Using Enhanced Call Park on Yealink IP Phones with BroadSoft UC One

WWW.YEALINK.COM

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Document Revision History

Version	Change Log
1.0	Edited and published document.

Requirements for BroadWorks and IP phone

BroadWorks (UC ONE) software version:

R17.0/R17.sp1/R17.sp2/R17.sp3/R17.sp4
R18.0/R18.sp1
R19.0/R19.sp1

Firmware version on IP Phones:

T19(P): 31.71.xx.xx
T20(P): 9.71.xx.xx
T21(P): 34.71.xx.xx
T22(P): 7.71.xx.xx
T26(P): 6.71.xx.xx
T28(P): 2.71.xx.xx
T42(G):29.71.xx.xx
T46(G):28.71.xx.xx
W52P: 25.30.xx.xx
VP530(P): 23.70.xx.xx
T32(G): Please contact support@yealink.com
T38(G): Please contact support@yealink.com

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You will learn

① Application Scenarios

② Configuration on BroadWorks&BTBC

③ Configuration on Yealink phone

④ Feature show

⑤ Notes

① Application scenarios

Enhanced Call Park:

Enhanced Call Park is a feature that improved the call park experience on phone. It provides park/retrieve soft key instead of the call park FACs. And it provides the capability of call park notification and any other Enhanced features via XSI.

Call Park:

The Call Park Service allows user to suspend a call for an extended period of time and then retrieve that call from any extension. For instance, you need to move to other place for some reasons but you are answering a call. You can park this call in your number and retrieve the call you reach the place you want to go.

Group Call Park:

provides a hunting mechanism so that when parking a call, the service hunts for an available user in a configured call park group as a place to park the call instead of only trying the parking user. For instance, your call will be parked in the line of your colleague if you are in the same call park group, your colleague can retrieve the call then transfer to you or just inform you after he/she retrieve the call.

Call Park Notification:

The Call Park Notification enables visual alert and audio alert when user received a parked call. There will be a visual alert and audio alert(beep) when phone in idle status. The LCD screen will display there are two dialing call without audio alert when phone in dialing status.

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① Application scenarios

Retrieve Park:

User dials the Call Park Retrieve feature access code which results in prompting the users to enter a number where the call to be retrieved is parked. For instance, you can retrieve the parked call by yourself or your colleague if the call was parked on his/her line then transfer the call or just inform you.

Recall:

User can configure the recall settings such as recall object and recall timer. The server will recall the number which parked the call or the specified number if no one retrieve the call in the limit time. For instance, if you set the recall timer is 30s, the server will recall your number if no one retrieve the call in 30s.

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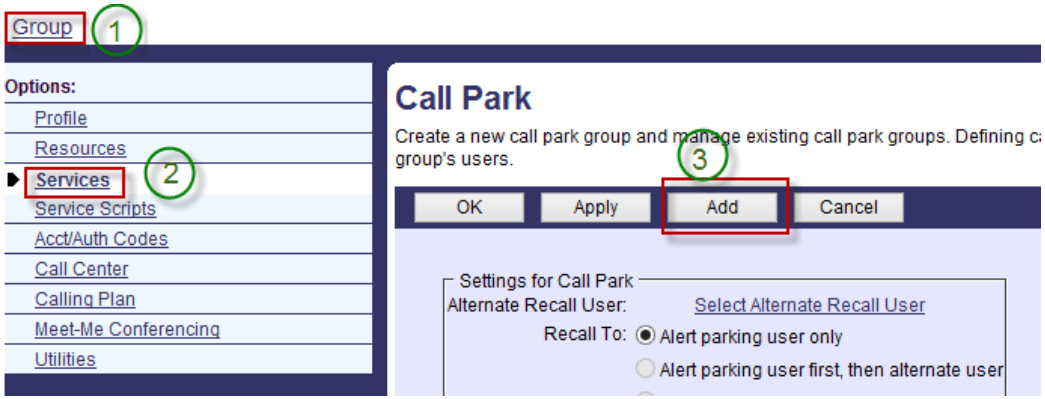
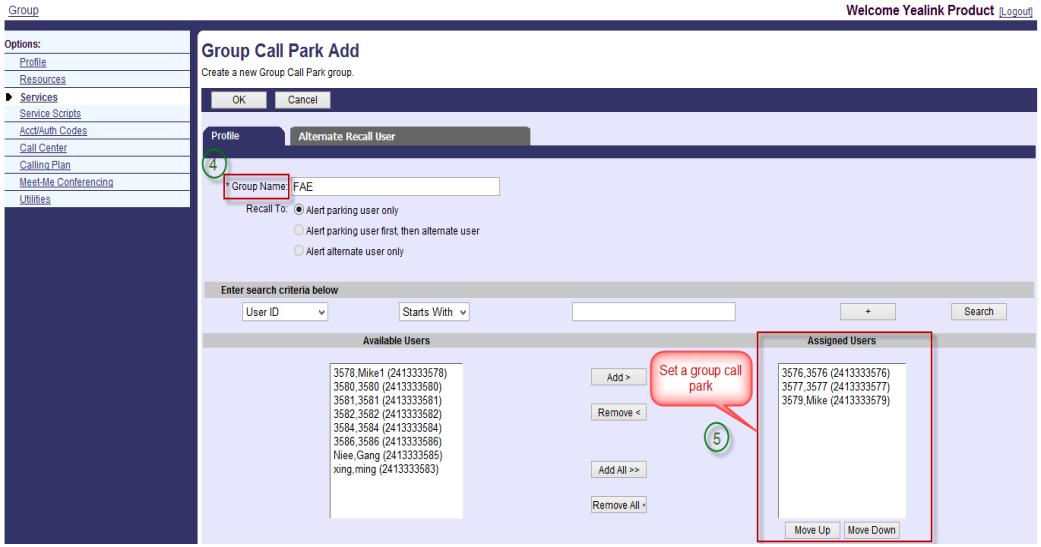
② Configuration on BroadWorks

