

Using Integrated Features on BroadWorks

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 IP phones (except SIP-T3xG and VP530 IP phones) running software V70 or higher.

Note

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

Changes from Previous Versions

Changes from V1.1

Major updates have occurred to the following sections:

-

- [Using Busy Lamp Field \(BLF\) List](#) on page 5
- [Using Feature Synchronization](#) on page 18
- [Using Phonebook](#) on page 27

Changes from V1.2

Major updates have occurred to the following sections:

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- [Using Busy Lamp Field \(BLF\) List on page 5](#)
- [Using Shared Call Appearance \(SCA\) on page 9](#)

LED Instructions

Line key LED (private line)

LED Status	Description
Solid green	The line is in conversation.
Fast flashing green	The line receives an incoming call.
Slow flashing green	The call is placed on hold.
Off	The line is inactive.

Line key LED (shared line)

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

Line key LED (configured as BLF List key)

LED Status	Description
Solid green	The monitored user is idle.
Fast flashing green	The monitored user receives an incoming call.
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 receives an incoming call.
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.

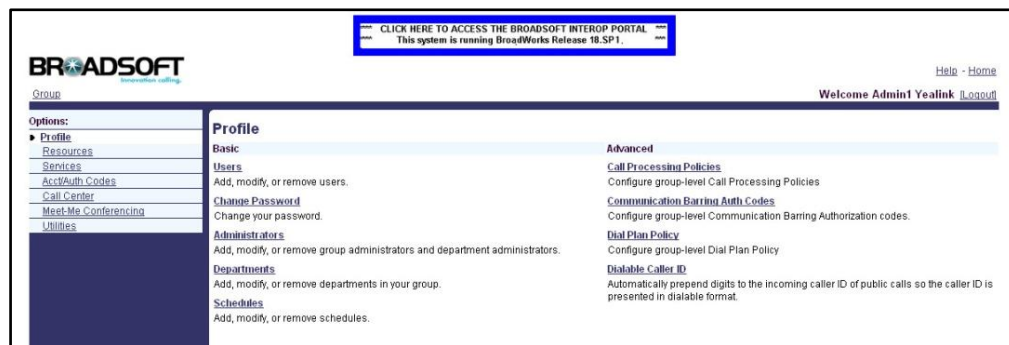
Using Busy Lamp Field (BLF) List

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 3.

Configuring the BroadWorks Server

To configure the BLF List feature on the BroadWorks server:

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 Pickup Code** field.
6. (Optional.) Enter the barge-in code in the **BLF List Barge In Code** field.

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

7. Click **Confirm** to save 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, Yealink3607 user on BroadWorks is configured the BLF List feature. The BLF List URI is "3607_blf". The available monitored users include Yealink 3602, Yealink 3603, Yealink 3604, Yealink 3605. The IP phone registers the BroadWorks user Yealink 3607 on Line 1 and configures the BLF List URI for Line 1. When the phone receives the BLF List response from the BroadWorks server successfully, it will automatically assign the BLF List keys as follows:

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	

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 receives an incoming call, 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.

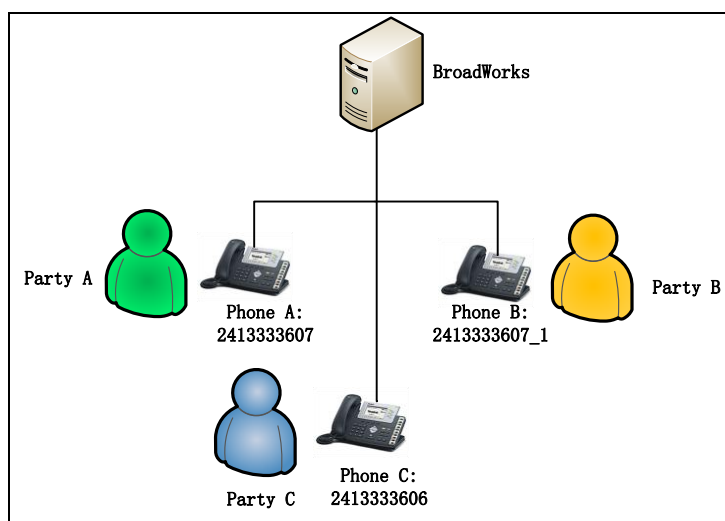
- If any party in the conference call presses the **Hold** soft key, two-way voice can be heard between the remaining parties.
- If any party in the conference call presses the **cancel** soft key, the remaining

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 on the BroadWorks server:

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	Determines whether to play a warning tone when a shared location barge in on an active call. None: disables the warning tone feature. Barge-in only: enables the warning tone feature. Barge-in and repeat every 30 seconds: enables the warning tone feature and the warning tone is repeated periodically every 30 seconds.

