the **Connect** soft key.

        The phone will dial out the voice mail access code. Follow the voice prompt to listen to your voice mails.

● To connect to voice mails via message list:

    1) Press **Menu**->**Message**->**Message List** or Press the Message List key.

    2) Select the desired voice mail.

    3) Press the **Option** soft key, and then select **Call VoiceMail** from the prompt list.

        The phone will dial out the voice mail access code. Follow the voice prompt to listen to your voice mails.

Network Contacts

The network contacts are determined by the system administrator.

There are three default groups in the Network Contacts: Contacts, Extensions and MLHGS

(Multi Line Hunt Groups).

Enabling Network Contacts

You can enable network contacts on the CommPortal phone configurator, so that the phone can display Network Contacts in the directory.

To configure Network Contacts via CommPortal phone configurator:

1.   Login into the CommPortal phone configurator of the desired account (for example: 9702981673).

2.   Click **Features**->**CommPortal Phone Applications**.

3.   Mark the **Enabled** radio box in the **Network Contacts Enable** field.

4.   Click **Save changes** to accept the change.

5.   Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

Configuring the Interval to Update the Network Group

The Network Contacts in the phone can be updated at regular interval. You can set the interval via CommPortal phone configurator.

To configure the interval to update the network groups via CommPortal phone configurator:

1.   Login into the CommPortal phone configurator of the desired account (for example: 9702981673).

2.   Click **Features**->**CommPortal Phone Applications**.

3.   Mark the **Enabled** radio box in the **Network Contacts Enable** field.

4.   Enter the desired interval (in minutes) in the **Network Contacts Update Interval(min)** field.

The default value is 60 minutes.

5. Click **Save changes** to accept the change.

6. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

   As a result, the Network Contacts are updated every 60 minutes.

Displaying Contacts group

Contacts group stores all the contacts customized by users. You can allow the Contacts group to be displayed in the Network Contacts directory.

To configure the contacts group via CommPortal phone configurator:

1. Click **Features->CommPortal Phone Applications**.

2. Mark the desired radio box in the **Contacts group Enable** field.

3. (Optional.) You can change the default name of contact group in the **Contacts group Display Name** field**.**

4. Click **Save changes** to accept the change or the **Discard changes** to cancel.

5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

Displaying Extensions Group

Extensions group stores the contacts in the same Business Group as your account. You can allow the Extension group to be displayed in the Network Contacts directory.

To configure the extensions group via CommPortal phone configurator:

1. Click **Features->CommPortal Phone Applications**.

2. Mark the desired radio box in the **Extensions Group Enable** field.

3. (Optional.) You can change the default name of extensions group in the **Extensions Group Display Name** field.

4. Click **Save changes** to accept the change or the **Discard changes** to cancel.

5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

Displaying Multi Line Hunt Groups

MLHGS (Multi Line Hunt Groups) displays the MLHG that users belong to. You can allow the Multi Line Hunt Groups to be displayed in the Network Contacts directory.

To configure the MLHGS via CommPortal phone configurator:

1. Click **Features->CommPortal Phone Applications**.

2. Mark the desired radio box in the **MLHGS Group Enable** field.

3. (Optional.) You can change the default name the MLHGS in the **MLHGS Group Display Name** field**.**

4. Click **Save changes** to accept the change or the **Discard changes** to cancel.

5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

Configuring the Display Priority of the Network Contacts

You can configure the display priority of the Network Contacts.

To configure the display priority of the Network Contacts via CommPortal phone configurator:

1. Click **Features**->**Directory**.

2. Select the desired priority from the **Network Contacts Priority** drop-down menu.

    -   1 is the highest priority and 6 is the lowest priority. The location of Network Contacts is displayed according to this priority when user presses the **Directory** soft key.

    -   If the priority is set to **Disabled**, the Network Contacts are not displayed when user presses the **Directory** soft key.

3. Click **Save changes** to accept the change or the **Discard changes** to cancel.

4. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

13

Configuring a Network Contacts key

You can configure a Network Contacts key to quickly access the Network Contacts on the phone.

To configure a Network Contacts key via CommPortal phone configurator:

1. Click **Programmable Keys - Line Key**->**Key X**.

2. Select **Network Contacts** from the **Soft key action** field.

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

4. Click **Save changes** to accept the change.

5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

Using Network Contacts Feature on the Phone

You can add, sort, edit, delete or search for a contact in the Contacts group. While you can only view, search or call contacts in the Extensions group and MLHGS.

