Yealink

IP Phone Features Integrated with BroadSoft UC-One User Guide

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About This Guide

BroadSoft UC-One is an open Unified Communications platform that provides a single end-user interface, full mobility, open APIs and defined market offerings. BroadSoft UC-One is intended as a single platform designed to meet the requirements of carrier market segments among micro-businesses, SMBs and large enterprises.

This guide describes how to configure and use IP DECT phone features integrated with BroadSoft UC-One on Yealink IP DECT phones. The BroadSoft BroadWorks features are available on base running UC-One firmware version 80 or later.

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Overview

User Interfaces

There are two ways to customize specific configurations on your IP DECT phones:

- Using the handset user interface on the IP DECT phone.
- Using the web user interface in a web browser window from your PC.

The hardware components keypad and LCD screen of the handset constitute the handset user interface, which allow users to execute all call operation tasks and basic configuration changes directly. In addition, you can use the web user interface to access most configuration settings. In many instances, it is possible to use both the handset user interface and the web user interface to operate the IP DECT phone and change settings. However, in some instances, it is only possible to use the phone or the web user interface.

Note Some advanced settings are only configurable using configuration files. This guide mainly introduces the feature operations and configurations for users via handset user interface and web user interface.

Handset User Interface

You can customize your IP DECT phone by pressing **OK** key on the handset to access the main menu. You may be prompted for the system PIN when configuring some advanced settings. The default system PIN is "0000".

Web User Interface

In addition to the handset user interface, you can also customize your IP DECT phone via web user interface. In order to access the web user interface, you need to know the IP address of your IP DECT phone. To obtain the IP address, press the **OK**, and then select **Status**->**Base** to check the IP address of the IP DECT phone. Enter the IP address (e.g., http://192.168.0.10 or 192.168.0.10) in the address bar of the web browser on your PC. The default administrator user name and password are both "admin" (case-sensitive).

IP DECT Phone Features Integrated with BroadSoft UC-One

This chapter provides operating instructions for IP DECT phone features integrated with BroadSoft UC-One. Topics include:

- Xtended Services Interface
- BroadSoft Directory
- BroadSoft Call Log
- Call Park
- Call Waiting
- Do Not Disturb
- Call Forward
- Sequential Ring
- Call Transfer
- Network Conference
- Feature Key Synchronization
- Shared Call Appearance
- Voice Messaging

To configure the above features on Yealink IP DECT phones, check whether the IP DECT phone is running UC-one firmware version (25.x.193.x). If the IP DECT phone is running a neutral firmware, you need to upgrade the phone firmware to the UC-One firmware version in advance. Contact your system administrator for more information.

Xtended Services Interface

The IP DECT phones supports implementing the Xtended Services Interface (XSI) to access the BroadSoft directory, call log and call park. To access the BroadSoft directory and call log, the IP DECT phone must sends the XSI user authentication information to Xtended Services Platform (XSP) to authenticate the XSI user.

The IP DECT phones support two XSI authentication methods:

- **User Login Credentials for XSI Authentication**: The IP DECT phone uses the XSI user login credentials (web portal login user ID and password) for XSI authentication.
- **SIP Credentials for XSI Authentication**: As of BroadWorks release 20.0, the IP DECT phone can use the XSI user ID along with SIP authentication credentials for XSI

authentication. SIP credentials are the user name and password of the SIP account registered on the first line of the phone.

You can configure the authentication method the phone uses for XSI access. The following provides detailed information on how to configure and use these two authentication methods on the IP DECT phone running firmware version 80.

Configuring XSI Feature on the IP DECT Phone

Configuring the User Login Credentials for XSI Authentication Method

To configure the user login credentials for XSI authentication method on the IP DECT phone, you need to contact your system administrator for the XSP server URL, XSI user name and XSI password in advance.

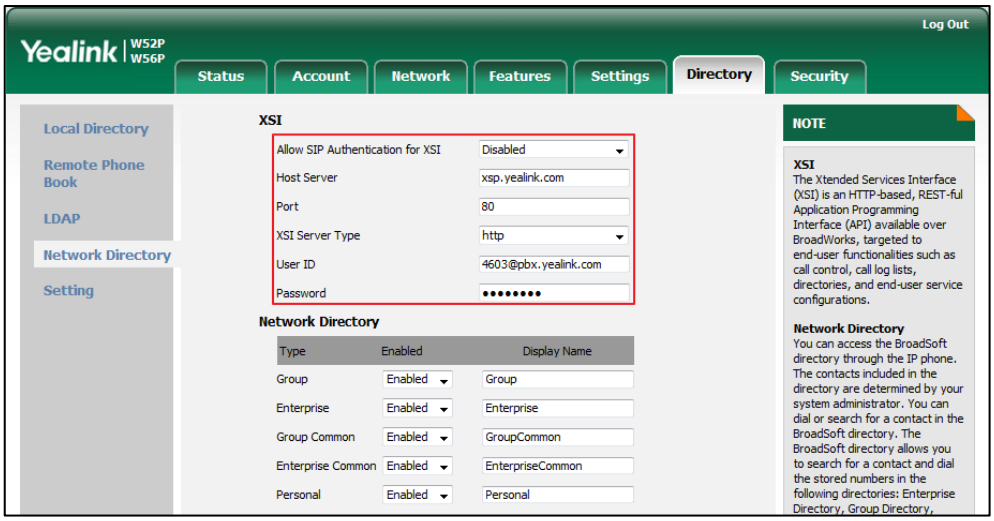
To configure the user login credentials for XSI authentication via web user interface:

1. Click on **Directory->Network Directory**.
2. Select **Disabled** from the pull-down list of **Allow SIP Authentication for XSI**.

   If **Disabled** is selected, the phone will use the XSI user name and password for XSI access authentication.
3. Select the desired server type from the pull-down list of **XSI Server Type**.

   If **http** is selected, **80** is automatically filled in the **Port** field.

   If **https** is selected, **443** is automatically filled in the **Port** field.
4. Enter the values of parameters: host server, port, user ID and password in the corresponding fields.



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

Configuring the SIP Credentials for XSI Authentication Method

To configure the SIP credentials for XSI authentication method, you need to contact your system administrator for the XSP server URL and XSI user name. Before using this authentication method, ensure that you have configured the user name and password of the SIP account on the first line of the IP DECT phone.

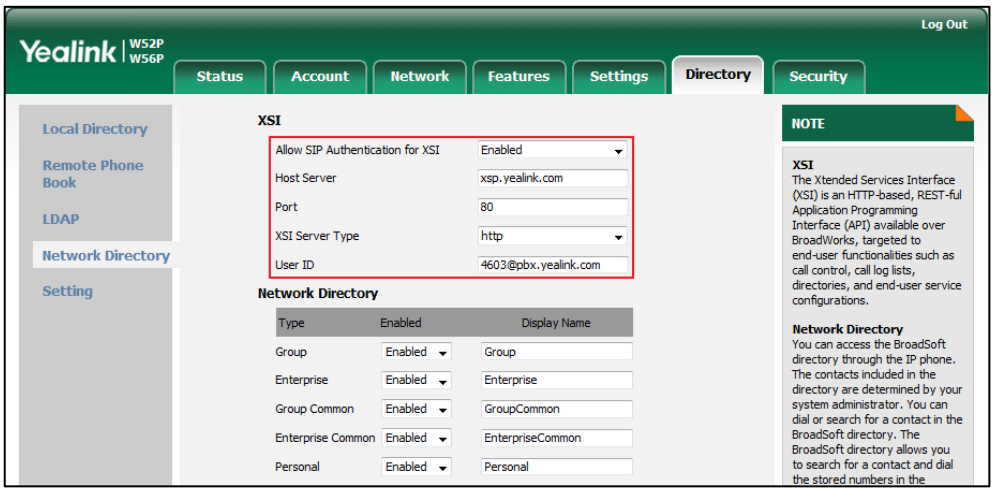
To configure the SIP credentials for XSI authentication via web user interface:

1. Click on **Directory->Network Directory**.
2. Select **Enabled** from the pull-down list of **Allow SIP Authentication for XSI**.

   If **Enabled** is selected, the phone will use the XSI user name and SIP credentials for the XSI access authentication.
3. Select the desired server type from the pull-down list of **XSI Server Type**.

   If **http** is selected, **80** is automatically filled in the **Port** field.