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

BROADSOFT business calling.

Group > Users : 2413333607

Help - Home

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 18.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

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

Configuring the Yealink IP Phone

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

- Register the primary account 2413333607.

Yealink powered by VCP

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:

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

Shared Line	Broadsoft SCA	?
Dialog-Info Call Pickup	Disabled	?
Direct Call Pickup Code		
Group Call Pickup Code		
BLA Subscription Period (seconds)	300	?

- 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 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>>**, Select **Broadsoft SCA** from the pull-down list of **Shared Line**.

Shared Line	Broadsoft SCA	?
Dialog-Info Call Pickup	Disabled	?
Direct Call Pickup Code		
Group Call Pickup Code		
BLA Subscription Period (seconds)	300	?

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

Using SCA on the Yealink IP phone

To place a call on the shared line:

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

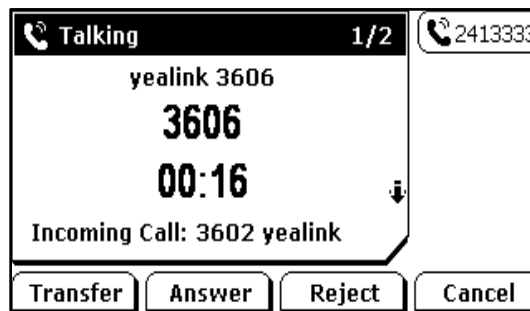
To place multiple calls on the shared line:

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

1. Press the line key.
The original call is placed on hold.
2. Enter the desired number using the keypad.
3. 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 phone A and phone B will receive the incoming call. You can answer the incoming call on either phone A or phone B but not both. The LCD screen of phone A displays the information of the incoming call (e.g. "Incoming Call: 3602 yealink").



Do one of the following on phone A:

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

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

To place a call on public hold:

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



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

To retrieve a call placed on public hold:

You can retrieve the public held call on either phone A or phone B.

To retrieve the call on phone A:

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

The conversation between phone A and phone C is retrieved.

To retrieve the call on phone B:

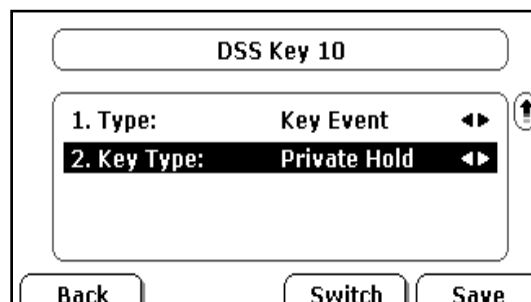
1. Press the line key.

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

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

To configure a private hold key on phone A:

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 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).

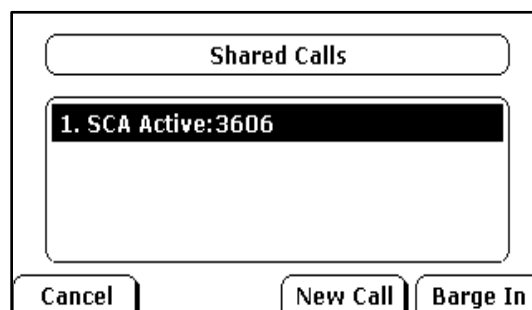
1. Press , the line key or the **Resume** soft key on phone A.

To interrupt the active call on the shared line:

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

1. Long press the line key on phone B.

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



2. Press the **Barge In** soft key to interrupt the active call of phone A.

A warning tone may be heard. Party B is now in a conference call with the parties of the active call.