Viewing Network Contacts

To access the Network Contacts via phone user interface:

1. Do one of the following.

    -   Press **Directory**->**Network Contacts.** (If display priority of the Network Contacts is not set to Disabled)

    -   Press **Menu**->**Directory**->**Network Contacts**.

- Press the Network Contacts key.

```
1. Contacts
2. Extensions
3. MLHGS

  Back   Update   Search   Enter
```

2. Select the desired group, and then press the **Enter** soft key to load the directory.

Adding Contacts to the Contact Group

You can add contacts to the Contacts group only. You can use one of the following ways to add a contact:

- Adding a Contact to the Contact Group Manually

- Adding a contact to the Contact group from the message list. For more information, refer to Adding Local Contacts from the Message List on page 6.

- Adding a contact to the Contact group from network call list. For more information, refer to Adding a Network Call List to the Contact Group on page 21.

To add a contact to the Contact Group manually via phone user interface:

1. Do one of the following.

- Press **Directory**->**Network Contacts**->**Contacts.** (If display priority of the Network Contacts is not set to Disabled)

- Press **Menu**->**Directory**->**Network Contacts**->**Contacts**.

- Press the Network Contacts key, and then select **Contacts**.

2. Select the **All Contacts** group and then press the **Enter** soft key.

3. Press the **Option** soft key, and then select **Add** from the prompt list.

4. Enter the contact information in the corresponding fields.

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

Searching for Network Contacts

To search for a network contact via phone user interface:

1. Do one of the following.

- Press **Directory**->**Network Contacts.** (If display priority of the Network Contacts is not set to Disabled)

- Press **Menu**->**Directory**->**Network Contacts**.

- Press the Network Contacts key.

2. Select the desired group, and then press the **Enter** soft key to load the directory.

3. Press the **Search** soft key.

4. Enter the search criteria.

Placing Calls to Network Contacts

To place a call to a network contact via phone user interface:

1. Do one of the following.

- Press **Directory->Network Contacts.** (If display priority of the Network Contacts is not set to Disabled)

- Press **Menu**->**Directory**->**Network Contacts**.

- Press the Network Contacts key.

2. Select the desired group, and then press the **Enter** soft key to load the directory.

3. Select the desired contact.

4. Press the **Send** soft key.

Editing Network Contacts

You can only edit the contacts that in the Contacts group.

To edit a contact in the Contacts group via phone user interface:

1. Do one of the following.

- Press **Directory**->**Network Contacts->Contacts.** (If display priority of the Network Contacts is not set to Disabled)

- Press **Menu**->**Directory**->**Network Contacts->Contacts**.

- Press the Network Contacts key, and then select **Contacts**.

2. Select **All Contacts** and then press the **Enter** soft key.

3. Press $(\blacktriangle)$ or $(\blacktriangledown)$ to highlight the desired contact.

4. Press the **Option** soft key, and then select **Detail** from the prompt list.

5. Press $(\blacktriangle)$ or $(\blacktriangledown)$ to highlight the contact information and then edit.

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

Sorting Network Contacts

You can only sort the contacts that in the Contacts group.

To sort the Network Contacts via phone user interface:

1. Do one of the following.

- Press **Directory**->**Network Contacts->Contacts.** (If display priority of the Network Contacts is not set to Disabled)

- Press **Menu**->**Directory**->**Network Contacts->Contacts**.

- Press the Network Contacts key, and then select **Contacts**.

2. Select **All Contacts** and then press the **Enter** soft key.

3. Press the **Option** soft key, and then select **Sort First Name** or **Sort Last Name** from the prompt list.

   The contacts' name will display in alphabetical order.

Deleting Network Contacts

You can only delete the contacts that in the Contacts group.

To delete a contact in the Contacts group via phone user interface:

1. Do one of the following.

   - Press **Directory**->**Network Contacts**->**Contacts.** (If display priority of the Network Contacts is not set to Disabled)

   - Press **Menu**->**Directory**->**Network Contacts**->**Contacts**.

   - Press the Network Contacts key, and then select **Contacts**.

2. Select **All Contacts** and then press the **Enter** soft key.

3. Press ⌃ or ⌄ to highlight the desired contact.

4. Press the **Option** soft key, and then select **Delete** from the prompt list.

   You can also delete all contacts by pressing the **Option** soft key, and then select **Delete All**.

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

Updating Network Contacts

Network contacts can be updated in the following situation:

- Automatic update (default interval: 60 minutes).
- Reboot the phone
- Register a new account
- Update immediately

Updating Network Contacts Immediately

Once you update the Network Contacts, the phone will download the newest contacts list (including Contacts group, Extensions group and MLHGS) from the server.