   If **https** is selected, **443** is automatically filled in the **Port** field.
4. Enter the values of parameters: host server, port and user ID in the corresponding fields.



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

Using XSI Authentication on the IP DECT Phone

When you view the BroadSoft directory and call log via the handset, the IP DECT phone will send the XSI authentication information to the XSP server. If the authentication passes, you can access the BroadSoft directory and call log successfully.

User login credentials for XSI authentication method

When the user login credentials are used for XSI authentication, the LCD screen will prompt "**Password Error**" if the authentication fails.

The prompt message will disappear in 2 seconds. The LCD screen will then prompt you

to enter a password. Enter a valid XSI user password, and then press the **OK** soft key.

The entered password will be saved to the IP DECT phone and override the old one. If the entered password is invalid, the LCD screen will prompt "Password Error" again, and then return to the previous menu.

Note We recommend you check the valid password with your system administrator. Too many failed authentication attempts may lead to account locked.

SIP credentials for XSI authentication method

When the SIP credentials are used for XSI authentication, the IP DECT phone will check the integrity of SIP credentials before authentication. The LCD screen will prompt "**XSI information is incomplete!**" if the SIP credentials are not pre-configured on the first line of the phone. In this case, you need to manually configure the SIP user name and password.

If the authentication fails, one of the following messages will be prompted:

- "**SIP password error**"

  This message will be prompted if the configured SIP password is invalid, and will disappear in 2 seconds. The LCD screen will then prompt you to enter a SIP password. Enter a valid SIP password, and then press the **OK** soft key. The entered password will be saved to the IP DECT phone and override the old one.

- "**SIP XSI Authentication failed!**"

  This message will be prompted if the registered SIP user is not corresponding to the configured XSI user ID. In this case, you need to reconfigure the SIP user name on the first line. For example, the XSI user name is configured as 4605@pbx.yealink.com, the SIP user name of the first line must be configured with BroadSoft user 4605.

Note Many failed register attempts may lead to SIP credentials locked, but the IP DECT phone can still use its locked SIP credentials for XSI authentication.

The IP DECT phone only supports using the user name and password of the first account on the phone for the SIP credentials for XSI authentication method.

BroadSoft Directory

You can access the BroadSoft directory via the handset. The contacts included in the directory are determined by your system administrator. You can dial or search for a contact in the BroadSoft directory, or add the contacts to the local directory. The IP DECT phones support the following BroadSoft directories: Enterprise Directory, Group Directory, EnterpriseCommon Directory, GroupCommon Directory, Personal Directory and Custom Directory.

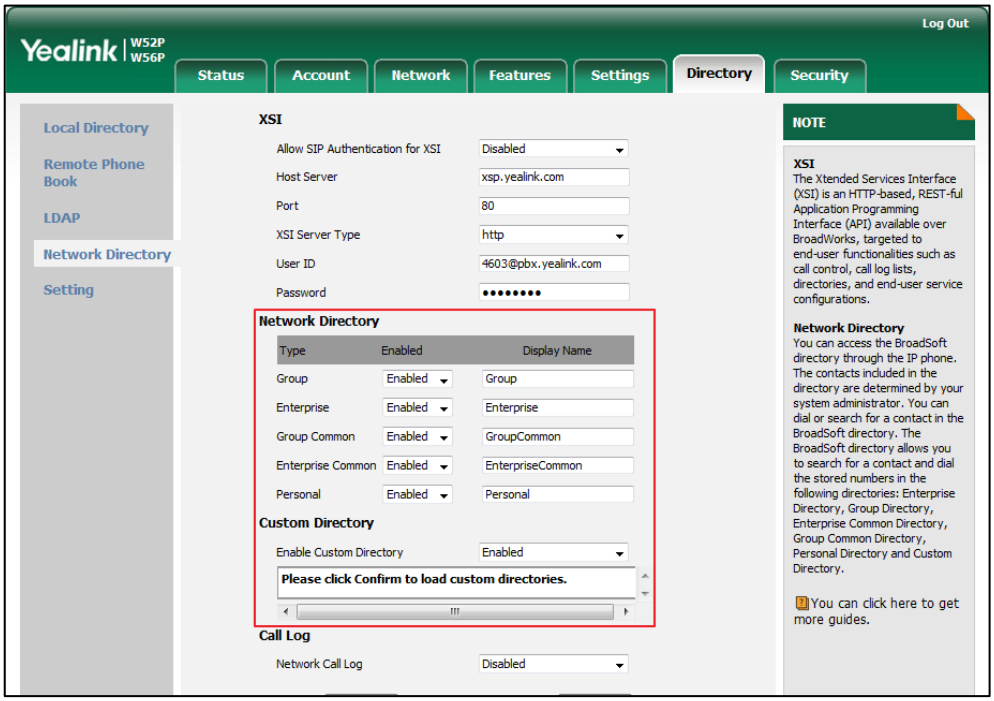
Note Before using BroadSoft directory feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface on page 3.

Configuring BroadSoft Directory Feature on the IP DECT Phone

To configure BroadSoft directory feature via web user interface:

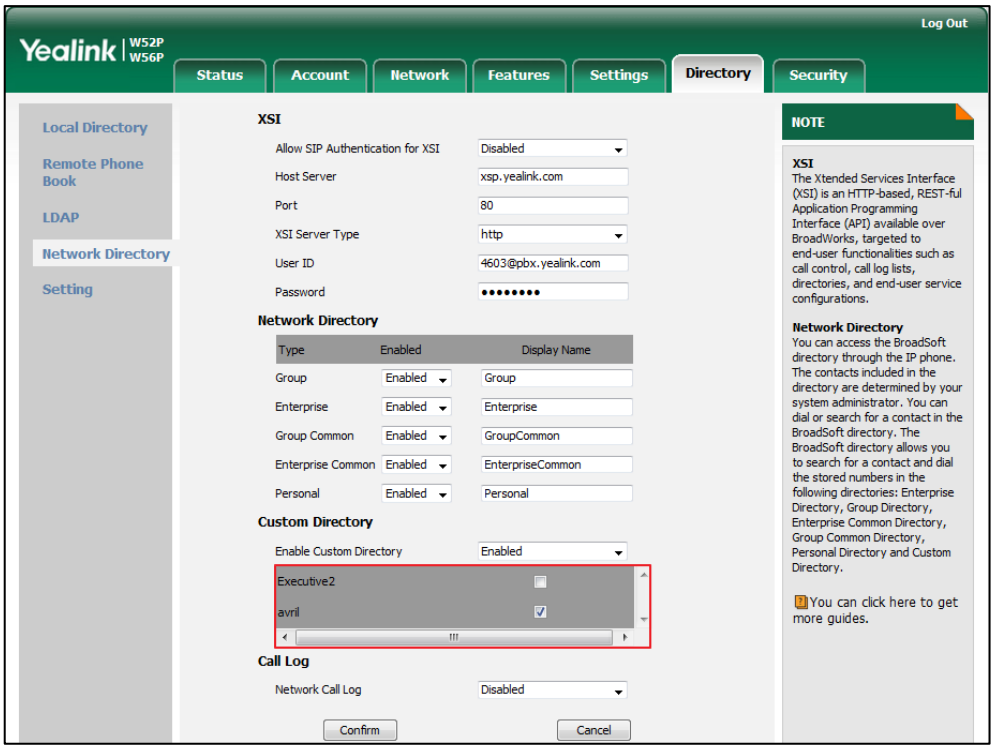
1. Click on **Directory->Network Directory**.
2. Select the desired value from the pull-down list of **Enable**.
3. Enter the desired value in the **Display Name** field.
4. Select the desired value from the pull-down list of **Enable Custom Directory**.

   If you select **Enabled**, the web user interface prompts "Please click Confirm to load custom directories.".



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

If the custom directory is enabled, the customer directory created on the BroadWorks server is shown in the gray area under the **Enable Custom Directory** field.



Using BroadSoft Directory Feature on the IP DECT Phone

To access the BroadSoft directory via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Directory->Network Dir**.
3. Press ▲ or ▼ to highlight the desired directory list, and then press the **Enter** soft key.

   The handset connects to the directory and proceeds to load it. The contacts in the directory are displayed on the LCD screen.

To place a call to a contact in the BroadSoft directory:

1. Press **OK** key to enter the main menu.
2. Select **Directory->Network Dir**.
3. Press ▲ or ▼ to highlight the desired directory list, and then press the **Enter** soft key.