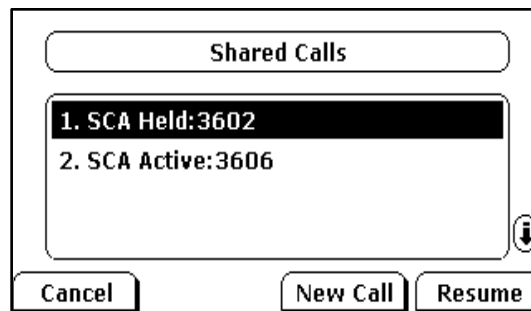
3. Press the **Hold** or the **Cancel** soft key.

- If any party in the conference call presses the **Hold** soft key, two-way voice can be heard between the remaining parties.
- If party A or party B presses the **Cancel** soft key, the remaining parties are still connected. If the other party (not the shared line party) presses the **Cancel** soft key, the conference call is ended.

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

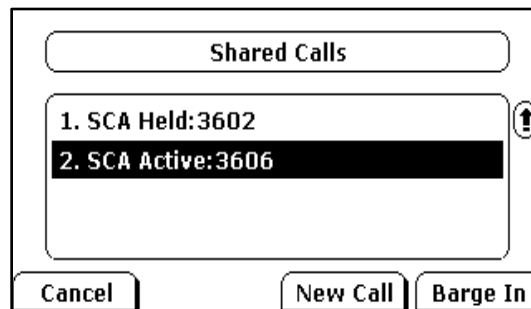
1. Long press the line key on phone B.

The list of calls appears on the LCD screen of phone B.



2. Press  or  to select the active call.

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



4. Press the **Barge In** soft key 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.

5. 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 the 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 3.

Using Feature Synchronization

Feature 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 Synchronization on the IP Phone

To configure the Feature Sync via web user interface:

1. Click on **Phone->Features ->General Information >>**.
2. Select **Enabled** from the pull-down list of **Feature Synchronization**.

Feature Synchronization	Enabled	?
Time Out for Dial-now Rule	1	?
RFC 2543 Hold	Disabled	?
Use Outbound Proxy in Dialog	Enabled	?
180 Ring Workaround	Enabled	?
Logon Wizard	Disabled	?
PswDial	Disabled	?

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

Using the Feature Key Synchronization on the IP Phone

You can enable/disable the DND/CFWD feature for the phone, or you can customize the DND/CFWD feature for each account or all accounts. The following describes the DND/CFWD key modes:

- **Phone** (default): Allows you to configure the DND/CFWD feature on a global basis that applies to all accounts.
- **Custom**: Allows you to configure the DND/CFWD feature for each account or all accounts.

To use Feature key Sync in phone mode:

When you change the DND/CFWD status of the IP phone, the phone will notify the BroadWorks server of the status change and BroadWorks changes the DND/CFWD

status for users registered on the IP phone. Conversely, if you change a user's DND/CFWD status via the BroadWorks web portal or feature access code (FAC), the BroadWorks server will notify the IP phone of the status change and the IP phone changes the DND/CFWD status applies to all users.

To use Feature key Sync in custom mode:

When you change a user's DND/CFWD status of the IP phone, the phone will notify the BroadWorks server of the status change and BroadWorks changes the DND/CFWD status for the user. Conversely, if you change a user's DND/CFWD status via the BroadWorks web portal or feature access code (FAC), the BroadWorks server will notify the phone of the status change and the phone changes the DND/CFWD status for the user.

For the information on how to enable the DND, Call Forwarding Always (CFA), Call Forwarding Busy (CFB) and Call Forwarding No Answer (CFNA) features, refer to the Yealink IP phones User Guide at: <http://www.yealink.com/index.php/Support/>.

For the information on how to use the Feature Synchronized ACD, refer to [Using Automatic Call Distribution \(ACD\)](#) on page 20.