To update Network Contacts immediately via the phone user interface:

1. Do one of the following.

   - Press **Directory**->**Network Contacts.** (If display priority of the Network Contacts is not set to Disabled)

- Press **Menu**->**Directory**->**Network Contacts**.

- Press the Network Contacts key.

2. Press the **Update** soft key to update the Network Contacts immediately.

Updating Contacts Group Immediately

Once you update the Contacts group, the phone will download the newest Contacts group from the server.

To update the contacts group immediately via the phone user interface:

1. Do one of the following.

- Press **Directory**->**Network Contacts.** (If display priority of the Network Contacts is not set to Disabled)

- Press **Menu**->**Directory**->**Network Contacts**.

- Press the Network Contacts key.

2. Select the **Contacts** group and then press the **Enter** soft key to load the directory.

3. Press the **Option** soft key, and then select **Update** from the prompt list.

4. Press the **OK** soft key to update contacts immediately.

Network Call List

You can configure network call list on the CommPortal phone configurator.

Configuring Network Call List

To configure network call list feature via CommPortal phone configurator:

1. Login into the CommPortal phone configurator of the desired account (for example: 9702981673).

2. Click **Features**->**CommPortal Phone Applications**.

3. Mark the **Enabled** radio box in the **Network Call List Enable** field.

4. (Optional.) Mark the desired radio box in the **Replace Local Call List** field.

- If it is set to **Disabled**, both local call list and network call list will be displayed on the phone.

- If it is set to **Enabled**, the local call list will be replaced by the network call list. Only network call list can be displayed on the phone.

5. Click **Save changes** to accept the change.

6. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

Configuring a History Key

You can configure a history key to quickly access the history list via your phone.

To configure a history key via CommPortal phone configurator:

1. Click **Programmable Keys - Line Key**->**Key X**.

2. Select **History** from the **Soft key action** field.

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

4. Click **Save changes** to accept the change.

5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

Configuring the Display Priority of the Network Call List

You can configure the display priority of the Network Call List in the directory.

To configure the display priority of the Network Call List via CommPortal phone configurator:

1. Click **Features**-> **Directory**.

2. Select the desired priority from the **Network Call List Priority** drop-down menu.

   - 1 is the highest priority and 6 is the lowest priority. The location of Network Call List is displayed according to this priority when user presses the **Directory** soft key.

   - If the priority is set to **Disabled**, the Network Call List is not displayed when user presses the **Directory** soft key.

3. Click **Save changes** to accept the change.

4. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

Using Network Call List Feature on the Phone

On your phone, you can view network call list, place a call to the network call list and add a contact from the network call list.

Viewing the Network Call List

To view the network call list via phone user interface:

1. Do one of the following.

   - Press the **History** soft key.

   - Press **Directory**->**Network Call List** (If display priority of the Network Call List is not set to Disabled).

- Press **Menu**->**History**.

- Press the History key.

  The phone loads the network call list, and then displays call log entries on the LCD screen.

2. Press (◂) or (▸) to switch between all, placed, missed and received call lists.

3. Select 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 IP phone LCD screen.

Placing a Call from the Network Call List

To place a call from the network call list:

1. Do one of the following.

   - Press the **History** soft key.

   - Press **Directory**->**Network Call List** (If display priority of the Network Call List is not set to Disabled).

   - Press **Menu**->**History**.

   - Press the History key.

2. Press (◂) or (▸) to switch between all, placed, missed and received call lists.

3. Select the desired call log entry.

4. Press the **Send** soft key.

Adding a Network Call List to the Contact Group

If Network Contacts feature is enabled, you can add a network call list to the Contact group.

To add a network call list to the Contact group:

1. Do one of the following.

   - Press the **History** soft key.

   - Press **Directory**->**Network Call List** (If display priority of the Network Call List is not set to Disabled).

   - Press **Menu**->**History**.

   - Press the History key.

2. Press (▴) or (▾) to highlight the desired entry.

3. Press the **Option** soft key, and then select **Add to Metaswitch Contacts** from the prompt list.

4. Enter the contact information in the corresponding fields.

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

The entry is successfully saved to the Contacts group.

Automatic Call Distribution (ACD)

Automatic Call Distribution (ACD) feature is often used in offices for customer service, such as call center. Once ACD feature is enabled on the IP phone, you need to configure an ACD key in advance, then you can log into the ACD system by pressing the ACD 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 distributing calls to the agent.

