

Using Flexible Seating on Yealink IP Phones with BroadSoft UC One



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Version	Change Log
1.0	Edited and published document

Requirements for BroadWorks and IP Phones

BroadWorks (UC ONE) software version:

R20.0/R21.0

Firmware version on IP phones:

T19(P) E2: 53.81.xx.xx

T21(P) E2: 52.81.xx.xx

T23P/G: 44.81.xx.xx

T27P: 45.81.xx.xx

T29G: 46.81.xx.xx

T40P: 54.81.xx.xx

T41P: 36.81.xx.xx

T42G: 29.81.xx.xx

T46G: 28.81.xx.xx

T48G: 35.81.xx.xx

T27G: 69.81.xx.xx

T41S: 36.81.xx.xx

T42S: 29.81.xx.xx

T46S: 66.81.xx.xx

T48S: 65.81.xx.xx

You will learn

- ① Application Scenarios
- ② Configuration on BroadWorks&BTBC
- ③ Configuration on Yealink phone
- ④ Feature Show

① Application Scenarios

Flexible seating allows users to use any cubicle within the office. This feature allows users with the flexible seating guest enabled to create an association with the host in the same group. The host is a virtual subscriber that you can provision a list of hosts with the phone devices. After the association is successfully, the host's phone will be provisioned with guest's profile settings and is treated as an alternate device of the guest. The guest can lock the host's phone.

Associate and disassociate via phone or web portal is available.

Note: The Flexible Seating feature has similar functionality to the BroadWorks Hoteling feature. However, it uses a different licensing model and allows the device to be provisioned with the guest's profile settings.

② Configuration on BroadWorks - Flexible Seating Host

1. Create a visual account to be flexible seating host.

Configuration Path: Group->Services->Flexible Seating Host

- 1) Click on **Add**.
- 2) Set the parameters of flexible seating host.

The screenshot displays the BroadWorks administration interface. The top left features the Broadsoft logo and a navigation menu with 'Group' highlighted. The top right shows 'Help - Home' and 'Welcome [Logout]'. The main content area is titled 'Flexible Seating Host Add' and contains the following fields:

- * Flexible Seating Host ID: 240026 @ yealink.com
- * Name: 240026
- * Calling Line ID Last Name: 240026
- * Calling Line ID First Name: 240026
- Department: None
- Language: English
- Time Zone: (GMT+08:00) PRC
- Network Class of Service: None

Buttons for 'OK' and 'Cancel' are visible at the top and bottom of the form area.

② Configuration on BroadWorks - Flexible Seating Host

2. Configure the flexible seating host

Configuration Path: Group->Services->Flexible Seating Host

- 1) Click on **Search** and select the desired host.
- 2) Click on **Address**.
- 3) Set the parameters of flexible seating host.

The screenshot displays the BroadWorks administration interface. At the top left is the BroadSoft logo. The breadcrumb path is "Group > Flexible Seating Host : 240026". On the right, there are links for "Help - Home" and "Welcome [Logout]". A left-hand menu under "Options:" includes "Profile", "Outgoing Calls", "Call Control", "Communication Barring", and "Utilities". The main content area is titled "Flexible Seating Host Addresses" and contains the following configuration fields:

- Phone Number: 240026 (dropdown) Activated
- Extension: 0026
- Identity/Device Profile: Identity/Device Profile None
- Identity/Device Profile Name: 240026 (Group) (dropdown)
- * Line/Port: 240026 @ ylas.yealink.com (dropdown)
- Aliases: sip: 240026@yealink.com

Buttons for "OK", "Apply", and "Cancel" are present at the top and bottom of the configuration area.

② Configuration on BroadWorks - Flexible Seating Host

3. Configure the Identity/Device Profile for the Flexible Seating Host

Configuration Path: Group->Services->Flexible Seating Host

- 1) Click on **Search** and select the desired host.
- 2) Click on **Address**.
- 3) Click the **Configure Identity/Device Profile** URL.

The screenshot displays the BroadWorks administration interface. At the top left is the BroadSoft logo. The breadcrumb path is "Group > Flexible Seating Host : 240026". The user is logged in as "Welcome" with a "Logout" link. On the left, the "Options" menu is open, with "Profile" selected. The main content area is titled "Flexible Seating Host Addresses" and contains the following fields and controls:

- Buttons: OK, Apply, Cancel
- Phone Number: 240026 (dropdown) Activated
- Extension: 0026 (text input)
- Identity/Device Profile: Identity/Device Profile None
- Identity/Device Profile Name: 240026 (Group) (dropdown) [Configure Identity/Device Profile](#)
- * Line/Port: 240026 (text input) @ ylas.yealink.com (dropdown)
- Aliases: sip: 240026@yealink.com
- Buttons: OK, Apply, Cancel

② Configuration on BroadWorks - Flexible Seating Host

- 4) Set the parameters of flexible seating host.
- 5) Copy the device type URL from the **Device Type URL** field. And then remember the device access user name and password.