Using Automatic Call Distribution (ACD)

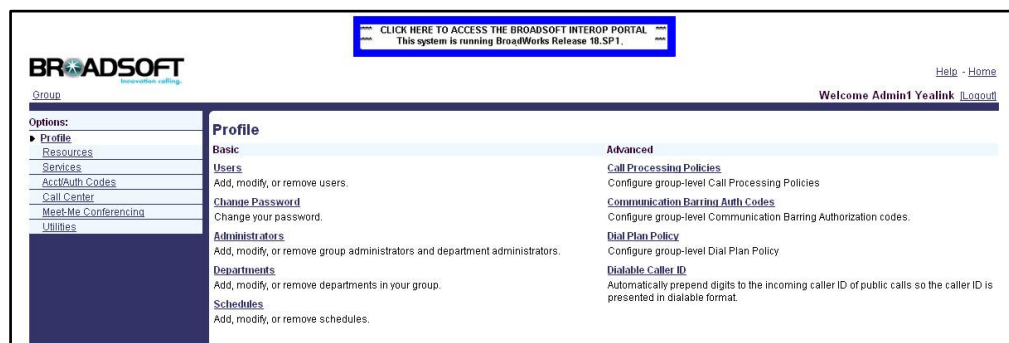
The Automatic Call Distribution (ACD) feature is often used in offices for customer service, such as call center. The ACD system handles incoming calls by automatically queuing and directing calls to available agents. To use this feature, you should configure an ACD key on your IP phone in advance.

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 on the BroadWorks server:

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**.

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

BROADSOFT
Innovation calling.

Group » Call Centers: 2413333600

Welcome Admin1 Yealink [Logout]

Options:

- Profile
- Routing Policies
- Call Control
- Messaging

Profile

Basic

Profile
Display and configure profile information for this call center.

Addresses
Display and configure information such as phone number, extension, and identity/device profile for this call center.

Agents
Configure the list of agents who may join this Call Center.

Password
Configure the web access and voice portal password for this call center.

Status & Statistics
Display this call center's status & statistical data.

Supervisors
Configure the list of users who may supervise this Call Center.

Announcements
Load or modify the call center announcements.

Voice Portal
Change voice portal options of the call center.

Advanced

Assign Services
Assign or unassign services and service packs.

Call Application Policies
Select Call Control Applications enabled for a user.

Call Policies
Configure user Call Policies

Distinctive Ringing
Configure the call center distinctive ringing for calls routed to agents.

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.

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

BROADSOFT
Innovation calling.

Group » Call Centers: 2413333600

Welcome Admin1 Yealink [Logout]

Options:

- Profile
- Routing Policies
- Call Control
- Messaging

Agents

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.

OK Apply Cancel

Enter search criteria below

User ID Starts With + Search

Available 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)
- test111, sss (8668999)

Add > Remove < Add All >> Remove All

Assigned Agents

- 3602, Admin (2413333602)
- 3607, yealink (2413333607)

Move Up Move Down

OK Apply Cancel

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 on the BroadWorks server:

- 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
☒	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 ->General Information >>**.

3. Select **Enabled** from the pull-down list of **Feature Synchronization**.

Feature Synchronization	Enabled	?
Time Out for Dial-now Rule	1	?
RFC 2543 Hold	Disabled	?
Use Outbound Proxy in Dialog	Enabled	?
180 Ring Workaround	Enabled	?
Logon Wizard	Disabled	?
PswDial	Disabled	?

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.

Changing the ACD State on the Yealink IP Phone

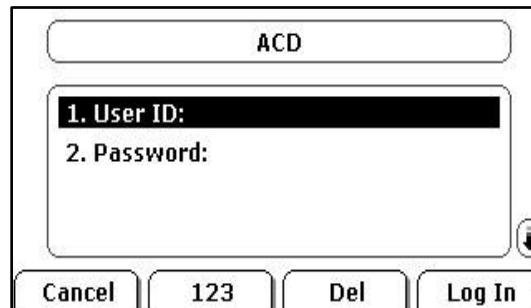
To configure the ACD state via phone user interface:

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 ACD key again.
4. 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 3.

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>>**, 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	?
Caller ID Header	FROM	?
Early Media	Disabled	?
SIP Server Type	Default	

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 BroadWoks 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 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.