Enabling Automatic Call Distribution

To enable ACD feature via CommPortal phone configurator:

1. Login into the CommPortal phone configurator of the desired account (for example: 9702981673).

2. Click **Features**->**CommPortal Phone Applications**.

3. Mark the **Enabled** radio box in the **Automated Call Distribution Enable** field to enable the ACD feature.

4. Select the desired account to use the ACD feature from the **Automated Call Distribution Enable for Account** drop-down menu.

5. Click **Save changes** to accept the change.

You have to configure an ACD key to access ACD feature via your phone.

Configuring an ACD Key

You need to configure an ACD key to log into the ACD system.

To configure an ACD key via CommPortal phone configurator:

1.   Click **Programmable Keys - Line Key**->**Key X**.

2.   Select **ACD** from the **Soft key action** field.

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

4.   Click **Save changes** to accept the change.

5.   Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.
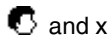
Using ACD Feature on the Phone

Metaswitch offers the Integrated ACD, with two levels of functionality to meet your expanded ACD needs.

Basic ACD provides call center function through the use of detailed statistics on MLHG activity and information on incoming calls. The Premium ACD offers the same features as the basic ACD service level, along with additional features such as customizing disposition codes and wrap-up state.

Icon Instructions

Different icons can indicate different ACD states. The icons and the corresponding agent states are listed as below:

VP59/T58A/T57W/T54W/T54S/T52S/T48S	T46S/T29G	T53W/T53/T42S/T41S/T40P/T40G/T27P/T27G/T23P/T23G/T21(P) E2/T19(P) E2	Description
			The ACD state is available
		and x	The ACD state is unavailable
			The ACD state is Wrap up
			Log out of the ACD system

Basic ACD Group

If you are a member in an MLHG that is assigned the basic ACD level by the system administrator, you will be able to do the following:

- Log in and log out as an agent
- View the queue information
- View the MLHG(Multi Line Hunt Groups) member information

Accessing the Basic ACD System

To access the basic ACD system via phone user interface:

1. Press the ACD key when the phone is idle.

   The LCD screen prompts the MLHG queue you are in and your current state.

Logging In and Logging Out as an Agent

If your account has been forced to login into an MLHG by the system administrator, your state in the MLHG will be **Logged In**, and cannot be changed.

If the administrator allows you to change your state, you can do the following to log in or log out

the desired MLHG.

To login the MLHG group via phone user interface:

1. Press the ACD key when the phone is idle.

2. Select the desired group and then press the **Login** soft key.

    Then the corresponding state will change from **Logged Out** to **Logged In**.

To log out of the MLHG group via phone user interface:

1. Press the ACD key when the phone is idle.

2. Select the desired group and then press the **Logout** soft key.

    Then the corresponding state will change from **Logged In** to **Logged Out**.

Viewing Queue Information

To view queue information via phone user interface:

1. Press the ACD key when the phone is idle.

2. Select the desired group.

3. Press the **Detail** soft key.

    The detailed information of the queue is displayed on the LCD screen.
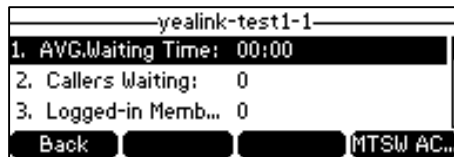
Each configuration parameter is explained as follow:

Parameters	Description
AVG.Waiting Time	The average waiting time of an incoming call in the ACD queue. It comes to end when the call is answered by an agent.
Callers Waiting	The number of callers waiting in the queue.
Logged-in Member	The number of members logged in the selected group.
Queue Status	Your current status (Logged In or Logged Out) in the selected group.

Viewing MLHG Member Information

You can view the members who are in the MLHG, and their current state.

To view MLHG member information via phone user interface:

1. Press the ACD key when the phone is idle.

2. Select the desired group.

3. Do one of the following:

   - Press the **Member** soft key.

   - Press **Detail**-> **Member**.

     The detailed information of the MLHG member displays on the LCD screen.

```
┌──────yealink-test1-1──────┐
│1. 9702905350:    Logged Out│
│2. 9702905354:    Logged Out│
│3. 9702905351:    Logged Out│
│ Back  ][    ][    ][ Send  │
└───────────────────────────┘
```

You can select a member and then press the **Send** soft key to call the member.

