

Phone Features Integrated with BroadWorks

User Guide

Introduction

This document describes how to configure and use the following features integrated with BroadWorks on the Yealink IP phones.

- Busy Lamp Field (BLF) List
- Shared Call Appearance(SCA)
- Feature Key Synchronization
- Automatic Call Distribution (ACD)
- Network Conference
- BroadSoft Phonebook
- BroadSoft Call Log

The features introduced in this document apply to Yealink IP phones running software V70 or later.

Note

The configurations described in this document take the Yealink SIP-T28P IP phone as an example.

LED Instruction

Line key LED

LED Status	Description
Solid green	The line is active.
Fast flashing green	The line receives an incoming call, the phone is ringing.
Slow flashing green	The call is placed on hold.
Off	The line is inactive.

Line key LED (configured as BLF List key)

LED Status	Description
Solid green	The monitored user is idle.
Fast flashing green	The monitored user is ringing.
Slow flashing green	The monitored user is busy.
Off	The monitored user does not exist.

Memory key LED (configured as BLF List key)

LED Status	Description
Solid green	The monitored user is idle.
Flashing red	The monitored user is ringing.
Solid red	The monitored user is busy.
Off	The monitored user does not exist.

Memory key / Line key LED (configured as ACD key)

LED State	Description
Solid green	The ACD state is available.
Flashing green	The ACD state is unavailable.
Off	Log out the ACD system.

Busy Lamp Field (BLF) List

You can use the 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. 3607_blf@as.iop1.broadworks.net) for the user Yealink 3607 on the BroadWorks server. The monitored users include a list of user1 (Yealink 3602), user2 (Yealink 3603), user3 (Yealink 3604) and user4 (Yealink 3605) on the BroadWorks server. The BLF List keys on the IP phone can present the status of user1, user2, user3 and user4.

The following figure shows the IP phone LCD screen that appears the four monitored users:



The key LEDs illuminate either flashing or solid depending on the status of the monitored users. For more BLF List key LED indications, refer to [LED Instruction](#) on page 2.

Configuring the BLF List Feature on the IP phone

You need configure the IP phone that performs the BLF monitoring. The 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 configured the BLF List feature on the BroadWorks server.
3. Click on **Advanced**.
4. Enter the BLF List URI in the **BLF List URI** field.
5. (Optional.) Enter the pickup code in the **BLF List Code** field.

6. (Optional.) Enter the barge-in code in the **BLFListBargeInCode** field.

BLF List URI	3607_blf	?
BLF List Code	*97	?
BLFListBargeInCode	*33	?
Shared Line	Disabled	?
Dialog-Info Call Pickup	Disabled	?

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

According to the response message from the BroadWorks server, the IP phone will automatically configure the BLF List keys beginning from the first unused DSS key.

For example, your system administrator creates a BLF List URI to monitor users: Yealink 3602, Yealink 3603, Yealink 3604 and Yealink 3605. The IP phone registers an account on the first line and configures to monitor the BLF List. After the successful BLF list response message from the BroadWorks, the IP phone will automatically assign the BLF List keys as follows:

Yealink Logout

Status Account Network **Phone** Contacts Upgrade Security

Preference Features Softkey Layout DSS Keys EXT Key Action URL Voice Ring Tones Dial Plan SMS

Memory Keys >> ?

Line Keys >> ?

Key	Type	Value	Label	Line	Extension
Line Key 1	Line			Line 1	
Line Key 2	BLF List	2413333602		Line 1	
Line Key 3	BLF List	2413333603		Line 1	
Line Key 4	BLF List	2413333604		Line 1	
Line Key 5	BLF List	2413333605		Line 1	
Line Key 6	Line			Line 6	

Programmable Keys >> ?

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.

Note

If you are using Yealink SIP-T3xG or VP530 IP phones, you need to configure the BLF List keys. For more information on how to configure the BLF Lists keys, refer to Yealink IP phones User Guide at: <http://www.yealink.com/index.php/Support/>.

Using the BLF List Feature on the IP phone

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

- To place a call to the monitored user.
- To forward an incoming call to the monitored user.
- To pick up an incoming call received by the monitored user.
- To 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 place a call to the monitored user when there is an active call on the IP phone:

1. Press the BLF List key.

The IP phone dials out the phone number of the monitored user and plays the original call on hold.