   The LCD screen displays the contacts of this directory.
4. Press ▲ or ▼ to highlight the desired entry.
5. Do one of the following:

   - If only one number is stored for the contact, press to dial out directly.

- If multiple numbers are stored for the contact, press the **View** soft key to display all the numbers.

  Press ▲ or ▼ to highlight the desired number.

  Press to dial out.

To search for a contact in the BroadSoft directory:

1. Press **OK** key to enter the main menu.
2. Select **Directory**->**Network Dir**.
3. Press ▲ or ▼ to highlight the desired directory list, and then press the **Enter** soft key.

   The LCD screen displays the contacts of this directory.
4. Enter a few continuous characters of the contact name or continuous digits of the contact number using the keypad.

   The contact whose name or number matches the entered characters will appear on the LCD screen after a few seconds. You can dial a contact from the result list.

To add a contact to the local directory from the network directory:

1. Press **OK** key to enter the main menu.
2. Select **Directory**->**Network Dir**.
3. Press ▲ or ▼ to highlight the desired directory list, and then press the **Enter** soft key.

   The LCD screen displays the contacts of this directory.
4. Press ▲ or ▼ to highlight the desired entry.
5. Press the **Options** soft key, and then select **Add To Local**->**New Entry**.
6. Make the desired changes.
7. Press the **Save** soft key to add the contact to the local directory.

BroadSoft Call Log

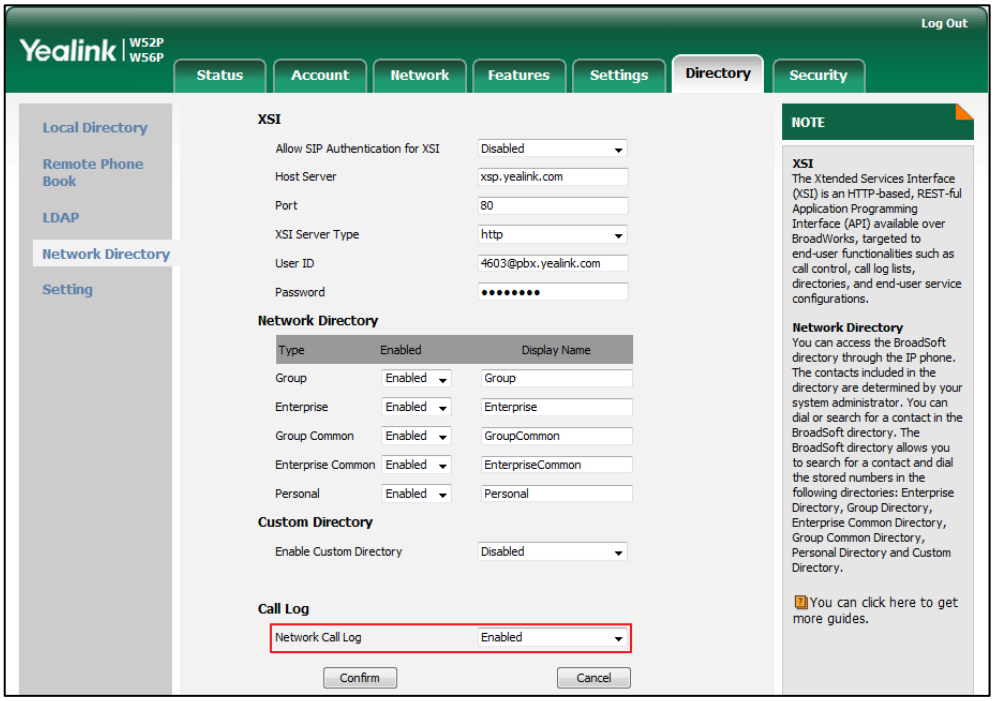
You can access the BroadSoft call log via the handset. Each call log entry contains call information such as remote party identification, time and date. You can check call log entries and place a call from the call log lists. You can also add call log entries to the local directory or the BroadSoft personal directory. The BroadSoft call log consists of the following lists: All Calls, Outgoing Calls, Missed Calls and Accepted Calls.

Note Before using BroadSoft call log, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface on page 3.

Configuring BroadSoft Call Log Feature on the IP DECT Phone

To configure BroadSoft call log feature via web user interface:

1. Click on **Directory->Network Directory**.
2. Select **Enabled** from the pull-down list of **Network Call Log**.



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

Using Network Call Log Feature on the IP DECT Phone

To access the network call log via handset user interface:

1. Press the **History** soft key.

   The handset LCD screen displays the call log lists.
2. Select the desired call log list, and then press the **OK** soft key.

   The handset connects to the call log list and proceeds to load it. The contacts in the call log list are displayed on the LCD screen.

To view the BroadSoft call log:

1. Press the **History** soft key.
2. Select the desired call log list, and then press the **OK** soft key to load the call log list.
3. Select the desired call log entry, and the press **OK** key.

   The detailed information of the call log entry appears on the LCD screen of the handset.

To place a call from the BroadSoft call log list:

1. Press the **History** soft key.
2. Select the desired call log list, and then press the **OK** soft key to load the call log list.
3. Select the desired call log entry.
4. Press or .

To add the BroadSoft call log entry to the local directory or the BroadSoft personal directory:

1. Press the **History** soft key.
2. Select the desired call log list, and then press the **OK** soft key to load the call log list.
3. Select the desired call log entry.
4. Press the **Options** soft key, and then select **Add To Local** (or **Add To Personal**) ->**New Entry**.
5. Make the desired changes.
6. Press the **Save** soft key to add the contact to the local directory or the BroadSoft personal directory.

Call Park

You can use call park feature to park a call, and then retrieve the parked call from another phone (for example, a phone in another office or conference room). IP DECT phones also support group call park feature. Group call park hunts for the first available user in the call park group and parks the call there. The call park group should be predefined, contact your system administrator for more information.

Configuring Call Park Feature on the IP DECT Phone

You can configure call park feature under the following mode:

- FAC mode
- XSI mode

Note Before using XSI mode feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface on page 3.

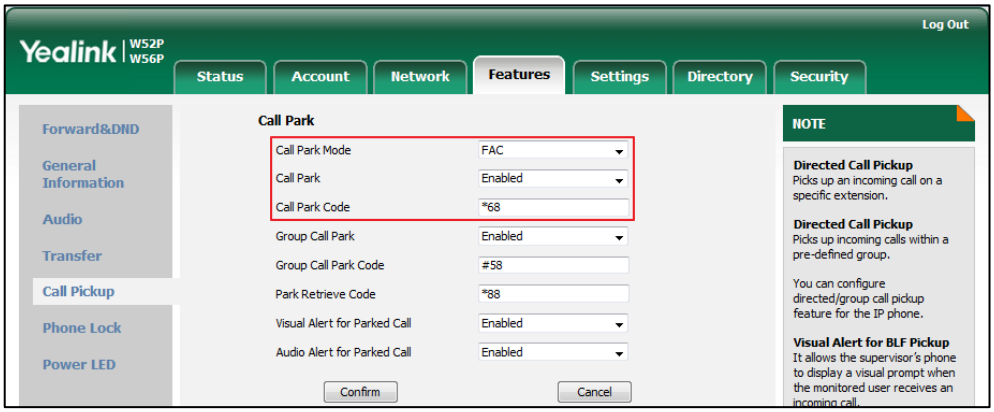
Call Park Feature via FAC Mode

Call park feature via FAC mode allows users to park an active call or retrieve the parked call through dialing the desired FAC.

