Skytel Systems
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 "TRAN, 500#" 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 3-digit numbers starting with 500, e.g. 501,502, 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 "500#" to park a call. With the default configuration of the phones, the last four DSS keys are programmed as 'Park Call', followed by three DSS buttons programmed to show the use of the first three parking lots (501,502, & 503). The picture at the right shows the default key programming.

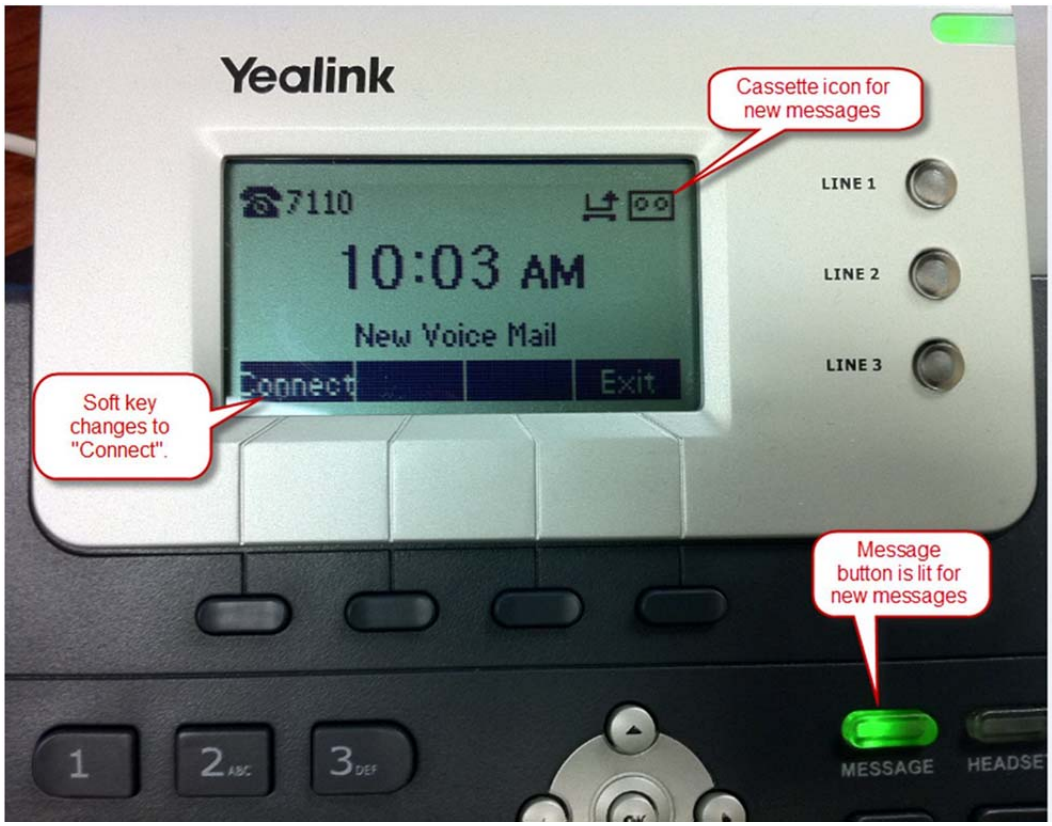
A phone can be programmed to show more parking lots beyond the first three. This would be done in a manner similar to programming BLF keys, but the **Extension** and **Pickup Number** would be set to a value of X, where X is the parking lot number. The following screen shot shows the detail of programming 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 Keys >>

Key	Type	Value	Line	Extension
DSS Key 1	Speed Dial	500#	Auto	
DSS Key 2	BLF	501	Line 1	501
DSS Key 3	BLF	502	Line 1	502
DSS Key 4	BLF	503	Line 1	503

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 Skytel Systems 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. Skytel Systems 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.