Using Phonebook

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

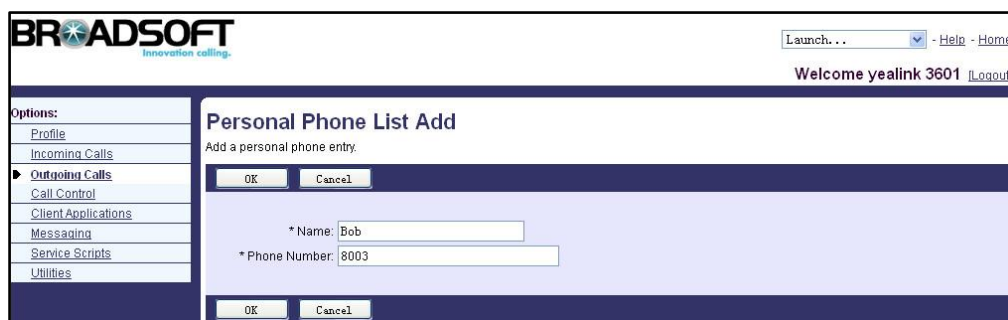
1. Login in as system admin.
2. Click on **Profile->Users**.
3. Click on **Add** to add the user to the Enterprise/Group Directory.
4. Click **Apply** to save the change.

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 form is displayed with the following fields: 'BroadSoft Item' (dropdown menu), 'Display Name' (text field), 'Server' (text field), 'Port' (text field), 'User Name' (text field), and 'Password' (password field). A red rectangular box highlights the 'Display Name', 'Server', 'Port', 'User Name', and 'Password' fields. Below the form are 'Confirm' and 'Cancel' buttons. On the right side, there is a 'NOTE' section titled 'Broadsoft Directory' which states: 'This feature allows you to download contact list from the server. Input the phonebook URL, port, username, password and rename the phonebook.'

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

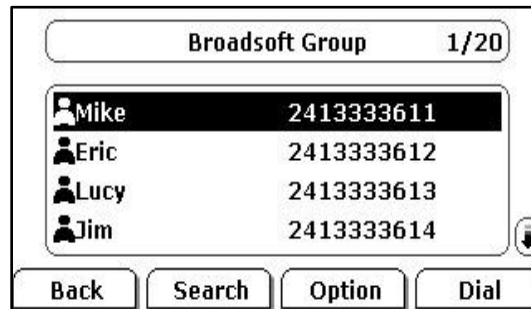
Note The Common Directory is not supported by Yealink IP phones.

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 directory item, and then press the **Enter** soft key.

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



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

Using Call Log

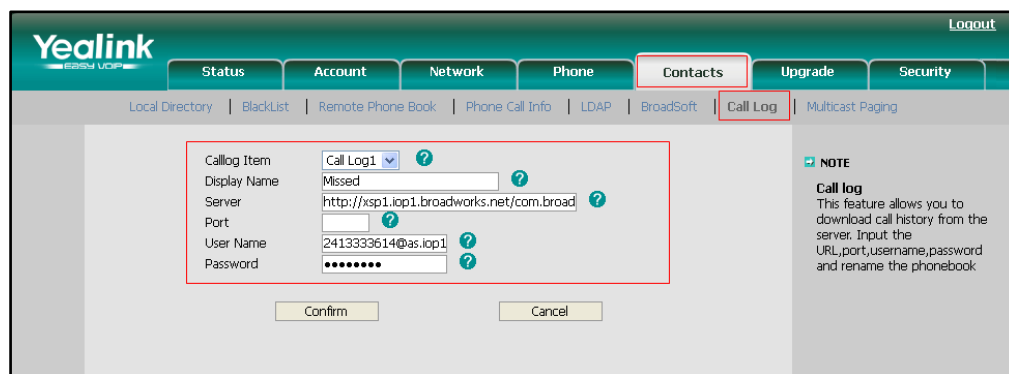
You can access the call log of the desired BroadSoft user through your IP phone. The call log contains call information such as remote party identification, time and date. You can check the call log, dial a call, add a contact or delete an entry from the call log list. The BroadSoft call log allows users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



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/ username @as.iop1.broadworks.net/directories/call logs/missed
Received Lists	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ username @as.iop1.broadworks.net/directories/call logs/received
Placed Lists	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v1.0/user/ username @as.iop1.broadworks.net/directories/call logs/placed
All Lists	http://xsp1.iop1.broadworks.net/com.broadsoft.xsi-actions/v

Call Log List	URL
	1.0/user/ username @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.