1. Group Call Park

Configuration Path: Group->Services->Call Park->Add

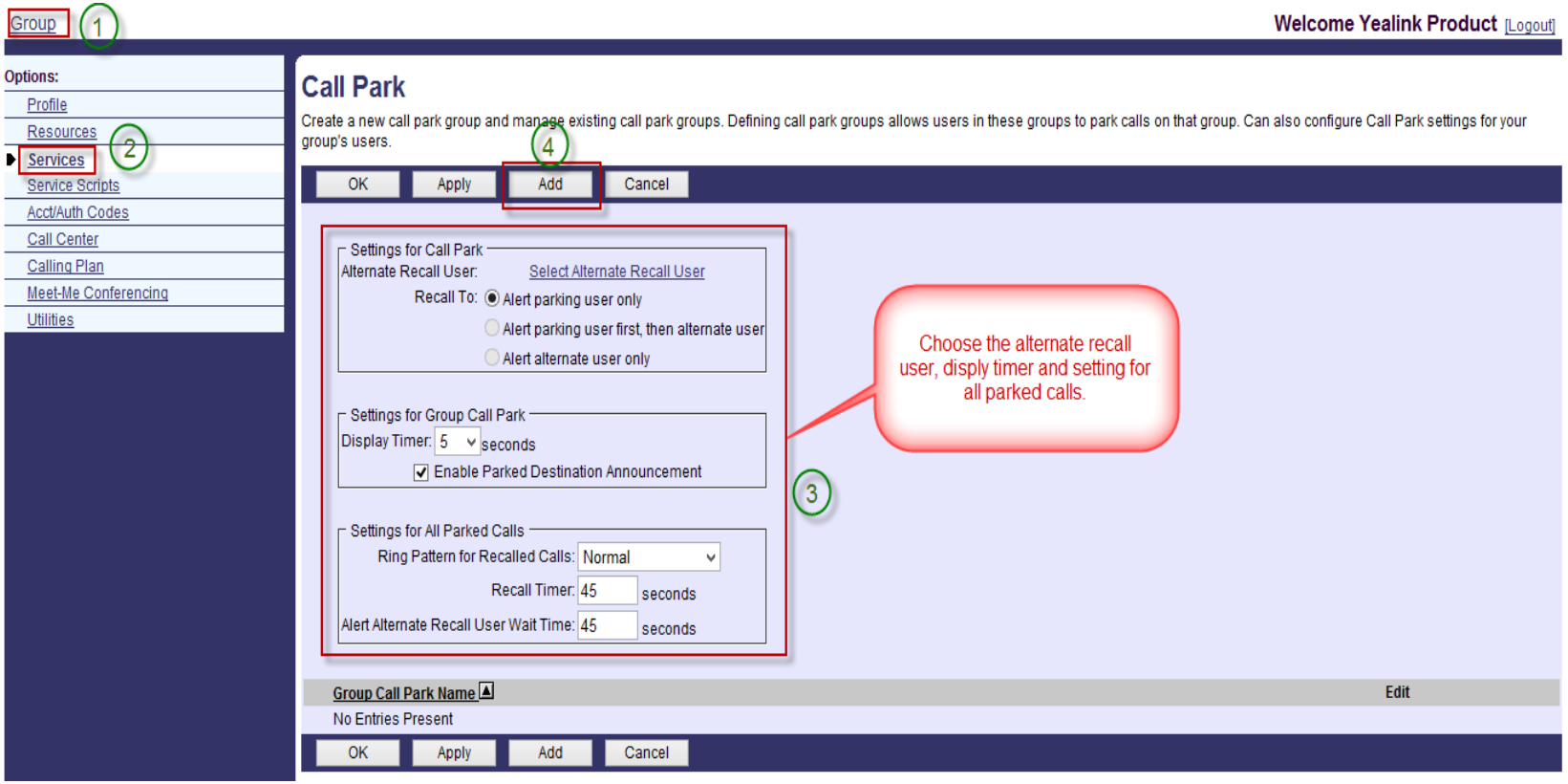




