

Simply Bits

Yealink User Information Guide

Call Parking

Call parking is a feature which allows a user to place a call on hold in a “parking lot” which can then be retrieved from any other phone simply by dialing the parking lot number. This differs from the normal process of putting a call on hold where the call can only be picked back up on the phone from which it was placed on hold. Call parking is normally used when putting a call on hold when the call is for another person. Call parking allows one user to tell the other which parking lot to dial to get their call and this can be done from any other phone in the organization.

You can only park an active caller to whom you are speaking. You can park the call by dialing #72 or by pressing the Park Call button (note that the Park Call button is normally only available on the T26 and T28 models). If successful, you will be told the parking lot into which the call was parked. Lot numbers are always 4-digit numbers starting with 78, e.g. 7801, 7802, etc.



Call parking with the Yealink phones is made easier due to the number of programmable keys on the phones. Contrast this against other SIP devices which have few programmable keys where the user has to remember to dial ‘#72’ to park a call. With the default configuration of the phones, the first four DSS keys are programmed as ‘Park Call’, followed by three DSS buttons programmed to show the use of the first three parking lots (7801, 7802, & 7803). The picture at the right shows the default key programming.

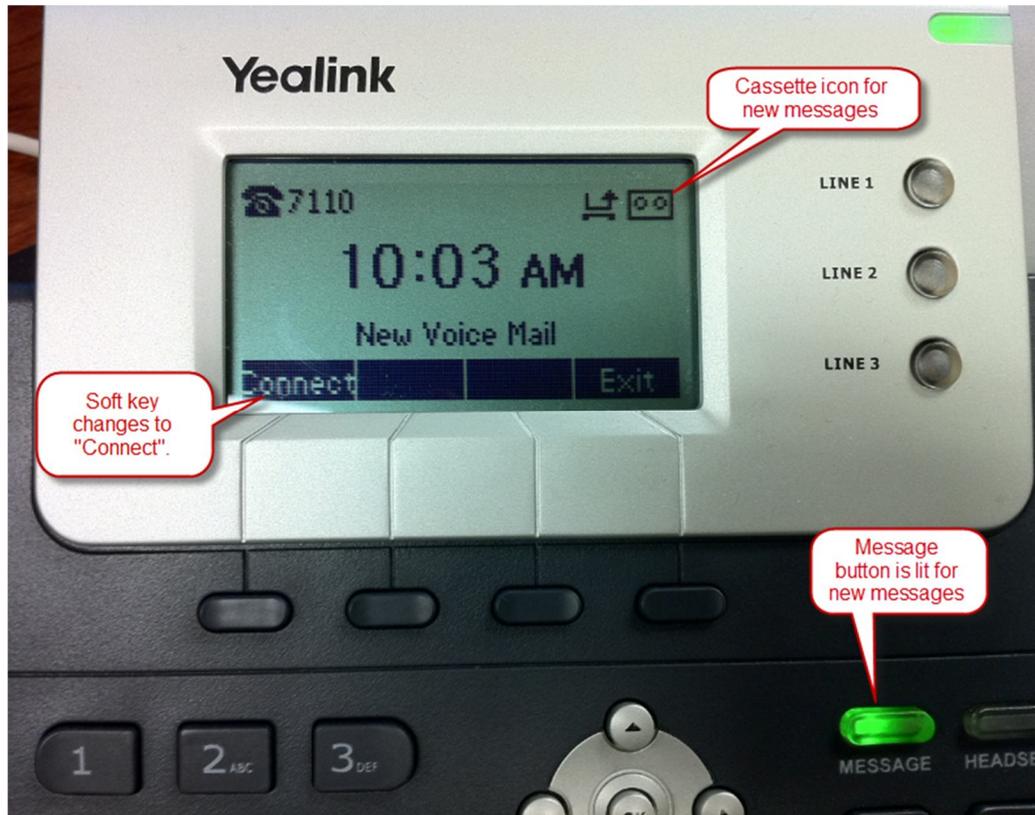
A phone can be programmed to show more parking lots beyond the first three. This would be done in a manner similar to programming BLF keys, but the **Extension** and **Pickup Number** would be set to a value of 780X, where X is the parking lot number. The following screen shot shows the detail of programming for the first three parking lot monitoring buttons. You’ll notice that the button **Type** must be set to BLF and the **Line** must be the Line/Registration of the appropriate SIP Server (use Line 1 if not sure).

