Yealink

Yealink DECT IP Phone Features Integrated with BroadSoft UC-One User Guide

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 DECT phone features integrated with BroadSoft UC-One on Yealink DECT phones. The BroadSoft BroadWorks features are available on base running UC-One firmware version 83 or later.

Note The configurations for BroadSoft BroadWorks features described in this document take the Yealink W56H handset as an example.

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Overview

User Interfaces

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

- Using the handset user interface on the 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 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 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 DECT phone via web user interface. In order to access the web user interface, you need to know the IP address of your DECT phone. To obtain the IP address, press **OK**, and then select **Status**->**Base** to check the IP address of the 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).

DECT phone Features Integrated with BroadSoft UC-One

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

- Xtended Services Interface
- Simultaneous Ring Personal
- Line ID Blocking
- Anonymous Call Rejection
- BroadWorks Anywhere
- Remote Office
- 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
- Silent Alerting

To configure the above features on Yealink DECT phones, check whether the DECT phone is running UC-one firmware version (25.x.193.x or 77.x.193.x). If the 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 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 DECT phone must sends the XSI user authentication information to Xtended Services Platform (XSP) to authenticate the XSI user.

The DECT phones support two XSI authentication methods:

- **User Login Credentials for XSI Authentication**: The 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 DECT phone can use the XSI user ID along with SIP authentication credentials for XSI authentication.

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 DECT phone.

Note The DECT phone can use the main or alternate user ID for XSI authentication.

Configuring XSI Feature on the DECT phone

Configuring the User Login Credentials for XSI Authentication Method

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

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 DECT phone.

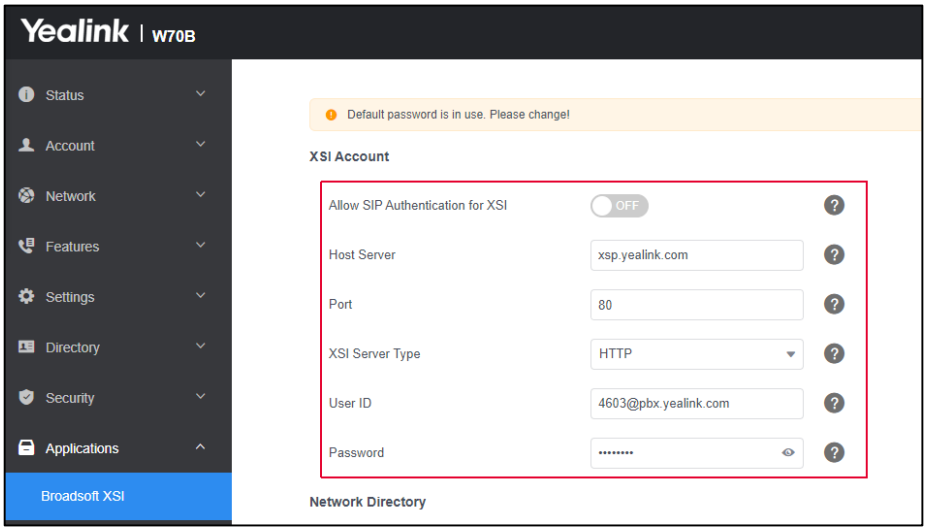
To configure the user login credentials for XSI authentication via web user interface:

1. Click on **Applications**->**Broadsoft XSI**.
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 DECT phone.

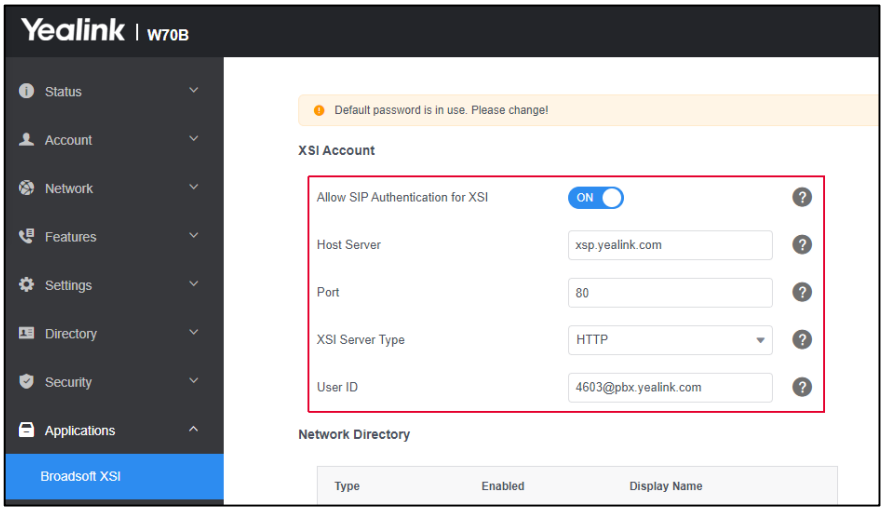
To configure the SIP credentials for XSI authentication via web user interface:

1. Click on **Applications**->**Broadsoft XSI**.
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 DECT phone

When you view the BroadSoft directory and call log via the handset, the 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 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 DECT phone will check the integrity of SIP credentials before authentication. When the LCD screen prompts "**XSI information is incomplete!**", you need to check the whether the three required fields (register name of the SIP account, host server and XSI user ID) have been filled.

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 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 DECT phone can still use its locked SIP credentials for XSI authentication.

The 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.

Simultaneous Ring Personal

You can use Simultaneous Ring Personal feature to list up to 10 phones you would like to ring in addition to your primary phone when you receive an incoming call. This feature is helpful when you are not at your DECT phone but you would like your mobile phone to ring when you receive an incoming call.

This feature is not applicable to CP930W-Base/CP935W-Base phones.

Note Before configuring Simultaneous Ring Personal feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface. If XSI is configured on the DECT phone, the Simultaneous Ring Personal configurations can be synchronized between the DECT phone and the BroadWorks server.

When your primary phone receives an incoming call, the predefined secondary phones ring simultaneously. The first phone answering the call is connected to the caller and all other phones prompt a missed call message on the LCD screen.

Configuring Simultaneous Ring Personal Feature on the DECT phone

To add the simultaneous ring personal feature via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Call Features**->**Simultaneous Ringing**.
3. (Optional.) Press ▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Select **Enabled** from the **Status** field.
5. Select **Add number** to add a desired phone number.
6. Enter the number in the **Phone Number** field.
7. Select **Enabled** from the **Answer Confirmation** field.

   If **Answer Confirmation** is enabled, the secondary phone user who answers the call should enter a digit to confirm the acceptance of the call.
8. Press the **Save** soft key to accept the change.
9. Repeat steps 5 to 8 to add more phone numbers.
10. Press the **Save** soft key.