② Configuration on BroadWorks

2. Call Park

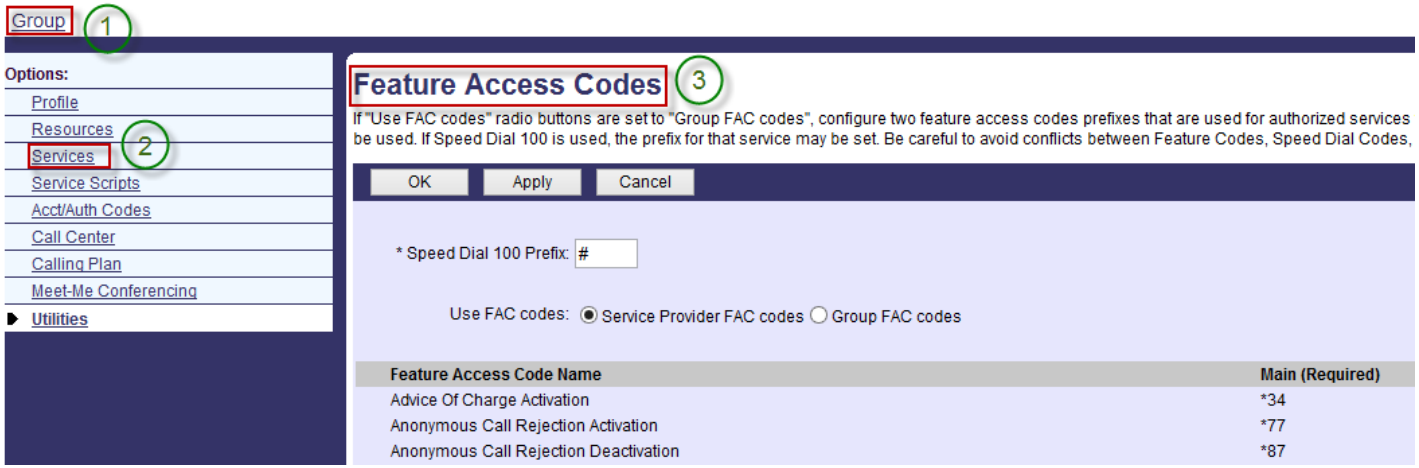
Configuration Path: Group->Services->Call Park

