



IP Phone Features Integrated with BroadWorks User Guide

About This Guide

Yealink IP phones are access devices that use the Session Initiation Protocol (SIP) to communicate with BroadWorks for call control. This guide describes how to configure and use the IP phone features integrated with BroadWorks on Yealink IP phones.

The features introduced in this document apply to Yealink IP phones running firmware V71 or later.

Note

The configurations described in this document take the Yealink SIP-T28P 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 71.0, Guide Version 71.110

The following sections are new:

- [Xtended Services Interface](#) on page 6
- [Simultaneous Ring Personal](#) on page 7
- [Line ID Blocking](#) on page 8
- [Anonymous Call Rejection](#) on page 9
- [BroadWorks Anywhere](#) on page 10
- [Remote Office](#) on page 12
- [Call Park](#) on page 18
- [Call Waiting](#) on page 23
- [Do Not Disturb](#) on page 24
- [Call Forward](#) on page 27
- [Sequential Ring](#) on page 32
- [Call Transfer](#) on page 33
- [Call Pickup](#) on page 40
- [Meet-Me Conference](#) on page 44
- [Voice Messaging](#) on page 57
- [Hoteling](#) on page 70

Major updates have occurred to the following sections:

- [BroadSoft Directory](#) on page 13
- [BroadSoft Call Log](#) on page 16
- [Automatic Call Distribution](#) on page 58

Changes for Release 70.0, Guide Version 1.3

Major updates have occurred to the following sections:

- [Busy Lamp Field List](#) on page 45
- [Shared Call Appearance](#) on page 50

Changes for Release 70.0, Guide Version 1.2

Major updates have occurred to the following sections:

- [Feature Key Synchronization](#) on page 38
- [BroadSoft Directory](#) on page 13
- [Busy Lamp Field List](#) on page 45

Table of Contents






About This Guide	III
Summary of Changes	III
Changes for Release 71.0, Guide Version 71.10	III
Changes for Release 70.0, Guide Version 1.3	IV
Changes for Release 70.0, Guide Version 1.2	IV
Table of Contents.....	V
Overview	1
Icon Instructions	1
LED Instructions	1
User Interfaces	3
Phone User Interface	3
Web User Interface	4
IP Phone Features Integrated with BroadWorks.....	5
Xtended Services Interface	6
Simultaneous Ring Personal	7
Line ID Blocking	8
Anonymous Call Rejection	9
BroadWorks Anywhere	10
Configuring the BroadWorks Anywhere Feature on the IP Phone	10
Using the BroadWorks Anywhere Feature	11
Remote Office	12
Configuring the Remote Office Feature on the IP Phone	12
Using the Remote Office Feature	13
BroadSoft Directory	13
Configuring the BroadSoft Directory Feature on the IP Phone	13
Using the BroadSoft Directory Feature on the IP Phone	14
BroadSoft Call Log	16
Configuring the BroadSoft Call Log Feature on the IP Phone	16
Using the Network Call Log Feature on the IP Phone	17
Call Park	18
Configuring the Call Park Feature on the IP Phone	19
Using the Call Park Feature on the IP Phone	21
Call Waiting.....	23

Do Not Disturb	24
Call Forward	27
Sequential Ring	32
Using the Sequential Ring Feature on the IP Phone	32
Call Transfer	33
Network Conference.....	35
Configuring the Network Conference Feature on the IP Phone	35
Using the Network Conference Feature on the IP Phone.....	36
Feature Key Synchronization	38
Configuring the Feature Key Synchronization on the IP Phone	38
Using the Feature Key Synchronization on the IP Phone.....	39
Call Pickup	40
Configuring the Call Pickup Feature on the IP Phone	40
Using the Call Pickup Feature on the IP Phone	42
Meet-Me Conference	44
Configuring the Meet-Me Conference on the IP Phone	44
Using the Meet-Me Conference on the IP Phone	45
Busy Lamp Field List.....	45
Configuring the BLF List Feature on the IP phone	46
Using the BLF List Feature on the IP phone	49
Shared Call Appearance	50
Configuring the SCA Feature on the IP Phone.....	50
Using the SCA Feature on the IP Phone	53
Voice Messaging.....	57
Configuring the Voice Messaging Feature on the IP Phone	57
Using the Voice Messaging Feature on the IP Phone.....	57
Automatic Call Distribution	58
Configuring the ACD feature on the IP phone.....	59
Using the ACD Feature on the IP Phone.....	61
Hoteling.....	70
Configure the Hoteling feature on the IP Phone	71
Using the Hoteling Feature on the IP Phone	71

Overview

Icon Instructions

The line icons correspond to agent status as below:

Line Icon	Agent Status
	SignOut
	SignIn, Available
 and x	SignIn, Unavailable
 and 	Wrap-up

LED Instructions

Line key LED (private line)

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 (shared line)

LED Status	Description
Solid green	The shared line is seized. The shared line is in conversation. Some party receives ringback. The shared line conversation is placed on held.
Slow flashing green	The shared line conversation is placed on public hold. The shared line conversation is placed on private hold. There are multi-calls on a shared line phone.
Fast flashing green	The shared line receives an incoming call. For a multi-party call, all the parties place the shared line conversation on hold.

Off	The shared line is idle.
-----	--------------------------

Line key LED (configured as BLF List key when LED Off in Idle is disabled)

LED Status	Description
Solid green	The monitored user is idle.
Fast flashing green	The monitored user receives an incoming call.
Slow flashing green (500ms)	The monitored user is busy.
Slow flashing green (1s)	The call is parked against the monitored user's phone number.
Off	The monitored user does not exist.

Memory key LED (configured as BLF List key when LED Off in Idle is disabled)

LED Status	Description
Solid green	The monitored user is idle.
Fast flashing red	The monitored user receives an incoming call.
Solid red	The monitored user is busy.
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 BLF List key when LED Off in Idle is enabled)

LED Status	Description
Fast flashing green	The monitored user receives an incoming call.
Slow flashing green (500ms)	The monitored user is busy.
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.

Memory key LED (configured as BLF List key when LED Off in Idle is enabled)

LED Status	Description
Fast flashing red	The monitored user receives an incoming call.
Solid red	The monitored user is busy.
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 ACD key)

LED State	Description
Solid green	The ACD state is available.
Slow flashing green	The ACD state is unavailable or wrap-up.
Off	Log out the ACD system.

Memory key LED (configured as ACD key)

LED State	Description
Solid green	The ACD state is available.
Slow flashing green	The ACD state is unavailable.
Solid red	The ACD state is wrap-up.
Off	Log out 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" options are 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 BroadWorks

This chapter provides operating instructions for the IP phone features integrated with BroadWorks. The topics include:

- [Xtended Services Interface](#)
- [Simultaneous Ring Personal](#)
- [Line ID Blocking](#)
- [Anonymous Call Rejection](#)
- [BroadWorks Anywhere](#)
- [Remote Office](#)
- [BroadSoft Directory](#)
- [BroadSoft Call Log](#)
- [Call Park](#)
- [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 the BroadSoft active is enabled and SIP server type is set to BroadSoft. Contact your system administrator for more information.

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 support the following features interoperating with BroadWorks XSI:

- Simultaneous Ring Personal
- Line ID Blocking
- Anonymous Call Rejection
- BroadWorks Anywhere
- Remote Office
- BroadSoft Directory
- BroadSoft Call Log
- Call Park

To configure the XSI via web user interface:

1. Click on **Directory->Network Directory**.
2. Enter the values of parameters: host server, port, user ID and password in the corresponding fields.
3. Select the desired server type from the pull-down list of **XSI Server Type**.

Yealink T28 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

Host Server: xsp1.iop1.broadworks.net
Port: 80
XSI Server Type: HTTP
User ID: 2413333607@as.iop1.broad
Password:

Network Directory

Type	Enable	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

Call Log

Network Call Log: Enabled

Confirm Cancel

NOTE
Network Directory
The network directory parameters for administrator.

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

Note



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

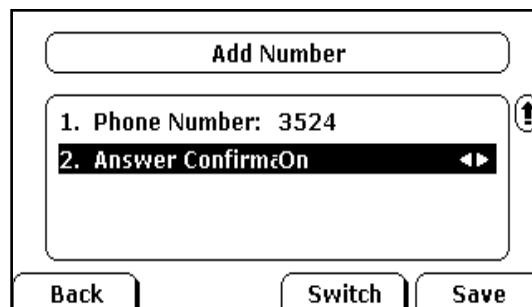
For T2xP, T3xG and T4xG IP phones, the XSI configured via web user interface only applies to the account 1. For more information, contact your system administrator.



Simultaneous Ring Personal

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

To configure simultaneous ring personal via phone user interface:

1. Press **Menu->Call Control->Simultaneous Ring Personal**.
2. Press the **Add** soft key to add the desired phone number.
3. Enter the number in the **Phone Number** field.
4. Press  or  , or the **Switch** soft key to select **On** from the **Answer Confirmation** field.



5. Press the **Save** soft key to accept the change.
6. Repeat step 2 to 5 to add more phone numbers.
7. Press  or  to select **On** from the **Status** field.
8. Press the **Save** soft key to accept the change.

Note

If the BroadWorks XSI is configured on the IP phone, the simultaneous ring personal configurations can be synchronized between the IP phone and 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 display a miss call 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

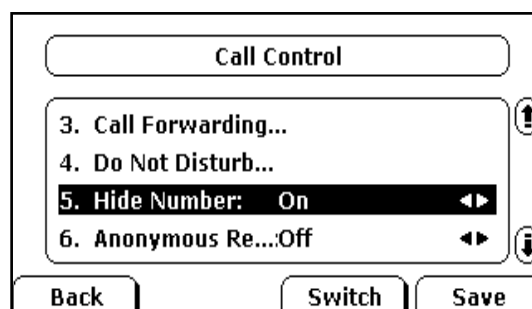
The answer confirmation feature can be configured on the BroadWorks server only. For more information, please contact your system administrator.

Line ID Blocking

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

To configure the line ID blocking feature via phone user interface:

1. Press **Menu->Call Control**.
2. Press  or  to scroll to the **Hide Number** field.
3. Press  or , or the **Switch** soft key to select **On** from the **Hide Number** field.