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 and the phone number of monitored user, and then you can interrupt the call and set up a conference call.

2. Press the **Hold** or the **Cancel** soft key.

- If any party in the conference call presses the **Hold** soft key, the remaining party will still connect to each other.
- If any party in the conference call presses the **cancel** soft key, the remaining party will still connect to each other.

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

1. Press the BLF List key.

The IP phone dials out the barge-in code and the phone number of monitored user, and then you can interrupt the call and set up a conference call. 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, the remaining party will still connect to each other.
 - If any party in the conference call presses the **cancel** soft key, the remaining party will still connect to each other.

Note

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

You can use the BLF List key to forward an incoming call to the monitored user no matter what the state of the monitored user.

To forward the incoming call to the monitored user:

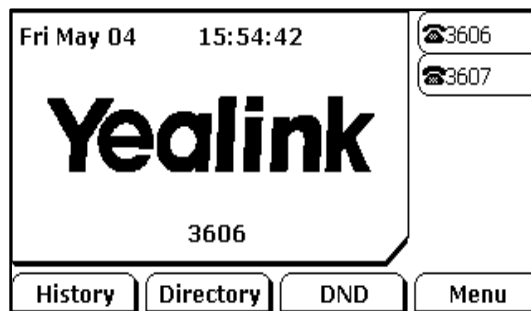
1. Press the BLF List key when there is an incoming call on the IP phone.

The incoming call is forwarded to the monitored user. The LCD screen of the IP phone displays the forward information (e.g. "Call Forward to: 3602").



Shared Call Appearance (SCA)

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.

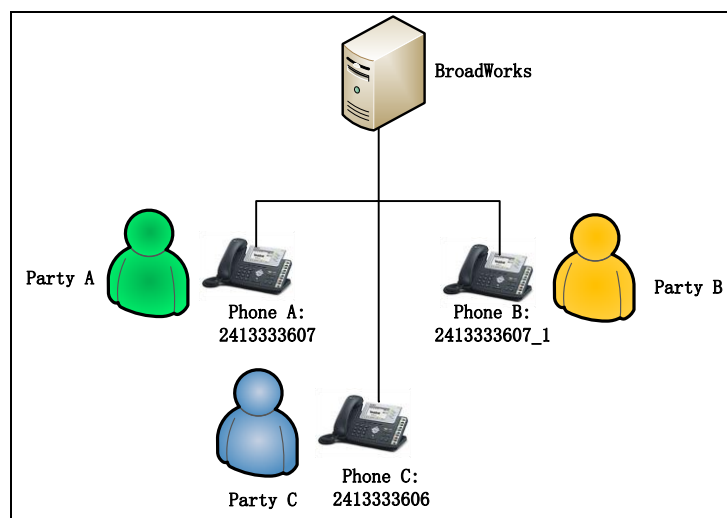


If two phones share a line, an incoming call to this extension will cause both phones to ring simultaneously. The incoming call can be answered on either phone but not both.

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 many alternate accounts on the other IP phones. In the example, party A, party B share the account 2413333607, phone A's line registers the primary account 2413333607, phone B's line registers the alternate account 2413333607_1, phone C's line registers the account 2413333606.



To configure the Shared Line settings on the phone A via web user interface:

1. Register the primary account 2413333607.

Yealink easy VOP Logout

Status Account Network Phone Contacts Upgrade Security

Account Account 1

Basic >>

Accounts Status Registered

Account Active ☒ On ☐ Off

Label 2413333607 ?

Display Name 2413333607 ?

Register Name 2413333607 ?

User Name 2413333607 ?

Password ?

SIP Server as.iop1.broadworks.net Port 5060 ?

Enable Outbound Proxy Server Enabled ?

Outbound Proxy Server 199.19.193.10 Port 5060 ?

Transport UDP ?

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.

Proxy Require
A special parameter just for Nortel server. If you login to Nortel server, the value should be:

2. Click on **Advanced** under the Account tab, Select **Broadsoft SCA** from the pull-down list of **Shared Line**.

Shared Line Broadsoft SCA ?

Dialog-Info Call Pickup Disabled ?

BLA Number ?