To edit the simultaneous ring personal feature via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Call Features**->**Simultaneous Ringing**.
3. (Optional.) Press ▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Select a desired phone number.
5. Press the **Options** soft key, and then select **Edit**.
6. Highlight the desired information and then edit.
7. Press the **Save** soft key.

To delete the simultaneous ring personal feature via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Call Features**->**Simultaneous Ringing**.
3. (Optional.) Press ▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Select a desired phone number.
5. Press the **Options** soft key, and then select **Delete**.

6. Press the **OK** soft key to confirm the deleting.

   You can also delete all phone numbers by pressing the **Options** soft key, and then select **Delete All**. The LCD screen will prompt “Delete All?”, then you can press **Yes** soft key to confirm the deleting.

Line ID Blocking

You can use Line ID Blocking feature to block the identity and phone number from showing up to the called party when you call someone. For example, you want to call to consult some of the services, but you don’t want to be harassed.

Note

Before configuring Line ID Blocking feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

Members of your group can still see your number when they are called.

Configuring Line ID Blocking Feature on the DECT phone

To access the line ID blocking feature via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Call Features**->**Hide number**.
3. (Optional.) Press ▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Select **Enabled** from the **Status** field.
5. Press the **Save** soft key.

Note

If XSI is configured on the DECT phone, Line ID Blocking configurations can be synchronized between the DECT phone and the BroadWorks server.

Placing an Anonymous Call

To placing an anonymous call via handset user interface:

1. Phone A with line ID blocking enabled places a call to phone B.

   The LCD screen of phone B prompts an incoming call from anonymity.

Anonymous Call Rejection

You can use Anonymous Call Rejection feature to reject incoming calls from anonymous callers. Anonymous call rejection automatically rejects incoming calls from callers who deliberately block their identities (name and numbers) from showing up.

Note Before configuring Anonymous Call Rejection feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

Configuring Anonymous Call Rejection Feature on the DECT phone

To access the anonymous call rejection feature via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Call Features**->**Anon.Call Rejection**.
3. (Optional.) Press ▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Select **Enabled** from the **Status** field.
5. Press the **Save** soft key.

Note If XSI is configured on the DECT phone, Anonymous Call Rejection configurations can be synchronized between the DECT phone and the BroadWorks server.

BroadWorks Anywhere

You can use BroadWorks Anywhere feature to place and receive calls from any device, at any location, with only one phone number, one dial plan, one voice mailbox, and a unified set of features. When there is a call on the DECT phone, you are free to pick up any other phone and retrieve the call on that phone to continue the conversation. For example, if you are on a call on your DECT phone and need to leave the office, you can pull the call to your mobile phone.

This feature is not applicable to CP930W-Base/CP935W-Base phones.

Note Before configuring BroadWorks Anywhere feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface. If XSI is configured on the DECT phone, BroadWorks Anywhere configurations can be synchronized between the DECT phone and the BroadWorks server.

Configuring BroadWorks Anywhere Feature on the DECT phone

To add the BroadWorks anywhere location via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Call Features**->**Anywhere**.
3. (Optional.) Press▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Select **Add location** to add a desired location.
5. Enter the location name in the **Name** field.
6. Enter the phone number in the **Phone Number** field.
7. Press the **Save** soft key.

   The location appears in the anywhere locations list, and the default location state is enabled.

To edit the BroadWorks anywhere location via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Call Features**->**Anywhere.**
3. (Optional.) Press▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Select the desired BroadWorks Anywhere location.
5. Press the **Options** soft key, and then select **Edit**.
6. Highlight the location information and then edit.

   The phone number cannot be edited.
7. Press the **Save** soft key.

To change the BroadWorks anywhere location state via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Call Features**->**Anywhere.**
3. (Optional.) Press▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Select the desired BroadWorks Anywhere location.
5. Press the **Options** soft key, and then select **Enabled** or **Disabled**.

To delete the BroadWorks anywhere location via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Call Features**->**Anywhere.**
3. (Optional.) Press▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Select a desired BroadWorks anywhere location.
5. Press the **Options** soft key, and then select **Delete**.

You can also delete all locations by pressing the **Options** soft key, and then select **Delete All**. The LCD screen will prompt “Delete All?”, then you can press **Yes** soft key to confirm the deleting.

Using BroadWorks Anywhere Feature

To use the BroadWorks Anywhere, ensure that your mobile phone number or home office phone number has been added to your anywhere locations list.

Placing a Call from Your Mobile Phone or Home Office Phone

You can place calls from your mobile phone or home office phone using your DECT phone number as the calling line ID.

To placing a call from your mobile phone or home office phone via handset user interface:

1. Dial the anywhere portal number (e.g., 4606) on your mobile phone or home office phone.
2. Enter the portal password and “#” (e.g., 4609#) when you hear the prompt “Please enter your passcode followed by the pound key”.
3. Enter the destination phone number when you hear the prompt “Please enter the destination digits”.

   Your call will be connected and your DECT phone number as the calling line ID is displayed on the LCD screen of the called party.

Pulling a Call from Your DECT phone to Your Mobile Phone/Home Office Phone

To Pulling a Call to Your Mobile Phone/Home Office Phone via handset user interface:

1. When an incoming call arrives, answer it on your DECT phone.
2. Dial the anywhere portal number (e.g., 4606) on your mobile phone or home office phone.
3. Enter the portal password and “#” (e.g., 4609#) when you hear the prompt “Please enter your passcode followed by the pound key”.
4. Enter the call retrieve FAC (default: *11) when you hear the prompt “Please enter the destination digits”.

   The call is pulled from your DECT phone to your mobile phone or home office phone seamlessly, and then on your DECT phone you just need to dial out the call retrieve FAC (default: *11) to retrieve the call again.

Note Contact your system administrator for the anywhere portal number and password.

Remote Office

Remote Office feature allows you to use an off-site phone. You can forward all incoming calls to your DECT phone to a remote office number when you are away from the office. With the Remote Office feature, you can use any device (mobile phone, hotel phone or home phone) to answer calls, and any calls you place to contacts from your remote office number shows your office phone number on the caller ID. This ensures that you never miss a call.

This feature is not applicable to CP930W-Base/CP935W-Base phones.

Note Before configuring Remote Office feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

Configuring Remote Office Feature on the DECT phone

To access the Remote Office via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Call Features**->**Remote Office**.
3. (Optional.) Press▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Select **Enabled** from the **Status** field.
5. Enter the remote phone number in the **Phone Number** field.
6. Press the **Save** soft key.

Note If XSI is configured on the DECT phone, Remote Office configurations can be synchronized between the EDCT Phone and the BroadWorks server.

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 DECT phones support the following BroadSoft directories: Enterprise Directory, Group Directory, EnterpriseCommon Directory, GroupCommon Directory, Personal Directory and Custom Directory.

