

# Using Integrated Features on BroadWorks

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## Introduction

The 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 enable the following features on the BroadWorks server and how to configure Yealink IP phones to use these features.

- 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 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 guide 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.

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LED Status	Description
Off	The monitored user does not exist.

**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.

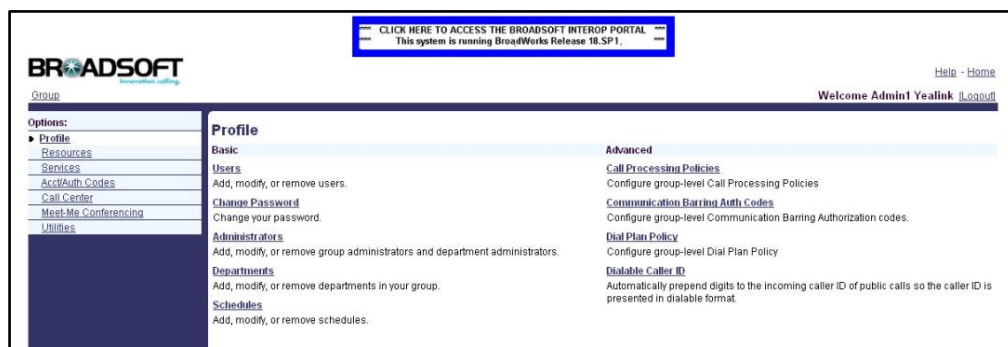
## Using Busy Lamp Field (BLF) List

You can use the Busy Lamp Field (BLF) List feature to monitor a list of users defined on BroadWorks. For example, you can create a BLF List URI (e.g., BLFList@as.iop1.broadworks.net) to monitor a list of users on the BroadWorks server. The monitored users include a list of user1, user2 and user3. The BLF List keys on the IP phone can present the status of user1, user2 and user3. The key LEDs illuminate either flashing or solid depending on the status of those users. For more BLF List key LED indications, refer to [LED Instructions](#) on page 2.

## Configuring the BroadWorks Server

To configure the BLF List feature via web user interface:

1. Log in as the group admin.



2. Click **Profile->Users->Search** to display all the existing users.
3. Select one of the users (e.g. 2413333607) to configure the BLF List feature.
4. Click on **Client Applications->Busy Lamp Field**.
5. Enter the BLF List URI (e.g. 3607\_blf) in the **List URI** field.
6. Select the domain name (e.g. as.iop1.broadworks.net) from the pull-down list followed by @.
7. Check the **Enable Call Park notification** checkbox.
8. Click **Search** to display all available users.
9. Select the desired users from the **Available Users** list, and click the **Add>** button to add them to the **Monitored Users** list.

10. Repeat the step 9 to add more users to the **Monitored Users** list.

11. Click **Apply** to save the change.

## Configuring the Yealink IP Phone

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.

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

To configure the BLF List keys via web user interface:

1. Click on **Phone->DSS Keys->Memory Keys>>** (Line Keys>>).
2. Select the desired DSS key.
3. Select **BLF List** from the pull-down list of **Type**.
4. Select the desired line form the pull-down list of **Line**.
5. Click **Confirm** to save 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 BroadWorks 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	

Line Keys >> ?

Programmable Keys >> ?

Confirm Cancel

**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 BLF List on the Yealink IP Phone

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

- When the monitored user is idle, press the BLF List key to dial out the phone number.
- When the monitored user is ringing, press the BLF List key to pick up the call directly.
- When there is a conversation on the monitored user, press the BLF List key to barge in and set up a conference call.

To interrupt the conversation of the monitored user:

1. Press the BLF List key.

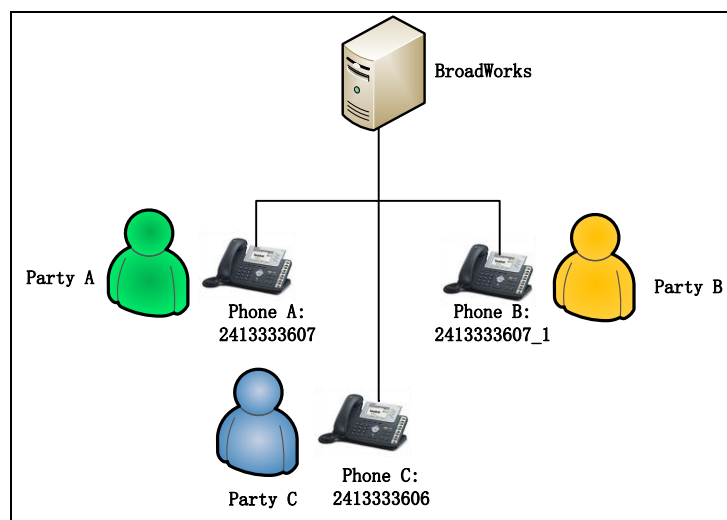
The IP phone dials out the barge-in code followed by the extension of the monitored user, and then you interrupt the call. Each of the three parties can hear the other two parties in the conference.