Options:
Profile
Resources
Services
Acct/Auth Codes
Call Center
Meet-Me Conferencing
Utilities

Identity/Device Profile Modify
Modify or delete an existing group identity/device profile.

OK Apply Delete Cancel

Profile Users Files Custom Tags

Identity/Device Profile Name: 240026
Identity/Device Profile Type: Yealink-T46G
Device Type URL: https://yxsp.yealink.com:443/dms/YealinkT46G/ ①

Protocol: SIP 2.0
Host Name/IP Address: _____ Port: _____
Transport: Unspecified
MAC Address: _____
Serial Number: _____
Description: _____
Outbound Proxy Server: _____
STUN Server: _____
Physical Location: _____

Lines/Ports: 16
Assigned Lines/Ports: 1
Unassigned Lines/Ports: 15
Version: Yealink SIP-T46G 28.81.254.83

Authentication
 Use Identity/Device Profile Type Credentials
 Use Custom Credentials ②
* Device Access User Name: 240026-t46g
* Device Access Password: ●●●●●●
* Re-type Device Access Password: ●●●●●●

OK Apply Delete Cancel

② Configuration on BroadWorks - Flexible Seating Guest

1. Assign the flexible seating guest service to a user.

Configuration Path: Group->Users->Search->select a user (240027)->Assign Services

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Client Applications
- Messaging
- Service Scripts
- Communication Barring
- Utilities

Assign Services

Assign Services allows you to assign or unassign services and service packs for a user. If a service or service pack is unassigned the service data that has been filled out will be lost.

Available Service Packs | User Service Packs

Available Services | User Services

- BroadTouch Business Communicator Tablet
- BroadTouch Business Communicator Tablet - Audio
- BroadTouch Business Communicator Tablet - Video
- BroadTouch MobileLink
- BroadWorks Agent
- BroadWorks Receptionist - Office
- BroadWorks Receptionist - Small Business
- Call Center - Basic
- Call Center - Premium
- Call Center - Standard
- Call Forwarding Always

- Executive
- Executive-Assistant
- External Calling Line ID Delivery
- External Custom Ringback
- Fax Messaging
- Flash Call Hold
- Flexible Seating Guest**
- Group Night Forwarding
- Hoteling Guest
- Hoteling Host
- In-Call Service Activation

② Configuration on BroadWorks - Flexible Seating Guest

2. Configure the flexible seating guest for a user.

Configuration Path: Group->Users->Search->select a guest (240027)->Call Control->Flexible Seating Guest

- 1) Check the **On** radio box in the **Flexible Seating Guest** field.
- 2) (Optional.) Enter the PIN in the **Unlock Phone PIN Code** field.
- 3) (Optional.) Click **Configure Identity/Device Profile** URL to configure the device profile for the guest user.

The screenshot shows the 'Flexible Seating Guest' configuration page in the BroadWorks interface. The page title is 'Flexible Seating Guest' and it includes a description: 'Allows a user to associate their device profile with a flexible seating host.' The page is divided into two tabs: 'Profile' and 'Host Association'. The 'Flexible Seating Guest' field is set to 'On'. There is an 'Unlock Phone PIN Code' field. The 'Device Profile' section includes a dropdown for 'Identity/Device Profile Name' (selected as '240027_1 (Group)') and a 'Configure Identity/Device Profile' link. Below it, the '* Line/Port' is set to '240027_1' and the email domain is '@ylas.yealink.com'. The page has 'OK', 'Apply', and 'Cancel' buttons at the top and bottom.

Group >Users : 240027 Welcome [Logout](#)

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control**
- Client Applications
- Messaging
- Service Scripts
- Communication Barring
- Utilities

Flexible Seating Guest

Allows a user to associate their device profile with a flexible seating host.

OK Apply Cancel

Profile Host Association

Flexible Seating Guest: On Off

Unlock Phone PIN Code:

Device Profile

Identity/Device Profile Name: 240027_1 (Group) [Configure Identity/Device Profile](#)

* Line/Port: 240027_1 @ylas.yealink.com

OK Apply Cancel

② Configuration on BroadWorks - Flexible Seating Guest

3. Configure the Password for Flexible Seating Guest

Configuration Path: Group->Users->Search->select a guest(240027)->Profile->Passwords

- 1) Check the **Set portal password** radio box.
- 2) Configure the password which only allow digits.