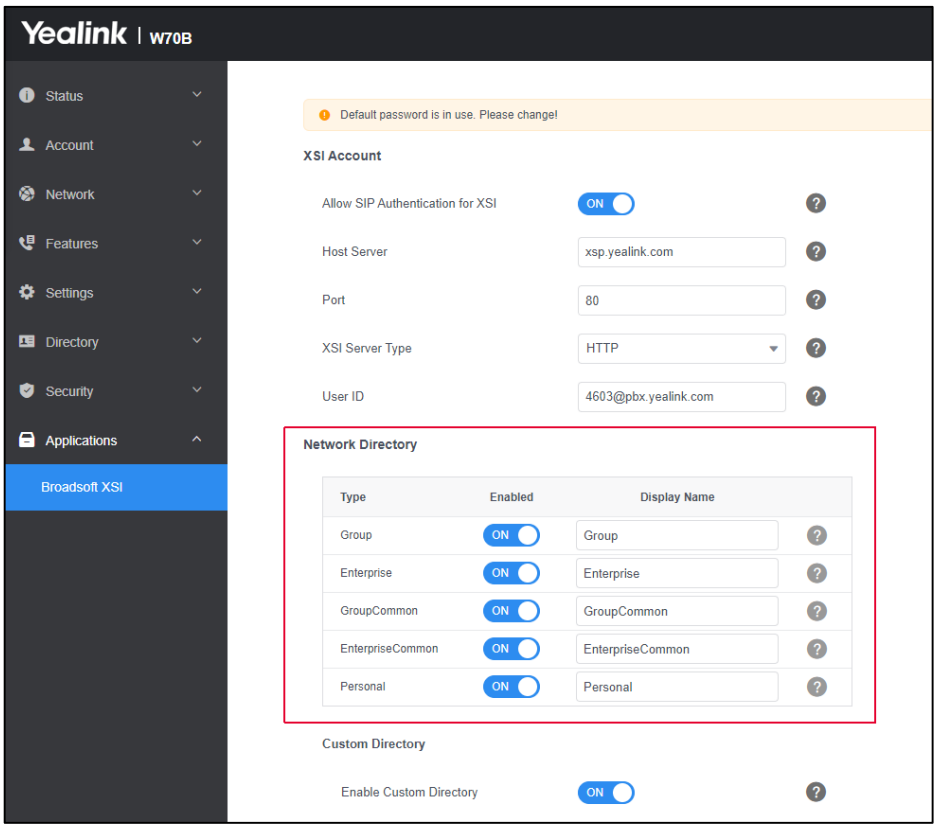
Note Before using BroadSoft directory feature, make sure you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

Configuring BroadSoft Directory Feature on the DECT phone

To configure BroadSoft directory feature via web user interface:

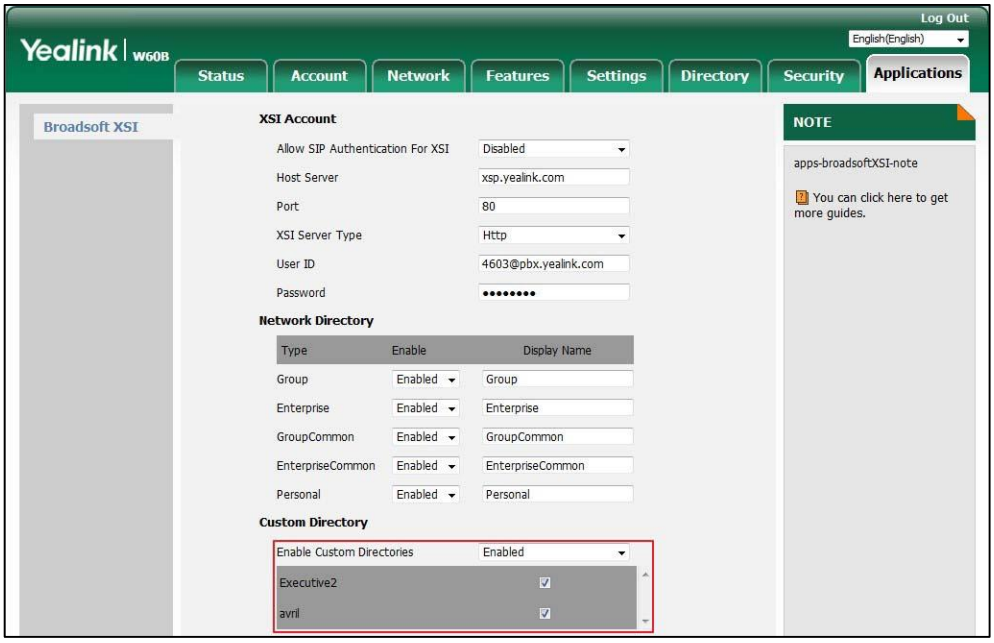
1. Click on **Applications**->**Broadsoft XSI**.
2. Select the desired value from the pull-down list of **Enable**.
3. Enter the desired value in the **Display Name** field.
4. Select the desired value from the pull-down list of **Enable Custom Directories**.

   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 Directories** field.



Using BroadSoft Directory Feature on the DECT phone

To access the BroadSoft directory via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Directory**->**Network Directory**.
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 Directory**.
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 Directory**.
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 Directory**.
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

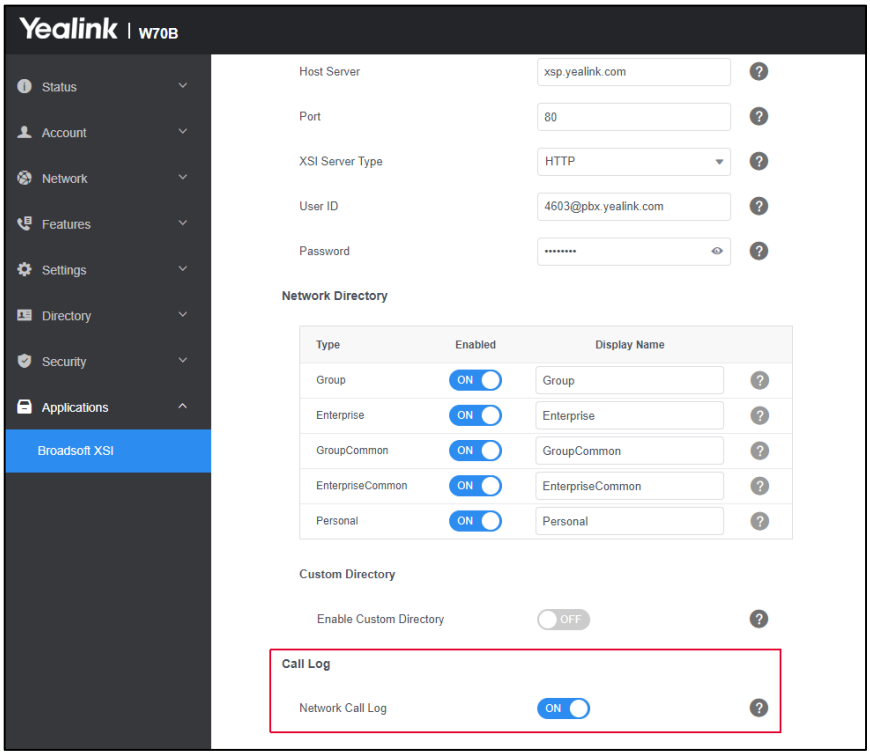
You can access the BroadSoft call log via the handset. Each call log entry contains call information such as remote party identification, time and date. You can check call log entries and place a call from the call log lists. You can also add call log entries to the local directory or the BroadSoft personal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