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.

## Using 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. An incoming call to that number will cause all phones to ring simultaneously. The incoming call can be answered on one of the phones but not all of them. Calls on the shared line can be placed on hold or barged in.

The following figure shows that Party A and Party B have a shared line and that Party C has a private line. When there is an incoming call on Phone A, both Phone A and Phone B will ring simultaneously.



The following sections show how to configure the BroadWorks server and both phones for this SCA example.

## Configuring the BroadWorks Server

To configure the SCA feature via web user interface:

1. Log in as the group admin.
2. Click **Profile->Users->Search** to display all the existing users.
3. Select the user 2413333607.



4. Click on **Call Control->Shared Call Appearance**.

The main SCA parameters are described as follows:

Parameter	Description
Alert all appearances for Click-to-Dial calls	Allows alerting all the locations sharing the call appearance when a location places a call from the CommPilot Call Manager.
Allow Call Retrieve from another location	Allows the calls being put on hold on one station to be retrieved from any other station sharing the call appearance.
Multiple Call Arrangement	Provides the ability for multiple calls to be handled concurrently on different SCA locations for a user.
Allow bridging between locations	Allows SCA locations to barge in on an active call involving another location.
Bridge Warning tone	<p>Determines whether to play a warning tone when a shared location barge in on an active call.</p> <p>None: disables the warning tone feature.</p> <p>Barge-in only: enables the warning tone feature.</p> <p>Barge-in and repeat every 30 seconds: enables the warning tone feature and the warning tone is repeated periodically every 30 seconds.</p>

The following is an example of setting the SCA parameters:

Alert all appearances for Click-to-Dial calls: Selected

Alert all appearances for Group Paging calls: Selected

Allow Call Retrieve from another location: Selected

Multiple Call Arrangement: On

Allow bridging between locations: Selected

Enable Call Park notification: Selected

Bridge Warning tone: Barge-in only

CLICK HERE TO ACCESS THE BROADSOFT INTEROP PORTAL  
This system is running BroadWorks Release 10.SP1.

**BROADSOFT**  
Innovation calling.

Group > Users: 2413333607

Welcome Admin1 Yealink [Logout]

**Options:**

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control**
- Client Applications
- Meet-Me Conferencing
- Messaging
- Service Scripts
- Utilities

**Shared Call Appearance**

Shared Call Appearance allows administrators to allocate additional devices or lines to you. These devices or lines also ring just like your primary phone. Define the line policy on Device Policies page.

OK Apply Add Cancel

☒ Alert all appearances for Click-to-Dial calls  
☒ Alert all appearances for Group Paging calls  
☒ Allow Call Retrieve from another location

Multiple Call Arrangement: ☒ On ☐ Off

☒ Allow bridging between locations  
☒ Enable Call Park notification

Bridge Warning tone: ☐ None  
☒ Barge-in only  
☐ Barge-in and repeat every 30 seconds

Device Policies: [Configure device policies](#)

Delete	Identity/Device Profile Type	Identity/Device Profile Name	Line/Port	Edit
No Entries Present				

[ Page 1 of 1 ]

Identity/Device Profile Type Starts With Find Find All

OK Apply Add Cancel

- Click **Apply** to save the change.
- Click on **Add**.
- Select the desired device profile name from the pull-down list of **Identity/Device Profile Name**. Enter the alternate extension (2413333607\_1) in the **\*Line/Port** field. Select the domain name (e.g. as.iop1.broadworks.net) from the pull-down list followed by **@**.

CLICK HERE TO ACCESS THE BROADSOFT INTEROP PORTAL  
This system is running BroadWorks Release 10.SP1.