The screenshot displays the BroadSoft user interface. At the top left is the BroadSoft logo. Below it, the breadcrumb path 'Group > Users : 240027' is visible. On the right side, there are links for 'Help - Home' and 'Welcome [Logout]'. A left-hand navigation menu titled 'Options:' includes 'Profile', 'Incoming Calls', 'Outgoing Calls', 'Call Control', 'Client Applications', 'Messaging', 'Service Scripts', 'Communication Barring', and 'Utilities'. The 'Profile' option is selected. The main content area is titled 'Passwords' and contains the text: 'Passwords allows you configure your passwords for the web portal and/or portal.' Below this text are three buttons: 'OK', 'Apply', and 'Cancel'. There are two radio buttons: 'Set web access password' (unselected) and 'Set portal password' (selected). Below the radio buttons is a 'Reset Password' section with two input fields: '* Type new password:' and '* Re-type new password:', both containing masked characters (dots). At the bottom of the form are three buttons: 'OK', 'Apply', and 'Cancel'.

② Configuration on BroadWorks - Create Association

Create the host-guest association via web portal

Configuration Path: Group->Users->Search->select a user (240027)-> Call Control->Flexible Seating Guest-> Host Association

- 1). Click the **Search**, select the desired host from the **Available Hosts field**, and then click **Add**.
- 2). Click **Apply** to create the host-guest association.

The screenshot shows the BroadWorks web portal interface. The top navigation bar includes the Broadsoft logo, a breadcrumb trail "Group > Users : 240027", and links for "Help - Home", "Welcome", and "Logout". The left sidebar lists various options, with "Call Control" selected. The main content area is titled "Flexible Seating Guest" and contains the following elements:

- Buttons: OK, Apply, Cancel
- Section: Profile (selected), Host Association
- Host Association Limit: 24 Hours
- Limit Association to: Limit Association to 12 Hours
- Search criteria: Enter search criteria below, User ID (dropdown), Starts With (dropdown), Search button
- Available Hosts table (empty)
- Associated Host table: 240026, Flexible Seating Guest (240026)
- Buttons: Add >, Remove <
- Buttons: OK, Apply, Cancel

③ Configuration on Yealink IP Phones

Ways to Configure Flexible Seating on IP Phones:

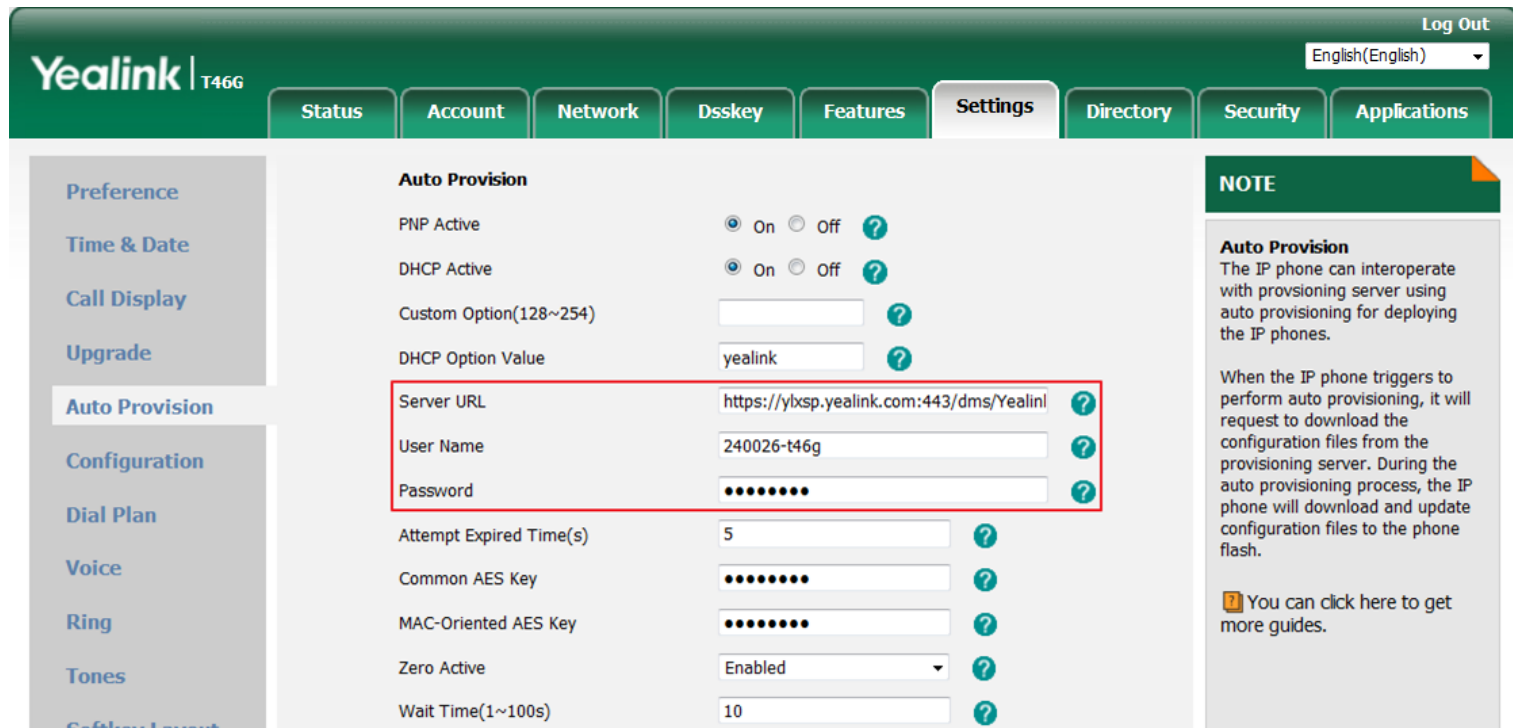
Access Portal	Availability	How to access?
Phone LCD portal	Not Available	NA
Web portal	Available	Log in by IP address: *Username/password are admin/admin by default
Auto Provisioning	Available	Use DMS or 3 party provision tool

