

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 configurations described in this guide apply to Yealink SIP-T2xP IP phones running software prior to V70 and Yealink SIP-T3xG/VP530 IP phones running software V70 or former.

Note

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

LED Instructions

Line key LED

LED Status	Description
Solid green	The line is active.
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 (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.

Line key LED (configured as shared line key)

LED Status	Description
Solid green	All the shared line parties are idle.
Slow flashing green	The shared line is seized. Some party receives the ringback. The shared line conversation is placed on private hold. For multi-party call, all the parties place the shared line conversation on hold.
Fast flashing green	The shared line receives an incoming call. The shared line is in conversation. The shared line conversation is placed on public hold.
Off	The shared line 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.
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Memory key LED (configured as shared line key)

LED Status	Description
Solid green	All the parties are idle.
Solid red	The shared line is seized.
Fast flashing green	Some party receives the ringback.
Fast flashing red	The shared line receives an incoming call.
Solid orange	The shared line is in conversation.
Slow flashing orange	The shared line conversation is placed on public hold.
Slow flashing green	The shared line conversation is placed on private hold.
Slow flashing red	For multi-party call, all the parties place the shared line conversation on hold.
Off	The shared line 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., blf_list@as.iop1.broadworks.net) on the BroadWorks server. The monitored users include a list of 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. 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 been 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.

To assign BLF List keys 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 **BLF List** 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.
6. Repeat steps 2 to 5 to configure more BLF List keys.

After the above configurations, according to the response message from the BLF List server, the IP phone will automatically assign the phone number of the BLF List users to the BLF List keys in order.

Key	Type	Value	Line	Extension
DSS Key 1	BLF List	2413333602	Line 1	
DSS Key 2	BLF List	2413333603	Line 1	
DSS Key 3	BLF List	2413333604	Line 1	
DSS Key 4	BLF List	2413333605	Line 1	
DSS Key 5	N/A		Auto	
DSS Key 6	N/A		Auto	
DSS Key 7	N/A		Auto	
DSS Key 8	N/A		Auto	
DSS Key 9	N/A		Auto	
DSS Key 10	N/A		Auto	

NOTE

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

BLF
The button can be configured Busy Line Field function with specified account. This feature must be supported by the sip server.

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.

URL
This key function allows you to send HTTP requests to a web server.

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 followed by the extension of the monitored user, and then you 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 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 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 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").

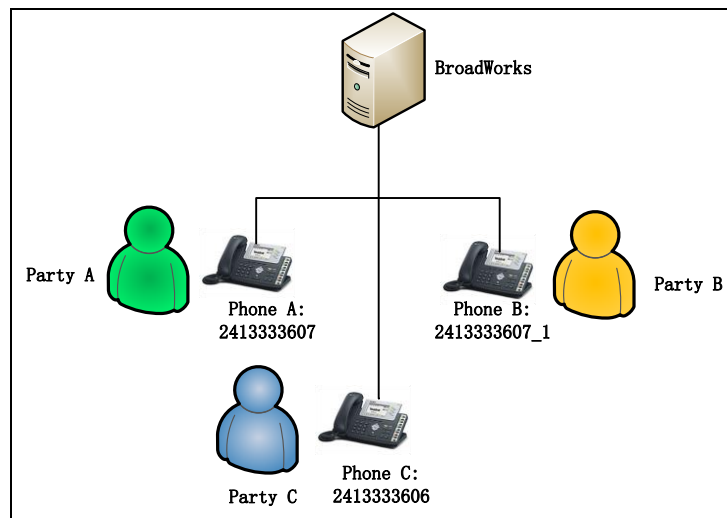


Shared Call Appearance (SCA)

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. 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 phone A via web user interface:

1. Register the primary account 2413333607.

Yealink 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 ?

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

To configure a shared line key on phone A via phone user interface:

1. Press **Menu->Features->DSS Keys->Memory Keys** (or **Line Keys**).
2. Select the desired DSS key.
3. Press **Left Arrow** or **Right Arrow**, or the **Switch** soft key to select **Shared Line** from the **Type** field.
4. Press **Left Arrow** or **Right Arrow**, or the **Switch** soft key to select the desired line from the **Account ID** field.
5. Enter the primary account in the **Value** field.

DSS Key 1

1. Type: Shared Line

2. Account ID: Line 1

3. Value: 2413333607

Back 2aB Del Save

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

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

- Register the alternate account 2413333607_1.

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

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

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

To configure a shared line key on phone B via phone user interface:

- Press **Menu->Features->DSS Keys->Memory Keys** (or **Line Keys**).
- Select the desired DSS key.
- Press **Left Arrow** or **Right Arrow**, or the **Switch** soft key to select **Shared Line** from the Type field.
- Press **Left Arrow** or **Right Arrow**, or the **Switch** soft key to select the desired line from the **Account ID** field.

5. Enter the primary account in the **Value** field.

DSS Key 1



1. Type:	Shared Line	◀▶
2. Account ID:	Line 1	◀▶
3. Value:	2413333607	

Back 2aB Del Save

6. Press the **Save** soft key 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  ,  , or the **Send** soft key.

If a shared line is in use on one of the phones, it cannot be used on the other one.