Premium ACD Group

If you are a member in an MLHG that is assigned the premium ACD level by the system administrator, you will be able to do the following:

- Log in and log out as an agent

- Change the agent state

- View the queue information

- View the MLHG(Multi Line Hunt Groups) member information

- Switch to wrap up state

Accessing the Premium ACD System

To access the premium ACD system via phone user interface:

1. Press the ACD key when the phone is idle.

   The LCD screen prompts the MLHG queue you are in and your current state.

```
┌────────Available────────┐
│MLHG-test1    Logged In   │
│                          │
│                          │
│ Back  ][    ][My State][ More│
└──────────────────────────┘
```

Logging In and Logging Out as an Agent

If your account has been forced to login into an MLHG by the system administrator, your state in the MLHG will be **Logged In**, and cannot be changed.

If the administrator allows you to change your state, you can do the following to log in or log out the desired MLHG.

To login the MLHG group via phone user interface:

1. Press the ACD key when the phone is idle.

2. Select the desired group and then press the **Login** soft key.

   Then the corresponding state will change from **Logged Out** to **Logged In**.

To log out of the MLHG group via phone user interface:

1. Press the ACD key when the phone is idle.

2. Select the desired group and then press the **Logout** soft key.

   Then the corresponding state will change from **Logged In** to **Logged Out**.

Changing the Agent State

If you log in an MLHG, your state (for example: Available) is displayed on the idle screen:

You can change state on the idle screen or the ACD configuration screen.

To change the agent state in idle screen:

1. Press the **My State** soft key when the phone is idle.

2. Select the desired state.

3. Press the **OK** soft key to accept the change.

To change the agent state in the ACD configuration screen:

1. Press the ACD key when the phone is idle.

2. Press the **My State** soft key.

3. Select the desired state.

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

Note
Your ACD state works for every MLHG group.

Viewing Queue Information

To view queue information via phone user interface:

1. Press the ACD key when the phone is idle.

2. Select the desired group.

3. Press the **More** soft key, and then press the **Detail** soft key.

   The detailed information of the queue is displayed on the LCD screen.

```
┌─────────────MLHG-test1─────────────┐
│ 1. AVG.Waiting Time: 00:00         █ │
│ 2. Callers Waiting:    0           │ │
│ 3. Logged-in Memb...   1           │ │
│  Back    ┃      ┃      ┃  Member   │ │
└────────────────────────────────────┘
```

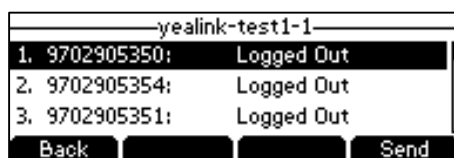For more information on parameters explanation listed above, refer to Viewing Queue Information on page 25.

Viewing MLHG Members Information

You can view the members who are in the MLHG, and their current state.

To view MLHG member information via phone user interface:

1. Press the ACD key when the phone is idle.

2. Select the desired group.

3. Do one of the following:

   - Press **More**-> **Detail** -> **Member**.

   - Press **More**->**Member**.

     The detailed information of the MLHG member displays on the LCD screen.

```
┌─────────────MLHG-test1─────────────┐
│ 1. 9702905357:      Logged Out     █ │
│ 2. 9702905352:      Logged Out     │ │
│ 3. 9702905355:      Logged In      │ │
│  Back    ┃      ┃      ┃  Send      │ │
└────────────────────────────────────┘
```

You can select a member and then press the **Send** soft key to call the member.

Wrap-up and Disposition Codes

Premium ACD allows Business Group Administrators to enable the wrap-up state and disposition codes for the Queues.

Wrap-up state

If wrap-up is enabled for your queue, you are automatically put into wrap-up state after ending a call that has arrived through your Queue. You are unavailable for further calls from the Queue while in this state.
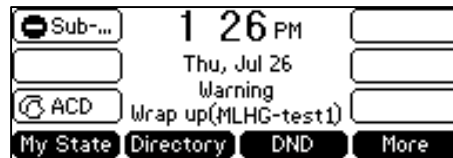
Exiting Wrap-up State

When the wrap-up time set by the system administrator expires, you will automatically exit wrap-up state. You can also exit wrap-up state manually. The system administrator may require you to assign a disposition code to a completed call.

To exit wrap-up state via phone user interface:

1. Press the **My State** soft key when the IP phone is idle.

2. Select the **Available** state.

3. Assign one of the disposition codes to each call you complete, allowing you to easily see whether calls are being dealt with satisfactorily and to identify any recurring problems.
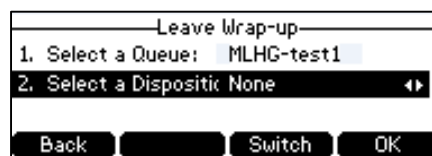
4. Depending on the configuration on the server:

    a) If disposition code is not required by your system administrator, selecting a deposition code is optional.

    b) If disposition code is required by your system administrator, you have to select a disposition code from the **Select a Disposition Code** field.