③ Configuration on Yealink IP Phones - Host Provision

Configure the phone for the flexible seating host

Configuration Path: Settings->Auto Provision

- 1) Enter **Device Type URL** in the **Server URL** field.
- 2) Enter **Device Access User Name** in the **User Name** field.
- 3) Enter **Device Access Password** in the **Password** field.



The screenshot displays the Yealink T46G web interface. The top navigation bar includes 'Status', 'Account', 'Network', 'Dsskey', 'Features', 'Settings', 'Directory', 'Security', and 'Applications'. The 'Settings' tab is active, and the 'Auto Provision' section is selected in the left sidebar. The main content area shows the following configuration options:

Field	Value
PNP Active	<input checked="" type="radio"/> On <input type="radio"/> Off
DHCP Active	<input checked="" type="radio"/> On <input type="radio"/> Off
Custom Option(128~254)	<input type="text"/>
DHCP Option Value	yealink
Server URL	https://ybvsp.yealink.com:443/dms/Yealini
User Name	240026-t46g
Password	••••••••
Attempt Expired Time(s)	5
Common AES Key	••••••••
MAC-Oriented AES Key	••••••••
Zero Active	Enabled
Wait Time(1~100s)	10

A red box highlights the 'Server URL', 'User Name', and 'Password' fields. To the right, a 'NOTE' section states: 'Auto Provision: The IP phone can interoperate with provisioning server using auto provisioning for deploying the IP phones. When the IP phone triggers to perform auto provisioning, it will request to download the configuration files from the provisioning server. During the auto provisioning process, the IP phone will download and update configuration files to the phone flash. You can click here to get more guides.'

③ Configuration on Yealink IP Phones - Host Provision

##Configures the device type URL of the provisioning server for the host

```
auto_provision.server.url= https://ylxsp.yealink.com:443/dms/YealinkT46G/
```

##Configures the device access user name of provisioning server for the host

```
auto_provision.server.username= 240026-t46g
```

##Configures the device access password of provisioning server for the host

```
auto_provision.server.password = Yea#test2
```

Note: Configure the phone for a host via web user interface is available at the path:
Settings->Auto Provision.