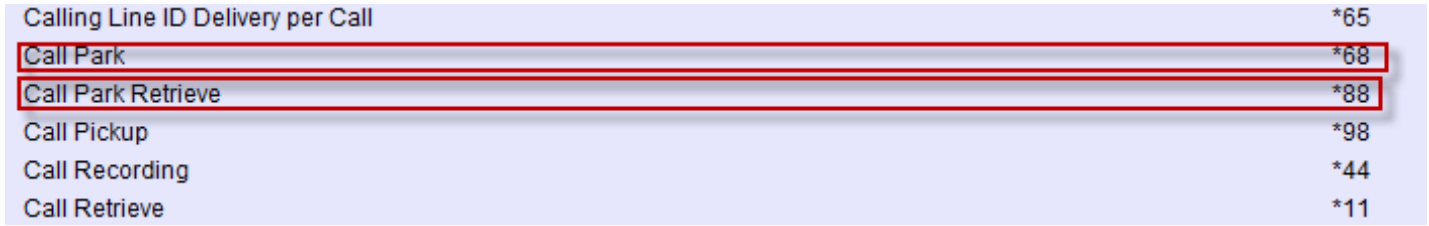


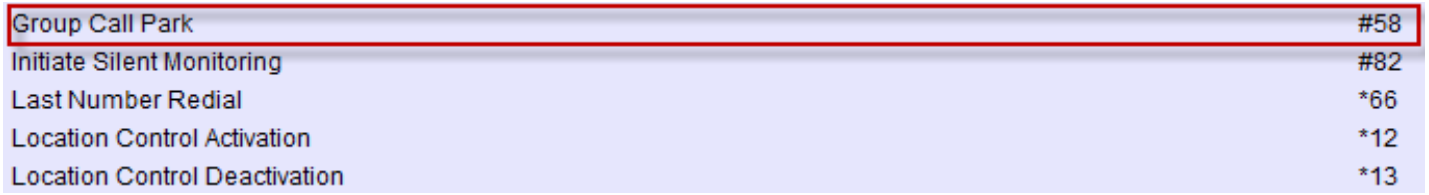
② Configuration on BroadWorks

3. Check the Call Park, Group Call Park & Call Park Retrieve code:

Configuration Path: Group->Utilities->Feature Access Codes







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③ Configuration on Yealink IP Phones

Ways to configure Call Park on IP Phones:

Access Portal	Availability	How to access?
Phone LCD portal	Not Available	
Web portal	Available	Log in by IP address: *Username/password are admin/admin by default
Auto Provisioning	Available	Use DMS or 3rd party provision tool

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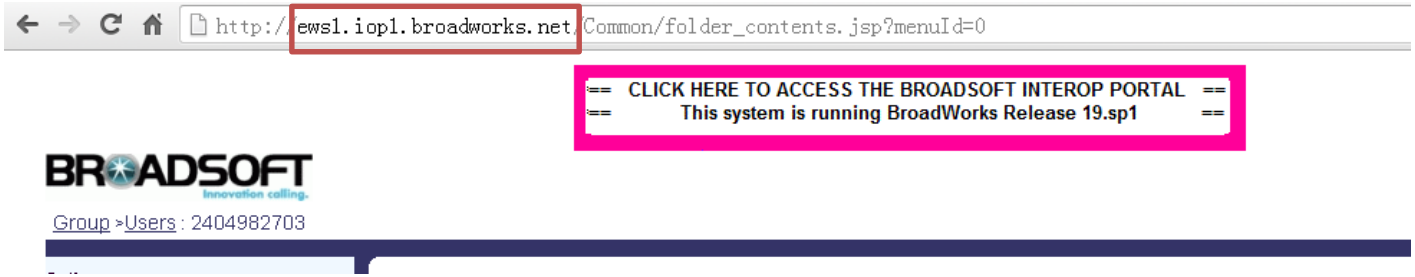
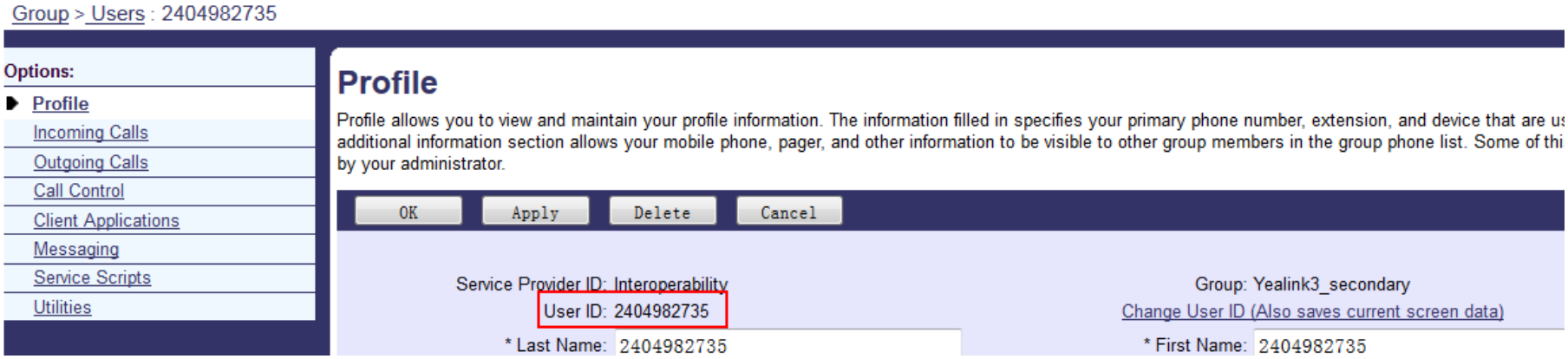
③ Configuration on Yealink IP Phones