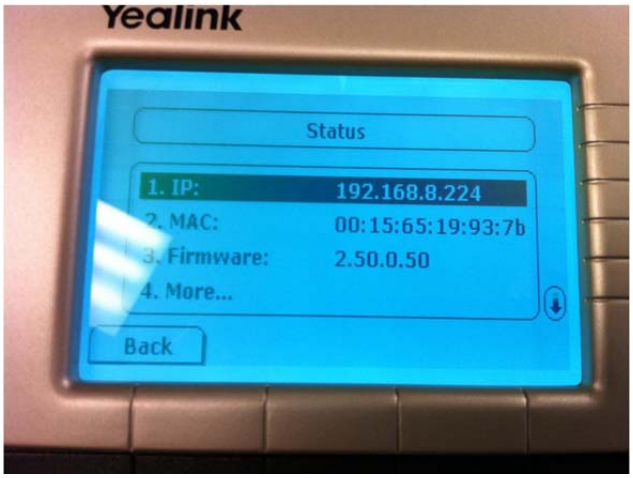
For local, 10-digit numbers, the user can press the Send soft key to return the call.

Note: Missed call logging can be disabled on a device basis by Skytel Systems.

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:

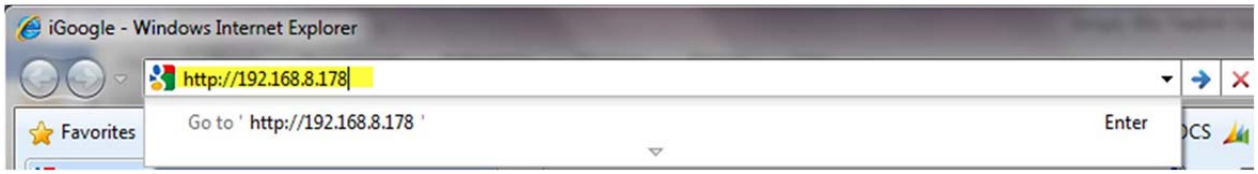
1) Most LAN networks use dynamic addressing and the IP address of your phone may change from time to time. For this reason, you need to get the address currently assigned to your phone. Get the current IP address of the phone by pressing **MENU** then **STATUS** to get the following display:



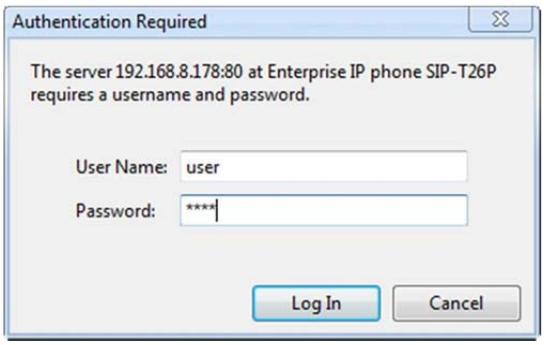
2) Launch your web browser and go to the following address:

   http://<ip address>

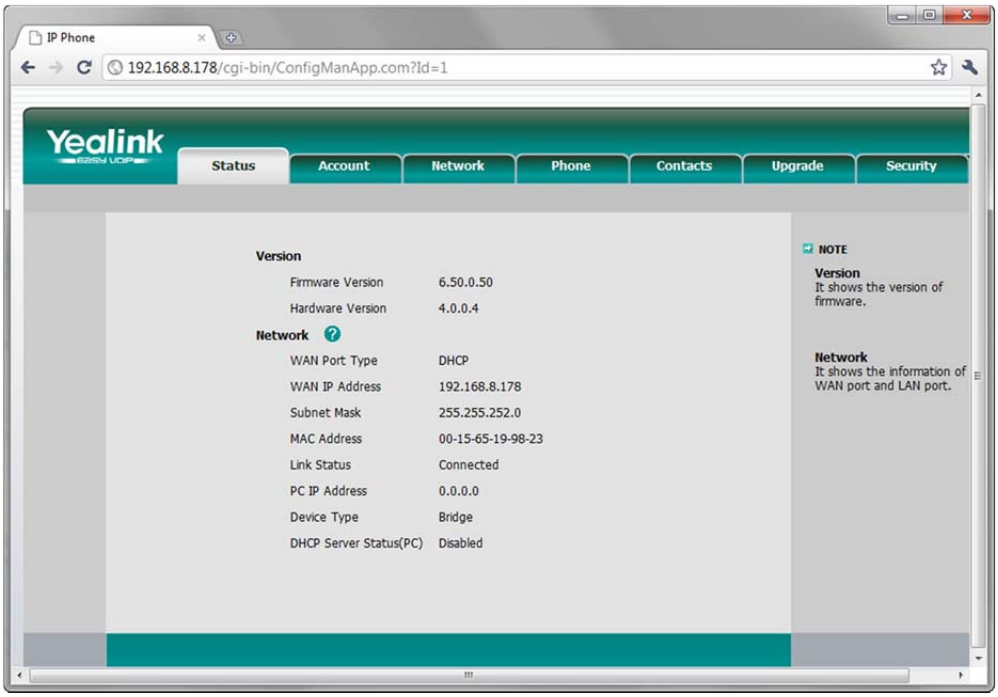
   For example, the above screen shot shows the phone currently has an IP address of 192.168.8.224, so one would enter the following in a web browser: **http://192.168.8.224**