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

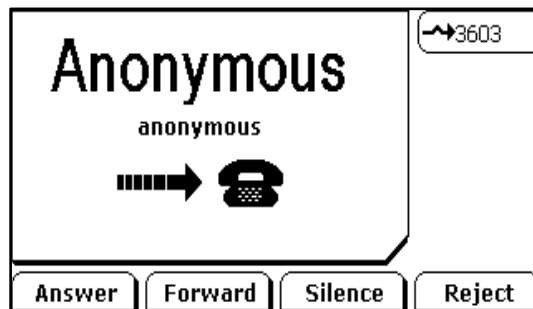
Note

If the BroadWorks XSI is configured on the IP phone, the line ID blocking configurations can be synchronized between the IP phone and BroadWorks server.

To place an anonymous call:

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




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

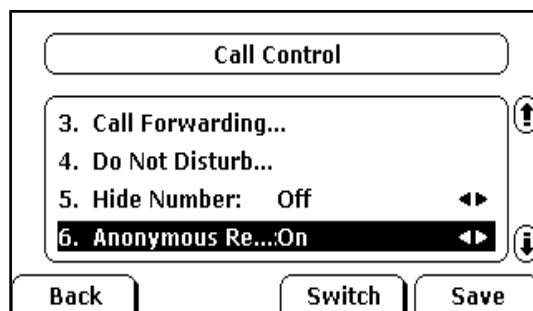


Anonymous Call Rejection

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

To configure the anonymous call rejection feature via phone user interface:

1. Press **Menu**->**Call Control**.
2. Press  or  to scroll to the **Anonymous Rejection** field.
3. Press  or , or the **Switch** soft key to select **On** from the **Anonymous Rejection** field.



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

Note

If the BroadWorks XSI is configured on the IP phone, the anonymous call rejection configurations can be synchronized between the IP phone and BroadWorks server.

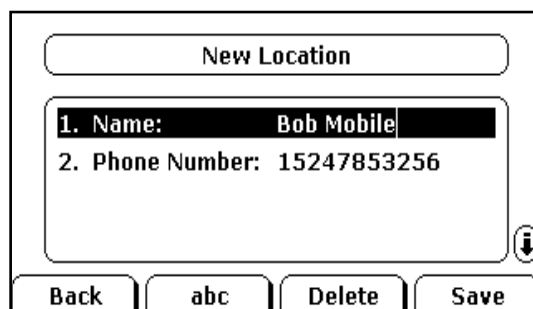
BroadWorks Anywhere

You can use the 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.

Configuring the BroadWorks Anywhere Feature on the IP Phone





To add a BroadWorks anywhere location via phone user interface:

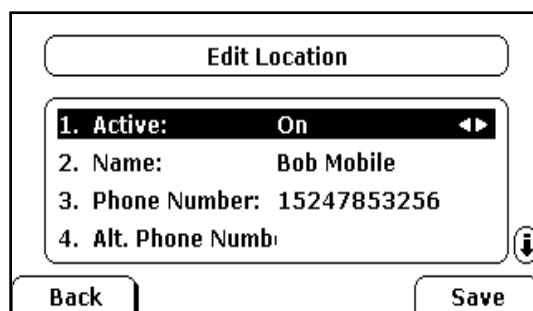
1. Press **Menu->Call Control->Anywhere**.
2. Press the **Add** soft key.
3. Enter the name in the **Name** field.
4. Enter the phone number in the **Phone Number** field.



5. 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 BroadWorks anywhere location.
3. Press the **Option** soft key, and then press the **Edit** soft key.
4. Press  or  to highlight the location information and then edit.

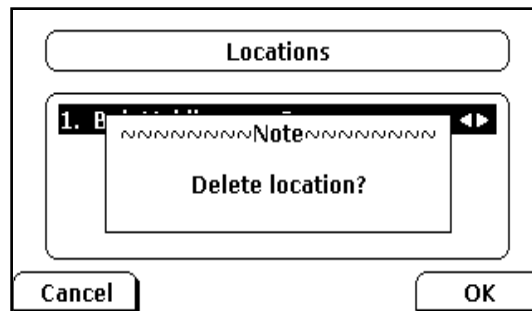


5. Press the **Save** soft key to accept change or the **Back** soft key to cancel.

To delete a BroadWorks anywhere location via phone user interface:

1. Press **Menu->Call Control->Anywhere**.
2. Press  or  to select the desired BroadWorks anywhere location.
3. 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:



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

Note

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

Using the BroadWorks Anywhere Feature

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

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

To place a call from your mobile phone:

1. On your mobile phone enter the anywhere portal number (e.g., 3604), 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., 3604), 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(*11) to retrieve the call again.

Note



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

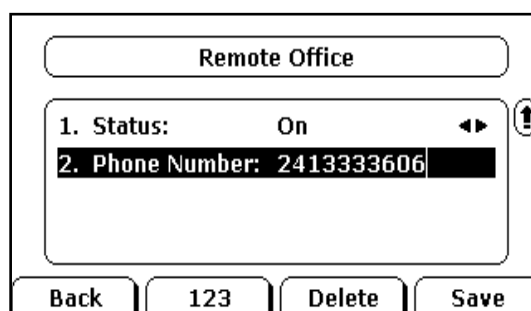
Remote Office

The 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 the remote office feature is enabled, all incoming calls to your IP phone are forwarded to the remote phone number.

Configuring the Remote Office Feature on the IP Phone

To configure the remote office feature via phone user interface:

1. Press **Menu->Call Control->Remote Office**.
2. Press  or  , or the **Switch** soft key to select **On** from the **Status** field.
3. Enter the remote phone number in the **Phone Number** field.



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

Note

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

Using the 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 provide. This ensures that you never miss a phone call and gives the appearance that you are 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 and 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 the BroadSoft Directory Feature on the IP Phone

To configure the 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.
4. Select the desired value from the pull-down list of **Enable Custom Directory**.

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

The screenshot shows the Yealink T28 web interface with the 'Directory' tab selected. The 'XSI' section contains fields for Host Server, Port, XSI Server Type, User ID, and Password. The 'Network Directory' section has a table with columns 'Type', 'Enable', and 'Display Name'. The 'Custom Directory' section has an 'Enable Custom Directory' dropdown set to 'Enabled' and a message box that says 'Please click Confirm to load custom directories.' The 'Call Log' section has a 'Network Call Log' dropdown set to 'Enabled'. There are 'Confirm' and 'Cancel' buttons at the bottom.

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

5. 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 T28 web interface with the 'Directory' tab selected. The 'XSI' section contains fields for Host Server, Port, XSI Server Type, User ID, and Password. The 'Network Directory' section has a table with columns 'Type', 'Enable', and 'Display Name'. The 'Custom Directory' section has an 'Enable Custom Directory' dropdown set to 'Enabled' and a list of directories below it. The 'Call Log' section has a 'Network Call Log' dropdown set to 'Enabled'. There are 'Confirm' and 'Cancel' buttons at the bottom.

Type	Enable	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

Directory test: ☒

Using the BroadSoft Directory Feature on the IP Phone

To access the BroadSoft directory via phone user interface:

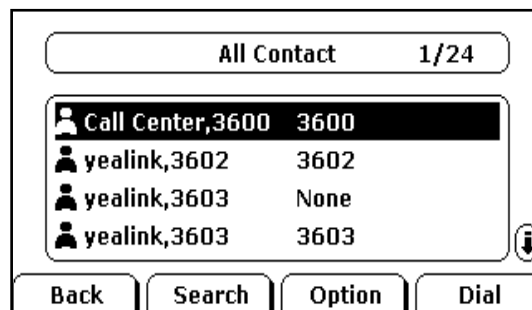
1. Press **Menu->Directory->Network Directories**.

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.

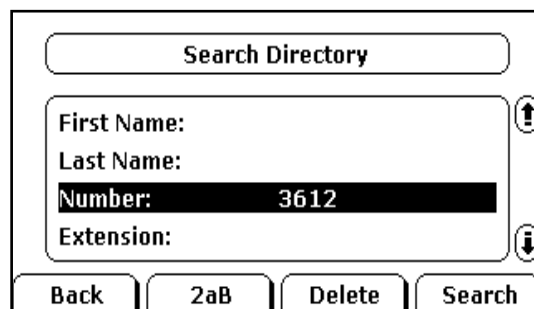
To place a call to a contact in the BroadSoft directory:

1. Press **Menu->Directory->Network Directories**.
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 **Dial** soft key.

To search for a contact in the BroadSoft directory:

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

4. Enter a few continuous characters of the contact name or phone number using the keypad.



Search Directory

First Name:

Last Name:

Number: 3612

Extension:

Back 2aB Delete Search

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

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

BroadSoft Call Log

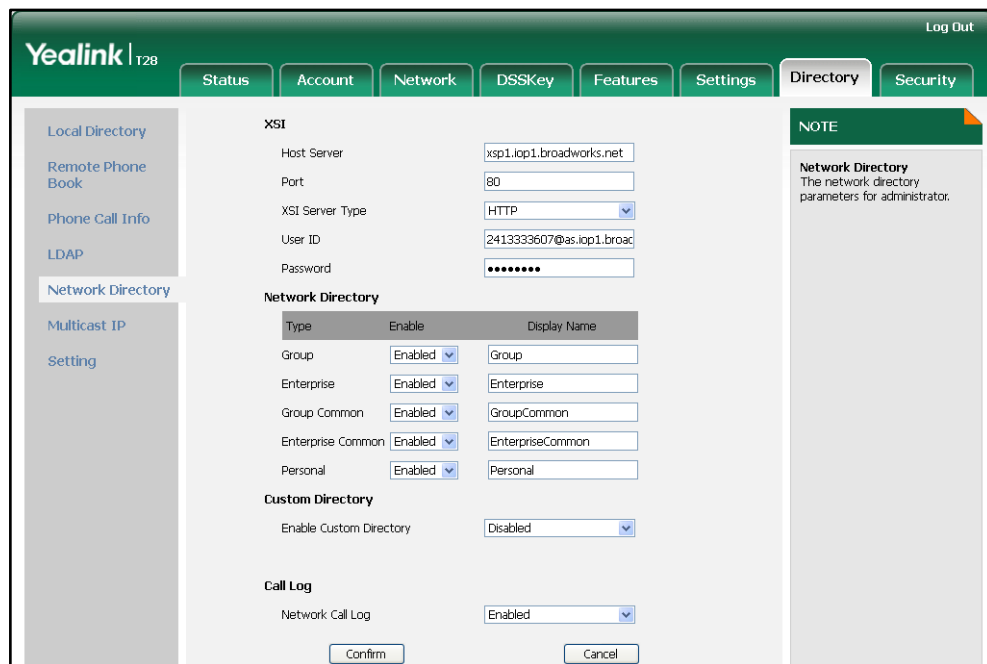
You can access the BroadSoft call log through the IP phone. Each call log entry contains call information such as remote party identification, time and date. You can check call log entries and place a call from the call log lists. The BroadSoft call log allows you to view and dial the stored numbers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

Configuring the BroadSoft Call Log Feature on the IP Phone

To configure the BroadSoft call log feature via web user interface:

1. Click on **Directory->Network Directory**.

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



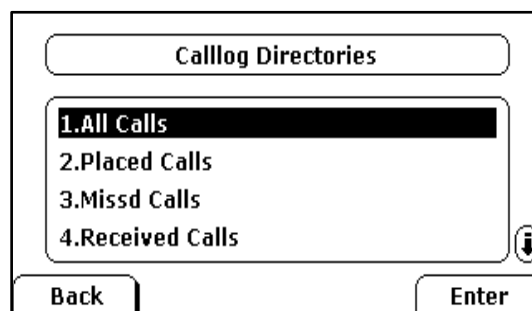
3. Click **Confirm** to accept the change.