Get the XSI information

1. Host Server: The Host Server is your Broadworks Web Portal management address.For example: ews1.iop1.broadworks.net



2. XSI User ID: The User ID is in the profile of the User ID. It should contain the whole SIP URI. For example:2404982735@as.iop2.broadworks.net

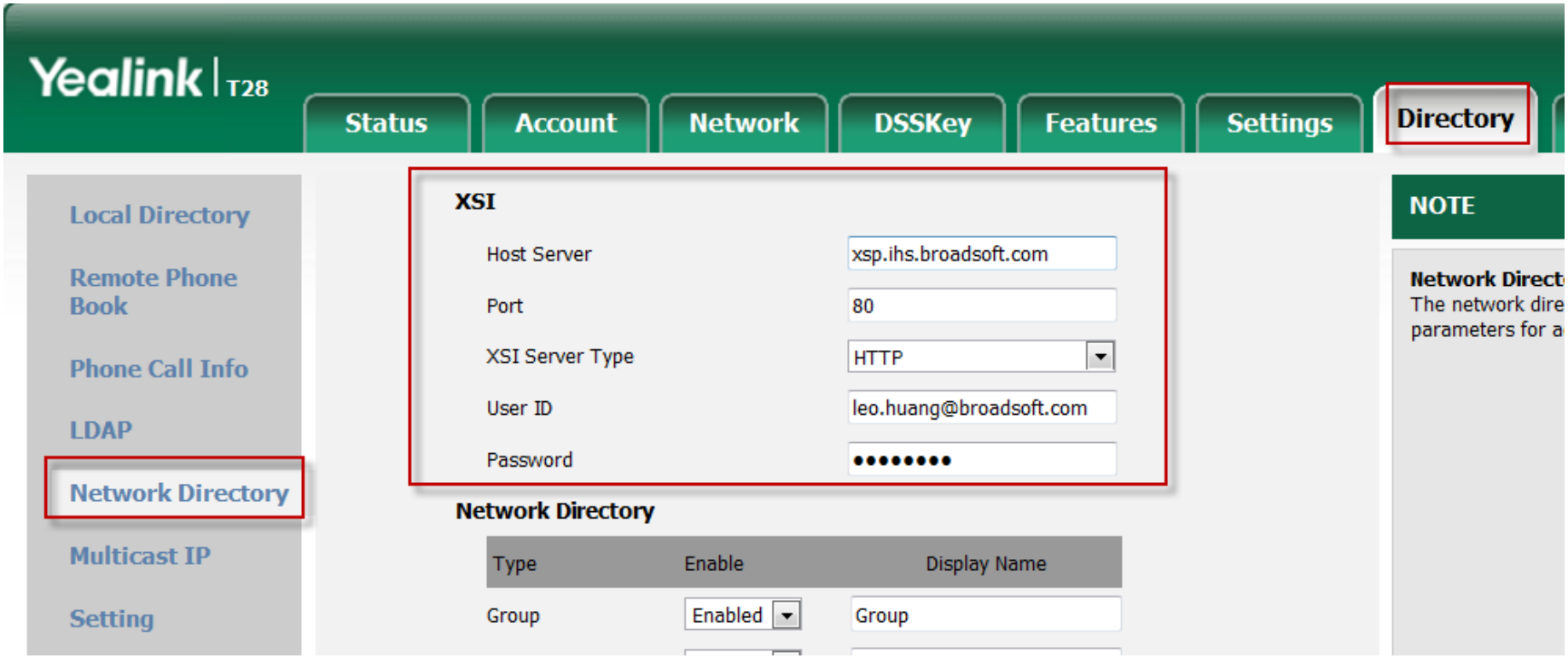


3. The Password is the Broadworks Web Portal access password of each user.

③ Configuration on Yealink IP Phones

Set the XSI information via phone web UI

- Go to page **Directory → Network Directory**.