**BROADSOFT**  
Innovation calling.

Group > Users: 2413333607

Welcome Admin1 Yealink [Logout]

**Options:**

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control**
- Client Applications
- Meet-Me Conferencing
- Messaging
- Service Scripts
- Utilities

**Shared Call Appearance Add**

Allows administrators to allocate additional devices or lines to you.

OK Cancel

Identity/Device Profile Name: yealinkT28\_1 (Group)

\*Line/Port: 2413333607\_1 @ as.iop1.broadworks.net

☒ Enable this location  
☒ Allow Origination from this location  
☒ Allow Termination to this location

OK Cancel

8. Click **OK** to save the change.

## Configuring the Yealink IP Phone

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

1. Register the primary account 2413333607.

**Yealink** Logout

**Account** Account 1

**Basic >>**

Accounts Status	Registered
Account Active	<input checked="" type="radio"/> On <input type="radio"/> Off
Label	2413333607 ?
Display Name	2413333607 ?
Register Name	2413333607 ?
User Name	2413333607 ?
Password	***** ?
SIP Server	as.lip1.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 save the change.

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

1. Click on **Phone->DSS Keys->Memory Keys>>** (Line Keys>>).
2. Select the desired DSS key.
3. Select **Shared Line** from the pull-down list of **Type**.
4. Select the desired line form the pull-down list of **Line**.

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

**Yealink** BroadWorks UCP

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 >> ?

Key	Type	Value	Line	Extension
DSS Key 1	Shared Line	2413333607	Line 1	**
DSS Key 2	N/A		Auto	
DSS Key 3	N/A		Auto	
DSS Key 4	N/A		Auto	
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	

Line Keys >> ?

Programmable Keys >> ?

Confirm Cancel

**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.

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

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

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

**Yealink** BroadWorks UCP

Logout

Status **Account** Network Phone Contacts Upgrade Security

Account Account 1

Basic >>

Accounts Status	Registered
Account Active	<input checked="" type="radio"/> On <input type="radio"/> 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 ?

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

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

1. Click on **Phone->DSS Keys->Memory Keys>> (Line Keys>>)**.
2. Select the desired DSS key.
3. Select **Shared Line** from the pull-down list of **Type**.
4. Select the desired line form the pull-down list of **Line**.
5. Enter the primary account in the **Value** field.

Key	Type	Value	Line	Extension
DSS Key 1	Shared Line	2413333607	Line 1	***
DSS Key 2	N/A		Auto	
DSS Key 3	N/A		Auto	
DSS Key 4	N/A		Auto	
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	

Line Keys >> ?

Programmable Keys >> ?

Confirm Cancel

**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.

6. Click **Confirm** to save the change.

## Using SCA on the Yealink 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.

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. Click on **Phone->DSS Keys->Memory Keys>> (Line Keys>>)**.
2. Select the desired DSS key.
3. Select **Private Hold** from the pull-down list of **Type**.
4. Click **Confirm** to save 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 shared 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.

## Using Automatic Call Distribution (ACD)

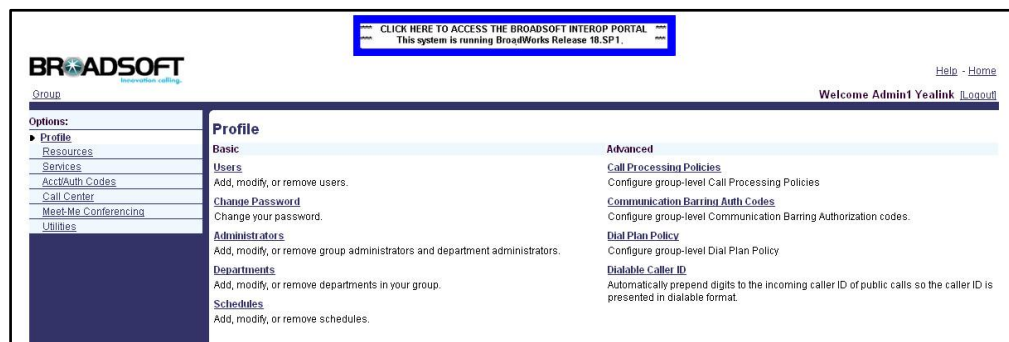
The Automatic Call Distribution (ACD) feature is often used in offices for customer service, such as call center. The ACD system handles incoming calls by automatically queuing and directing calls to available agents. To use this feature, you should configure an ACD key on your IP phone in advance.