To place a call on public hold:

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



The shared line key LED illuminates flashing 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 shared line key or the **Resume** soft key.





The conversation between phone A and phone C is retrieved.

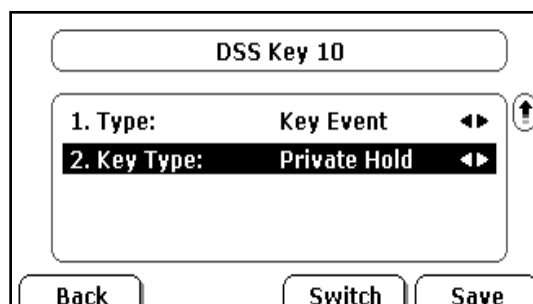
To retrieve the call on phone B:

1. Press the shared line key.

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

To place the call on private hold, you should configure a private hold key in advance:

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 **Private Hold** from the **Key Type** field.



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

To place a call on private hold:


1. Press the private hold key on phone A when phone A has an active call on the shared line.



The shared line key LED flashes 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 shared line key or the **Resume** soft key on phone A.

To interrupt the active call on the shared line:

When phone A has an active call on the shared line, do the following:

1. Press the shared line key on phone B to interrupt the active call of phone A.
A warning tone may be heard. Party B is now in a conference call with the parties of the active call.
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 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.

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

Feature Key Synchronization

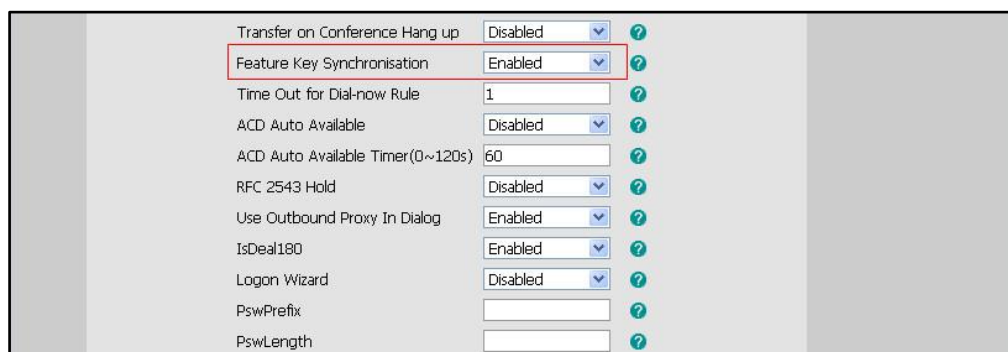
Feature Key Synchronization provides the capability to synchronize the following BroadWorks feature status with the IP phone.

- 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 **Enabled** from the pull-down list of **Feature Key Synchronisation**.



The screenshot shows a configuration page for an IP phone. The 'Feature Key Synchronisation' setting is highlighted with a red box and is set to 'Enabled'. Other settings include 'Transfer on Conference Hang up' (Disabled), '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' (empty), and 'PswLength' (empty). Each setting has a question mark icon to its right.

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.

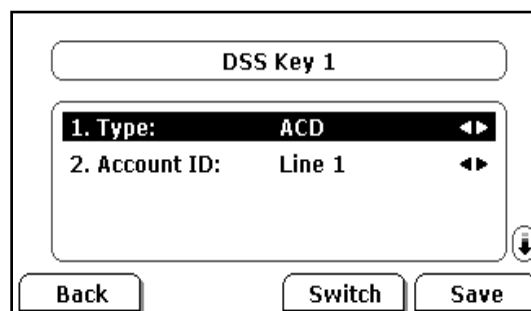
Automatic Call Distribution (ACD)

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 line. If shared line is 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

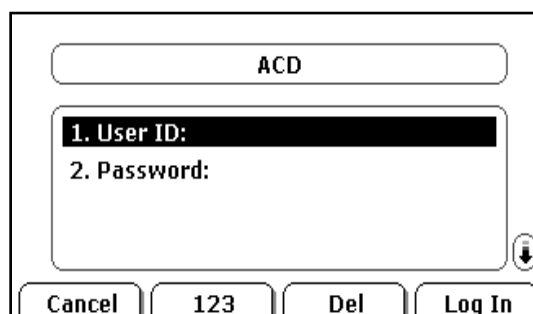
To log in using the ACD key:

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:

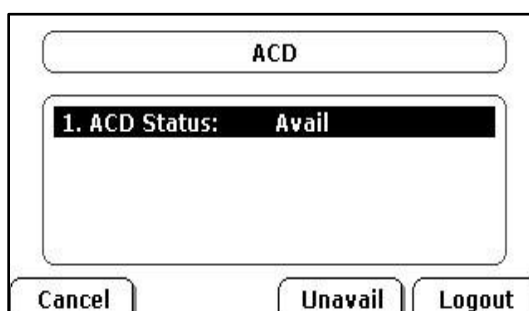
1. Press the **Logout** soft key when the IP phone logs in.

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.