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

    Then your state will change to Available.

Updating ACD Information

ACD information can be updated in the following situation:

*   When you press the ACD key, the phone will load the ACD information.

*   When you press the **Detail** or **Member** soft key, the phone to load the queue information and MLHG member information respectively.

*   Automatic update at intervals

- When you log in/log out of the MLHG or change state.

- When you finish a call from the ACD.

Hot Desking

Hot desking originates from the definition of being the temporary physical occupant of a work station or surface by a particular employee. A primary motivation for hot desking is cost reduction. This feature is regularly used in places where not all the employees are in the office at the same time, or not in the office for very long, which means that actual personal offices would be often vacant, consuming valuable space and resources.

You can use hot desking on the SIP IP phone to log out of existing accounts and then log into a new account. As a result, many users can share the phone resource at different times. To use this feature, you need to configure a log out key in advance.

Enabling Hot Desking

To enable hot desking feature via CommPortal phone configurator:

1. Login into the CommPortal phone configurator of the desired account (for example: 9702981673).

2. Click **Features**->**CommPortal Phone Applications**.

3. Mark the **Enabled** radio box in the **Hot Desking Log Out Enable** field.

4. Click **Save changes** to accept the change.

Configuring a Log Out key

You can configure a log out key to clear registration configurations of all accounts on the phone.

To configure a log out key via CommPortal phone configurator:

1. Click **Programmable Keys - Line Key**->**Key X**.

2. Select **Log Out** from the **Soft key action** field.

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

4. Click **Save changes** to accept the change.

5. Perform auto provisioning on the phone to download above configurations. For more information on how to perform auto provisioning, refer to Downloading Configuration Files on page 34.

Using Hot Desking Feature on the Phone

Logging Out of a Phone

To log out of a phone:

1. Press the Log Out key when the phone is idle.

   The LCD screen prompts: "Are you sure to logout?".

2. Press the **OK** soft key, the phone will reboot and the registration configurations of all accounts on the phone will be cleared immediately.
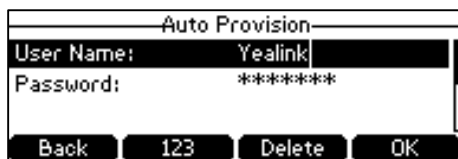
   After you log out of the phone, the idle screen is shown as below:

Logging into a Phone

To log into a phone:

1. Press the **Login** soft key.

2. Enter your provisioning credentials.

```
┌─────────────Auto Provision─────────────┐
│ User Name:        Yealink│              │
│ Password:         *******               │
│                                         │
│   Back    ][   123   ][  Delete  ][  OK │
└─────────────────────────────────────────┘
```

3. Press the **OK** soft key.

    The phone reboots and download configurations from the CommonPortal phone configurator.

Downloading Configuration Files to Phones

After you configuring features on the CommPortal phone configurator, you need to deploy your phones to download all the configuration files from it.

You can use MAC authentication method to deploy phones. For more information on MAC authentication, refer to: *www.metaswitch.com*. You can also use HTTP digest authentication as defined in RFC 2617 to deploy phones. You only need to provide authentication user name and password to the users, and then users can complete phone deployment on their own.

The following takes HTTP digest authentication method as an example to introduce phone deployment.

Obtaining the Provisioning Server Address

Yealink IP phones support many ways to obtain the provisioning server address, for example:

- Obtain the provisioning server address automatically by detecting DHCP options 66.

- Obtain the provisioning server address automatically by contacting Redirection & Provisioning Server (RPS).

- Enter provisioning server address manually.

When using DHCP option 66 or RPS to obtain the provisioning server address, make sure DHCP server or Redirection & Provisioning server are configured in advance.

Note

Contact your system administrator for the provisioning server address.

Triggering the Phone to Perform Auto Provisioning

If you use RPS to obtain the provisioning server address, the phone will perform auto provisioning automatically. This method takes effect only once.

If you use DHCP option to obtain the provisioning server address, the phone performs auto provisioning automatically after it is powered on. If you want to trigger the phone to perform auto provisioning again, you can use one of the following commonly used methods:

- Power On

- Re-plug the Ethernet cable

- Auto Provision Now

If you enter provisioning server address into the phone manually, you can trigger the phone to perform auto provisioning using one of the following commonly used methods:

- Power On

- Auto Provision Now

● Zero Touch

The following sections introduce common methods to trigger the phone to perform auto provisioning.