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



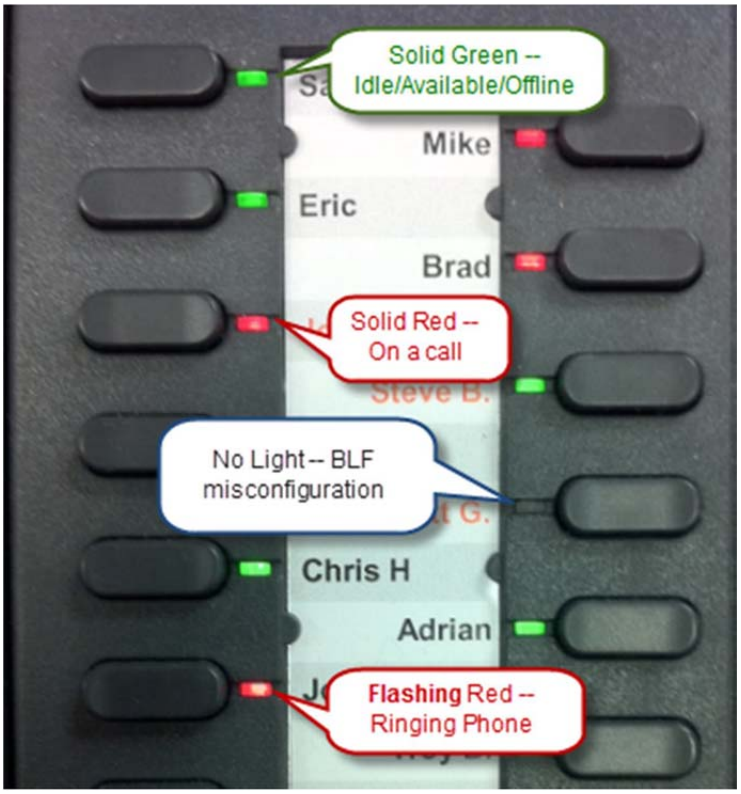
4) You should arrive at the main web interface:



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.