Memory Key >> ?

Key	Type	Value	Line	Extension
DSS Key 1	DTMF	#72	Auto	
DSS Key 2	BLF	7801	Line 1	7801
DSS Key 3	BLF	7802	Line 1	7802
DSS Key 4	BLF	7803	Line 1	7803

Voicemail

When a user has a new voicemail message, the phone will indicate that using a number of items, as shown in the following picture:



A user can press either the dedicated **Message** button or the **Connect** soft key. If the phone has a single SIP registration, then the user is immediately connected to the voicemail system, whereupon the user is prompted for their password [note that it is possible to have Simply Bits program a mailbox to not require a password when accessed from the SIP device].

If the phone is registered to multiple SIP accounts, then the user may be prompted for the account to which they want to connect. This assumes, of course, that each account has a separate voicemail account, but that does not have to be the case. Simply Bits can program the system to use a single voicemail box against multiple SIP accounts. If this were the case, it wouldn't matter which "account" the user selects when retrieving messages and the message waiting light will clear in any case.

Missed Call Indicator

The phones have an optional Missed Call indicator. The picture at the right shows the icon and the associated soft key change just after a Missed Call. Pressing the **View** soft key will allow you to see the missed call list.



Most calls can be returned by simply pressing the **Send** soft key when browsing through the list of missed calls, depending on the formatting of the Caller ID number which was received. In cases where a 10-digit Caller ID number is received, e.g. 520-555-1234, yet to return the call a user would have to dial 1-520-555-1234 because the call is a long distance, the user cannot simply press the Send button to return the call. If this were allowed, users would be making long distance/toll calls without explicit knowledge. When a user dials a 1 in front of a number, they are knowingly making a toll call and allowing the return call to a 10-digit number could confuse users. For local, 10-digit numbers, the user can press the Send to return the call.

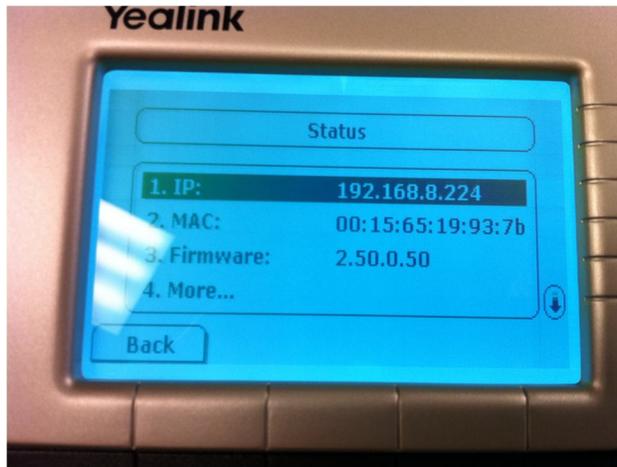


Note: Missed call logging can be disabled on a device basis by Simply Bits.

Phone Customization/Web Interface

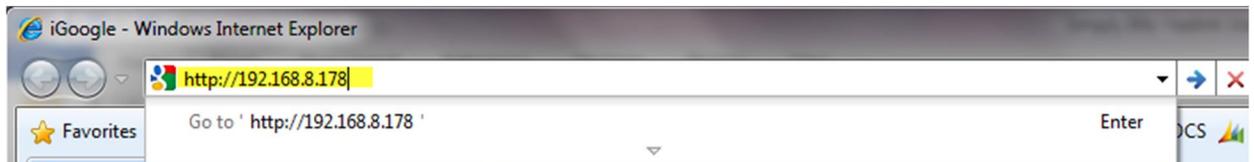
In order to make phone feature programming and customizing easier, the phone has a built-in web server with which to make changes. This allows a user to work with a simple web browser in order to customize their phone – no special software is required. To get into the phone's web interface, follow these simple steps:

- 1) Most LAN networks use dynamic addressing and the IP address of your phone may change from time to time. For this reason, you need to get the address currently assigned to your phone. Get the current IP address of the phone by pressing **MENU** then **STATUS** to get the following display:

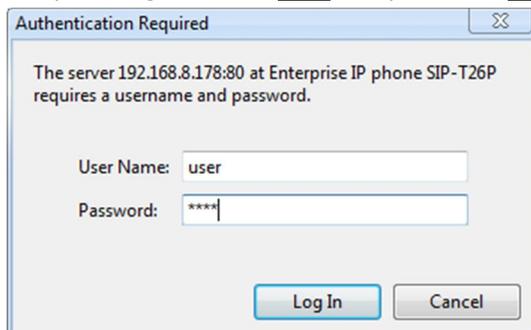


- 2) Launch your web browser and go to the following address:
http://<ip address>

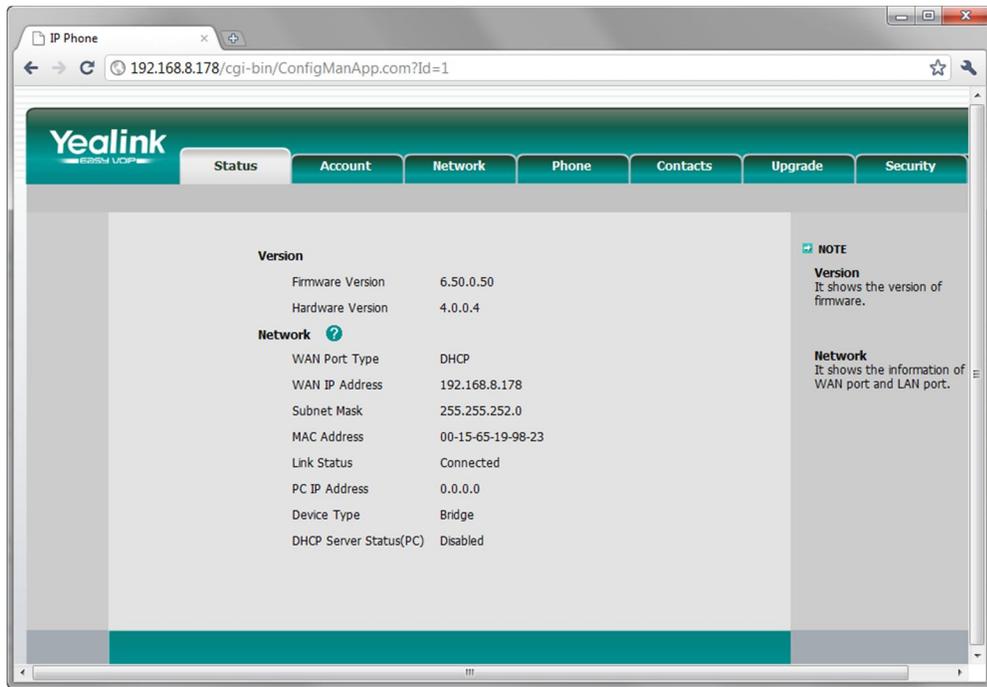
For example, the above screen shot shows the phone currently has an IP address of 192.168.8.224, so one would enter the following in a web browser: <http://192.168.8.224>



- 3) When prompted, login with ID **user** and password **user**:



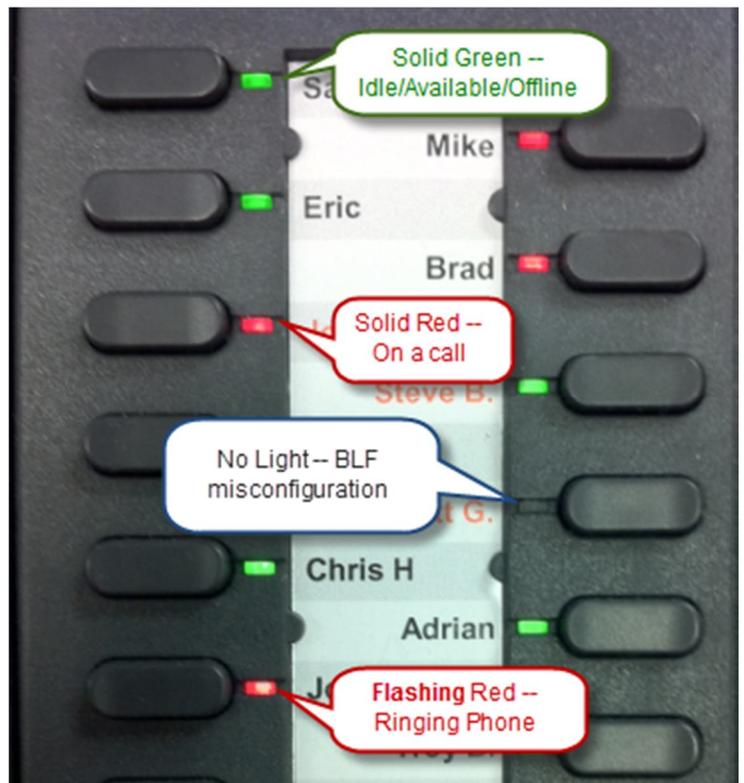
4) You should arrive at the main web interface:



Programming BLF Keys

The term BLF stands for Busy Lamp Feature. It is a feature which allows a user to monitor the status of another phone(s) in the organization. The phone monitored can be a single phone, a group of phones, or even phones not physically located at the same location. The status is echoed using a dedicated LED on the phone device. The BLF feature will echo whether a phone is in use, ringing, or idle.

The BLF feature will not indicate when a phone is on DND because most SIP handset/devices do not broadcast their DND status anywhere – they merely reject calls when in DND mode. The BLF feature will also not show if a phone is offline due to a lack of power or a communications problem.



Different types of SIP devices have different methods of programming. The Yealink devices have a fairly good web interface which we feel is the easiest way to program BLF keys, speed dials, and other features.

To program a key, get into the web interface of the phone (see the Web Interface instructions above) and then follow these steps:

- 1) Go to the Phone tab of the web interface. From there, you will either select the **DSS Key** or **EXT Key** screen, depending on whether you want to program the DSS buttons on a T26 or T28 phone or buttons on an attached Expansion module (EXP38 or EXP39).

DSS Buttons



EXT Keys



In this example, we will program some of the Expansion module buttons for an EXP38 expansion module. Start by changing the **Type** of a button to **BLF**:

Key	Type	Value	Label	Line	Extension	Key
Key1	N/A		List 1	Auto		
	N/A			Auto		Key2
Key3	BLF			Auto		Key4
	BLF List			Auto		
	Voice Mail			Auto		
Key5	Pick Up			Auto		
	Group Pickup			Auto		
	Call Park			Auto		
	Intercom			Auto		Key6
	DTMF			Auto		
Key7	Prefix			Auto		
	Local Group			Auto		
	XML Group			Auto		Key8
	XML Browser			Auto		
Key9	LDAP			Auto		
	Broadsoft Group			Auto		
	Conference			Auto		Key10
	Forward			Auto		
Key11	Transfer			Auto		
	N/A			Auto		Key12
Key13	N/A			Auto		
	N/A			Auto		Key14
Key15	N/A			Auto		
	N/A			Auto		Key16
Key17	N/A			Auto		

NOTE
Key Type
 The free function key 'Types' Speed Dial, BLF, Key Event, Intercom, URL.
BLF
 The button can be configured Busy Line Field function with specified account. This feature must be supported by the sip server.
Key Event
 Key events are predefined shortcuts to phone and call functions.
Intercom
 Enable the 'Intercom' mode and it is useful in an office environment as a quick access to connect to the operator or the secretary.
URL
 This key function allows you to send HTTP requests to a web server.

- 2) Once you have chosen BLF as the Type of the button, you can then choose Value, Line, and Extension.

For **Value**, you will need to enter the 4-digit extension of the phone you wish to monitor. The entered Extension number must be setup to allow monitoring on the SIP servers to which the phone is attached. With Simply Bits Hosted VoIP service, we normally setup all the provisioned extensions, but additional groups or extensions with multiple registrations may need adjustment.

Value

For **Line**, you should normally pick 1, but if the phone has multiple SIP registrations to multiple SIP services, you would need to choose the Line number representing the appropriate SIP registration. If in doubt, choose Line 1.