After configuring an ACD key on your IP phone, you can press the ACD key to log in the ACD system. After logging in, you are ready to receive calls from the ACD system. You can press the ACD key to show the ACD status. You can also press the **Avail/Unavail** soft key to change the ACD status. The system server monitors the ACD status on your IP phone to decide whether or not to assign the incoming calls. To log out the ACD system, press the **Logout** soft key.

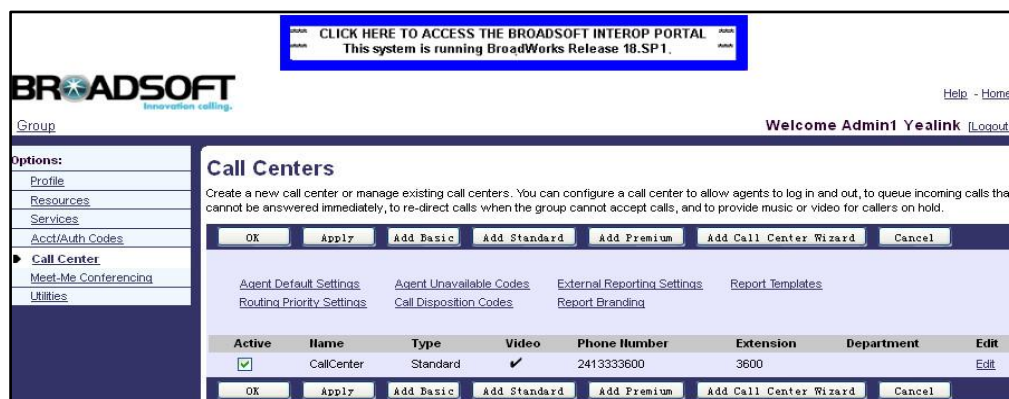
## Configuring the BroadWorks Server

To create a call center via web user interface:

1. Log in as the group admin.



2. Click **Call Center->Call Centers->Add Standard** (or **Add Premium**) to add a Standard (or Premium) call center.
3. After creating the call center, go back to **Call Center->Call Centers** and check the **Active** checkbox for the call center.





To assign agents to the call center on the BroadWorks server:

1. Log in as the group admin.
2. Click on **Call Center->Call Centers**, browse to the call center created above and click **Edit**.
3. Click on **Agents**.

The screenshot shows the BroadSoft Admin1 Yealink interface. At the top, there is a blue banner that reads "CLICK HERE TO ACCESS THE BROADSOFT INTEROP PORTAL" and "This system is running BroadWorks Release 18.SP1". Below this, the BroadSoft logo is visible. The main navigation bar shows "Group > Call Centers: 2413333600" and "Welcome Admin1 Yealink (Logout)". On the left, there is a sidebar with "Options:" and a list of links: "Profile", "Routing Policies", "Call Control", and "Messaging". The "Profile" link is selected. The main content area is titled "Profile" and contains several sections: "Basic" (with links for Profile, Addresses, Agents, Password, Status & Statistics, Supervisors, Announcements, and Voice Portal), "Advanced" (with links for Assign Services, Call Application Policies, Call Policies, and Distinctive Ringing), and "Supervisors".

4. Click **Search** to display all available agents.
5. In the **Available Agents** box, select the desired agent and click **Add>** to assign it to the call center.

The screenshot shows the BroadSoft Admin1 Yealink interface with the "Agents" configuration page. At the top, there is a blue banner that reads "CLICK HERE TO ACCESS THE BROADSOFT INTEROP PORTAL" and "This system is running BroadWorks Release 18.SP1". Below this, the BroadSoft logo is visible. The main navigation bar shows "Group > Call Centers: 2413333600" and "Welcome Admin1 Yealink (Logout)". On the left, there is a sidebar with "Options:" and a list of links: "Profile", "Routing Policies", "Call Control", and "Messaging". The "Call Control" link is selected. The main content area is titled "Agents" and contains a description: "Configure the list of agents that belong to this call center. Users are available if they have been assigned an appropriate Call Center feature. Users with Call Center - Basic may be assigned to Basic call centers. Users with Call Center - Standard may be assigned to Basic or Standard call centers. Users with Call Center - Premium may be assigned to any call center." Below the description, there are "OK", "Apply", and "Cancel" buttons. A search bar is present with the text "Enter search criteria below" and a "Search" button. Below the search bar, there are two columns: "Available Agents" and "Assigned Agents". The "Available Agents" column contains a list of agents: "3601, yealink (2413333601)", "3603, yealink3603 (2413333603)", "3604, yealink (2413333604)", "3605, 3605 (2413333605)", "3606, yealink (2413333606)", "Bill, Nie (8511)", "C, C (8612)", "Clare, Feng (123456789)", "Lin, E (2413333601\_1)", and "test111, sss (868999)". The "Assigned Agents" column contains a list of agents: "3602, Admin (2413333602)" and "3607, yealink (2413333607)". Between the columns, there are buttons: "Add >", "Remove <", "Add All >>", "Remove All", "Move Up", and "Move Down". At the bottom, there are "OK", "Apply", and "Cancel" buttons.