##Notice: All broadsoft features will be displayed in Web UI after you enable this feature via Auto-Provisioning or you can't find it. This is very important.

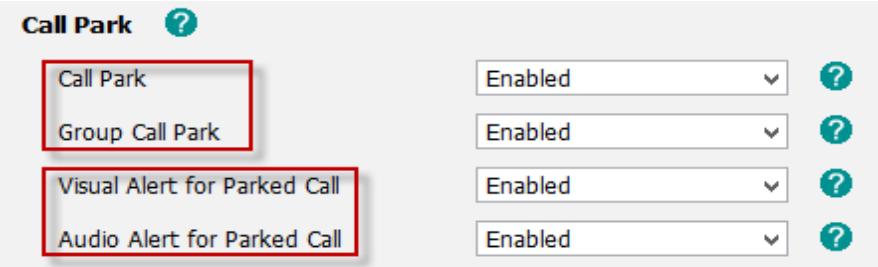
Enable the BroadSoft features

##0-Disabled, 1-Enable (default). Require reboot.

bw.directory_enable = 1

③ Configuration on Yealink IP Phones

1. Go to page **Features → Call Park**.
Enabled **Call Park**
Enabled **Group Call Park**



2. Go to page **Directory→ Network Directory**.
Configured **XSI settings**

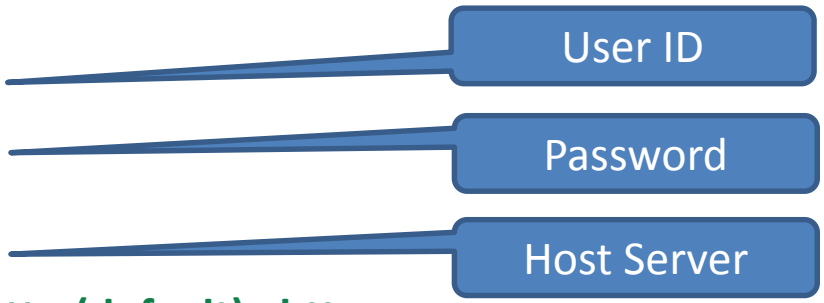
[Optional]
Park Notification
Visual Alert for Parked Call-Visual notify of park
Audio Alert for Parked Call-Ring notify of park

③ Configuration on Yealink IP Phones

Set the XSI information via Auto-Provisioning

```
##Notice: All broadsoft features will be displayed in Web UI after you enable this feature or you can't find it. This is very important.
## Enable the BroadSoft features
##0-Disabled, 1-Enable (default). Require reboot.
bw.directory_enable = 1

# Configuration of XSI, the XSI configuration is corresponding to the first account one the phone.
account.1.xsi.user = %BWLOGIN-ID-1%
account.1.xsi.password =
# Configure the server host of XSI
account.1.xsi.host =
# Configure the type of server . Value : http (default) , https .
account.1.xsi.server_type =
# Configure the port of server. The default port is 80.
account.1.xsi.port =
```



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③ Configuration on Yealink IP Phones

```
## #Enable or disable the callpark softkey when talking.
##0-Disabled(default),  1-Enabled  ;##
call_park.enable = 1
## #Enable or disable  the Group callpark softkey when talking.
##0-Disabled(default),  1-Enabled  ;##
call_park.group_enable = 1

## #Enable or disable the ring notify of park.
##0-Disabled(default),  1-Enabled  ;##
call_park.park_ring = 1
## #Enable or disable the visual notify of park.
##0-Disabled(default),  1-Enabled  ;##
call_park.park_visual_notify_enable = 1
```