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

Configuring BroadSoft Call Log Feature on the DECT phone

To configure BroadSoft call log feature via web user interface:

1. Click on **Applications**->**Broadsoft XSI**.
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 DECT phone

To access the network call log via handset user interface:

1. Press the **History** soft key.
2. (Optional.) Press ▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
3. Press ◀ or ▶ to select **All Calls**, **Missed Calls**, **Placed Calls** or **Received Calls**.

To view the BroadSoft call log:

1. Press the **History** soft key.
2. (Optional.) Press ▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
3. Press ◀ or ▶ to select **All Calls**, **Missed Calls**, **Placed Calls** or **Received Calls**.
4. Press ▲ or ▼ to 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. (Optional.) Press ▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
3. Press ◀ or ▶ to select **All Calls**, **Missed Calls**, **Placed Calls** or **Received Calls**.
4. Press ▲ or ▼ to select the desired call log entry.
5. 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. (Optional.) Press ▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
3. Press ◀ or ▶ to select **All Calls**, **Missed Calls**, **Placed Calls** or **Received Calls**.
4. Press ▲ or ▼ to select the desired call log entry.
5. Press the **Options** soft key, and then select **Add To Local** (or **Add To Personal**)->**New Entry**.
6. Make the desired changes.
7. 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). 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. It is not applicable to W52H handset.

Configuring Call Park Feature on the 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.

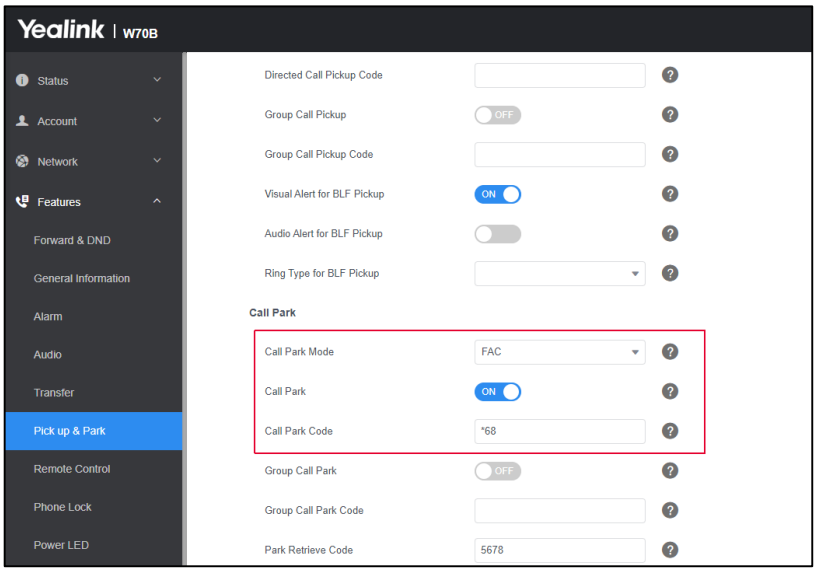
Call Park Feature via FAC Mode

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. (Optional.) Enter the call park code in the **Call Park Code** field.

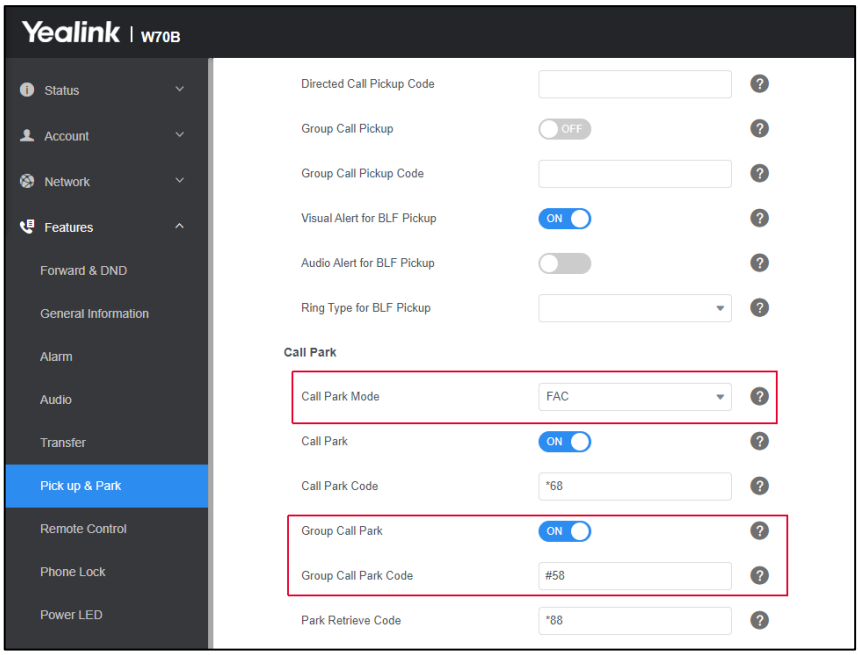


5. Click **Confirm** to accept the change.

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**.

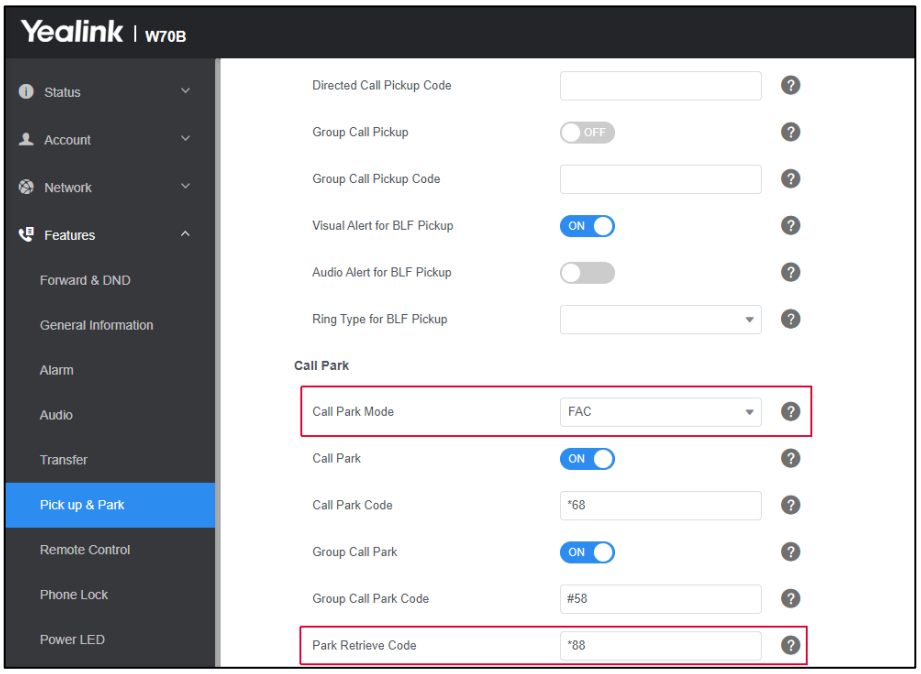
5. (Optional.) Enter the call park code in the **Call Park Code** field.