Using the Network Call Log Feature on the IP Phone

To access the network call log via phone user interface:

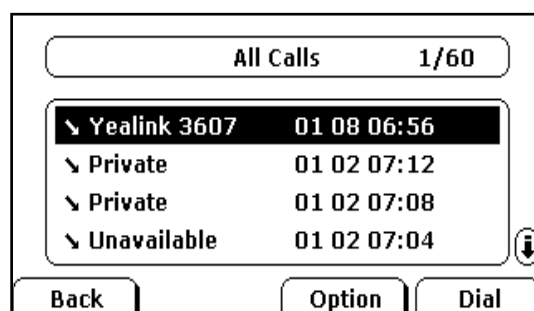
1. Press **Menu->History Type->Network CallLog**.

The IP phone LCD screen displays the call log lists.



2. Select the desired call log list, and then press the **Enter** soft key.

The phone connects to load the call log list, and then displays call log entries of this list on the LCD screen.

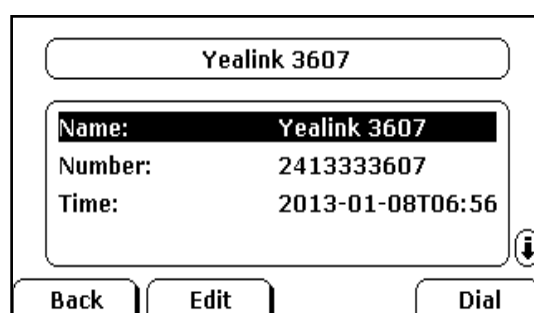


3. Press the **Back** soft key to back to the previous interface.

To check the BroadSoft call log:

1. Press **Menu->History Type->Network CallLog**.
2. Select the desired call log list, and then press the **Enter** soft key to load the call log list.
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.



To place a call from the BroadSoft call log list:

1. Press **Menu->History Type->Network CallLog**.
2. Select the desired call log list, and then press the **Enter** soft key to load the call log list.
3. Select the desired call log entry.
4. Press the **Dial** soft key.

Call Park

You can use the call park feature to place a call on hold, and then retrieve the call from another phone (for example, a phone in another office or conference room). IP phones also support the 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 on the phone. If the call is parked successfully, you will hear a voice prompt confirming that the call was parked.

Configuring the Call Park Feature on the IP Phone

To configure the call park feature via web user interface:

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

The screenshot shows the Yealink t28 web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features' (selected), 'Settings', 'Directory', and 'Security'. A left sidebar lists various features: Forward&DND, General Information, Audio, Intercom, Transfer, Call Pickup (selected), Remote Control, Phone Lock, ACD, SMS, and Action URL. The main content area is titled 'Call Pickup' and contains two sections: 'Call Pickup' and 'Call Park'. The 'Call Pickup' section has five settings, all set to 'Disabled': Directed Call Pickup, Directed Call Pickup Code, Group Call Pickup, Group Call Pickup Code, Visual Alert for BLF Pickup, and Audio Alert for BLF Pickup. The 'Call Park' section has four settings: Call Park (set to 'Enabled'), Group Call Park (set to 'Disabled'), Visual Alert for Parked Call (set to 'Disabled'), and Audio Alert for Parked Call (set to 'Disabled'). At the bottom of the 'Call Park' section are 'Confirm' and 'Cancel' buttons. A 'NOTE' box on the right states: 'Call Pickup The call pickup parameters for administrator.'

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

The **Park** soft key appears on the LCD screen during a call.

To configure the group call park feature via web user interface:

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

2. Select **Enabled** from the pull-down list of **Group Call Park**.

The screenshot shows the Yealink T28 web interface. The 'Features' tab is selected. Under the 'Call Pickup' section, the 'Group Call Park' dropdown menu is set to 'Enabled'. Other settings like 'Directed Call Pickup' and 'Visual Alert for BLF Pickup' are set to 'Disabled'. A 'NOTE' box on the right states: 'Call Pickup: The call pickup parameters for administrator.'

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

The **GPark** soft key appears on the LCD screen during a call.

You can enable the audio alert for parked call feature to allow the IP phone to play a warning tone when a call is parked against its phone number. You can also enable the visual alert for parked call feature to allow the IP phone LCD screen to display the parked information when a call is parked against the IP phone's number.

To configure the visual and audio alert for parked call features via web user interface:

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

The screenshot shows the Yealink T28 web interface. The 'Features' tab is selected. Under the 'Call Pickup' section, the 'Visual Alert for Parked Call' and 'Audio Alert for Parked Call' dropdown menus are both set to 'Enabled'. Other settings like 'Directed Call Pickup' and 'Group Call Pickup' are set to 'Disabled'. A 'NOTE' box on the right states: 'Call Pickup: The call pickup parameters for administrator.'

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

To configure a retrieve park key via phone user interface:

1. Press **Menu->Features->DSS Keys->Memory Keys (or Line 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 line from the **Account ID** field.
5. Enter the extension where you want to park the call in the **Value** field.

Dss Key 1

1. Type:	Retrieve Park	◀▶
2. Account ID:	Line 1	◀▶
3. Value:	3607	

⏴

Back Switch Save

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

Using the Call Park Feature on the IP Phone

Call Park

To park a call:

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

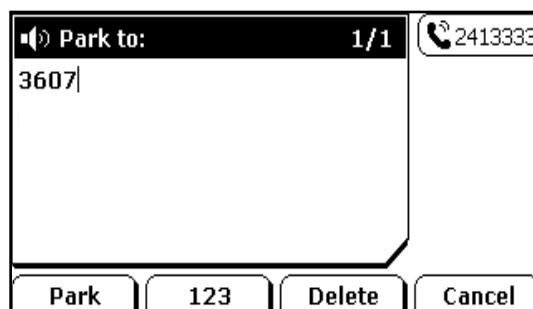
The Park to screen appears as below:

☎ Park to: 1/1 ☎ 2413333

Park 123 Cancel

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 LCD screen displays the parked information for reference as below:



The parking phone will beep softly every few seconds to remind you of a parked call when it is in the Call Park screen.

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.

To retrieve the parked call:

Do one of the following:

- Press the **Retrieve** soft key on the parking phone.
- Press the retrieve park key on the IP phone (If configured).

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

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.

Group Call Park

To park a call:

1. While on 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.

To retrieve the parked call:

Do one of the following:

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





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 the call park feature will receive a call back.

Call Waiting

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

To configure call waiting via phone user interface:

1. Press **Menu->Features->Call Waiting**.
2. Press  or  , or the **Switch** soft key to select the desired value from the **Call Waiting** field.
3. Press  or  , or the **Switch** soft key to select the desired value from the **Play Tone** field.
4. (Optional.) Enter the call waiting activation FAC (default: *43) in the **CW On Code** field.

5. (Optional.) Enter the call waiting deactivation FAC (default: #43) in the **CW Off Code** field.

Call waiting feature access codes (FACs) are used to activate or deactivate the server-side call waiting feature.

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

You can also configure the call waiting feature via web user interface at the path **Features->General Information**.

Note

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

Do Not Disturb

You can use the Do Not Disturb (DND) feature to reject all incoming calls automatically. You can enable or disable the DND feature for the IP phone, or you can customize the DND feature for each account or all accounts. IP phones support the following two DND modes:

- **Phone** (default): DND in phone mode means that the DND feature applies to all accounts.
- **Custom**: DND in custom mode means that you can configure the DND feature for each account or all accounts.

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

To configure the DND mode and DND FACs via web user interface:

1. Click on **Features->Forward&DND**.
2. In the **DND** block, mark the desired radio box in the **Mode** field.
3. Enter the DND activation FAC (default: *78) in the **DND On Code** field.
4. Enter the DND deactivation FAC (default: *79) in the **DND Off Code** field.

DND feature access codes (FACs) are used to activate or deactivate the server-side DND feature.

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

To configure a DND key via phone user interface:

1. Press **Menu->Features->DSS Keys->Memory Keys** (or **Line Keys**).
2. Select the desired DSS key.
3. Press **◀** or **▶**, or the **Switch** soft key to select **Key Event** from the **Type** field.
4. Press **◀** or **▶**, or the **Switch** soft key to select **DND** from the **Key Type** field.

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

You can also configure the DND key via web user interface at the path **DSSKey**.

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.

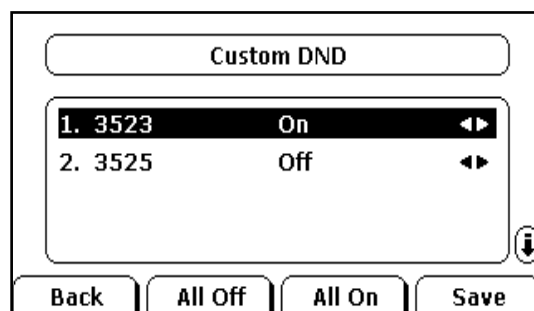
The **DND** icon on the idle screen indicates that the DND feature is enabled.