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④ Feature Show-Call Park

1. A dial to B, B answer the call.

2. A press the Park softkey then input the number of C to park the call on the line of C.

3. C press the Retrieve softkey to retrieve the call.

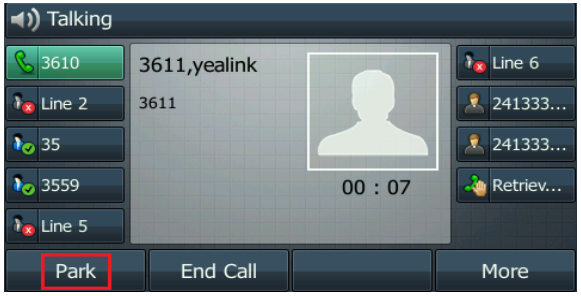

Figure 1

Figure 2

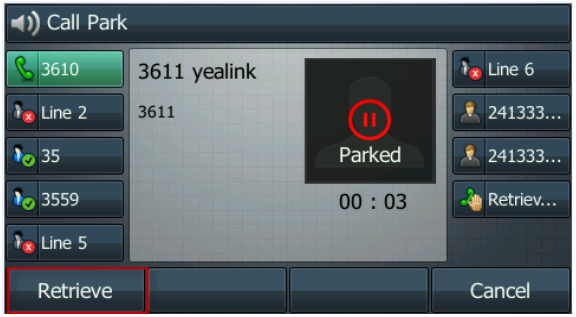

Figure 3

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④ Feature Show-Group Call Park

1. A dial to B, B answer the call.

2. A press the GPark softkey to park the call in the group member C.

3. C press the Retrieve softkey to retrieve the call.

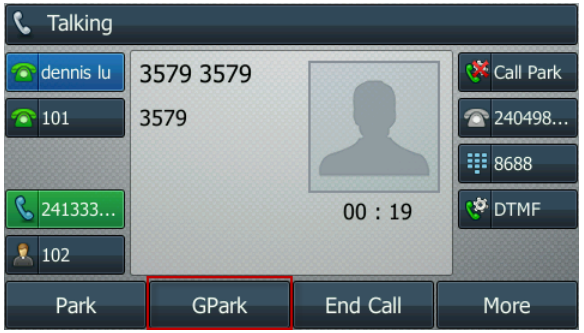

Figure 1

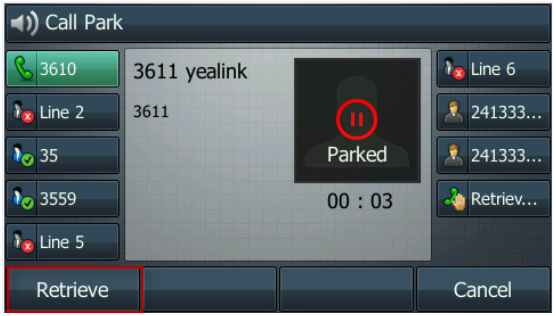

Figure 2

④ Feature Show-Call Park Notification

1. A dial to B, B answer the call.

2. A park the call to C via call park or group call park

3. C receive the visual alert and audio alert (beep) simultaneously which remind him there is a call parked in his line.

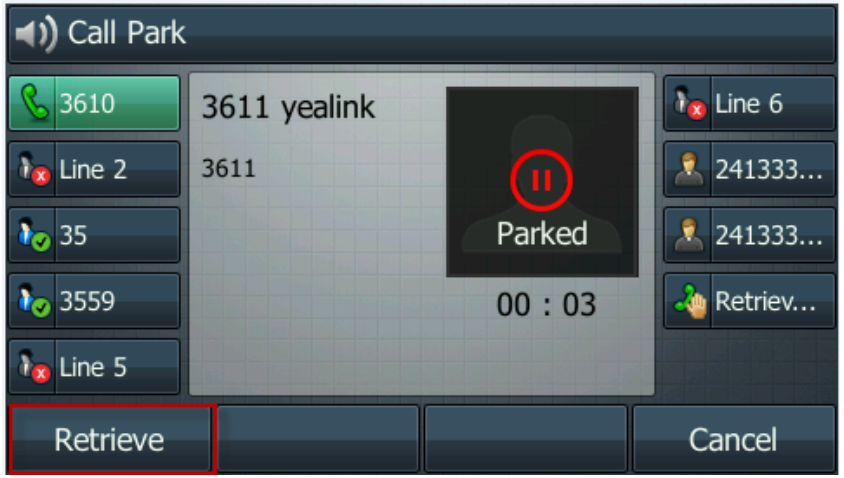

Figure 1

④ Feature Show-Call Park Using DSS Key

1. Go to page Menu → **Call Features** → **DSS Keys** → **Line Key**.
Selected **Call Park Event**
Selected **Account ID**
Entered **Call Park Number** in the value field

⑤ Notes

1. DECT/W52P and VP530 for Call Park

DECT phone and VP530 can use the call park feature via dial feature access code – FAC + Extension Number.

For instance, *689579 to park the call and *883579 to retrieve the call.

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Enjoy the Call Park feature☺