BLA Subscription Period(Scope:60~7200) 300 ?

SIP Send MAC Disabled ?

SIP Send Line Disabled ?

To configure the Shared Line settings on the phone B via web user interface:

1. Register the alternate account 2413333607_1.

You should fill the primary account 2413333607 in the **Register Name** field on the alternate phones.

Yealink easy VOP Logout

Status Account Network Phone Contacts Upgrade Security

Account Account 1

Basic >>

Accounts Status Registered

Account Active ☒ On ☐ Off

Label 2413333607_1 ?

Display Name 2413333607_1 ?

Register Name 2413333607 ?

User Name 2413333607_1 ?

Password ?

SIP Server as.iop1.broadworks.net Port 5060 ?

Enable Outbound Proxy Server Enabled ?

Outbound Proxy Server 199.19.193.10 Port 5060 ?

Transport UDP ?

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.

Proxy Require
A special parameter just for Nortel server. If you login to Nortel server, the value should be:

- Click on **Advanced** under the Account tab, Select **Broadsoft SCA** from the pull-down list of **Shared Line**.



Shared Line	Broadsoft SCA	?
Dialog-Info Call Pickup	Disabled	?
BLA Number		?
BLA Subscription Period(Scope:60~7200)	300	?
SIP Send MAC	Disabled	?
SIP Send Line	Disabled	?

Note

If you are using Yealink SIP-T3xG or VP530 IP phones, you need to configure the shared line key. For more information on how to configure the shared line key, refer to Yealink IP phones User Guide at: <http://www.yealink.com/index.php/Support/>.



Using the SCA Feature on the IP Phone

To place a call on the shared line:

- Press the line key on the phone A.
- Enter the desired number using the keypad.
- Press , , or the **Send** soft key.

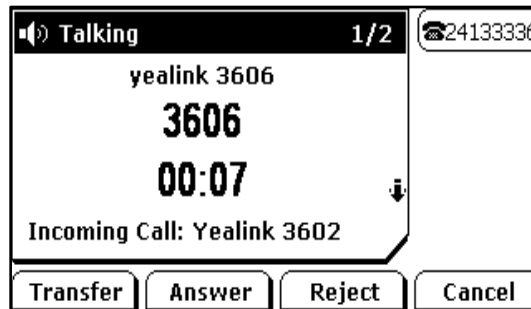
To place multiple calls on the shared line:

You can have more than one call on the shared line. To place a new call when phone A has an active call on the shared line, do as follow:



- Press the line key.
The original call is placed on hold.
- Enter the desired number using the keypad.
- Press , , 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 the phone A and the 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 the phone A displays the information of the incoming call (e.g. "Incoming Call: Yealink 3602").




Do one of the following on the 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 the phone A.

To place a call on public hold:

1. Press  or the **Hold** soft key on the 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.

Do as follow on the phone A:

1. Press the line key or the **Resume** soft key.

The conversation between phone A and phone C is retrieved.

Do as follow on the 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 the phone A when phone A has an active call on the shared line.



The line key LED illuminates flashing green 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). If party B attempts to retrieve the call by pressing the line key, the retrieve will fail and the LCD screen will prompt "Forbidden".

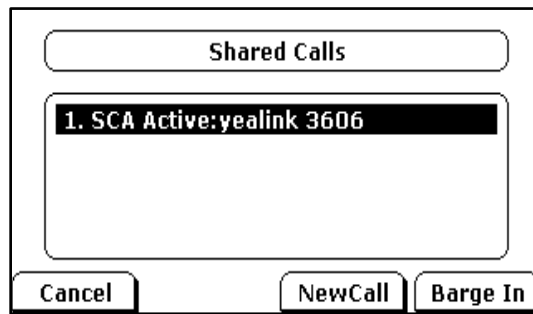
1. Press , the line key or the **Resume** soft key on the phone A.