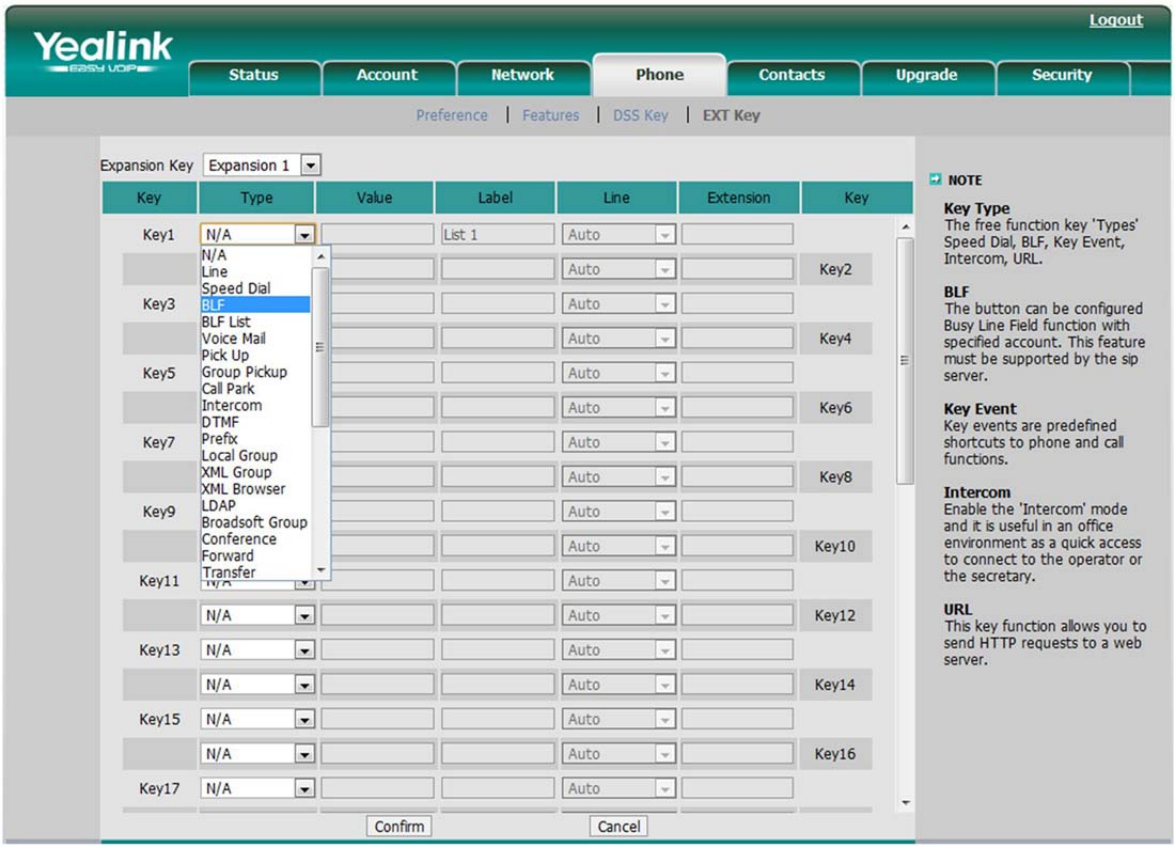
To program a key, get into the web interface of the phone (see the Web Interface instructions above) and then follow these steps:

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).

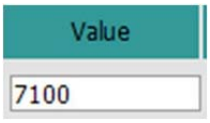
DSS Buttons

EXT Keys

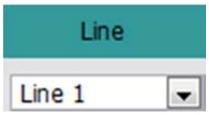
In this example, we will program some of the Expansion module buttons for an EXP38 expansion module. Start by changing the **Type** of a button to **BLF**:



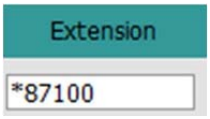
2) Once you have chosen BLF as the Type of the button, you can then choose Value, Line, and Extension.



For **Value**, you will need to enter the 3 or 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 S Hosted VoIP service, we normally setup all the provisioned extensions, but additional groups or extensions with multiple registrations may need adjustment.