Line

Line 1 ▼

For **Extension**, you can either leave the field blank/empty or you can enter “*8” followed by the monitored phone’s extension number. In this latter case, you program the button to pick up a ringing call from the monitored phone. This is useful for receptionist, operator, or assistant positions where they can see a ringing phone and pick up the call by simply pressing the button next to the flashing BLF LED.

Extension

Here is a completed screen programming an EXP38 module for a number of BLF keys:

The screenshot shows the Yealink configuration interface for an EXP38 module. The 'Phone' tab is active, and the 'EXT Key' sub-tab is selected. The 'Expansion Key' is set to 'Expansion 1'. A table lists 17 keys, all of type BLF, with various values and extensions. A 'NOTE' section on the right provides details about Key Type, BLF, Key Event, Intercom, and URL functions.

Key	Type	Value	Label	Line	Extension	Key
Key1	BLF	7100		Line 1	*87100	
	BLF	7102		Line 1	*87102	Key2
Key3	BLF	7103		Line 1	*87103	
	BLF	7106		Line 1	*87106	Key4
Key5	BLF	7152		Line 1	*87152	
	BLF	7123		Line 1	*87123	Key6
Key7	BLF	7156		Line 1	*87156	
	BLF	7132		Line 1	*87132	Key8
Key9	BLF	7125		Line 1	*87125	
	BLF	7140		Line 1	*87140	Key10
Key11	BLF	7124		Line 1	*87124	
	BLF	7131		Line 1	*87131	Key12
Key13	BLF	7112		Line 1	*87112	
	BLF	7142		Line 1	*87142	Key14
Key15	BLF	7121		Line 1	*87121	
	BLF	7307		Line 1	*87307	Key16
Key17	BLF	7329		Line 1	*87329	

NOTE

Key Type
The free function key 'Types' Speed Dial, BLF, Key Event, Intercom, URL.

BLF
The button can be configured Busy Line Field function with specified account. This feature must be supported by the sip server.

Key Event
Key events are predefined shortcuts to phone and call functions.

Intercom
Enable the 'Intercom' mode and it is useful in an office environment as a quick access to connect to the operator or the secretary.

URL
This key function allows you to send HTTP requests to a web server.

DSS Key Programming

When programming DSS keys, the screen will differ slightly and you will see some preprogrammed keys:

The screenshot shows the 'DSS Key' configuration page in the Yealink management interface. The page has a navigation bar with tabs for Status, Account, Network, Phone, Contacts, Upgrade, and Security. Below the navigation bar, there are sub-tabs for Preference, Features, DSS Key, and EXT Key. The main content area is titled 'Memory Key >>' and contains a table with 10 rows, each representing a DSS key. The table has columns for Key, Type, Value, Line, and Extension. The first four keys are pre-programmed as BLF buttons with values 7801, 7802, and 7803. The remaining six keys are set to N/A. To the right of the table is a 'NOTE' section with details about Key Type, BLF, Key Event, Intercom, and URL functions. At the bottom of the page are 'Confirm' and 'Cancel' buttons.

Key	Type	Value	Line	Extension
DSS Key 1	DTMF	#72	Line 1	
DSS Key 2	BLF	7801	Line 1	7801
DSS Key 3	BLF	7802	Line 1	7802
DSS Key 4	BLF	7803	Line 1	7803
DSS Key 5	N/A		Auto	
DSS Key 6	N/A		Auto	
DSS Key 7	N/A		Auto	
DSS Key 8	N/A		Auto	
DSS Key 9	N/A		Auto	
DSS Key 10	N/A		Auto	

NOTE

Key Type
The free function key 'Types' Speed Dial, BLF, Key Event, Intercom, URL.

BLF
The button can be configured Busy Line Field function with specified account. This feature must be supported by the sip server.

Key Event
Key events are predefined shortcuts to phone and call functions.

Intercom
Enable the 'Intercom' mode and it is useful in an office environment as a quick access to connect to the operator or the secretary.

URL
This key function allows you to send HTTP requests to a web server.