Configuring call park feature via the FAC mode

To configure call park feature for the FAC mode via web user interface:

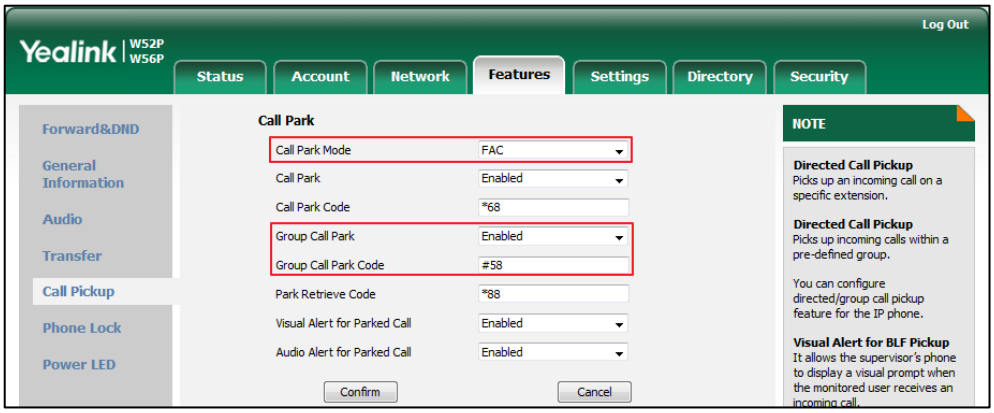
1. Click on **Features**->**Call Pickup**.
2. Select **FAC** from the pull-down list of **Call Park Mode**.
3. Select **Enabled** from the pull-down list of **Call Park**.
4. Enter the call park code in the **Call Park Code** field.



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

To enable group call park feature for the FAC mode via web user interface:

1. Click on **Features**->**Call Pickup**.
2. Select **FAC** from the pull-down list of **Call Park Mode**.
3. Select **Enabled** from the pull-down list of **Group Call Park**.
4. Enter the group call park code in the **Group Call Park Code** field.

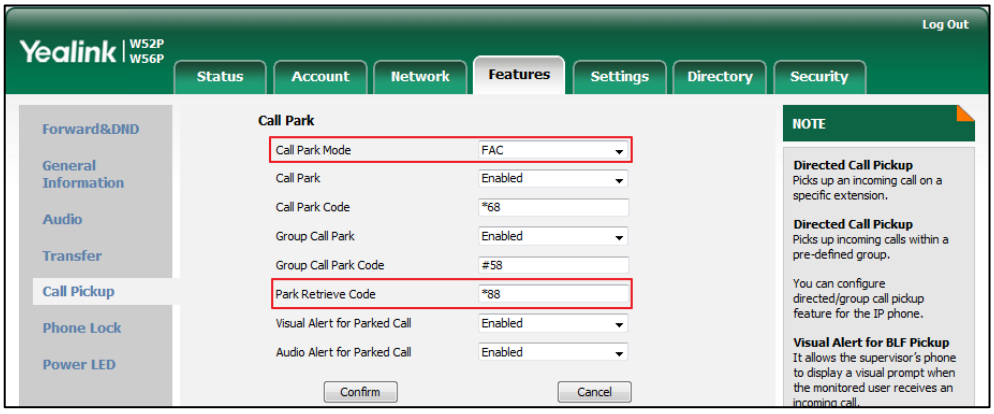


5. Click **Confirm** to accept the change.

To configure the park retrieve code for the FAC mode via web user interface:

1. Click on **Features**->**Call Pickup**.
2. Select **FAC** from the pull-down list of **Call Park Mode**.

3. Enter the park retrieve code in the **Park Retrieve Code** field.



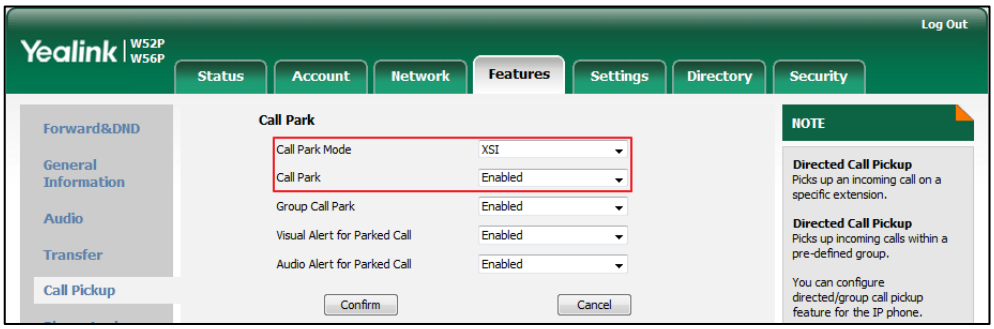
4. Click **Confirm** to accept the change.

Call Park Feature via XSI Mode

When the call park mode is configured as XSI mode, you need to configure the XSI feature on the IP DECT phone in advance. For more information on XSI feature, refer to Xtended Services Interface on page 3.

To configure call park feature for the XSI mode via web user interface:

1. Click on **Features->Call Pickup**.
2. Select **XSI** from the pull-down list of **Call Park Mode**.
3. Select **Enabled** from the pull-down list of **Call Park**.

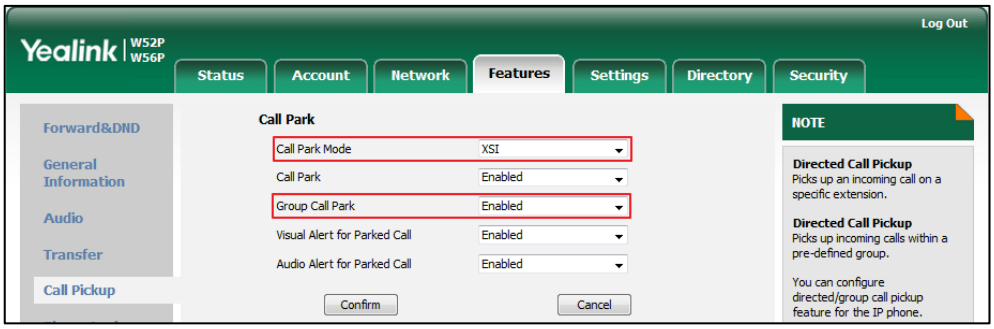


4. Click **Confirm** to accept the change.

To configure group call park feature for the XSI mode via web user interface:

1. Click on **Features->Call Pickup**.
2. Select **XSI** from the pull-down list of **Call Park Mode**.

3. Select **Enabled** from the pull-down list of **Group Call Park**.



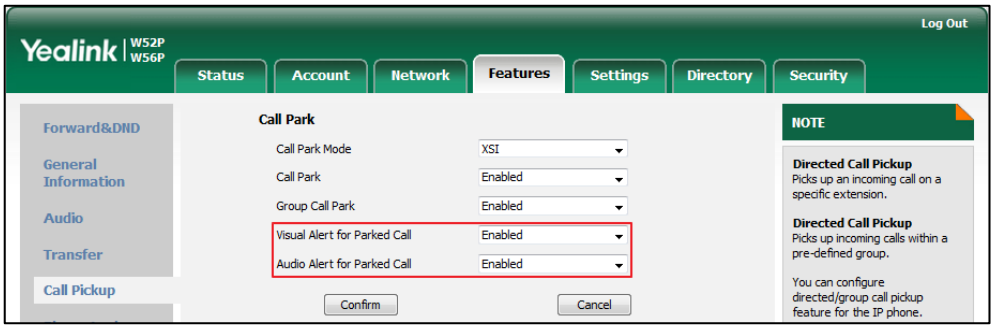
4. Click **Confirm** to accept the change.

Visual/Audio Alert for Parked Call

You can configure a visual or audio alert for a parked call. Visual alert allows the handset to display a parked indicator when a call is parked against its line. Audio alert allows the handset to play a warning tone when a call is parked against its line. Audio alert only work when the visual alert is enabled.

To configure the visual/audio alert for parked call via web user interface:

1. Click on **Features->Call Pickup**.
2. Configure the desired call park mode from the pull-down list of **Call Park Mode**.
3. Select **Enabled** from the pull-down list of **Visual Alert for Parked Call**.
4. Select **Enabled** from the pull-down list of **Audio Alert for Parked Call**.



5. Click Confirm to accept the change.

The following factors will result in the disappearance of visual/audio alert for parked call:

- A user operates the phone where the call is parked.
- The parked user releases the call.
- An incoming call arrives on the phone where the call is parked.
- The parked call is retrieved.

Using Call Park Feature on the IP DECT Phone

You can operate call park feature via the following mode:

- FAC mode
- XSI mode

Call Park Feature via FAC Mode

This section details how to park a call or retrieve a parked call when the call park feature is configured for the FAC mode.

Call Park

To park a call on W56H:

1. During a call, press the **Options** soft key, and then select the **Call Park**.

   The phone will dial the configured call park code (default: *68).

2. Follow the voice prompt, do one of the following:

   - Enter an extension where you want to park the call.

     Press OK or # .