To interrupt the active call on the shared line:

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

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

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

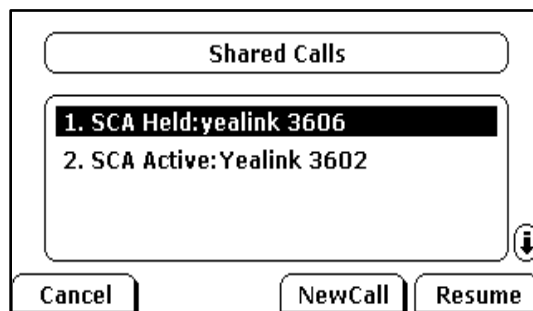




2. Press the **Barge In** soft key to interrupt the active call of the phone A.
Party B may hear a warning tone and then set up a conference call with the other parties in the active call.
3. Press the **Hold** or the **Cancel** soft key.
 - If any party in the conference call presses the **Hold** soft key, the remaining party will still connect to each other.
 - If party A or party B presses the **Cancel** soft key, the remaining party will still connect to each other. If the other party (not the shared line party) presses the **Cancel** soft key, the conference call will end.

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

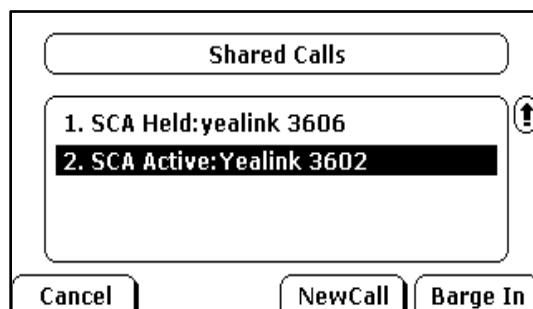
1. Long press the line key on the phone B.

The LCD screen of the phone B will appear a list of calls.



2. Press  or  to select the active call.

The **Barge In** and **New Call** soft keys appear when the active call is highlighted.



4. Press the **Barge In** soft key to interrupt the active call of the phone A.
Party B may hear a warning tone and then set up a conference call with the other parties of the active call.
5. Press the **Hold** or the **Cancel** soft key.
 - If any party in the conference call presses the **Hold** soft key, the remaining party will still connect to each other.
 - If party A or the party B presses the **Cancel** soft key, the remaining party will still connect to each other. If the other party (not the shared line party) presses the **Cancel** soft key, the conference call will end.

For more Line key LED indications, refer to [LED Instruction](#) on page 2.

Feature Key Synchronization

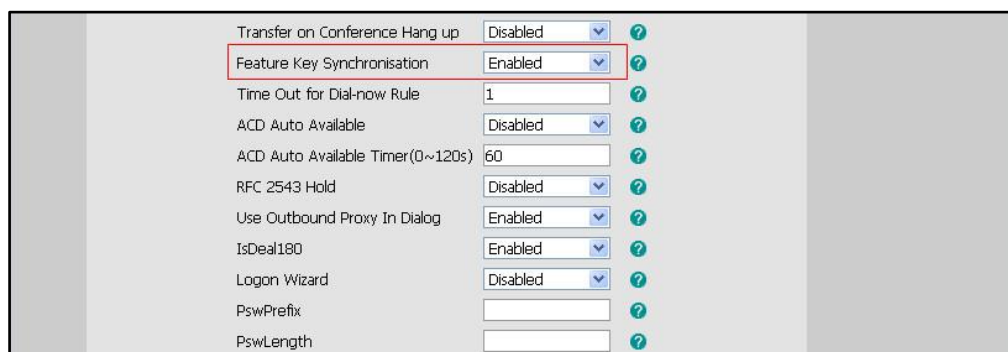
Feature Key Synchronization provides the capability to synchronize the following BroadWorks feature status with the IP phone.

- 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 Sync via web user interface:

1. Click on **Phone->Features**.
2. Select **Enable** from the pull-down list of **Feature Key Synchronisation**.



Transfer on Conference Hang up	Disabled	?
Feature Key Synchronisation	Enabled	?
Time Out for Dial-now Rule	1	?
ACD Auto Available	Disabled	?
ACD Auto Available Timer(0~120s)	60	?
RFC 2543 Hold	Disabled	?
Use Outbound Proxy In Dialog	Enabled	?
IsDeal180	Enabled	?
Logon Wizard	Disabled	?
PswPrefix		?
PswLength		?

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

Using the Feature Key Synchronization on the IP Phone

You can use the Feature Key Synchronisation on the private line (as opposed to the shared line) of the IP phone. If a user changes the status of one of these features via the BroadWorks web portal or feature access code (FAC), the BroadWorks server will notify the IP phone of the status change. Conversely, if the user changes the feature status on the IP phone, the IP phone will notify the BroadWorks server of the status change.