Incoming calls will be rejected automatically and "n New Missed Call(s)" ("n" indicates the number of the missed calls) will prompt on the LCD screen.




To activate DND for an account in custom mode:


1. Press the **DND** soft key or DND key when the IP phone is idle.
2. Press  or  to select the desired account.
3. Press  or  to select **On**.



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

The DND key LED illuminates solid green. The **DND** icon appears on the idle screen, in addition, the associated line icon changes to .



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



Note

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

Call Forward

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

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

You can enable or disable the call forward feature for the IP phone, or you can customize the call forward feature for each account or all accounts. IP phones support the following two call forward modes:

- **Phone** (default): Call forward in phone mode means that the call forward feature applies to all accounts.
- **Custom:** Call forward in custom mode means that you can configure the call forward feature for each account or all accounts.

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

To configure the call forward mode via web user interface:

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

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

The screenshot shows the Yealink T28 web interface with the 'Forward' configuration page. The left sidebar lists various settings like General Information, Audio, Intercom, Transfer, Call Pickup, Remote Control, Phone Lock, ACD, SMS, and Action URL. The main content area is divided into 'Forward' and 'DND' sections. The 'Forward' section includes fields for Mode (Phone/Custom), Account (2413333607), Always Forward (On/Off), Target, On Code, and Off Code. The 'DND' section includes fields for DND Emergency (Disabled), DND Authorized Numbers, Mode (Phone/Custom), Account (2413333607), DND Status (On/Off), DND On Code, and DND Off Code. A 'NOTE' box on the right explains the 'Forward' feature and defines 'Target', 'On Code', and 'Off Code'. At the bottom, there are 'Confirm' and 'Cancel' buttons.

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

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

- Press **Menu->Call Control->Call Forwarding**.
- Select the desired call forward type and press the **Enter** soft key.
 - If you select **Always Forward**:
 - Press **◀** or **▶**, or the **Switch** soft key to select **Enable** from the **Always** field.
 - Enter the destination number you want to forward all incoming calls to in the **Forward to** field.
 - Enter the call forwarding always activation FAC (default: *72) in the **On Code**.
 - Enter the call forwarding always deactivation FAC (default: *73) in the **Off Code** field.

Call forwarding always feature access codes (FACs) are used to activate or deactivate the server-side always forward feature.

Always Forward

1. Always:	Enable	◀▶	⬆
2. Forward to:	3504		
3. On Code:	*72		
4. Off Code:	*73		

Back 123 Delete Save

b) If you select **Busy Forward**:

- 1) Press ◀ or ▶, or the **Switch** soft key to select **Enable** from the **Busy** field.
- 2) Enter the destination number you want to forward all incoming calls to when the IP phone is busy in the **Forward to** field.
- 3) Enter the call forwarding busy activation FAC (default: *90) in the **On Code** field.
- 4) Enter the call forwarding busy deactivation FAC (default: *91) in the **Off Code** field.

Call forwarding busy feature access codes (FACs) are used to activate or deactivate the server-side busy forward feature.

Busy Forward

1. Busy:	Enable	◀▶	⬆
2. Forward to:	3505		
3. On Code:	*90		
4. Off Code:	*91		

Back 123 Delete Save

c) If you select **No Answer Forward**:

- 1) Press ◀ or ▶, or the **Switch** soft key to select **Enable** from the **No Answer** 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 Times** field (The default ring time is 12 seconds).
- 4) Enter the call forwarding no answer activation FAC (default: *90) in the **On Code** field.

- 5) Enter the call forwarding busy deactivation FAC (default: *91) in the **Off Code** field.

Call forwarding no answer feature access codes (FACs) are used to activate or deactivate to the server-side no answer forward feature.

No Answer Forward

2. Forward to: 3506


3. After Ring Times: 12

4. On Code: *92

5. Off Code: *93

Back 123 Delete Save

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

The  icon on the idle screen indicates call forward is enabled.

Sat Dec 29 Day 11:33:12

Yealink

3502

History Directory DND Menu

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

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

Always Forward

1. Always: Enable

2. Forward to: 3504

3. On Code: *72

4. Off Code: *73

Back All Lines Switch Save

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

Busy Forward

1. Busy:	Enable	◀▶
2. Forward to:	3505	
3. On Code:	*90	
4. Off Code:	*91	

Back All Lines Switch Save



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

Busy Forward

1. No Answer:	Enable	◀▶
2. Forward to:	3506	
3. After Ring Times:	12	◀▶
4. On Code:	*92	

Back All Lines Switch Save

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

The  icon appears on the idle screen, in addition, the associated line icon changes to .

Sat Dec 29 Day 11:30:13

Yealink

3502

History Directory DND Menu

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

You can also configure the call forward feature via web user interface at the path **Features->Forward&DND**.

Sequential Ring

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

Using the Sequential Ring Feature on the IP Phone

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

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

1. Dial the no answer timer FAC (default: *610).
2. Enter the number of rings following the voice prompt.
The valid value ranges from 0 to 20 (1 is not inclusive).
3. Hang up the handset after the system prompts the number of rings was set successfully.

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

1. User B places a call to User A.

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

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



The call moves to the secondary location. One of the secondary locations is alerted. If user A has forwarding or voice messaging enabled, whether the call moves to the secondary location depends on how the BroadWorks server is configured.

2. If the secondary location answers the incoming call, the user needs to enter a digit to confirm the acceptance of the call.

Note

The answer confirmation feature can be configured on the BroadWorks server only. For more information, please contact your system administrator.

Call Transfer

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


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

To perform a blind transfer:





1. Press  or the **Transfer** soft key during a call.

2. Enter the number you want to transfer the call to.







3. Press  or the **Transfer** soft key to complete the transfer.

To perform a semi-attended transfer:

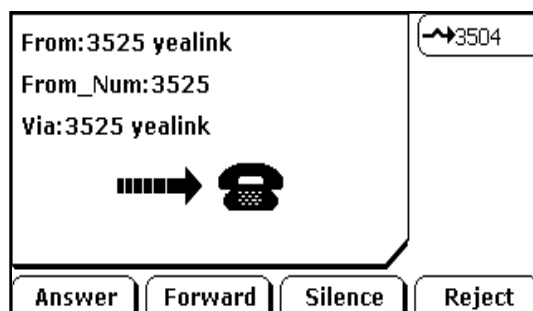
1. Press  or the **Transfer** soft key during a call.
2. Enter the number you want to transfer the call to.
3. Press  or  to dial out.
4. Press  or the **Transfer** soft key to complete the transfer when receiving ringback.

To perform an attended transfer:

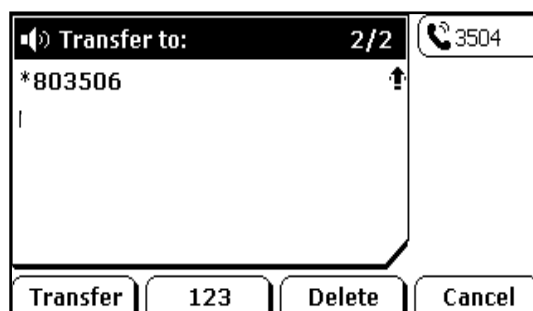
1. Press  or the **Transfer** soft key during a call.
2. Enter the number you want to transfer the call to.
3. Press  or  to dial out.
4. After the party answers the call, press  or the **Transfer** soft key to complete the transfer.

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

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



If you want to use the 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

The call transfer recall feature can be configured on the BroadWorks server only. For more information, please contact your system administrator.

Network Conference

You can use the 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 the Network Conference Feature on the IP Phone

To configure the network conference feature via web user interface:

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

4. Select **Network Conference** from the pull-down list of **Conference Type**, and enter the conference URI in the **Conference URI** field.




The screenshot shows the Yealink T28 web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features', 'Settings', 'Directory', and 'Security'. The 'Account' tab is active, and the 'Advanced' sub-tab is selected. The 'Account' section shows 'Account 1' selected. The 'Keep Alive Type' is 'Default', 'Keep Alive Interval (Seconds)' is '30', 'Local SIP Port' is '5060', 'RPort' is 'Disabled', 'SIP Session Timer T1 (0.5~10s)' is '0.5', and 'SIP Session Timer T2 (2~40s)' is '4'. Below these, there are three vertical dots indicating more settings. The 'Conference Type' is set to 'Network Conference', and the 'Conference URI' is 'conference@as.iop1.broadw'. Other settings include 'ACD Subscrip Period(120~3600s)' set to '3600', 'Early Media' set to 'Disabled', 'SIP Server Type' set to 'Default', 'Music Server URI' is empty, 'Directed Call Pickup Code' is empty, 'Group Call Pickup Code' is empty, 'Distinctive Ring Tones' set to 'Disabled', 'Unregister When Reboot' set to 'Disabled', and 'Out Dialog BLF' set to 'Disabled'. At the bottom, there are 'Confirm' and 'Cancel' buttons. On the right, there is a 'NOTE' section with the text 'Advanced The Advanced parameters for administrator.'


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

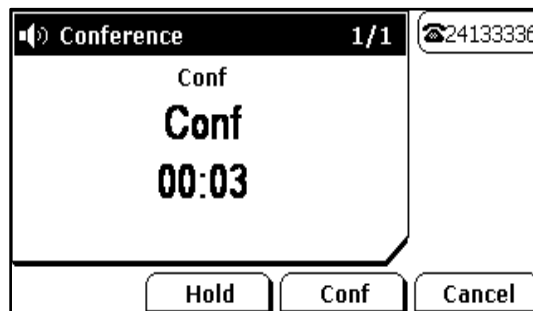
Note Please contact your system administrator for the conference URI.




Using the Network Conference Feature on the IP Phone

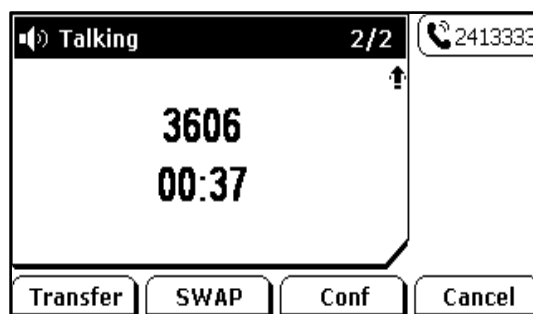
To set up a network conference call:

1. Place a call to the first party.
2. Press  or 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  or 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  or 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  or 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  or the **Conf** soft key to add the

new party to the conference.