6. 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

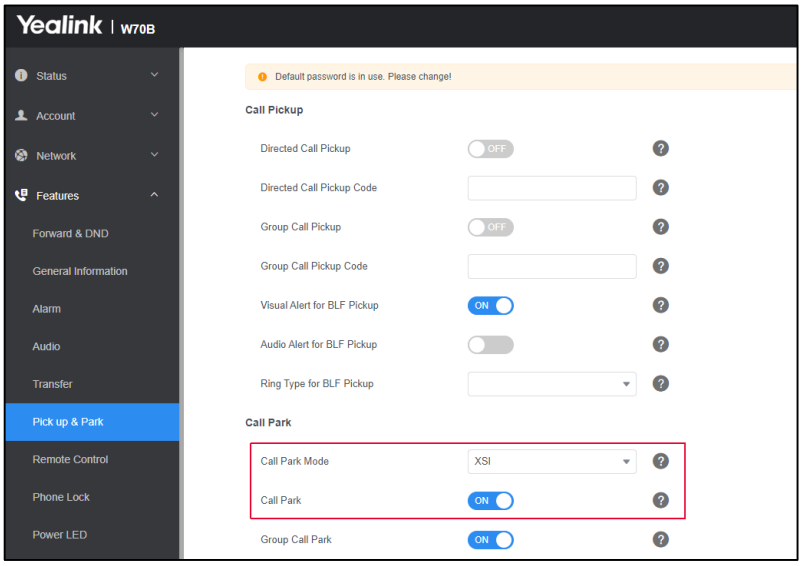
When the call park mode is configured as XSI mode, you need to configure the XSI feature on

the DECT phone in advance. For more information on XSI feature, refer to Xtended Services Interface.

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**.

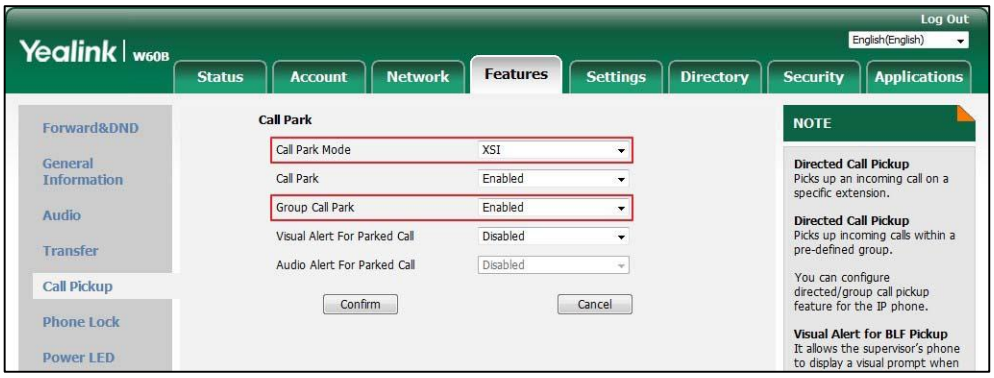
3. Select **Enabled** from the pull-down list of **Call Park**.



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.

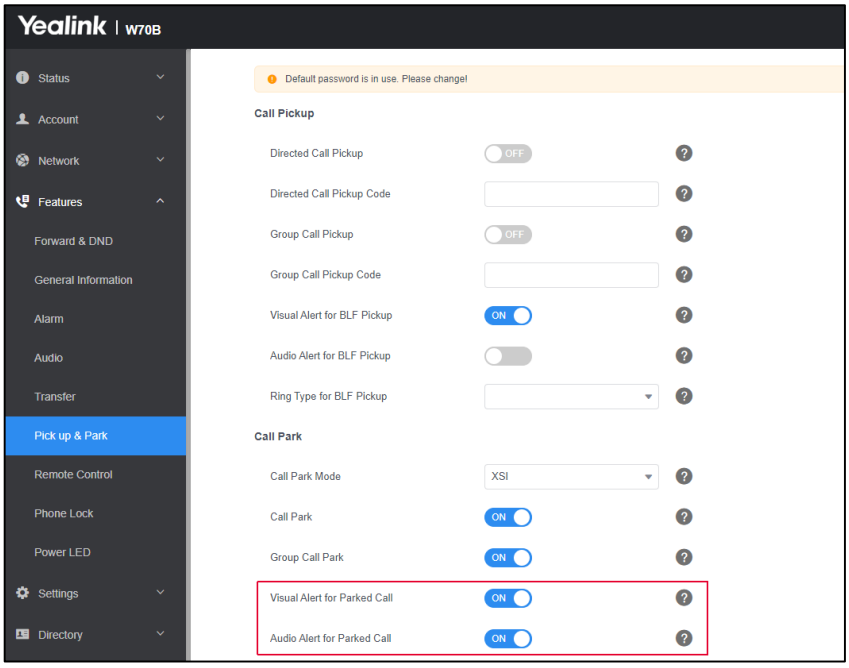
Visual/Audio Alert for Parked Call

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 works 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. Select **Enabled** from the pull-down list of **Visual Alert for Parked Call**.

3. Select **Enabled** from the pull-down list of **Audio Alert for Parked Call**.



4. 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 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:

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

– If the call park code is not configured, you need to enter the call park code.

Press , or **OK** key.

- If the call park code is configured, the phone will dial the configured call park code.

2. Do one of the following:

a) If you want to park the call against the local extension.

1) Press [# a] .

If the call is parked successfully, you will hear a voice prompt confirming that the call is parked.

b) If you want to park the call against desired extension.

1) Enter an extension (e.g., 4605) where you want to park the call.

2) Press **OK** key or [# a] .

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.

Group Call Park

To park a call:

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

- If the call park code is not configured, you need to enter the call park code.

  Press , or **OK** key.