③ Configuration on Yealink IP Phones

Configure the template configuration file for the flexible seating Host

```
##Enable the flexible seating feature for the account
##0-Disabled (default), 1-Enabled;
account.1.flexible_seating.enable = 1

##Configure the hoteling mode for account
##0-Disabled (default), 1-Hoteling, 2-Flexible Seating Host, 3-Guest;
account.1.hoteling.mode = %BWHOTELINGMODE-1%
```

Notice: Make sure ACD and hoteling feature are disabled

```
##Enable or disable the ACD features
##0-Disabled, 1-Enabled (default). Require reboot.
account.1.acd.enable = 0

##Enable or disable the Hoteling features
##0-Disabled, 1-Enabled (default). Require reboot.
account.1.hoteling.enable = 0
```

③ Configuration on Yealink IP Phones

Configure the template configuration file for the flexible seating Guest

```
##Enable the flexible seating feature for the account
```

```
##0-Disabled (default), 1-Enabled;
```

```
account.1.flexible_seating.enable = 1
```

```
##Configure the hoteling mode for account
```

```
##0-Disabled (default), 1-Hoteling, 2-Flexible Seating Host, 3-Guest;
```

```
account.1.hoteling.mode = %BWHOTELINGMODE-1%
```

```
##Configures the flexible seating pin for guest.
```

```
account.1.hoteling.pin = %BWFLEXIBLESEATINGUNLOCKPIN-1%
```

```
##Enables the whether to auto login (optional)
```

```
## "1" means the phone will remember the user ID and password,
```

```
## "0" means only remember the User ID.
```

```
account.1.hoteling.auto_login_enable = 1
```

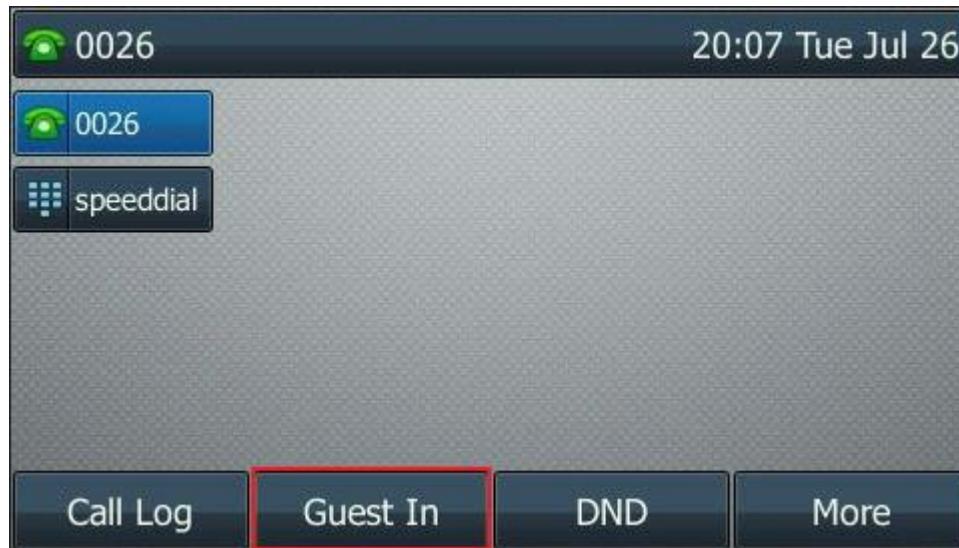
```
##Configure the user ID and password for the auto login
```

```
account.1.hoteling.user_id = 240027
```

```
account.1.hoteling.password = 123456
```

④ Feature Show - Host Idle Screen

1. The idle status of phone after you assigned the host account just like below:



④ Feature Show - Guest Login

2. Press **Guest In** to enter the **Guest Login** interface.
The default value of **Auto Login** is **Off** like below:



The screenshot displays the 'FlexSeat Login' interface. It features a dark header with the title 'FlexSeat Login'. Below the header, there are three main input fields: '1. User ID:' (a blue text box), '2. Password:' (a grey text box), and '3. Auto Login:' (a toggle switch currently set to 'Off'). At the bottom of the interface, there are four buttons: 'Cancel', '123', 'Delete', and 'Login'.

If you configure **Auto Login** to on, when you login again, the phone will automatically remember your User ID and Password, If **Auto Login** is saved as Off, only User ID will be automatically remember by the phone.

④ Feature Show - Guest Idle Screen

3. Enter the user ID and password, press the **Login** soft key.
The phone will reboot and download the guest's device files.

The idle status of phone after guest login successfully just like below:



④ Feature Show- Guest Lock & Unlock



Press the **GuestLock** soft key to lock the phone.



Press the **Unlock** soft key to unlock the phone.



Enter the unlock PIN and then press the **OK** soft key.

④ Feature Show - Integrated with ACD

If the guest have enabled the ACD and Flexible Seating simultaneously, both of accounts are the agent for the same call center.
The phone will reboot and download the guest's device files.



Enjoy the Flexible Seating feature. 😊