To place the active conference call on hold:

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

To end the conference call on the IP phone:

1. The conference initiator presses the **Cancel** soft key.
If any other party in the conference call presses the **Cancel** 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 BroadWorks:

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

Configuring the Feature Key Synchronization on the IP Phone

To configure the 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 128 web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features' (selected), 'Settings', 'Directory', and 'Security'. The left sidebar lists various features: Forward&DND, General Information (selected), Audio, Intercom, Transfer, Call Pickup, Remote Control, Phone Lock, ACD, SMS, and Action URL. The main content area displays the 'General Information' settings. The 'Feature Key Synchronization' option is set to 'Enabled'. Other settings include Call Waiting (Enabled), Auto Redial (Disabled), and various time intervals. A 'NOTE' sidebar on the right provides additional information: 'Call Waiting' allows accepting other incoming calls; 'Key As Send' allows selecting * or # as the send key; and 'Hotline Number' allows dialing the hotline number automatically when picking up the phone.

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

Using the Feature Key Synchronization on the IP Phone

You can enable/disable the 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 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 24 and [Call Forward](#) on page 27.

For the information on how to use the Feature Synchronized ACD, refer to [Automatic Call Distribution](#) on page 58.

Call Pickup

You can use the 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 the incoming call 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 the Call Pickup Feature on the IP Phone

To configure the directed call pickup feature via web user interface:

1. Click on **Features->Call Pickup**.
2. Select **Enabled** from the pull-down list of **Directed Call Pickup**.
3. Enter the directed call pickup FAC (default: *97) in the **Directed Call Pickup Code** field.

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

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

1. Click on **Account**.

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

The screenshot shows the Yealink T28 web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features', 'Settings', 'Directory', and 'Security'. The 'Account' tab is selected. On the left sidebar, 'Advanced' is selected under the 'Register' section. The main content area shows the 'Account' settings for 'Account 1'. The 'Directed Call Pickup Code' field is set to '*97'. Other fields include 'Keep Alive Type' (Default), 'Keep Alive Interval' (30), 'Local SIP Port' (5060), 'RPort' (Disabled), 'SIP Session Timer T1' (0.5), 'SIP Session Timer T2' (4), 'Conference Type' (Local Conference), 'Conference URI', 'ACD Subscrip Period' (3600), 'Early Media' (Disabled), 'SIP Server Type' (Default), 'Music Server URI', 'Group Call Pickup Code', 'Distinctive Ring Tones' (Disabled), 'Unregister When Reboot' (Disabled), and 'Out Dialog BLF' (Disabled). A 'NOTE' box on the right states: 'Advanced: The Advanced parameters for administrator.' At the bottom, there are 'Confirm' and 'Cancel' buttons.

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

To configure the group call pickup feature 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 T28 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, 'Call Pickup' is selected under the 'Forward&DND' section. The main content area shows the 'Call Pickup' settings. The 'Group Call Pickup' is set to 'Enabled' and the 'Group Call Pickup Code' is '*98'. Other fields include 'Directed Call Pickup' (Disabled), 'Directed Call Pickup Code', 'Visual Alert for BLF Pickup' (Disabled), 'Audio Alert for BLF Pickup' (Disabled), 'Call Park' (Disabled), 'Group Call Park' (Disabled), 'Visual Alert for Parked Call' (Disabled), and 'Audio Alert for Parked Call' (Disabled). A 'NOTE' box on the right states: 'Call Pickup: The call pickup parameters for administrator.' At the bottom, there are 'Confirm' and 'Cancel' buttons.

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

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

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

The screenshot shows the Yealink T28 web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features', 'Settings', 'Directory', and 'Security'. The 'Account' tab is active, and 'Account 1' is selected. The left sidebar shows 'Register', 'Basic', 'Codec', and 'Advanced' (selected). The main content area displays various configuration fields for the selected account. The 'Group Call Pickup Code' field is set to '*98'. Other fields include 'Keep Alive Type', 'Keep Alive Interval', 'Local SIP Port', 'RPort', 'SIP Session Timer T1', 'SIP Session Timer T2', 'Conference Type', 'Conference URI', 'ACD Subscrip Period', 'Early Media', 'SIP Server Type', 'Music Server URI', 'Directed Call Pickup Code', 'Distinctive Ring Tones', 'Unregister When Reboot', and 'Out Dialog BLF'. A 'NOTE' panel on the right states: 'Advanced The Advanced parameters for administrator.' At the bottom, there are 'Confirm' and 'Cancel' buttons.

- 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.

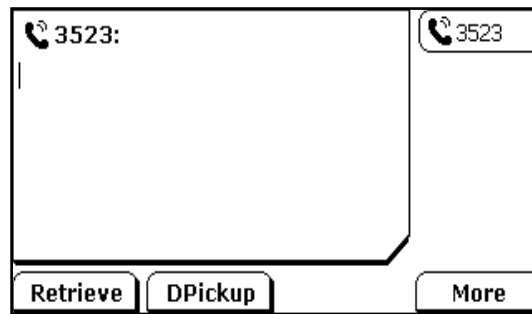
Using the Call Pickup Feature on the IP Phone

Directed Call Pickup

To pick up an incoming call directly:

- Pick up the handset.

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



2. Press the **DPickup** soft key.
3. Enter the specific phone number.
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.

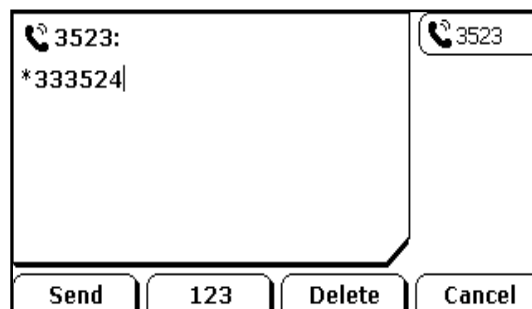


2. Press the **GPickup** soft key.

The incoming call is answered on your IP phone.

To barge in a call:

1. Dial the DPUBI FAC (default: *33) followed by the extension of the user who is during a conversation.



A three-way call is established between the parties.

If the barge-in exempt is enabled for the specific extension, the barge-in attempt from you is blocked. You will receive a busy tone.

Note

The barge-in exempt feature can be configured on the BroadWorks server only. For more information, please contact your system administrator.

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:

1. Press **Menu->Features->DSS Keys->Memory Keys** (or **Line Keys**).
2. Select the desired DSS key.
3. Press **◀** or **▶**, or the **Switch** soft key to select **Meet-me Conference** from the **Type** field.
4. Select the desired line from the **Account ID** field.
5. Enter the Meet-Me conference bridge number in the **BridgeID** field.
6. Enter the conference ID or moderator PIN followed by the pound key in the **PIN/ID** field.

Dss Key 1	
1. Type:	Meet-me Confer◀▶
2. Account ID:	Line 1◀▶
3. BridgeID:	3604
4. PIN/ID:	*****

Back 123 Delete Save

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

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 "#". For help press "*".", 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". 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 **Cancel** soft key.
The remaining parties are still connected. Any party leaves the conference call, you hear a tone to signal the change.

Busy Lamp Field List

You can use the 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. The LED off in idle feature defines two flashing methods of the BLF list key LEDs. For more BLF List key LED indications, refer to [LED Instruction](#) on page 1.

Configuring the BLF List Feature on the IP phone

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

To configure the BLF list settings via web user interface:

1. Click on **Account**.
2. Select the account from the pull-down list of **Account**, which has been configured the BLF List feature on the BroadWorks server.
3. Click on **Advanced**.
4. Enter the BLF List URI in the **BLF List URL** field.
5. (Optional.) Enter the directed call pickup FAC (default: *97) in the **BLF List Code** field.
6. (Optional.) Enter the directed call pickup with barge-in FAC (default: *33) in the **BLF List Barge In Code** field.

The screenshot shows the Yealink T28 web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'DSSKey', 'Features', 'Settings', 'Directory', and 'Security'. The 'Account' tab is active, and the 'Advanced' sub-tab is selected. The main configuration area is for 'Account 1'. It lists various parameters with input fields and dropdown menus, each accompanied by a help icon (?). The parameters include:

- Keep Alive Type: Default
- Keep Alive Interval (Seconds): 30
- Local SIP Port: 5060
- RPort: Disabled
- SIP Session Timer T1 (0.5~10s): 0.5
- SIP Session Timer T2 (2~40s): 4
- BLF List URL: blf_3607
- BLF List Code: *97
- BLF List Barge In Code: *33
- Shared Line: Disabled
- Dialog Info Call Pickup: Disabled
- BLA Number: (empty)
- BLA Subscription Period: 300
- SIP Send MAC: Disabled
- SIP Send Line: Disabled
- SIP Registration Retry Timer(0~1800s): 30
- Signal Encode Key: 0
- Conference Type: Local Conference

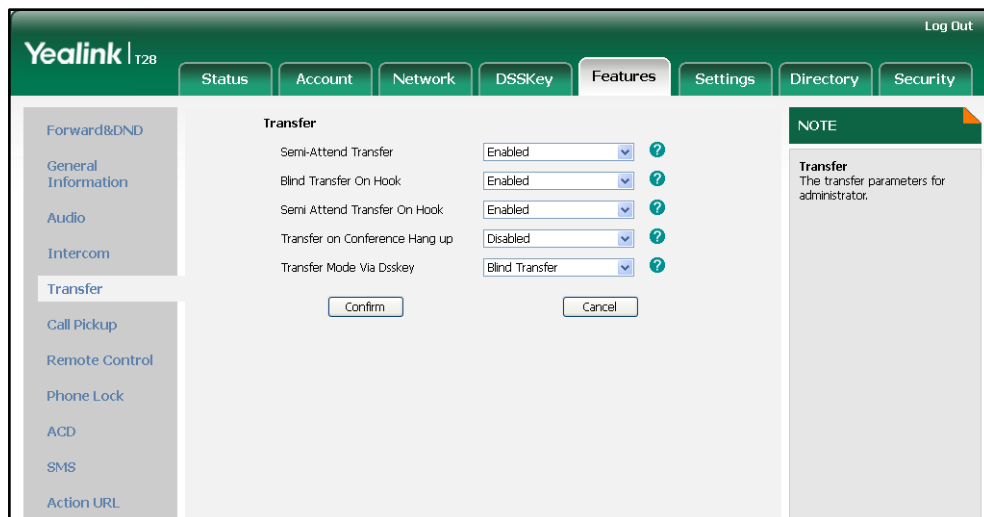
On the right side, there is a 'NOTE' section titled 'Advanced' with the text: 'The Advanced parameters for administrator.'