     If the call is parked successfully, you will hear a voice prompt confirming that the call is parked. The call is parked against the extension you entered. The phone where the call is parked plays a warning tone and LCD screen displays the parked information for reference (if visual alert for parked call and audio alert for parked call features are enabled on the IP DECT phone).

   - Press # .

     The call is parked against the local extension.

     If the call is parked successfully, you will hear a voice prompt confirming that the call is parked. The phone plays a warning tone and LCD screen displays the parked information for reference (if visual alert for parked call and audio alert for parked call features are enabled on the IP DECT phone).

Group Call Park

To park a call on W56H:

1. During a call, press the **Options** soft key, and then select the **Group Call Park**.

   The phone will dial the configured call park code (default: #58).

   If the call is parked successfully, you will hear a voice prompt informing you of the extension where the call is parked. The phone where the call is parked plays a warning tone and LCD screen displays the parked information for reference (if visual alert for parked call and audio alert for parked call features are enabled on the phone).

Call Retrieve

To retrieve the parked call:

1. Do one of the following:
   - Press the **View** soft key on the handset (if visual alert for parked call feature is enabled on the IP DECT phone).

     Press the **Retrieve** soft key.

     The handset will dial the configured park retrieve code (default: *88). Follow the voice prompt to enter # to retrieve the parked call.
   - Dial the call park retrieve FAC (default: *88) followed by the parking extension on any DECT phone (e.g., *88<parking extension>).
   - Dial the call park retrieve FAC (default: *88).

     Follow the voice prompt to enter the parking extension followed by # (e.g., <parking extension>#).

If the parked call is retrieved successfully, you are connected with the parked user.

If the parked call is not retrieved within a period of time assigned by the BroadWorks server, the phone performing call park will receive a call back.

Call Park Feature via XSI Mode

This section details how to park a call or retrieve a parked call when the call park feature or the call park key (or the retrieve park key) is configured for the XSI mode.

Call Park

To park a call on W56H:

1. During a call, press the **Option** soft key, and then select the **Call Park**.
2. Enter the extension where you want to park the call.
3. Press , , or the **Call Park** soft key.

   The call is parked against the extension you entered.

If the call is parked successfully, you will hear a voice prompt confirming that the call is parked. The phone where the call is parked plays a warning tone and LCD screen displays the parked information for reference (if visual alert for parked call and audio alert for parked call features are enabled on the phone).

Group Call Park

To park a call on W56H:

1. During a call, press the **Option** soft key, and then select the **Group Call Park**.

   If the call is parked successfully, you will hear a voice prompt informing you of the extension where the call is parked. The phone where the call is parked plays a

warning tone and LCD screen displays the parked information for reference (if visual alert for parked call and audio alert for parked call features are enabled on the phone).

Call Retrieve

To retrieve the parked call on W56H:

1. Press the **View** soft key on the parking handset (if visual alert for parked call feature is enabled on the handset).
2. Press the **Retrieve** soft key. The handset will receive the park call.
3. Press the **Accept** soft key to retrieve the parked call.

Call Waiting

Call waiting enables you to receive another incoming call while already engaged in a call. Call waiting tone enables the IP DECT phone to play a warning tone when receiving a new incoming call during a conversation. Call waiting tone works only if call waiting is enabled. If call waiting is disabled, another incoming call will be automatically rejected with a busy message. You can also dial call waiting feature access codes (FACs) to enable or disable call waiting feature for a BroadWorks user.

To configure call waiting via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Call Features** ->**Call Waiting**.
3. Press ◄ or ► to select the desired value from the **Status** field.
4. Press ◄ or ► to select the desired value from the **Tone** field.
5. Press the **Save** soft key to accept the change or the **Back** soft key to cancel.

Call waiting feature is also configurable via web user interface at the path **Features** ->**General Information**.

Note To enable call waiting feature, ensure the server-side call waiting feature for the registered user is enabled.

Do Not Disturb

You can activate or deactivate the DND mode on a per-line basis. If DND mode is activated for a specific line, all incoming calls to this line will be rejected automatically, and the callers will hear a busy tone.

You can enable or disable DND feature via web user interface or handset user interface. You can also dial DND feature access codes (FACs) to enable or disable DND feature for a BroadWorks user.

To configure DND via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Call Features**->**Do Not Disturb**.

   The LCD screen displays the incoming lines currently assigned to the handset.
3. Press ▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Press ◄ or ► to select **Enabled** from the **Status** field.
5. Press the **OK** soft key to accept the change.

The DND icon on the status line indicates that DND feature is enabled.

The handset will reject all incoming calls to this line.

DND feature is also configurable via web user interface at the path **Features->Forward&DND**.

Note To disable DND feature, ensure the server-side DND feature for the registered user is disabled.

Call Forward

You can enable call forward feature on a per-line basis. The handset will forward incoming calls of this line to another party.

Three forwarding types:

- **Always Forward**: Incoming calls are immediately forwarded.
- **Busy Forward**: Incoming calls are immediately forwarded if the line is busy.
- **No Answer Forward**: Incoming calls are forwarded if not answered after a period of time.

You can dial the call forward FACs to activate or deactivate call forward feature for a BroadWorks user. BroadWorks also provides the option to play a ring splash reminder for Always Call Forward.

To configure call forward via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Features**->**Call Forward**.

   The LCD screen displays the incoming lines currently assigned to the handset.
3. Press ▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Press ▲ or ▼ to highlight the desired forwarding type, and then press the **OK** soft key.
5. Press ◄ or ► to select **Enabled** from the **Status** field.
6. Enter the destination number you want to forward incoming calls to in the **Target** field.

7. Press ◀ or ▶ to select the desired ring time to wait before forwarding from the **After Ring Time** field (only available for No Answer Forward).
8. Press the **Save** soft key to accept the change.

The Forward icon on the status line indicates call forward feature is enabled.

If Always Forward is selected, there is no prompt on the LCD screen when the line receives an incoming call. The incoming call is logged in the Accepted Calls list.

Call forward feature is also configurable via web user interface at the path **Features->Forward&DND**.

Note To disable call forward feature, ensure the server-side call forward feature is disabled.

Sequential Ring

You can use sequential ring feature to sequentially ring up to 5 secondary locations in addition to the base location. This feature applies to calls matching the pre-defined criteria. You can also use this feature to ring calls from your manager, a family member, or an important customer on your IP DECT phone, alternate mobile phone, or home phone. You can configure the number of rings for the base location by dialing the no answer timer FAC.

Using Sequential Ring Feature on the IP DECT Phone

To use sequential ring feature you need to enable sequential ring service and do some configuration in advanced. For more information on how to configure sequential ring feature, refer to *Yealink_IP_Phones_Deployment_Guide_for_BroadSoft_UC-One_Environment*.

To configure the number of rings for the base location by dialing the feature access code:

1. Dial the no answer timer FAC (default: *610).
2. Enter the number of rings following the voice prompt.

   The valid value ranges from 0 to 20 (1 is not included).
3. Hang up the handset after the system prompts the number of rings was set successfully.

To answer a call to the base station on the secondary location:

1. User B places a call to User A.

   User B is provided with a greeting followed by periodic comfort announcements and can also interrupt the call at any point by pressing the pound key.

   User A is alerted. The call is released if not answered after number of rings. The LCD screen will prompt a missed call.

The call then moves to the secondary location. One of the secondary locations is alerted. If user A has forwarding or voice messaging enabled, whether the call moves to the secondary location depends on configuration on the BroadWorks server.

2. If the secondary location answers the incoming call, the user is prompted to enter any digit to confirm the acceptance of the call.

Note Answer confirmation feature is configurable on the BroadWorks server only. For more information, please contact your system administrator.

Call Transfer

You can use call transfer feature to transfer calls to another destination. The IP DECT phones support the following call transfer behaviors:

- **Blind Transfer** –Transfer a call directly to another party without consulting the destination party.
- **Semi-attended Transfer** –Transfer a call to another party when the target phone is ringing.
- **Attended Transfer** –Transfer a call to another party with prior consulting.

To perform a blind transfer:

1. Press the **Options** soft key during a call, and then select **Transfer**.

   You can also press **TRAN** key directly.
2. Enter the number or select the handset you want to transfer the call to.
3. Press **TRAN** key or the **Transfer** soft key.

   The call is connected to the number or the handset you specified, and the LCD screen prompts "Call Transferred".