Normally, we program the first four DSS keys as follows:

- Key 1: Park Call button. This key will park the current call on one of the parking slots (7801, 7802, 7803, etc.). The button is only effective when on a call.
- Key 2, 3, 4: Parking Lots 7801, 7802, 7803 Monitoring: These buttons indicate if a call is parked in one of the first three parking lots and they allow a user to pick up/retrieve a call from a parking lot by pressing a single button.

While we normally program three parking slots only, a customer may choose to have more or less parking lots for their uses. Additionally, not all parking slots need to be represented on dedicated buttons. Users can always park a call by dialing #PA (#72) from while on a call and they can retrieve a parked call by dialing the parking slot number (780x).

On the T26 and T28 module Yealink phones, there are 10 DSS keys and, thus, six (6) keys are normally unused and can be programmed as BLF buttons, speed dials, or other functions.

To program a DSS key as a BLF button, follow the instructions as shown previously in Programming BLF Keys.

Key Programming Gotchas

- Any programming of the keys is stored in the device itself. The programming is **not** uploaded to Simply Bits provisioning servers. This means that if a device must be swapped out or if a device is reset to factory defaults, any custom key programming will be lost. This also means that we are not able to automatically copy button programming among multiple devices.
- The following key function types are not supported with the Simply Bits Hosted VoIP Service:
 - BLF List
 - Pick Up – Use a Speed Dial key with a value/phone number of *87XXX where 7XXX is the extension of the phone/user to pick up.
 - Group Pickup – Use a Speed Dial key with a value/phone number of *8. This will pick up any ringing phone in your defined group. By default all phones in an organization are in a single group. Contact Simply Bits to define multiple groups for your organization.
 - Call Park – Use a Speed Dial key with a value/phone number of #72.
 - Intercom – Use a Speed Dial key with a value/phone number of *77XXX where the 7XXX is the extension of the phone/user to which to Intercom.
 - Local Group
 - XML Group
 - XML Browser
 - LDAP
 - Broadsoft Group
 - Call Return
 - SMS
 - Record – Use a Speed Dial key with a value/phone number of #73. Note that call recording must be enabled by Simply Bits on a per-extension basis.
 - URL Record
 - Paging – Use a value of *30 when programming a paging key.
 - Public Hold
 - Private Hold
 - Shared Line
 - Hot Desk
 - ACD
 - Zero-sp-touch

Printing Key Labels

The Yealink phones use paper strips to label the DSS keys and the EXP38 buttons. Each phone comes with a few blank labels which users can use with pencil or pen to label their buttons, but to get professional looking labels, we have available special label paper and software.

With the specialty labels, you can print clear, color-coded names/functions. For example:



The labels for T26/T28 DSS keys is available in a pack suitable for 50 phones for \$44 and labels for the EXP38 module is available in a pack suitable for 10 EXP38 modules for \$32. The software to print the labels is free from DESI at <http://www.desi.com/info-exec/display/downloads>.

The labels can be sold individually for \$1 for a T28/T26 (DSS keys) or \$3 for an EXP38.

Intercom Feature Control

The phones have some Intercom customization features which control how other users can Intercom your extension/phone. To adjust these features, you go into the Web Interface on the phone, click on the Phone tab, and choose the Features page:



In the list of features you will see the following group:

Allow Intercom	Enabled
Intercom Mute	Enabled
Intercom Tone	Enabled
Intercom Barge	Disabled

These features work as follows:

Allow Intercom – By setting this to disabled, your phone will not accept an intercom call.

Intercom Mute – If set to enabled, the microphone(s) on the phone will be initially muted on all intercom calls so that the caller cannot accidentally overhear the callee. The callee must press the Mute button on the phone to unmute the device if they wish to answer back to the caller.

Intercom Tone – If set to enabled, a tone will be played to indicate an incoming intercom call. If disabled, no warning tone will play and the intercom call will immediately connect.
WARNING: if both the Intercom Mute and Intercom Tone are disabled, it is possible for a caller to be silently connected to the phone and, thus, overhear the caller with only a visual indication of the call.

Intercom Barge – If set to enabled, an Intercom call to a phone which is currently on a call will cause the phone to automatically place the call on-hold and to answer the Intercom call. If disabled, the callee will see the Intercom call attempt and can manually choose to answer the Intercom call by pressing the Answer soft-key.