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

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 the LED off in idle feature via web user interface:

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

2. Select the desired value from the pull-down list of **LED Off in Idle**.

Yealink T28 Log Out

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

Forward&DND

General Information

Call Waiting Enabled ?

Call Waiting On Code ?

Call Waiting Off Code ?

Auto Redial Disabled ?

Auto Redial Interval (1~300s) 10 ?

Fwd International Enabled ?

Diversion/History-Info Enabled ?

Allow Trans Exist Call Enabled ?

LED Off in Idle Disabled ?

IP Direct Auto Answer Disabled ?

Call List Show Number Disabled ?

Voice Mail Tone Enable ?

DHCP Hostname SIP-T28P ?

Reboot In Talking Disabled ?

Confirm Cancel

NOTE

Call Waiting
This call feature allows your phone to accept other incoming calls during the conversation.

Key As Send
Select * or # as the send key.

Hotline Number
When you pick up the phone, it will dial out the hotline number automatically.

3. 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 (if enabled) beginning from the first unused DSS key (The default order of BLF list keys assigned automatically is Line Key->Memory Key->Ext Key). Contact your system administrator for more information.

For example, Yealink 3607 user on BroadWorks is configured the BLF List feature. The BLF List URI is "3607_blf". The available monitored users include Yealink 3602, Yealink 3603, Yealink 3604, Yealink 3605. The IP phone registers the BroadWorks user Yealink 3607 on Line 1 and configures the BLF List URI for 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:

Yealink T28 Log Out

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

Memory Key

Line Key

Programable Key

Ext Key

Key	Type	Value	Label	Line	Extension
Line Key1	Line			Line 1	
Line Key2	BLF List	2413333602	3602 Yealink	Line 1	3602
Line Key3	BLF List	2413333603	3603 Yealink	Line 1	3603
Line Key4	BLF List	2413333604	3604 Yealink	Line 1	3604
Line Key5	BLF List	2413333605	3605 Yealink	Line 1	3605
Line Key6	Line			Line 6	

Confirm Cancel

NOTE

Key Type
The free function key 'Types' Speed Dial, Key Event, Intercom.

Key Event
Key events are predefined shortcuts to phone and call functions.

Intercom
Enable the 'Intercom' mode and it is useful in an office environment as a quick access to connect to the operator or the secretary.

Using the 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.
- Pick up an incoming call received by the monitored user.
- Barge in an active call of the monitored user.

When the monitored user is idle, you can use the BLF List key in the following ways:

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.

To handle the active call when there is an active call on the IP phone:

When the monitored user receives an incoming call, you can use the BLF List key in the following ways:

To pick up the 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.

To pick up the incoming call when there is an active call on the IP phone:

1. Press the BLF List key.

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

When the monitored user is during an active call, you can use the BLF List key in the following ways:

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.

To interrupt the active call when there is already an active call on the IP phone:

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. The original call is placed on hold.
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.

Note

In order to use the pickup and barge-in features on the IP phone, make sure you have correctly configured the BLF List Pickup Code and BLF List Barge In Code parameters.

Shared Call Appearance

You can use the 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 figure, the first line is private and the second line is shared.

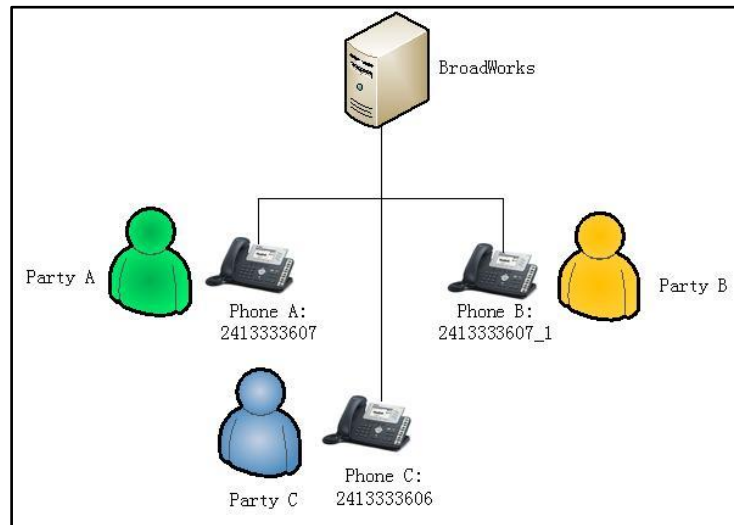


If two phones share a line, an incoming call to this extension will cause both phones to ring simultaneously. The incoming call can be answered on either phone but not both. This feature is very useful in the boss and secretary scenario. For example, the secretary can share the boss's extension on her 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 or barged in.

Configuring the 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. For example, party A, party B share the account 2413333607, phone

A registers the primary account 2413333607, phone B registers the alternate account 2413333607_1, phone C's line registers the account 2413333606.



To configure the shared line settings on phone A via web user interface:

1. Register the primary account 2413333607.

Yealink T28 Log Out

Account Account 1

Register Status	Registered	
Line Active	Enabled	?
Label	2413333607	?
Display Name	2413333607	?
Register Name	2413333607	?
User Name	2413333607	?
Password	*****	?
Enable Outbound Proxy Server	Enabled	?
Outbound Proxy Server	199.19.193.10	Port 5060 ?
Transport	UDP	?
NAT	Disabled	?
STUN Server		Port 3478 ?
SIP Server 1 ?		
Server Host	as.iop1.broadworks.net	Port 5060 ?
Server Expires	3600	?
Server Retry Counts	3	?
SIP Server 2 ?		
Server Host		Port 5060 ?
Server Expires	3600	?
Server Retry Counts	3	?

NOTE

Display Name
SIP service subscriber's name which will be used for Caller ID display.

Register Name
SIP service subscriber's ID used for authentication.

User Name
User account, provided by VoIP service provider.

NAT Traversal
Defines the STUN server will be active or not.

- Click on **Advanced**, select **Broadsoft SCA** from the pull-down list of **Shared Line**.

The screenshot shows the Yealink T28 web interface with the 'Account' tab selected. The 'Shared Line' dropdown menu is set to 'Broadsoft SCA'. A 'NOTE' box on the right states: 'Advanced: The Advanced parameters for administrator.'

Parameter	Value
Account	Account 1
Keep Alive Type	Default
Keep Alive Interval (Seconds)	30
Local SIP Port	5060
Shared Line	Broadsoft SCA
Dialog Info Call Pickup	Disabled
BLA Number	
BLA Subscription Period	300
SIP Send MAC	Disabled
SIP Send Line	Disabled
SIP Registration Retry Timer (0~1800s)	30
Signal Encode Key	0
Conference Type	Local Conference
Conference URI	
ACD Subscrip 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	Disabled
Unregister When Reboot	Disabled
Out Dialog BLF	Disabled

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

To configure the shared line settings on phone B via web user interface:

1. Register the alternate account 2413333607_1.
(Enter the primary account 2413333607 in the **Register Name** field.)

The screenshot shows the Yealink T28 web interface. The 'Account' tab is selected, and 'Account 1' is chosen from the dropdown. The configuration fields are as follows:

Field	Value	Port
Register Status	Registered	
Line Active	Enabled	
Label	2413333607_1	
Display Name	2413333607_1	
Register Name	2413333607	
User Name	2413333607_1	
Password	*****	
Enable Outbound Proxy Server	Enabled	
Outbound Proxy Server	199.19.193.10	5060
Transport	UDP	
NAT	Disabled	
STUN Server		3478
SIP Server 1	as.lip1.broadworks.net	5060
Server Expires	3600	
Server Retry Counts	3	
SIP Server 2		5060
Server Expires	3600	
Server Retry Counts	3	

On the right, a 'NOTE' section explains the fields: Display Name (SIP service subscriber's name), Register Name (SIP service subscriber's ID), User Name (User account), and NAT Traversal (Defines the STUN server).

2. Click on **Advanced**, select **Broadsoft SCA** from the pull-down list of **Shared Line**.
3. Click **Confirm** to accept the change.

Using the SCA Feature on the IP Phone

To place a call on the shared line:

1. Press the line key.
2. Enter the desired number using the keypad.
3. Press **OK**, **#SEND**, or the **Send** soft key.

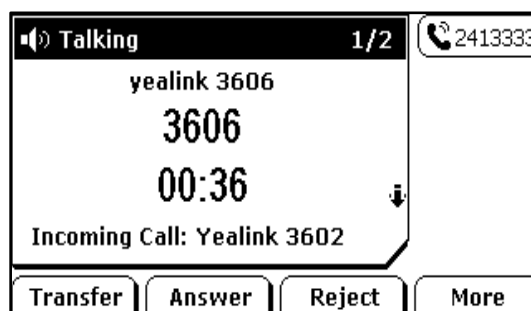
To place multiple calls on the shared line:

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



1. Press the line key.
The original call is placed on hold.
2. Enter the desired number using the keypad.
3. Press **OK**, **#SEND**, or the **Send** soft key.

To answer another call on the shared line:

An incoming call arrives on the shared line when phone A has an active call on the shared line, both phone A and phone B will receive the incoming call. You can answer the incoming call on either phone A or phone B but not both. The LCD screen of phone A displays the information of the incoming call (e.g., "Incoming Call: Yealink 3602").




Do one of the following on phone A:

- Press the **Answer** soft key.
The incoming call is answered and the original call is placed on hold.
- Press  to access the new call.
Press  or the **Answer** soft key.
The incoming call is answered and the original call is placed on hold.

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

To place a call on public hold:

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



The line key LED illuminates flashing green when the shared line call is placed on public hold.

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 or the **Resume** soft key.

The conversation between phone A and phone C is retrieved.