To perform a semi-attended transfer:

1. Press the **Options** soft key during a call, and then select **Transfer**.

   You can also press **TRAN** key directly.
2. Do one of the following:
   - Enter the number or select the handset you want to transfer the call to.

     Press to dial out.
   - Press the **Directory** soft key, and select the desired contact.

     Press or the **Call** soft key.

     If both the office number and the mobile number of the contact are stored, select the desired number and press or the **OK** soft key to dial out.
3. Press **TRAN** key or the **Transfer** soft key to complete the transfer when receiving the ring-back.

The LCD screen prompts "Call Transferred".

To perform an attended transfer:

1. Press the **Options** soft key during a call, and select **Transfer**.

   You can also press **TRAN** key directly.

2. Do one of the following:

   - Enter the number or select the handset you want to transfer the call to.

     Press to dial out.

   - Press the **Directory** soft key, and select the desired contact.

     Press or the **Call** soft key.

     If both the office number and the mobile number of the contact are stored, select the desired number and press or the **OK** soft key to dial out.

3. Press **TRAN** key or the **Transfer** soft key to complete the transfer after the party answers the call.

   The LCD screen prompts "Call Transferred".

You can cancel the transfer before the call is connected by pressing the **End** soft key (except blind transfer).

Call transfer recall feature allows a transferred call to be reconnected to you if the destination party is unavailable to answer the call.

If you want to use diversion inhibitor feature to prevent the transferred call from being redirected, enter the diversion inhibitor FAC (default: *80) as a prefix of the destination number when performing the transfer.

This can prevent calls transferred by you from being redirected by the transferred-to party.

Note Call transfer recall feature is configurable on the BroadWorks server only. For more information, please contact your system administrator.

Network Conference

You can use network conference feature to conduct a conference with multiple participants. The maximum of the participants depends on the BroadWorks server.

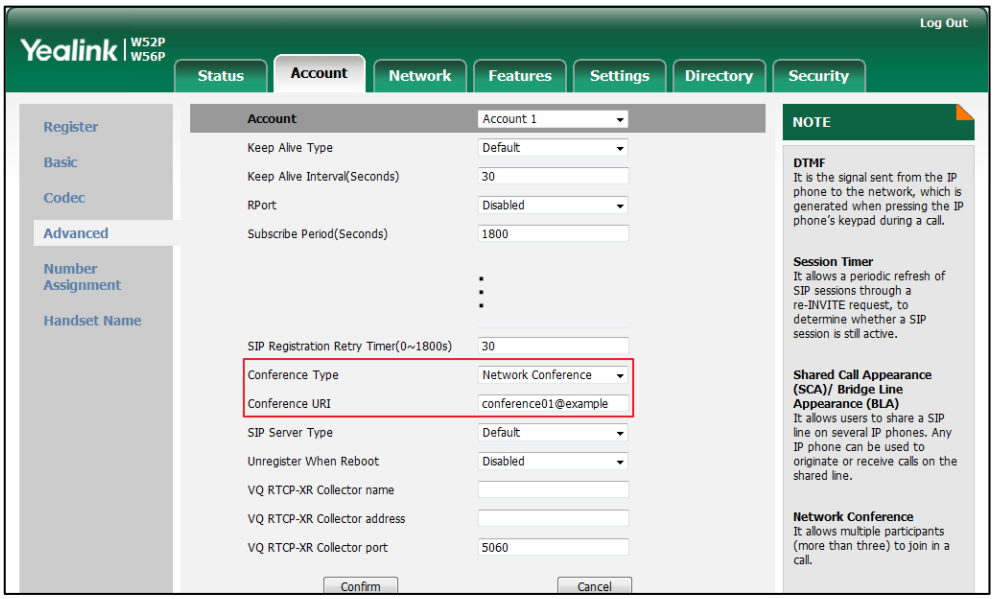
This feature allows you to perform the following:

- Join two calls together into a conference call.
- Invite another party into an active conference call.

Configuring Network Conference Feature on the IP DECT Phone

To configure network conference feature via web user interface:

1. Click on **Account->Advanced**.
2. Select the desired account from the pull-down list of **Account**.
3. Select **Network Conference** from the pull-down list of **Conference Type**.
4. Enter the conference URI in the **Conference URI** field.



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

Note Please contact your system administrator for the conference URI.

Using Network Conference Feature on the IP DECT Phone

To set up a network conference call:

1. Place a call to the first party.
2. Press the **Options** soft key, and then select **Conference**.
3. Do one of the following:
   - Enter the number of the second party you want to add to the conference.

     Press , , **OK** key or the **Conf.** soft key to dial out.
   - Press the **Directory** soft key, and select the desired contact.

     Press , , **OK** key or the **Call** soft key.

     If both the office number and the mobile number of the contact are stored, select the desired number and press , , **OK** key or the **OK** soft key to dial out.

4. When the second party answers the call, you can consult with him or her before adding the call to the conference.
5. Press the **Conf.** soft key again to join all parties in the conference.

To join two calls together into a conference call:

1. Place two calls on the handset.
2. Select the desired call and make sure the call is active.
3. Press the **Options** soft key, and then select **Conference**.

   Two calls are joined in the conference.

To drop the conference call, press or the **End** soft key.

To invite another party into an active conference call:

Any party in the conference call can invite another party into an active conference call. Before the following steps, ensure that an active conference call is already existed on your IP DECT phone.

1. Press the **New Call** soft key.
2. Enter the desired number in the **Call To** field using the keypad.
3. Press , or **OK** key to dial out.
4. When the new party answers the call, press the **Options** soft key, and then select **Conference**.

   The new party is joined to the conference call.

To place the active conference call on hold:

1. Any party in the conference call can press the **Options** soft key, and then select **Hold**.

   The party will only place himself/herself on hold. Other parties can continue the conference call normally. The conference call will only be held when all parties in the conference call place themselves on hold.

To end the conference call on the IP DECT phone:

1. The conference initiator presses or the **End** soft key.

   If any other party in the conference call presses , the remaining parties stay connected.

Feature Key Synchronization

Feature key synchronization provides the capability to synchronize the status of the following features between the IP DECT phone and the BroadWorks server:

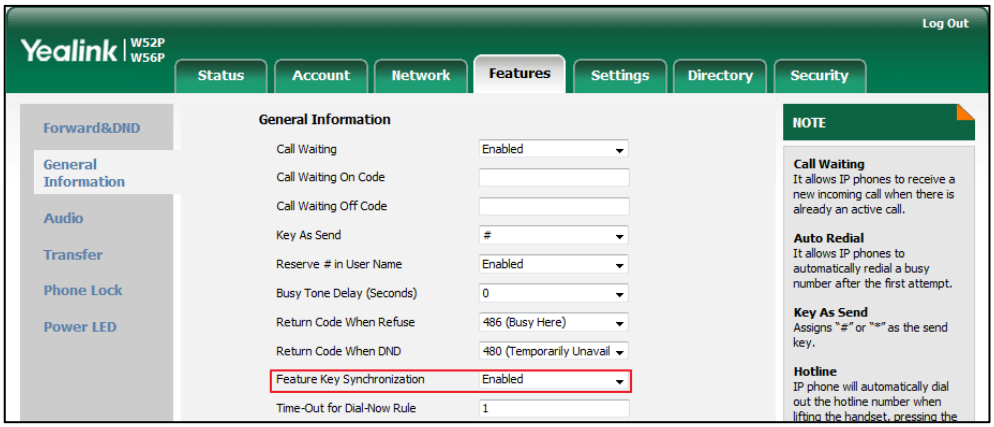
- Do Not Disturb (DND)
- Call Forwarding Always (CFA)

- Call Forwarding Busy (CFB)
- Call Forwarding No Answer (CFNA)

Configuring Feature Key Synchronization on the IP DECT Phone

To configure feature synchronization via web user interface:

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



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

Using Feature Key Synchronization on the IP DECT Phone

To use feature key synchronization when enabling/disabling DND/CFWD feature:

When you change the DND/CFWD (call forward) status of the IP DECT phone, the IP DECT phone will notify the BroadWorks server of the status change, and BroadWorks changes the DND/CFWD status for the current user registered on the IP DECT phone. Conversely, if you change an account's DND/CFWD status via the BroadWorks web portal or feature access code (FAC), the BroadWorks server will notify the account of the status change, and the account will change the DND/CFWD status.

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 Do Not Disturb on page 17 and Call Forward on page 18.