● Power On

● Auto Provision Now

● Zero Touch

Power On

You can power on the phone to trigger it to perform auto provisioning.

To trigger auto provisioning via powered on:

1. After powered on, the phone needs your provisioning credentials to download configuration files from the CommPortal phone configurator.

```
─────Invalid Provisioning Credential─────
User Name:          9702905352
Password:
   Back      abc      Delete      OK
```
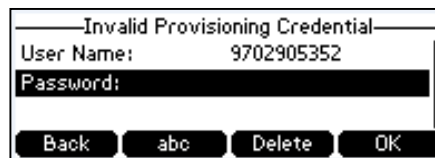
If you enter valid provisioning credential, the phone will download configuration files successfully. If not, the phone enters the idle screen:

```
          19:53 03
          Thu, Jul 26
            Warning
           No Service
   Login  Directory   DND    Menu
```

2. Press the **Login** soft key to enter the Auto Provision screen again.

3. Enter your provisioning credentials.

```
─────────Auto Provision─────────
URL:            aswitch.com/sip-ps/
User Name:      9702905352
Password:           ********
   Back     abc     Delete     OK
```

4. Press the **OK** soft key.

   The phone reboots and download configurations from the CommonPortal phone configurator.

Auto Provision Now

You can use the Auto Provision Now method to trigger the IP phone to perform the auto provisioning immediately.

35

To trigger auto provisioning via auto provision now:

1. Press **Menu**->**Settings**->**Advanced Settings**->**Auto Provision**.

2. Enter the provisioning server address in the **Server URL** field.

3. Enter valid provisioning credential in the **User Name** and **Password** fields.

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

    The LCD screen will be displayed as below:

5. Press the **Ok** soft key.

    The phone reboots and download configurations from the CommonPortal phone configurator.

Zero Touch

If you change the parameter settings on the CommPortal phone configurator, you can press the zero touch key (if configured) to quickly perform auto provisioning to apply the changes to your phone.

Configuring a Zero Touch Key

To configure a zero touch key via CommPortal phone configurator:

1. Click **Programmable Keys - Line Key**->**Key X**.

2. Select **Zero Touch** from the **Soft key action** field.

3. (Optional.) Enter the string that will appear on the LCD screen in the **Label** field.
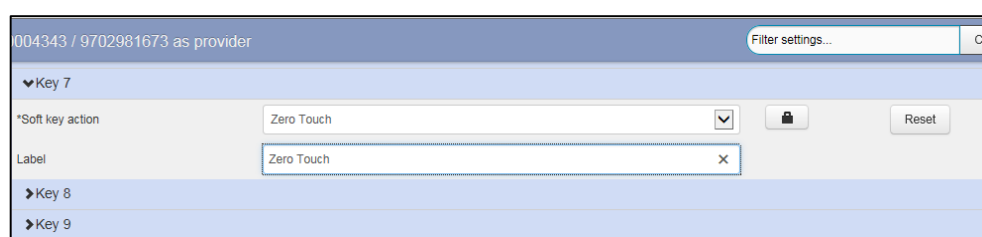
4. Click **Save changes** to accept the change.

5. Perform auto provisioning on the phone according to the above content.

    The phone reboots and download configurations from the CommonPortal phone configurator. Your phone appears a Zero Touch key.

> **Note**
>
> Line key is not applicable to SIP T19(P) E2, CP920, W60B, W70B, W80, and W90 phones.

Triggering Auto Provisioning via Zero Touch

To trigger auto provisioning via zero touch:

1. Press the Zero Touch key when the phone is idle.

   The LCD screen prompts "Update now? 5s".

2. Press the **OK** soft key.

3. Press the **Next** soft key skip network settings.

```
┌──────────Auto Provision──────────┐
│User Name:        9702905352       █
│Password:          ****            │
│                                   │
│   Back   ][   2aB  ][  Delete ][   OK  │
└───────────────────────────────────┘
```
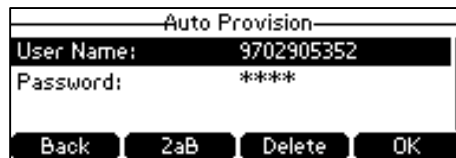
4. Enter valid provisioning credential, and then press the **OK** soft key.