- If the call park code is configured, the phone will dial the configured group call park code.

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 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:

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

1. During a call, press the **Options** 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:

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 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.

Call waiting synchronization is used to synchronize call waiting status between the Phone and the BroadWorks server. It is configurable by your system administrator using template configuration files only.

If the synchronization is disabled, make sure the server-side call waiting feature for the registered user is enabled before using the call waiting feature

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**.

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**.

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**.

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 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 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 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 directly.

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

   The call is connected to the number or the handset you specified.

To perform a semi-attended transfer:

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

   You can also press TRAN 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 or the **Transfer** soft key to complete the transfer when receiving the ring-back.

To perform an attended transfer:

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

   You can also press TRAN 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 or the **Transfer** soft key to complete the transfer after the party answers the call.

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.

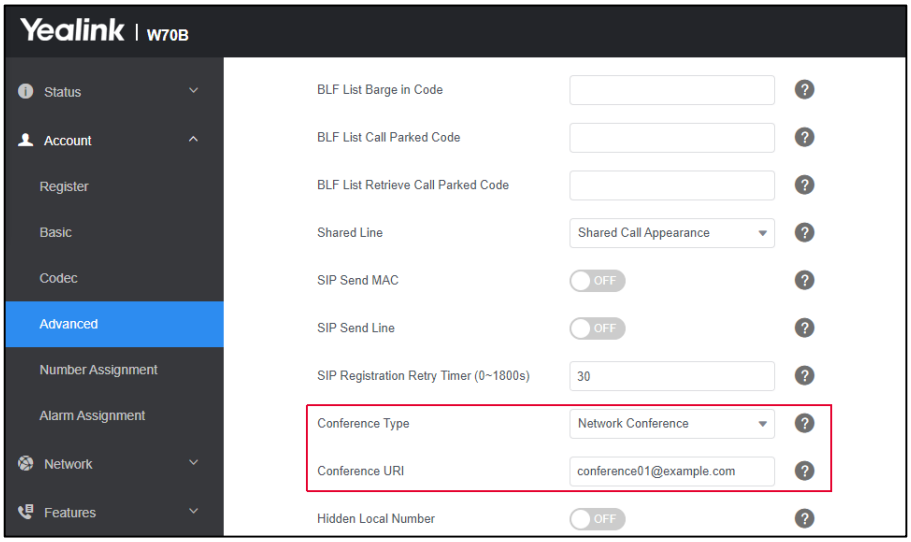
This feature allows you to perform the following:

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

Configuring Network Conference Feature on the 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 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 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 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

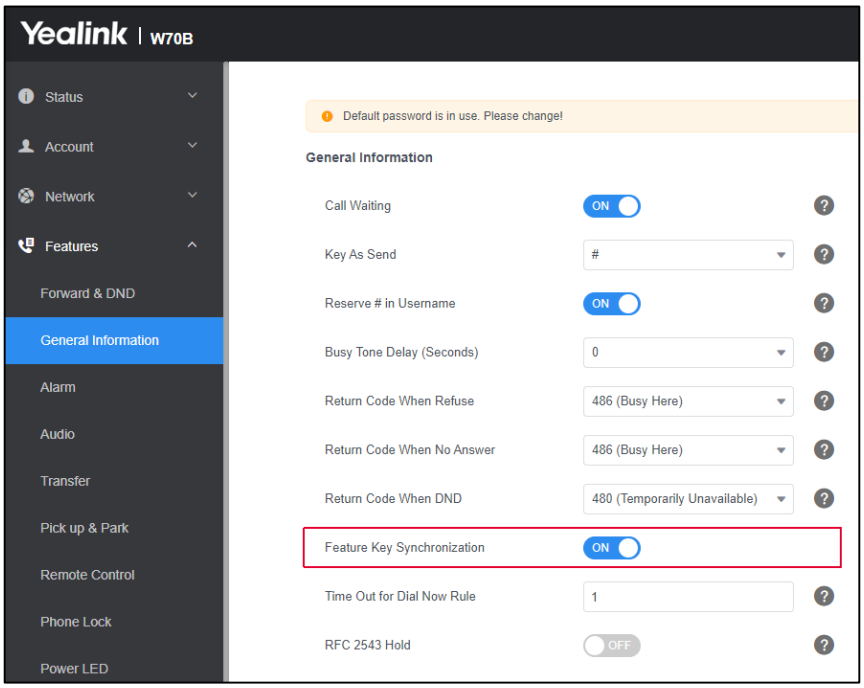
Feature key synchronization provides the capability to synchronize the status of the following features between the DECT phone and the BroadWorks server:

- Do Not Disturb (DND)
- Call Forwarding Always (CFA)
- Call Forwarding Busy (CFB)
- Call Forwarding No Answer (CFNA)

Configuring Feature Key Synchronization on the 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 Key Synchronization**.



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

Using Feature Key Synchronization on the DECT phone

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

When you change the DND/CFWD (call forward) status of the DECT phone, the 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 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 and Call Forward.

Shared Call Appearance

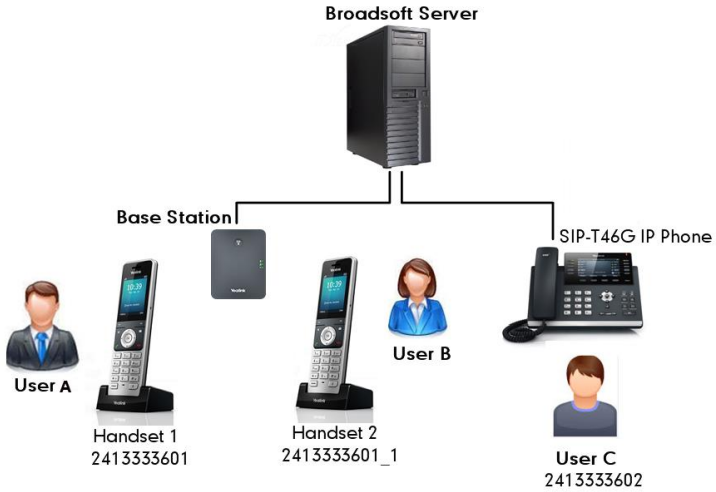
You can use Shared Call Appearance (SCA) feature to share an extension which can be registered on two or more DECT phones at the same time.

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.