Shared Call Appearance

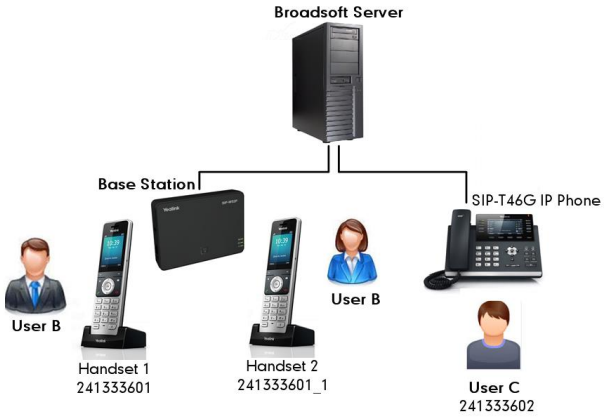
You can use Shared Call Appearance (SCA) feature to share an extension which can be registered on two or more IP DECT phones at the same time.

If two phones share a line, an incoming call to this extension will cause both phones to ring simultaneously. The incoming call can be answered on either a phone but not both.

This feature is very useful in the boss and secretary scenario. For example, the secretary can share the boss's extension on her phone. When there is an incoming call to the extension of the boss, both the phones of the boss and the secretary will ring simultaneously. Either the boss or the secretary can answer the call. Calls on the shared line can be placed on hold or barged in.

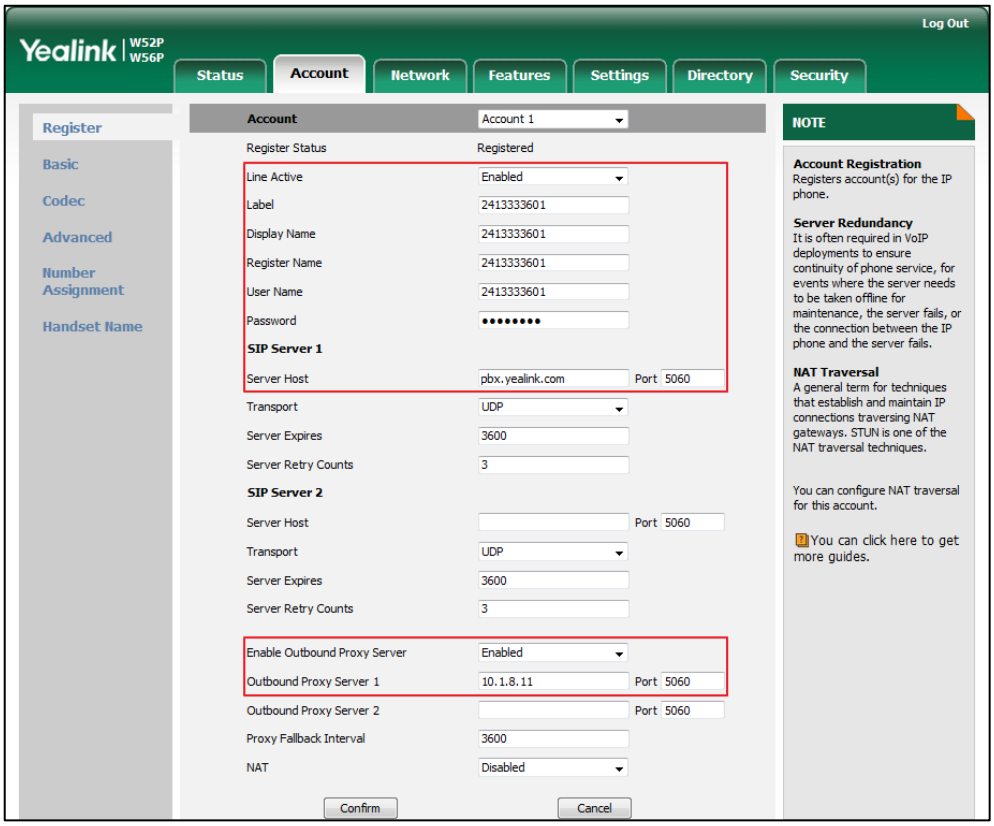
Configuring SCA Feature on the IP DECT Phone

You can configure a primary account on the IP DECT phone and other alternate accounts on the other IP DECT phones. For example, User A, User B share the account 2413333601, phone A registers the primary account 2413333601, phone B registers the alternate account 2413333601_1, phone C's line registers the account 2413333602.

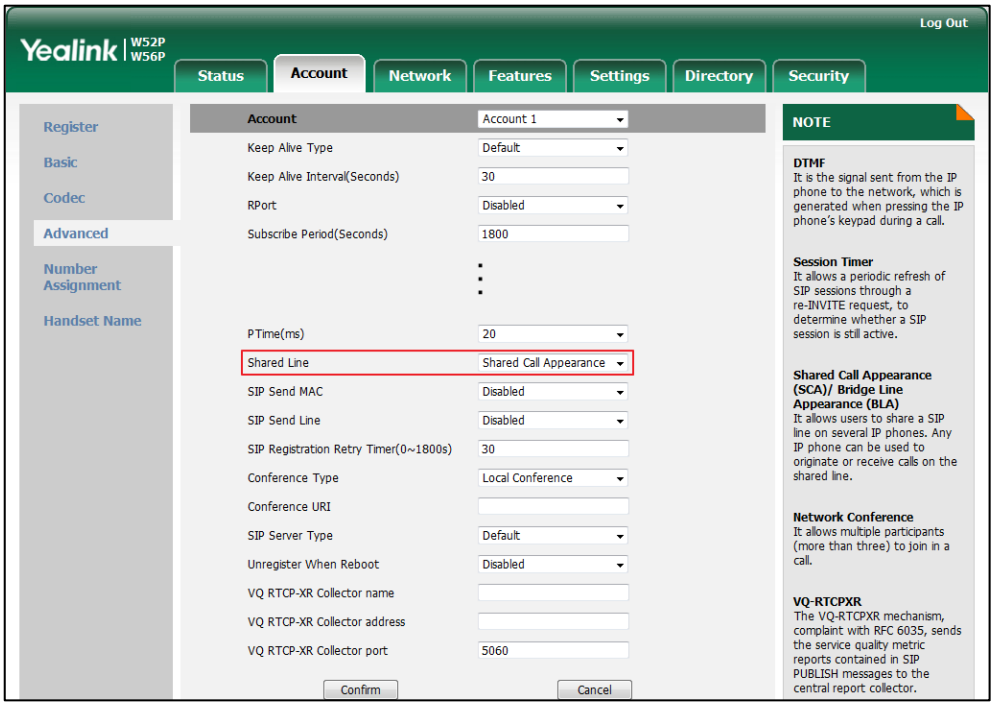


To configure the primary line settings on the first line via web user interface:

1. Register the primary account 2413333601.



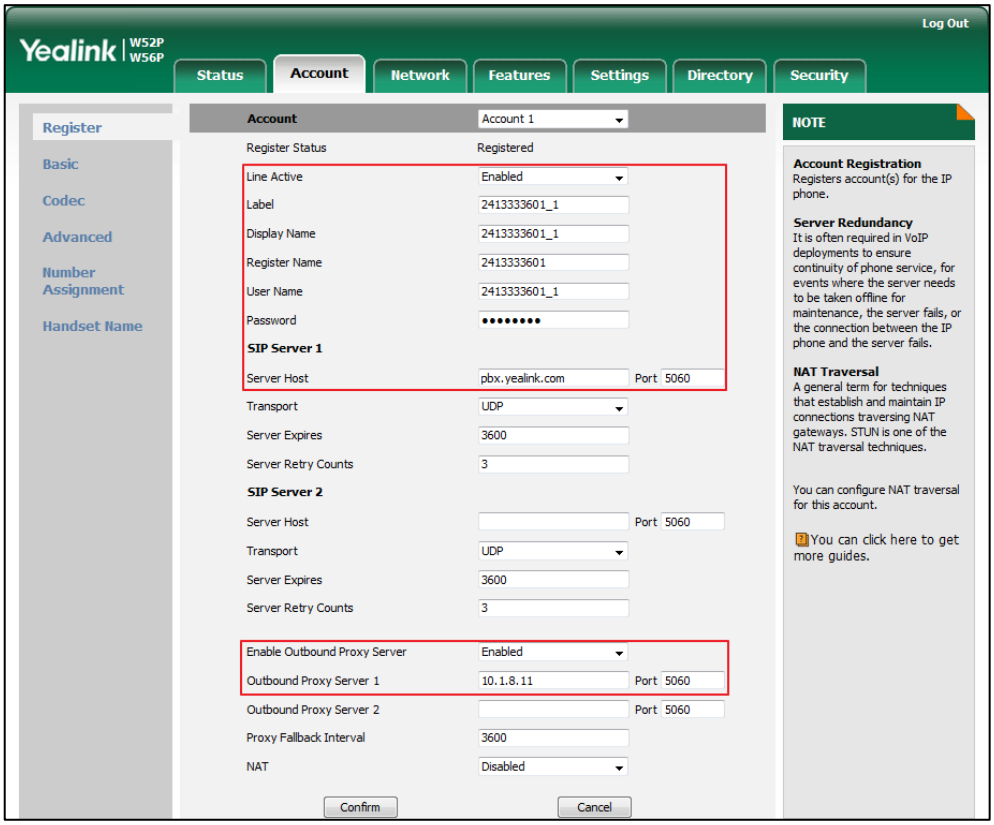
2. Click on **Advanced**, select **Share Call Appearance** from the pull-down list of **Shared Line**.