5. Press the **OK** soft key.

   The phone reboots and download configurations from the CommonPortal phone configurator.

For more information on auto provisioning, refer to *Yealink IP Phones Auto Provisioning Guide*, available online: *http://www.yealink.com/DocumentDownload.aspx?CateId=142&flag=142*

Regulatory Notices

Service Agreements

Contact your Yealink Authorized Reseller for information on service agreements applicable to your product.

Limitations of Liability

TO THE FULL EXTENT ALLOWED BY LAW, YEALINK EXCLUDES FOR ITSELF AND ITS SUPPLIERS ANY LIABILITY, WHETHER BASED IN CONTRACT OR TORT (INCLUDING NEGLIGENCE), FOR INCIDENTAL, CONSEQUENTIAL, INDIRECT, SPECIAL, OR PUNITIVE DAMAGES OF ANY KIND, OR FOR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR DATA, OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE SALE, INSTALLATION, MAINTENANCE, USE, PERFORMANCE, FAILURE, OR INTERRUPTION OF ITS PRODUCTS, EVEN IF YEALINK OR ITS AUTHORIZED RESELLER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES, AND LIMITS ITS LIABILITY TO REPAIR, REPLACEMENT, OR REFUND OF THE PURCHASE RICE PAID, AT YEALINK'S OPTION. THIS DISCLAIMER OF LIABILITY FOR DAMAGES WILL NOT BE AFFECTED IF ANY REMEDY PROVIDED HEREIN SHALL FAIL OF ITS ESSENTIAL PURPOSE.

Safety Instructions

Save these instructions. Read these safety instructions before use!

The following basic safety precautions should always be followed to reduce the risk of fire, electrical shock, and other personal injury.

⚠ **General Requirements**

- Before you install and use the device, read the safety instructions carefully and observe the situation during operation.
- During the process of storage, transportation, and operation, please always keep the device dry and clean.
- During the process of storage, transportation, and operation, please avoid collision and crash of the device.
- Please do not attempt to dismantle the device by yourself. In case of any discrepancy, please contact the appointed maintenance center for repair.
- Without prior written consent, no organization or individual is permitted to make any change to the structure or the safety design of the device. Yealink is under no circumstances liable to consequences or legal issues caused by such changes.

⚠

- Please refer to the relevant laws and statutes while using the device. Legal rights of others should also be respected as well.

Environmental Requirements

- Place the device at a well-ventilated place. Do not expose the device under direct sunlight.
- Keep the device dry and free of dust.
- Place the device on a stable and level platform.
- Please do not place heavy objects on the device in case of damage and deformation caused by the heavy load.
- Keep at least 10 cm between the device and the closest object for heat dissipation.
- Do not place the device on or near any inflammable or fire-vulnerable object, such as rubber-made materials.
- Keep the device away from any heat source or bare fire, such as a candle or an electric heater.
- Keep the device away from any household appliance with a strong magnetic field or electromagnetic field, such as a microwave oven or a refrigerator.

⚠ **Operating Requirements**

- Do not let a child operate the device without guidance.
- Do not let a child play with the device or any accessory in case of accidental swallowing.
- Please only use the accessories provided or authorized by the manufacturer.
- The power supply of the device must meet the requirements of the input voltage of ithe device. Please use the provided surge protection power socket only.
- Before plugging or unplugging any cable, make sure that your hands are completely dry.
- Do not spill liquid of any kind on the product or use the equipment near water, for example, near a bathtub, washbowl, kitchen sink, wet basement or near a swimming pool.
- Do not tread on, pull, or over-bend any cable in case of malfunction of the device.
- During a thunderstorm, stop using the device and disconnect it from the power supply. Unplug the power plug and the Asymmetric Digital Subscriber Line (ADSL) twisted pair (the radio frequency cable) to avoid lightning strike.
- If the device is left unused for a rather long time, disconnect it from the power supply and unplug the power plug.
- When there is smoke emitted from the device, or some abnormal noise or smell, disconnect the device from the power supply, and unplug the power plug immediately. Contact the specified maintenance center for repair.
- Do not insert any object into equipment slots that are not part of the product or auxiliary product.
- Before connecting a cable, connect the grounding cable of the device first. Do not disconnect the grounding cable until you have disconnected all other cables.

⚠ **Cleaning Requirements**

- Before cleaning the device, stop using it and disconnect it from the power supply.

- Use a piece of soft, dry and anti-static cloth to clean the device.

- Keep the power plug clean and dry. Using a dirty or wet power plug may lead to electric shock or other per