To retrieve the call on phone B:

1. Press the line key.

The conversation is established between phone B and phone C, phone A disconnects the call.

To place a call on private hold:

1. Press the **PriHold** soft key on phone A when there is an active call on the shared line.




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

The line key LED turns off on phone B when the shared line call is placed on private hold.

To retrieve a call placed on private hold:

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

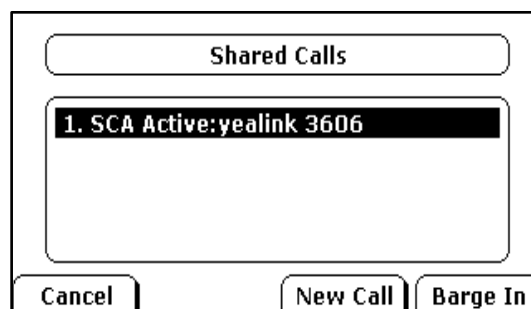
1. Press  , the line key or the **Resume** soft key on phone A.

To interrupt the active call on the shared line:

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

1. Long press the line key on phone B.

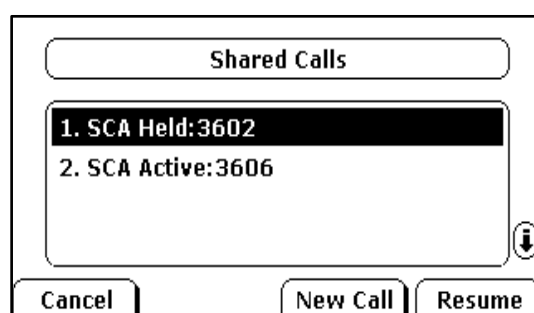
The **Barge In**, **New Call** and **Cancel** soft keys appear on the LCD screen of phone B.





2. Press the **Barge In** soft key to interrupt the active call of phone A.
Party B may hear a warning tone and then 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.

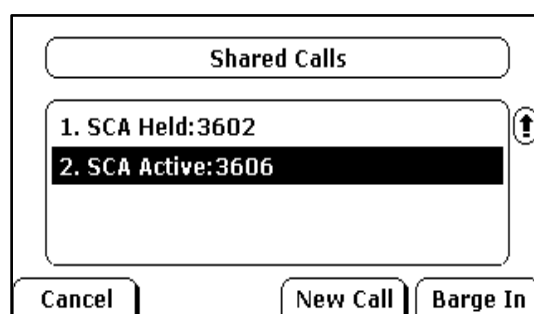
If phone A has more than one call, do the following:

1. Long press the 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**, **New Call** 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.

key, the conference call is ended.

For more Line key LED indications, refer to [LED Instruction](#) on page 1.

Voice Messaging



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

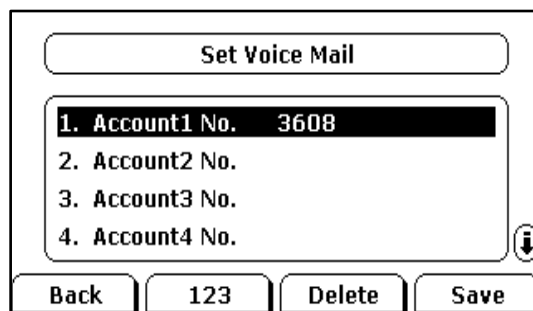
BroadWorks provides the following main voice messaging features:

- **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 message on the IP phone LCD screen.
- **Voice Portal Calling:** allows you to originate a call from the voice portal.

Configuring the 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 portal number (e.g., 3608) in the **Account1 NO.** field.



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

Using the 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., 3608).
You are logged 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., 3608).
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 the ACD feature is enabled on the IP phone, the **Login** soft key will display on the IP phone's idle LCD screen. You can log in 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 the 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 in 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 the 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 in the ACD system. You can use this feature by pressing the **Trace** soft key or an ACD trace key during a call or in wrap-up.

Emergency Escalation

You can use the emergency escalation feature to escalate a call to an available supervisor when you require the assistance from the supervisor. Once the emergency escalation feature is enabled on the IP phone, the **Emergency** soft key will display on the IP phone's LCD screen during a call. You can use this feature by pressing the **Emergency** soft key or an emergency key during a call.

Note

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

Configuring the ACD feature on the IP phone

To configure an ACD key via phone user interface:

1. Press **Menu->Features->DSS Keys->Memory Keys** (or **Line Keys**) (You may need to press the **More** soft key to see the **Menu** soft key).
2. Select the desired DSS key.

3. Press ◀ or ▶ , or the **Switch** soft key to select **ACD** from the **Type** field.

The screenshot shows a configuration screen titled "Dss Key 1". Below the title is a list box labeled "1. Type:" with the value "ACD" selected. At the bottom of the screen 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.

To configure an ACD trace key via phone user interface:

1. Press **Menu->Features->DSS Keys->Memory Keys** (or **Line Keys**) (You may need to press the **More** soft key to see the **Menu** soft key).
2. Select the desired DSS key.
3. Press ◀ or ▶ , or the **Switch** soft key to select **ACD Trace** from the **Type** field.

The screenshot shows a configuration screen titled "Dss Key 1". Below the title is a list box labeled "1. Type:" with the value "ACD Trace" selected. At the bottom of the screen 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.

To configure a disp code key via phone user interface:

1. Press **Menu->Features->DSS Keys->Memory Keys** (or **Line Keys**) (You may need to press the **More** soft key to see the **Menu** soft key).
2. Select the desired DSS key.
3. Press ◀ or ▶ , or the **Switch** soft key to select **DispCode** Trace from the **Type** field.
4. Enter the desired disposition code in the **Value** field or leave it blank.

The screenshot shows a configuration screen titled "Dss Key 1". Below the title is a list box labeled "1. Type:" with the value "DispCode" selected. Below that is a text field labeled "2. Value:" with the text "consult" entered. At the bottom of the screen are three soft keys: "Back", "Switch", and "Save".

5. 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:

1. Press **Menu->Features->DSS Keys->Memory Keys** (or **Line Keys**) (You may need to press the **More** soft key to see the **Menu** soft key).
2. Select the desired DSS key.
3. Press ◀ or ▶, or the **Switch** soft key to select **Emergency** from the **Type** field.
4. Enter the desired supervisor number in the **Value** field or leave it blank.

The screenshot shows a configuration window titled "Dss Key 1". Inside the window, there are two rows of configuration options. The first row is labeled "1. Type:" and has a dropdown menu showing "Emergency" with a right-pointing arrow. The second row is labeled "2. Value:" and has a text field containing "3603". At the bottom of the window, there are three buttons: "Back", "Switch", and "Save".

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

Before using the ACD feature on the IP phone, make sure the feature key synchronization is enabled. For the information on how to enable this feature, refer to [Feature Key Synchronization](#) on page 38. 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 the 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

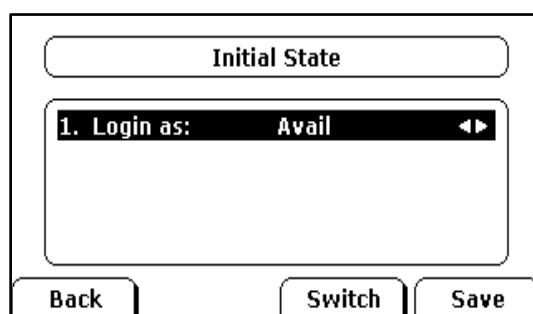
Setting the Initial Agent State

When you log in 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 initiate 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 in and log out 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 in the ACD system. The idle screen is similar to the one shown as below:



The line icon 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 in the ACD system. The idle screen is similar to the one shown as below:





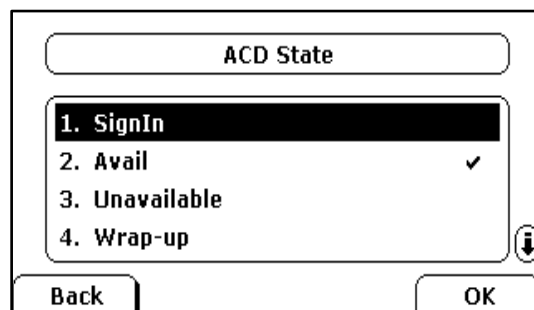
The line icon changes to  and x. The ACD key (If configured) LED flashes green indicating that the agent state is unavailable. The **Available** and **Logout** soft keys appear. The server temporarily stops distributing calls to the IP phone.

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 to [LED Instruction](#) on page 1.


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 **OK** soft key.





To log out using the soft key:

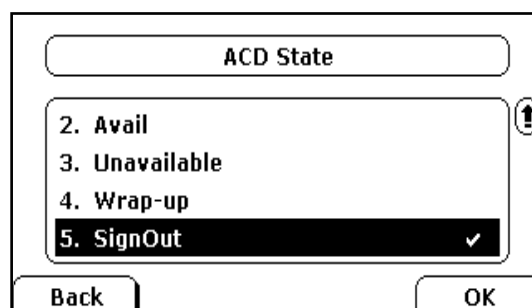
1. Press the **Logout** soft key when the IP phone logs in.

The line icon 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 **OK** 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.



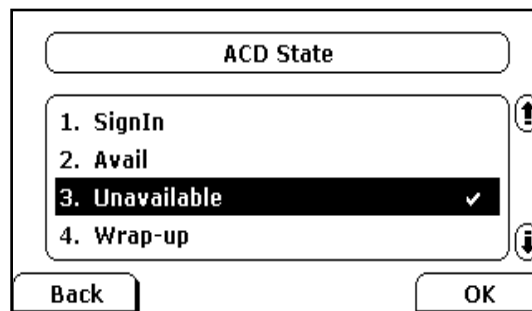
If you enable the unavailable reason code feature, you need to enter an unavailable reason code. For more information, refer to [Selecting Unavailable Reason Codes for Unavailability](#) on page 66.



- Press the **Available** 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**.



2. Press  or  to select the desired agent state, and then press the **OK** soft key.

You can change the agent state to SignIn, Unavailable, Available, Wrap-up or SignOut.

If you enable the 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 66.

If you enable the feature key synchronization on the IP phone, the agent state on the IP phone is synchronized with that on the BroadWorks server. When you set the agent state to available on the BroadWorks server, the agent state on the IP phone will change to available. Conversely, when you set the agent state to available on the IP phone, the agent state on the BroadWorks server will change to available.