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

To configure the alternate line settings on the second line via web user interface:

1. Register the alternate account 2413333601_1.
2. Enter the register name of the primary account 2413333601 in the **Register Name** field.
3. Enter the SIP password of the primary account 2413333601 in the **Password** field.



4. Click on **Advanced**, select **Share Call Appearance** from the pull-down list of **Shared Line**.
5. Click **Confirm** to accept the change.

Using SCA Feature on the IP DECT Phone

This section provides step-by-step instructions on how to use SCA feature:

Scenario

Handset 1 and Handset 2are subscribed to the same base station. User A and User B share the line 2413333601 using the Handset 1 and Handset 2.

SCA User A: 2413333601

SCA User B: 2413333601_1

User C: 2413333602

User D: 2413333603

Visual indicator on each shared handset can be used to indicate the call appearance state of the shared line.

W56H	Screen	Description
	Idle Screen	Shared line is idle.
	Idle Screen	Shared line is dialing, placed on private hold or in conversation.
(flash)	Idle Screen	Shared line receives an incoming call or is placed on public hold.
Call Processing	Line Status Screen	Shared line is dialing.
Alerting	Line Status Screen	Shared line receives an incoming call
Active	Line Status Screen	Shared line is placed on private hold or in conversation.
Held	Line Status Screen	Shared is placed on public hold.

Placing an SCA call

To place a call on the shared line:

1. From the Handset 1, User A selects the shared line.
2. Enter the phone number of the User C, and then press the **OK** key.
3. User C answers the call.

   An SCA call is established between User A and User C.

The SCA call on the Handset 1 will be presented visually to the Handset 2. You can press the SCA soft key to view the shared line status on the Handset2.

If **Multiple Call Arrangement** is enabled, User B can place a call using the shared line simultaneously.

If **Multiple Call Arrangement** is disabled, User B will not be able to seize the shared line until the shared line goes back to the idle state.

Placing a Call on Hold

During the SCA call, two types of hold are available: public hold and private hold. When an SCA call is placed on public hold, the held call is available for any shared location to retrieve. When an SCA call is hold privately, the held call can only be retrieved from the

shared location that placed the call on hold.

To place an SCA call on public hold and retrieve it from another location:

Shared line 2413333601 receives an incoming call from User C. Both Handset 1 and handset 2 ring simultaneously. The LCD screens of Handset 1 and Handset 2 display the incoming call information.

1. User A is busy and presses the on-hook key to reject the incoming call. The Handset 1 returns to the idle screen.
2. User B presses the **Accept** soft key to answer the incoming call.

   An SCA call is established between User B and User C.

   User C wants to talk with User A.
3. User B presses the **Options** soft key.
4. Select **Hold**, and then press the **OK** soft key.

   The SCA call is placed on public hold.
5. User B informs User A to retrieve the public held call.
6. From the Handset 1, User A presses the **SCA** soft key.

   The shared line on Handset 1 indicates that the call is in the held state.
7. User A presses the **Resume** soft key to retrieve the call.

   The SCA call is established between User A and User C. User B releases from the SCA call.

To place a call on private hold:

An SCA call is established between User A and User C.

1. User A needs to deal with an urgent matter.
2. User A presses the **Options** soft key.
3. Select **Private Hold**, and then press the **OK** soft key.

   The SCA call is held privately. User A can press the **Resume** soft key to resume the held call. User B is not able to retrieve the private held call.

Bridging an active SCA call

SCA bridging feature allows SCA users to barge in an active call, and establish a conference call with the third party.

To barge in an active SCA call:

An SCA call is established between User A and User C.

1. User B presses the **SCA** soft key on the Handset 2.

   The shared line on Handset 2 indicates that the call is in the active state.
2. Press the **BargeIn** soft key to barge in the active call.

   A conference call is established among User A, User B and User C.

If an SCA user cancels the call, the other SCA user is still connected to the remaining party. If the third party (User C) cancels the call, the call ends.

Retrieving another SCA call when there is already an SCA call

The SCA user can retrieve a public hold SCA call on another SCA location when there is already an SCA call on the phone.

1. An SCA call is established between User A and User C.
2. User D dials the shared line 2413333601.

   Only Handset 2 receives the incoming call and rings.
3. User B answers the call.

   An SCA call is established between User B and User D.
4. User B places the SCA call on public hold.
5. User B informs User A to retrieve the held call.
6. User A places the current SCA call on hold.
7. User A presses the **Line** soft key.

   The LCD screen of the Handset 1 displays all SCA calls and the call appearances state.
8. User A selects the SCA call on the Handset 2, and then presses the **Resume** soft key.

   An SCA call is established between User A and User D.

   Handset 2 releases from the SCA call and returns to the idle screen.

Voice Messaging

You can use voice messaging feature to record voice messages from callers for calls that receive a busy or no-answer condition.

BroadWorks provides the following main voice messaging features:

- **Voice Message Deposit/Retrieval**: allows you to deposit or retrieve voice messages.
- **Message Waiting Indicator (MWI)**: IP DECT phones support both audio and visual MWIs. The visual MWI is the message key LED/Power LED on the handset, an icon and a message on the LCD screen.
- **Voice Portal Calling**: allows you to originate a call from the voice portal.

Configuring Voice Messaging Feature on the IP DECT Phone

To configure the voice mail retrieval FAC via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Voice Mail**->**Set Voice Mail**.

The LCD screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously, and the number of voice mails for each line.

3. Press ▲ or ▼ to highlight the desired line, and then press the **Select** soft key.
4. Press ◀ or ▶ to select **Enabled** from the **Status** field.
5. Enter the voice mail access code in the **Number** field.
6. Press the **OK** soft key to accept the change or the **Back** soft key to cancel.

Using Voice Messaging Feature on the IP DECT Phone

To leave a voice message:

You can leave a voice mail to someone else when he or she is busy or inconvenient to answer the call. Follow the voice prompts from the system server to leave a voice mail, and then hang up.

To listen to the voice mail using the menu:

1. Press the **OK** key to enter the main menu.
2. Select **Voice Mail**->**Play Message**.

   The LCD screen displays the lines assigned to the handset as incoming lines and outgoing lines simultaneously, and the number of voice mails for each line.
3. Press ▲ or ▼ to highlight the desired line, and then press the **Select** soft key.

   The handset dials out the voice mail access code using the selected line automatically.
4. Listen to the voice mail following the voice prompts from the system server.

To listen to the voice mail via fast access:

1. Long press 1 when the handset is idle.

   The handset automatically dials out the voice mail access code using the line you selected when configuring fast access for voice mail.
2. Listen to the voice mail of this line following the voice prompts from the server.

You can also listen to the voice mail by pressing ✉ to enter into the Messages & Calls screen. Select the desired line and press the **Select** soft key.

To make a call from voice portal:

1. According to one of the method mentioned above to log in the voice portal and receive the login greeting.
2. Follow the voice prompt to enter a specified DTMF digit to make a call.
3. Enter the destination digits.

   The destination party receives the incoming call and rings.

A two-way call is established if the destination party answers the incoming call.

Note When all new voice mails are retrieved, the voice mail icon disappears from the screen.