6. Repeat step 5 to assign more agents to the call center.

- Click **Apply** to save the change.

## Changing the ACD State on the BroadWorks Server

To configure the ACD state via web user interface:

- Log in as the group admin.
- Click on **Users->Search**.
- Select one of the call center agents.
- Click on **Call Control ->Call Centers**.

CLICK HERE TO ACCESS THE BROADSOFT INTEROP PORTAL  
This system is running BroadWorks Release 18.SP1.

**BROADSOFT**  
BroadWorks

Group > Users : 2413333602

Welcome Admin1 Yealink [Logout]

**Options:**  
[Profile](#)  
[Incoming Calls](#)  
[Outgoing Calls](#)  
**Call Control**  
[Client Applications](#)  
[Meet Me Conferencing](#)  
[Messaging](#)  
[Utilities](#)

**Call Centers**  
 Call Centers displays your current ACD state and all the ACDs you belong to and whether you are currently joined in their call centers. You can set your ACD state and join or remove yourself from that ACD's call center if permitted by your administrator.

OK Apply Cancel

Call Center Service Assigned: Standard  
 ACD State: Available

Use Guard Timer Setting: ☒ Default ☐ User  
☐ Enable guard timer for 5 seconds

Use Agent Unavailable Settings: ☒ Default ☐ User  
☐ Force agent to unavailable on Do Not Disturb activation  
☐ Force agent to unavailable after 3 consecutive bounced calls

Join Call Center	Call Center ID	Phone Number	Extension
<input checked="" type="checkbox"/>	2413333600	2413333600	3600

OK Apply Cancel

- Select the desired state from the pull-down list of **ACD State**.
- Click **Apply** to save the change.

### Note

Make sure the **Join Call Center** is checked.

## Configuring the Yealink IP Phone

You can enable the Feature Key Synchronisation to synchronize the ACD state with the BroadWorks server.

To configure the Feature Sync via web user interface:

- Log in as the admin.
- Click on **Phone->Features**.

3. Select **Enabled** 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		?

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

To configure an ACD key via web user interface:

1. Click on **Phone->DSS Keys**.
2. Select **ACD** from the pull-down list of **Type**.
3. Select the desired line from the pull-down list of **Line**.

**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 >> ?

Key	Type	Value	Line	Extension
DSS Key 1	ACD		Line 1	
DSS Key 2	N/A		Auto	
DSS Key 3	N/A		Auto	
DSS Key 4	N/A		Auto	
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	

Line Keys >> ?

Programmable Keys >> ?

Confirm Cancel

**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.

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

#### Note

Make sure the selected line has registered one of the call center agents.  
It is recommended you configure no more than a single ACD key per IP phone.

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## Changing the ACD State on the Yealink IP Phone

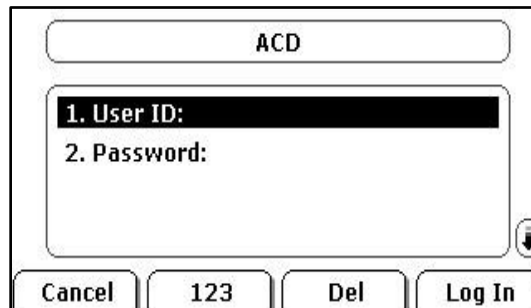
To configure the ACD state via phone user interface:

1. Press the ACD Key.

The phone LCD screen 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.
3. Press the **Avail / Unavail** soft key to change the ACD status.

After logging in the ACD system, the IP phone will synchronize the ACD state with 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 ACD key LED indications, refer to [LED Instructions](#) on page 2.