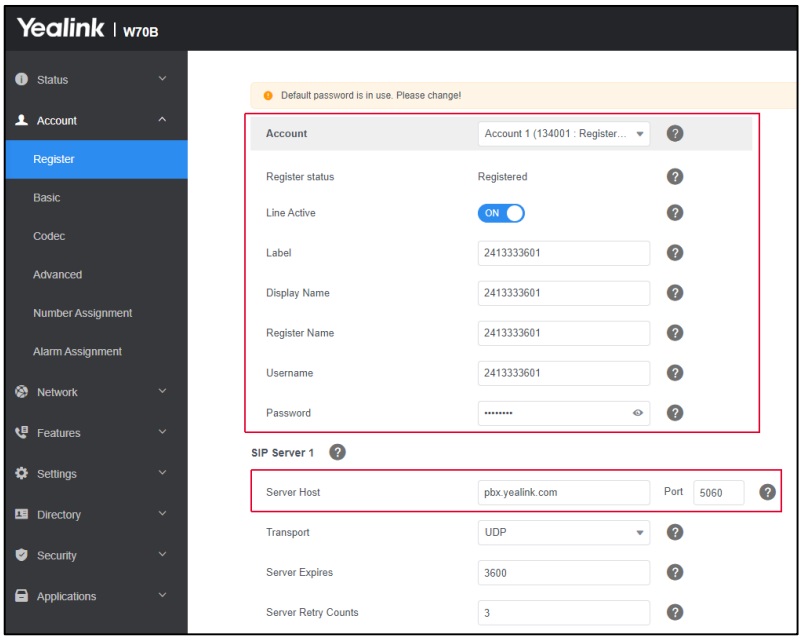
Configuring SCA Feature on the DECT phone

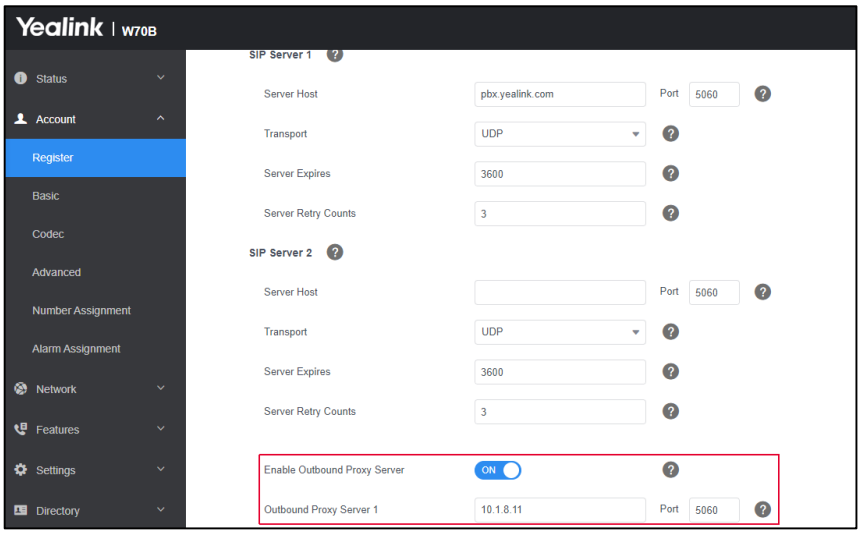
You can configure a primary account on the DECT phone and other alternate accounts on the other DECT phones. For example, User A, User B share the account 2413333601, phone A registers the primary account 2413333601, phone B registers the alternate account 2413333601_1, phone C's line registers the account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



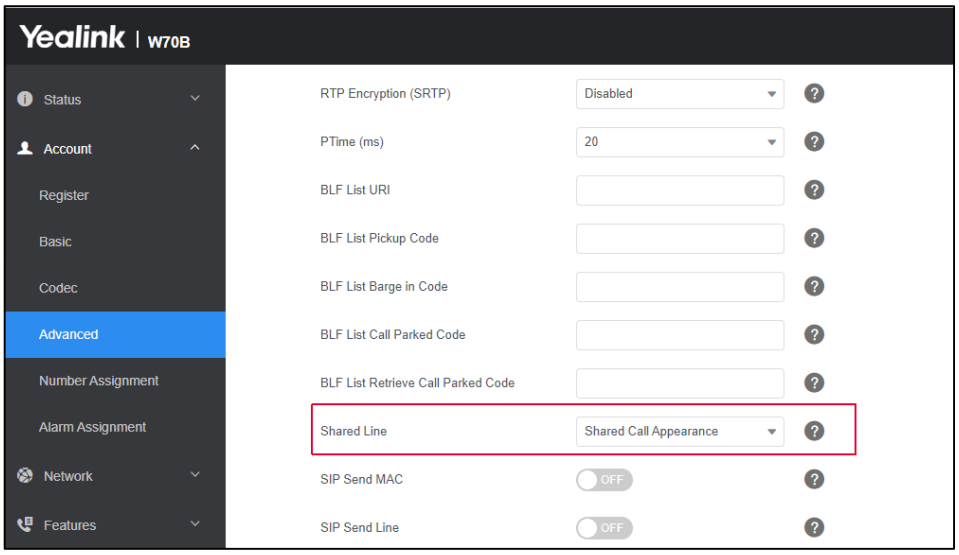
To configure the primary line settings on the first line via web user interface:

1. Register the primary account 2413333601.


Yealink | W70B
Status
Account
Register
Basic
Codec
Advanced
Number Assignment
Alarm Assignment
Network
Features
Settings
Directory
Security
Applications
Default password is in use. Please change!
Account
Account 1 (134001 : Register...
Register status
Registered
Line Active
ON
Label
2413333601
Display Name
2413333601
Register Name
2413333601
Username
2413333601
Password
SIP Server 1
Server Host
pbx.yealink.com
Port
5060
Transport
UDP
Server Expires
3600
Server Retry Counts
3


Yealink | W70B
Status
Account
Register
Basic
Codec
Advanced
Number Assignment
Alarm Assignment
Network
Features
Settings
Directory
SIP Server 1
Server Host
pbx.yealink.com
Port
5060
Transport
UDP
Server Expires
3600
Server Retry Counts
3
SIP Server 2
Server Host
Port
5060
Transport
UDP
Server Expires
3600
Server Retry Counts
3
Enable Outbound Proxy Server
ON
Outbound Proxy Server 1
10.1.8.11
Port
5060