You can also use the Feature Key Synchronisation on the shared line of the IP phone. If you change the status of one of these features (except the ACD state) via the BroadWorks web portal or feature access code (FAC), the BroadWorks server will notify all the IP phones sharing the line of the status change. If you change the feature status (except the ACD state) on one of the IP phones sharing the line, the IP phone will notify

the BroadWorks server of the status change and then BroadWorks server will notify all the IP phones sharing the line of the status change.

For example, when you enable the Feature Key Synchronisation, and active the DND feature by pressing the **DND** soft key on the IP phone, the IP phone will synchronize the DND state to the BroadSoft user registered on the IP phone.

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 the Yealink IP phones User Guide at: <http://www.yealink.com/index.php/Support/>.





For the information on how to enable the ACD feature, refer to [Automatic Call Distribution \(ACD\)](#) on page 16.

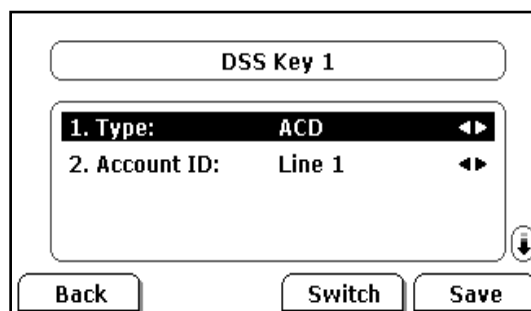
Automatic Call Distribution (ACD)

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. The ACD feature on the IP phone allows the ACD system to distribute calls from large volumes of incoming calls to the registered users. To use the ACD feature, you should configure an ACD key in advance.

Configuring the ACD Key on the IP phone

To configure an ACD 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 **ACD** from the **Type** field.
4. Press  or  , or the **Switch** soft key to select the desired line from the **Account ID** field.



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

You can enable the Feature Key Synchronisation to synchronize with the ACD state on the BroadWorks server. For the information on how to enable this feature, refer to [Feature Key Synchronization](#) on page 14.

Note

Feature synchronized ACD is not supported on shared lines. If shared lines are configured in that way, unexpected behavior could result.

Using the ACD Feature on the IP Phone

If you enable the ACD feature on the IP phone, you will be able to:

- Log in and log out as an agent
- Change the ACD state using the soft keys

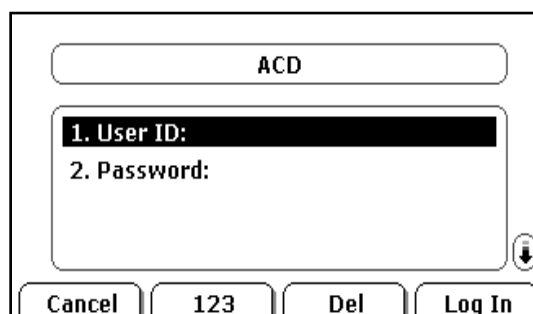
To log in using the ACD key:

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

The LCD screen of the IP phone prompts you the following information:

User ID: the user identity used to log in the ACD system.

Password: the password used to log in the ACD system.



2. Press the **Log In** soft key to log in the ACD system.

The ACD key LED illuminates flashing green indicates that the ACD state is unavailable. By default the initial state is unavailable.

To log out using the soft key:

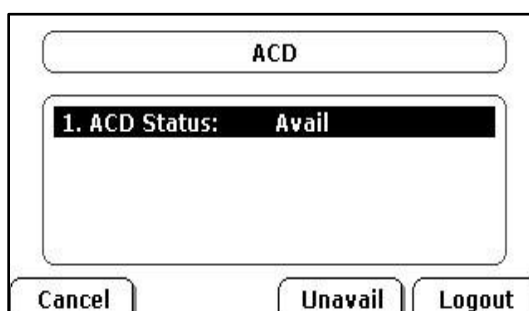
1. Press the **Logout** soft key when the IP phone logs in.

The ACD key LED turns off when the IP phone logs out.