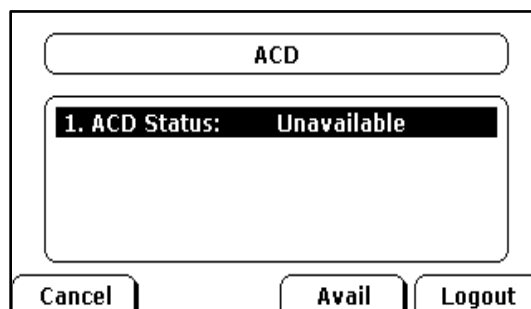
The ACD key LED illuminates solid green indicates that the ACD state is available.



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.

Conference Type	Network	?
Conference URI	conference@as.iop1.b	?
ACD Subscription Period(120~3600)	3600	?
Early Media	Disabled	?
SIP Server Type	Default	
Music on hold server		

Confirm Cancel




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


Note

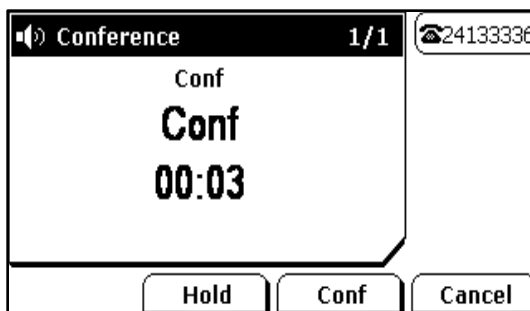
Please contact your system administrator for the conference URI.




Using the network conference on the IP Phone

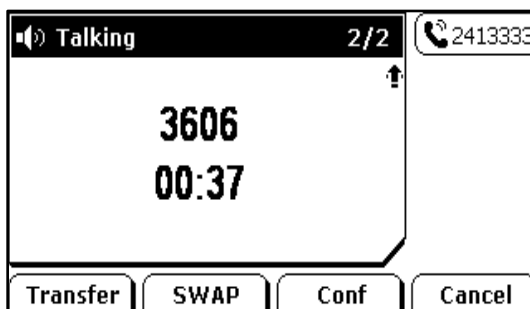
To set up a network conference call:

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.

- 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.

BroadSoft Phonebook

You can access the BroadSoft directory through the IP phone. 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 directory items.

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. The top navigation bar includes 'Status', 'Account', 'Network', 'Phone', 'Contacts', 'Upgrade', and 'Security'. The 'Contacts' tab is selected, and the 'BroadSoft' sub-tab is active. The main content area displays a form for configuring a BroadSoft directory item. The form includes a dropdown for 'Broadsoft Item' (set to 'Item1'), a text field for 'Displayname' (set to 'Broadsoft Group'), a text field for 'Server' (set to 'http://xsp1.iop1.broadworks.net/com.broad'), a text field for 'Port', a text field for 'User' (set to '2413333614@as.iop1'), and a password field for 'Password'. There are 'Confirm' and 'Cancel' buttons at the bottom. A 'NOTE' box on the right states: 'Broadsoft Directory: This feature allows you to download contact list from the server. Input the phonebook URL, port, username, password and rename the phonebook'.

Note

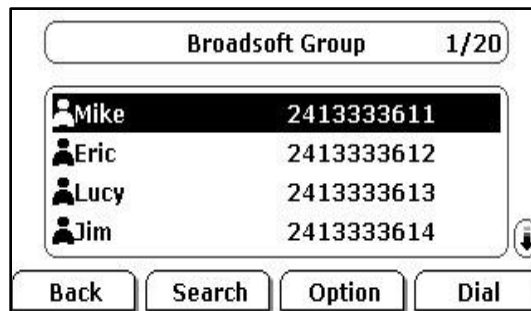
Please contact your system administrator for the server URI, user name and password.

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.

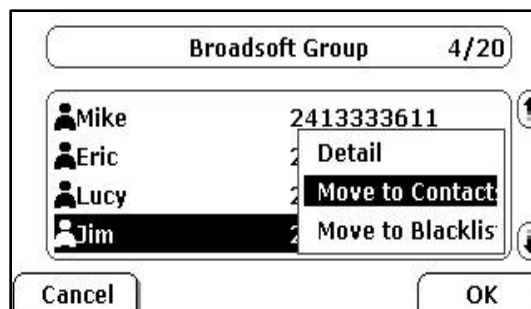
The phone connects to load the BroadSoft phonebook, and then displays the desired BroadSoft contact list on the LCD screen.



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

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.

The screenshot shows the Yealink web interface. The 'Contacts' tab is active, and the 'Call Log' sub-tab is selected. A configuration form for a call log item is shown. The form includes a dropdown for 'Callog Item' (currently 'Call Log1'), and text input fields for 'DisplayName' (filled with 'missed'), 'Server' (filled with 'http://xsp1.iop1.broadworks.net/com.broad'), 'Port' (empty), 'User' (filled with '2413333614@as.iop1'), and 'Password' (masked with asterisks). To the right of the form is a 'NOTE' box titled 'Call log' which states: 'This feature allows you to download call history from the server. Input the URL, port, username, password and rename the phonebook'. At the bottom of the form are 'Confirm' and 'Cancel' buttons.

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 **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 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.