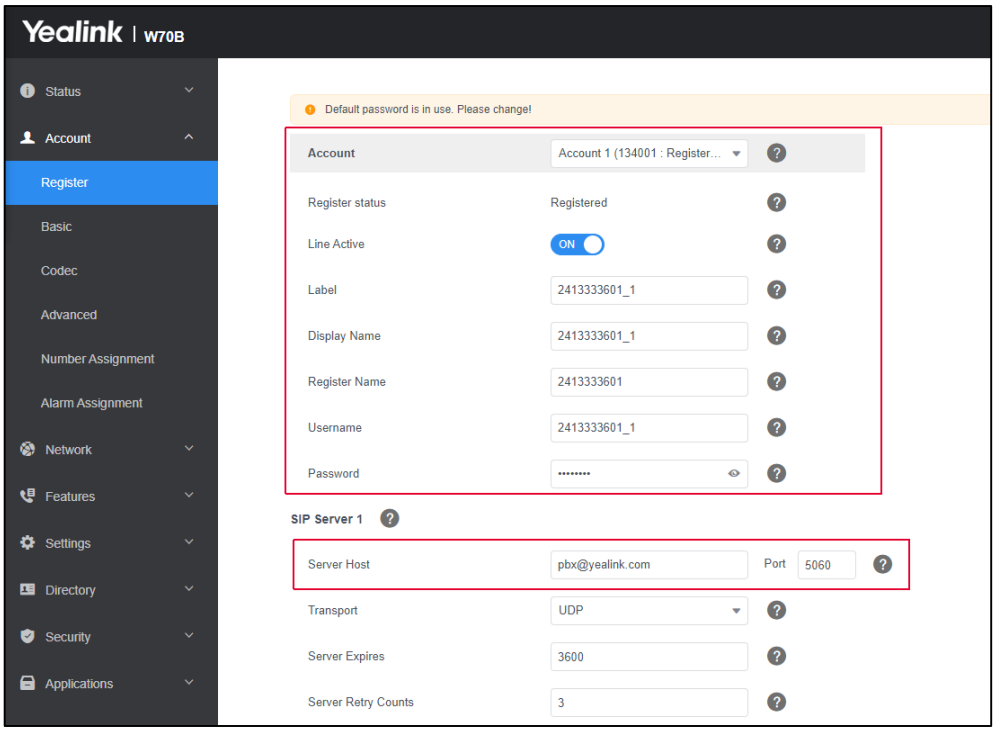
2. Click on **Advanced**, select **Share Call Appearance** from the pull-down list of **Shared Line**.

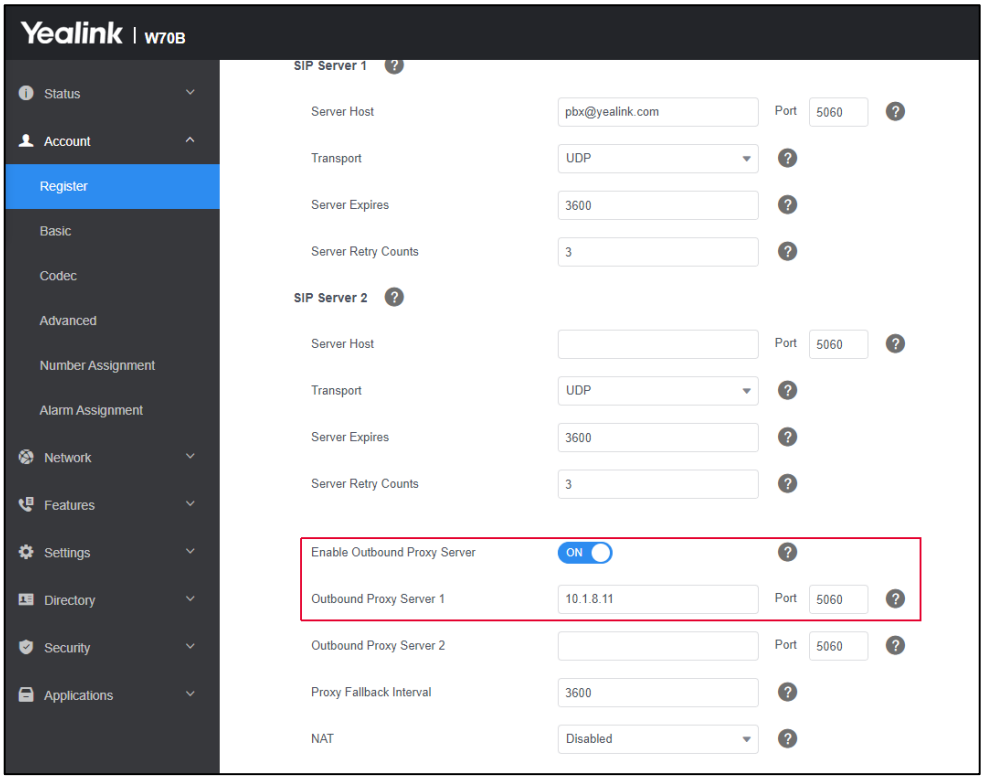


3. Click **Confirm** to accept the change.

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 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 (It is not applicable to W52H handset).

W53H/W56H/W59R/W73H	Screen	Description
	Idle Screen	Shared line is idle.

W53H/W56H/W59R/W73H	Screen	Description
	Idle Screen	Shared line is dialing, placed on private hold or in conversation.
(flashing)	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 (not applicable to CP930W-Base/CP935W-Base).

If **Multiple Call Arrangement** is enabled, User B can place a call using the shared line simultaneously (not applicable to CP930W-Base/CP935W-Base).

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 (not applicable to CP930W-Base/CP935W-Base).

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.

CP930W-Base/CP935W-Base phones cannot retrieve the held calls remotely on the shared line.

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. It is not applicable to CP935W-Base Phones.

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

It is not applicable to CP930W-Base/CP935W-Base phones.

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

It is not applicable to CP930W-Base/CP935W-Base phones.

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.

Pulling an SCA Call

It is not applicable to CP930W-Base/CP935W-Base phones.

Call pull feature allows users to retrieve an existing call from another shared location that is in active or public hold status. For example, when there is a call between user A and user C, you can use call pull feature on handset 2 to retrieve this call from handset 1. Then the call is established between handset 2 and handset 3.

To pull an SCA call from another shared location:

1. Enter the call pull feature access code (default: *11) on handset 2.
2. Press the **OK** key.

   The active call is retrieved from the handset 1 successfully.

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)**: 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 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 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:

This feature is not applicable to CP930W-Base/CP935W-Base phones.

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:

This feature is not applicable to CP930W-Base/CP935W-Base phones.

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.

Silent Alerting

With the Silent Alerting feature, you can make the phone automatically play the silent ring tone (Silent.wav) when receiving an incoming call.

The Silent Alerting feature is applicable to the following accounts:

- Primary
- Shared Call Appearance

This feature is not applicable to CP930W-Base/CP935W-Base phones.

Note Before using Silent Alerting feature, make sure that you have correctly configured XSI. For more information on XSI, refer to Xtended Services Interface.

Configuring Silent Alerting via Phone User Interface

To access the silent alerting via handset user interface:

1. Press **OK** key to enter the main menu.
2. Select **Call Features**->**Silent Alerting**.
3. (Optional.) Press ▲ or ▼ to highlight the desired line, and then press the **OK** soft key.
4. Select the desired value from the **Silent Alerting** field.
5. Press the **Save** soft key.

Using Silent Alerting Feature on the Phone

To receive incoming calls:

Once silent alerting is enabled, all incoming calls notifications display on your phone but the phone will not audibly ring. This ensures that you never miss a phone call and you will not be disturbed during the important conversation.