To change the ACD state using the soft keys:

1. Press the **Avail** soft key when the phone logs in.

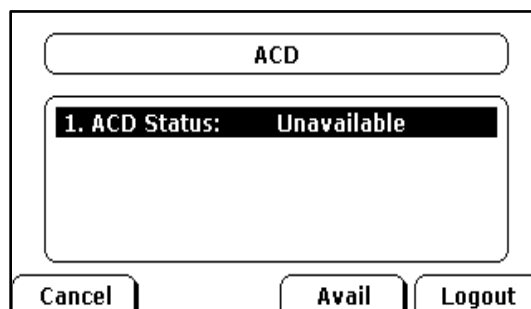
The ACD key LED illuminates solid green indicates that the ACD state is available.



When you set the phone to available, the ACD key LED illuminates solid green, and then the server begins distributing calls to the IP phone.

2. Press the **Unavail** soft key.

The ACD key LED illuminates flashing green indicates that the ACD state is unavailable.



When you set the phone to unavailable, the ACD key LED illuminates flashing green, and then the server temporarily stops distributing calls to the IP phone.

If you enable the Feature Key Synchronisation on the IP phone, the ACD state on the IP phone is synchronized with the ACD state on the BroadWorks server. When you set the ACD state to available on the BroadWorks server, the ACD state on the IP phone will change to available and the ACD key illuminates solid green. Conversely, when you set the ACD state to available on the IP phone, the ACD state on the BroadWorks server will change to available.

For more Line key LED indications, refer to [LED Instruction](#) on page 2.

Network Conference

You can use network conference feature to conduct a conference with multiple participants. The maximum of the participants depend 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 on the IP Phone

To configure the network conference via web user interface:

1. Click on **Account**.
2. Select the desired account from the pull-down list of **Account**.
3. Click on **Advanced** under the Account tab, Select **Network** from the pull-down list of **Conference Type**, and enter the conference URI in the **Conference URI** field.




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


Note

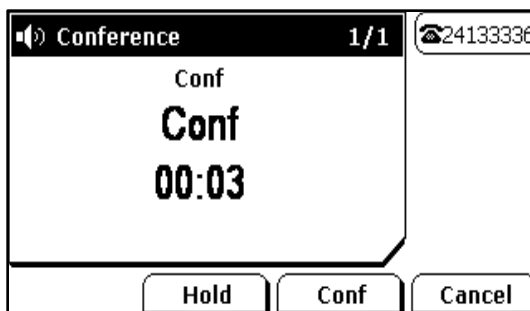
Please contact your system administrator for the conference URI.




Using the network conference on the IP Phone

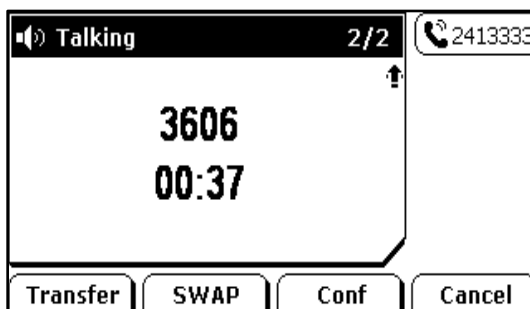
To set up a network conference call:

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.

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



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



8. Repeat steps 5 to 7 to add more parties.

To hold the active network conference call when there is an active network conference call on the IP phone:

1. Press the **Hold** soft key.
 - If any party in the conference call presses the Hold soft key, the remaining party will still connect to each other.

To end up the network conference call when there is an active network conference call on the IP phone:

1. Press the **Cancel** soft key.
 - If the party begins the conference presses the **Cancel** soft key, the conference call will end.
 - If any other party in the conference call presses the **Cancel** soft key, the remaining party will still connect to each other.

BroadSoft Phonebook

You can access the BroadSoft directory through the IP phone. The directory contains all the contacts of the same group provisioned on the BroadWorks server. You can add local contacts from the BroadSoft directory. You can also dial a contact from the BroadSoft directory.

You can configure the IP phone to access up to 6 BroadSoft directories.

Configuring the BroadSoft Phonebook on the IP Phone

To configure the BroadSoft phonebook via web user interface:

1. Click on **Contacts->BroadSoft**.
2. Select the desired BroadSoft item from the pull-down list of **Broadsoft Item**.
3. Enter the parameters: display name, server address, port, username and password in the corresponding fields.
4. Click **Confirm** to accept the change.