## Using Network Conference

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

To configure 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.

The screenshot shows a configuration window with the following fields and values:

Field	Value
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	

At the bottom of the window are two buttons: **Confirm** and **Cancel**.








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

#### Note




The conference URI can be configured on the BroadWorks server via the command line interface. The command line interface access may be restricted on the BroadWorks server. Contact your BroadSoft reseller for the conference URI.

## Using Network Conference on the Yealink 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 join two calls together into a conference call:

1. Place a call to the first party.
2. Press the line 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 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

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phone.

1. Press the line key to create a new call.

The conference call is placed on hold.

2. Enter the number of the new party and then press  ,  , or the **Send** soft key.
3. 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.

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## Using Phonebook

You can access the BroadSoft directories through your IP phone. You can add contacts from the BroadSoft directories to your local directory. You can also dial a contact from the BroadSoft directories. The BroadSoft directories include the following:

- **Enterprise Directory:** It contains all the contacts of the same enterprise provisioned on the BroadWorks server. Each entry in the directory contains the name of the entity with their user ID, extension, group, department, etc. The enterprise directory can be viewed by all the users in the enterprise.
- **Group Directory:** It contains all the contacts of the same group provisioned on the BroadWorks server. Each entry in the directory contains the name of the entity with their user ID, extension, department, etc. The group directory can be viewed by all the users in the group.
- **Common Directory:** It contains the Enterprise Common Directory and Group Common Directory.
- **Personal Directory:** It contains a list of personal contacts on the BroadWorks server. Each entry in the directory contains the name and phone number. You can add the entries to your personal phone list on the BroadWorks server.

You can configure your IP phone to access up to 6 directory items.

## Configuring the BroadWorks Server

**To add a user to the Enterprise/Group Directory via web user interface:**

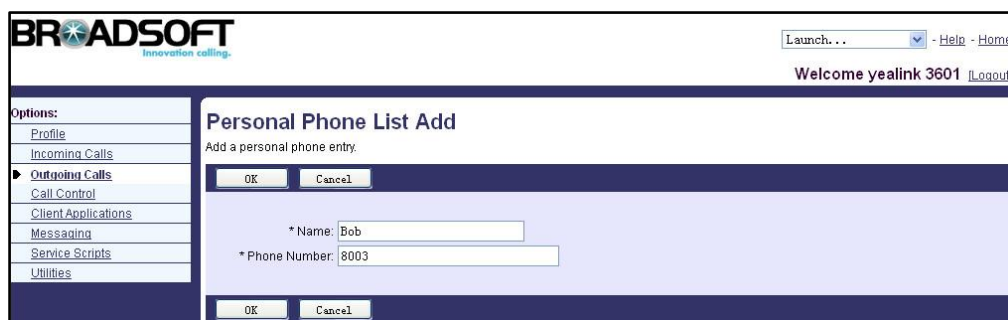
1. Login in as system admin.
2. Click on **Profile->Users**.
3. Click on **Add** to add the user to the Enterprise/Group Directory.
4. Click **Apply** to save the change.

Then the user appears in the Enterprise/Group Directory.

**To add an entry to the personal phone list via web user interface:**

1. Login in as one of the users provisioned on the BroadWorks server.
2. Click on **Outgoing Calls->Personal Phone List**.
3. Click on **Add**.
4. Enter the name in the **Name** field.

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



6. Click **OK** to save the change.

Then the entry is added to the user's personal phone list.

The user can also import personal phone list entries from an existing comma-delimited text file (file format must be .CSV). To produce a comma-delimited text file, see the instructions for a program such as Microsoft Outlook, Word, or Excel.

**To import a comma-delimited text file via web user interface:**

1. Login in as one of the users provisioned on the BroadWorks server.
2. Click on **Outgoing Calls->Personal Phone List**.
3. Click on **Import Phone List**.
4. Click **Browse** to select the .CSV file from your local system and click on **Open**.  
The .CSV file must have headings "Name" and "Number".
5. Click **Apply** to save the change.

Then the entries in the .CSV file are added to the user's personal phone list.