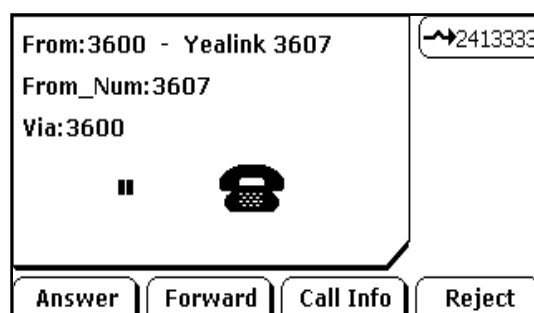
Viewing Incoming Call Center Call Information

When the agent receives an incoming call, the IP phone LCD screen displays the incoming call information for 30 seconds. The call center call information includes wait time, call center name, call center phone number and number of calls in queue.

After 30 seconds, the call center call information disappears and the incoming call screen displays. You can also leave the screen by pressing the **Exit** soft key.



You can view the call center call information again by pressing the **Call Info** soft key.



Note

Make sure the 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.

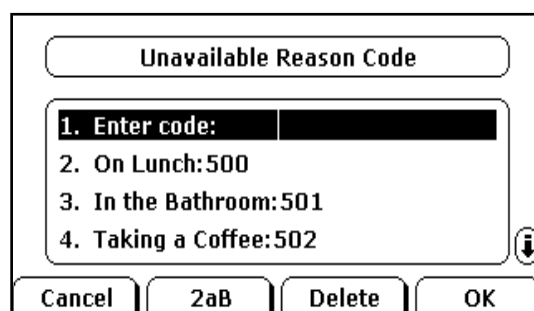
You can also configure the interval (in seconds) to specify how long the call center call information displays. Contact your system administrator for more information.

Selecting Unavailable Reason Codes for Unavailability

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

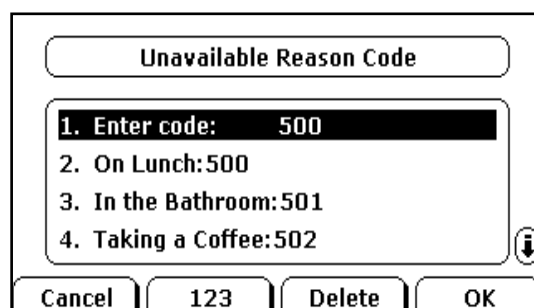
To select an unavailable reason code:



1. Press the **Unavail** soft key.

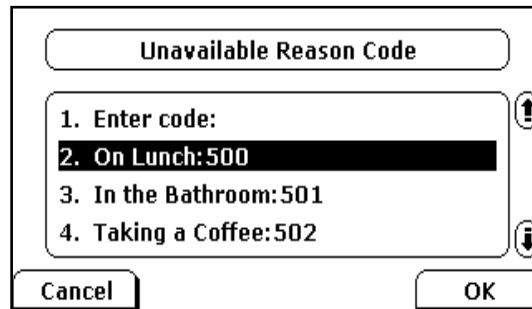


2. Do one of the following:

- Enter an unavailable reason code (e.g., 500) in the **Enter code** field.

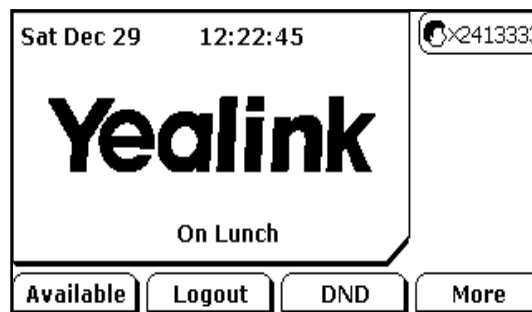


- Press  or  to select the desired unavailable reason code (e.g., On Lunch: 500), and then press the **OK** soft key.



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 the unavailable reason.



Note

Make sure the 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 dispcode key.

2. If you press the **Disp Code** soft key, or you press the dispcode 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 the 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 out the number by default. You need to configure the call number filter feature in advance via web user interface at the path **Features->General Information**.

Customer Originated Trace

To perform a trace during a call or in wrap-up:

1. Press the **Trace** soft key or the ACD 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 the 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 out the number by default. You need to configure the call number filter in advance via web user interface at the path **Features->General Information**.

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., 3603).

The screenshot shows a dialog box titled "Emergency Escalation". Inside, there is a list with three items: "1. Enter number: 3603", "2. 3603:Supervisor A", and "3. 3607:Supervisor B". The first item is highlighted with a black background. To the right of the list is a vertical scroll bar. At the bottom of the dialog are four buttons: "Cancel", "2aB", "Delete", and "OK".

- Press  or  to select the desired supervisor number (e.g., 3603: Supervisor A), and then press the **OK** soft key.

This screenshot is similar to the previous one, but the second item in the list, "2. 3603:Supervisor A", is now highlighted with a black background. The first item is "1. Enter number:" and the third is "3. 3607:Supervisor B". The "2aB" button is no longer visible at the bottom, replaced by "Cancel" and "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.

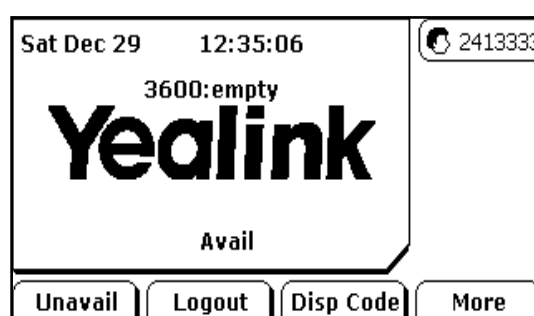
If you do not specify the supervisor number or the supervisor whose number you entered is unavailable, another available supervisor will be altered. After answering the call, the supervisor is immediately joined into the call.

Note

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

Queue Status Notification

Once you enable the queue status notification feature on the phone, the status of the call center queue will display 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 changes back to Empty or q'ing.

Note

Make sure the 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

The 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 the ACD feature is enabled or disabled.

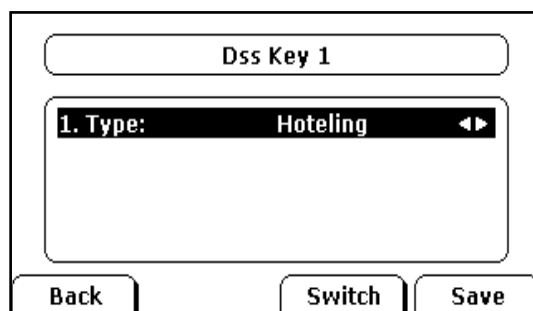
Note

Make sure the 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 the Hoteling feature on the IP Phone

To configure a hoteling key via phone user interface:

1. Press **Menu->Features->DSS Keys->Memory Keys** (or **Line Keys**) (press the **More** soft key once or more until the **Menu** soft key appears).
2. Select the desired DSS key.
3. Press ◀ or ▶ , or the **Switch** soft key to select **Hoteling** from the **Type** field.



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

Using the Hoteling Feature on the IP Phone

If you enable the hoteling feature on a shared phone, you will be able to log in to and out of guest profile on the phone. For example, 3606 is a hoteling host user, 3607 is a hoteling guest user.

Using Hoteling When ACD is disabled

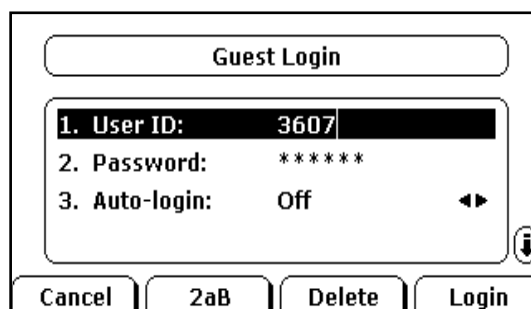
To log in to a shared phone:

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



2. Enter guest user ID and password in the **User ID** and **Password** 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 next log in to the guest profile, you do not need to enter the guest user ID and password.



4. Press the **Login** soft key to log in to 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., 3607) and the hoteling key LED illuminates solid green.



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

To log out of a shared phone:

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

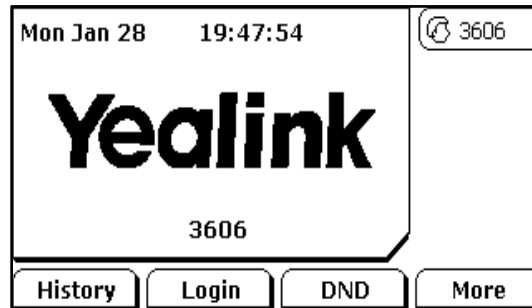


The IP phone will return to the host idle screen and the hoteling key LED turns off.

Using Hoteling When ACD is enabled

To log in to a shared phone:

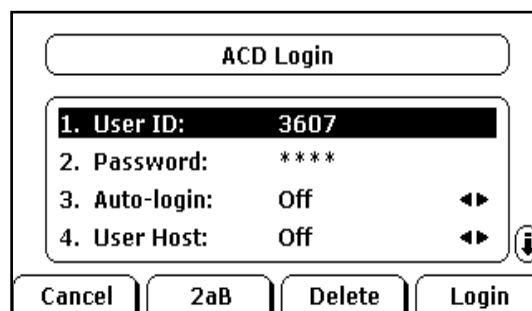
1. Press the **Login** soft key or the hoteling key when the IP phone is idle.



2. Do the following:

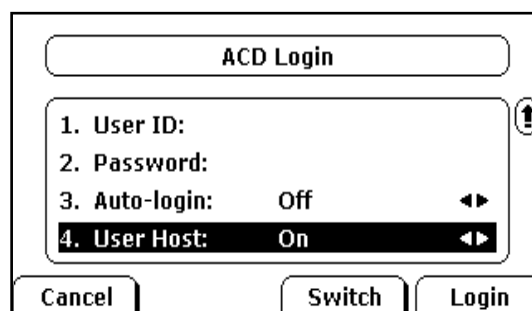
a) To log in to a guest profile:

- 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 **User Host** field.



b) To log in to 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 next log in the guest profile, you do not need to enter the guest user ID and password.

4. Press the **Login** soft key.

If you log in to 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 in 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.