The screenshot shows the Yealink web interface with the 'Contacts' tab selected. Under 'Contacts', the 'BroadSoft' option is highlighted. A form is displayed with the following fields:

- Broadsoft Item:** A dropdown menu showing 'Item1'.
- Displayname:** A text field containing 'Broadsoft Group'.
- Server:** A text field containing 'http://xsp1.iop1.broadworks.net/com.broad'.
- Port:** A text field containing '2413333614'.
- User:** A text field containing '2413333614@as.iop1'.
- Password:** A text field with masked characters (dots).

Below the form are 'Confirm' and 'Cancel' buttons. To the right of the form is a 'NOTE' section titled 'Broadsoft Directory' with the text: 'This feature allows you to download contact list from the server. Input the phonebook URL,port,username,password and rename the phonebook'.

Note Please contact your system administrator for the server URI, user name and password.

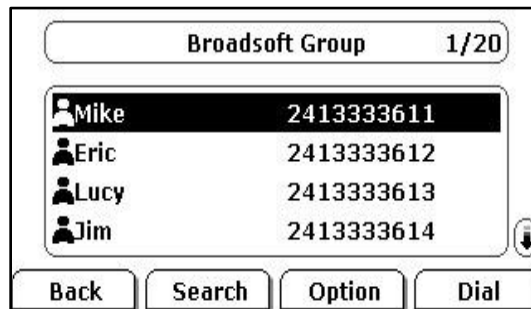
Using the BroadSoft Phonebook on the IP Phone

To access the BroadSoft phonebook via phone user interface:

1. Press **Directory->Broadsoft**.

2. Select the desired BroadSoft group, and then press the **Enter** soft key.

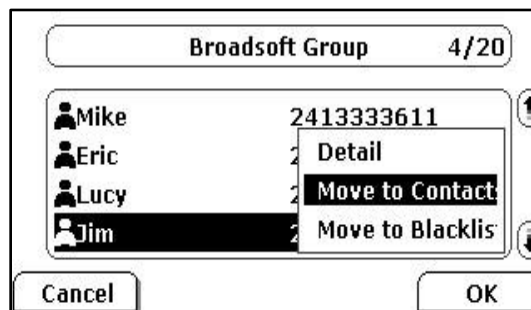
The phone connects to load the BroadSoft phonebook, and then displays the desired BroadSoft contact list on the LCD screen.



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

To add a contact to the local directory from the BroadSoft directory:

1. Press **Directory->Broadsoft**.
2. Select the desired BroadSoft group, and then press the **Enter** soft key to load the BroadSoft directory.
3. Select the desired contact in the BroadSoft directory.
4. Press the **Option** soft key and then select **Move to Contacts** from the prompt list.



5. Make the desired changes.
 6. Press the **Save** soft key to accept the change.
- The entry is successfully saved to the local directory.

To place a call from the BroadSoft directory:

1. Press **Directory->Broadsoft**.
2. Select the desired BroadSoft group, and then press the **Enter** soft key to load the BroadSoft directory.
3. Select the desired contact in the BroadSoft directory.
4. Press the **Dial** soft key.

BroadSoft Call Log

You can access the call log of the BroadSoft user through the IP phone. The call log contains call information such as remote party identification, time and date. You can check the call log and dial a call from the call log list. The BroadSoft call log allows users to view and dial the stored numbers in the following lists: missed, received, and placed. You can configure the IP phone to access up to 3 call log items.

Configuring the BroadSoft Call Log on the IP Phone

To configure the BroadSoft call log via web user interface:

1. Click on **Contacts->Call Log**.
2. Select the desired call log item from the pull-down list of **Callog Item**.
3. Enter the parameters: display name, server address, port, username and password in the corresponding fields.
4. Click **Confirm** to accept the change.

Note Please contact your system administrator for the server URI, user name and password.

Using the BroadSoft Call Log on the IP Phone

To access the BroadSoft call log via phone user interface:

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

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

The phone connects to load the BroadSoft call log, and then displays the desired call log list on the LCD screen.



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

To check the BroadSoft call log:

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

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



To dial a call from the BroadSoft call log list:

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