The following is an example of the entries in an import list created in a text file before the file was converted to a .CSV file.

```
"Name", "Number"
"Bob ", "8003"
"Jony ", "8001"
"Jane ", "8005"
"John ", "8009"
```

## Configuring the Yealink 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.

The screenshot shows the Yealink web interface with the 'Contacts' tab selected. A sub-tab 'BroadSoft' is active. A configuration form for a BroadSoft item is displayed, with fields for 'Broadsoft Item', 'Displayname', 'Server', 'Port', 'User', and 'Password'. A red rectangular box highlights these input fields. Below the form are 'Confirm' and 'Cancel' buttons. On the right, a 'NOTE' titled 'Broadsoft Directory' explains that this feature allows downloading a contact list from a server by providing a phonebook URL, port, username, and password.

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

The following table lists the corresponding URL used to access the BroadSoft directory of the specific user. The domain name of the BroadWorks server is as.iop1.broadworks.net. The **username** is provisioned on the BroadWorks server.

Directory	URL
Enterprise Directory	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ <b>username</b> @as.iop1.broadworks.net/directories/Enterprise
Group Directory	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ <b>username</b> @as.iop1.broadworks.net/directories/Group
Personal Directory	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ <b>username</b> @as.iop1.broadworks.net/directories/Personal
Common Directory	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ <b>username</b> @as.iop1.broadworks.net/directories/EnterpriseCommon or http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ <b>username</b> @as.iop1.broadworks.net/directories/GroupCommon

The domain name of BroadWorks server may be different in the different network environment. Contact your BroadSoft reseller for the proper access URL.

**Note** The Common Directory is not supported by Yealink IP phones.

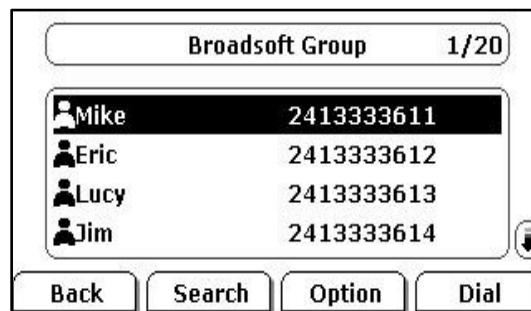
## Accessing the Phonebook on the Yealink IP Phone

To access the BroadSoft phonebook via phone user interface:

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

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

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



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

## Using Call Log

You can access the call log of the desired BroadSoft user through your IP phone. The call log contains call information such as remote party identification, time and date. You can check the call log, dial a call, add a contact or delete an entry 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 your IP phone to access up to 3 call log items.

## Configuring the Yealink 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.

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 'Call Log' sub-tab is active. A form is displayed with the following fields: 'Callog Item' (a dropdown menu set to 'Call Log1'), 'DisplayName' (a text field set to 'missed'), 'Server' (a text field set to 'http://xsp1.iop1.broadworks.net/com.broad'), 'Port' (an empty text field), 'User' (a text field set to '2413333614@as.iop1'), and 'Password' (a masked text field). A 'NOTE' box on the right states: 'Call log 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.

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

The following table lists the corresponding URL used to access the BroadSoft call log list of the specific user. The domain name of the BroadWorks server is as.iop1.broadworks.net. The **username** is provisioned on the BroadWorks server.

Call Log List	URL
Missed Lists	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ <b>username</b> @as.iop1.broadworks.net/directories/call logs/missed
Received Lists	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ <b>username</b> @as.iop1.broadworks.net/directories/call logs/received
Placed Lists	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ <b>username</b> @as.iop1.broadworks.net/directories/call logs/placed

Call Log List	URL
All Lists	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ <b>username</b> @as.iop1.broadworks.net/directories/call logs/

The domain name of BroadWorks server may be different in the different network environment. Contact your BroadSoft reseller for the proper access URL.

#### Note

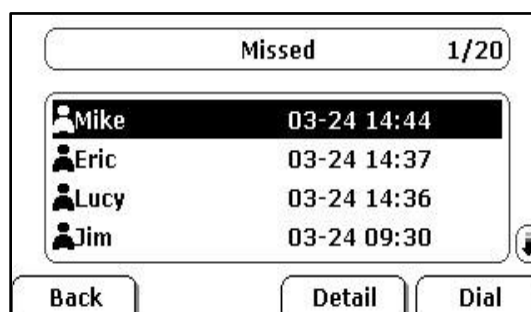
The All Lists contains Missed, Received and Placed Lists. It's not supported by Yealink IP phones.

## Accessing the Call Log on the Yealink 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.