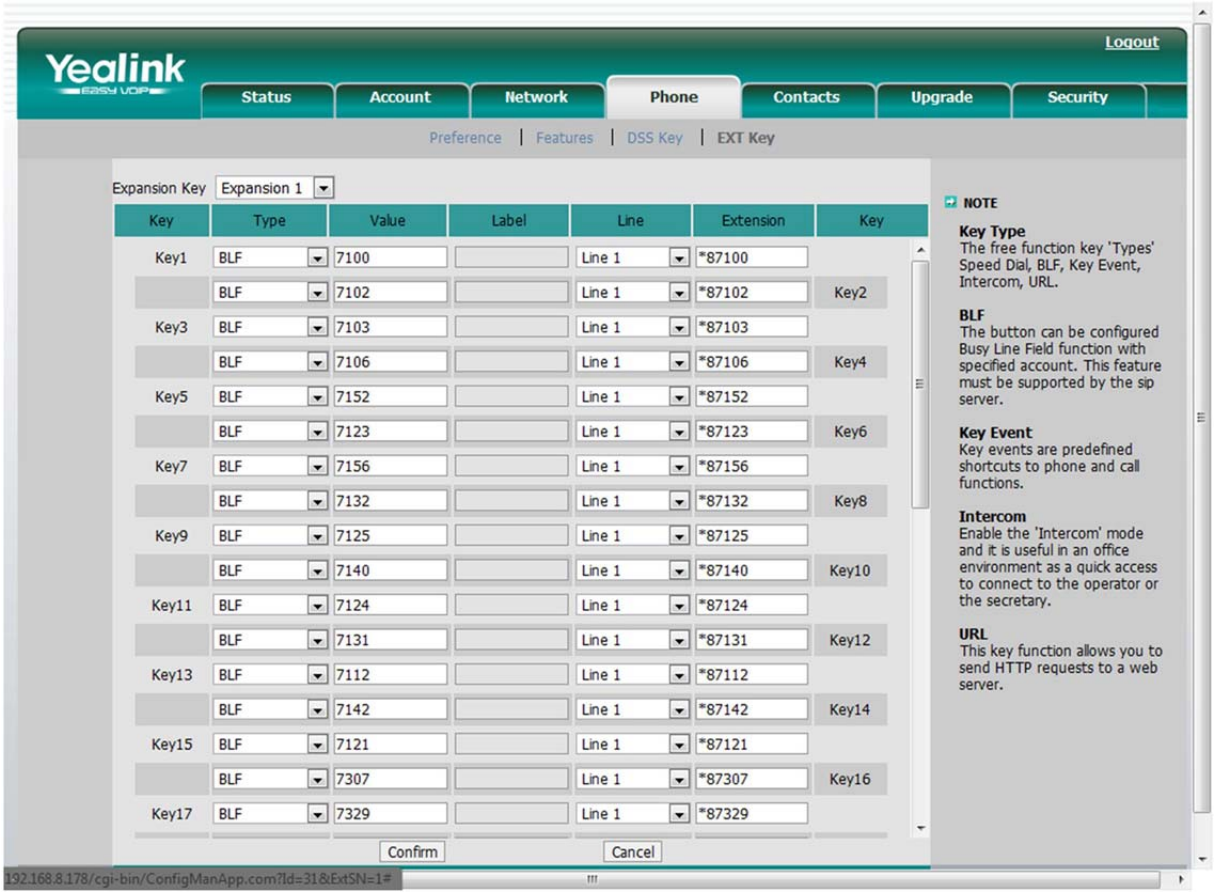


For **Line**, you should normally pick 1, but if the phone has multiple SIP registrations to multiple SIP services, you would need to choose the Line number representing the appropriate SIP registration. If in doubt, choose Line 1.

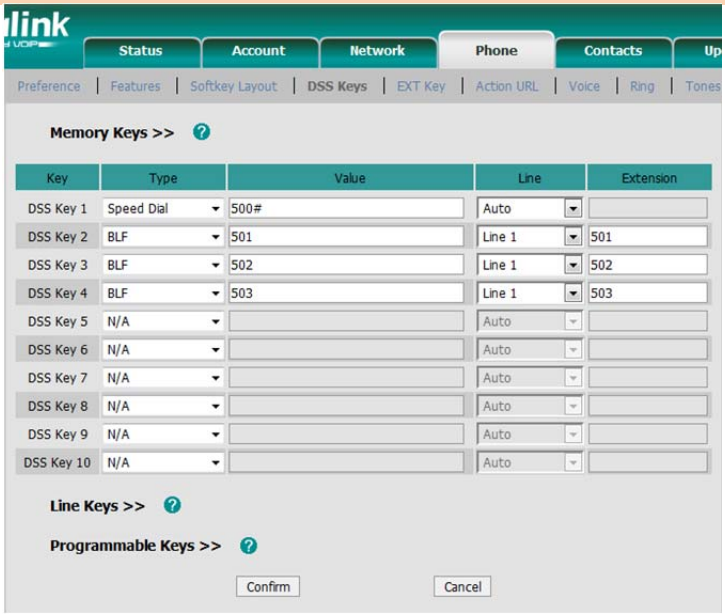


For **Extension**, you can either leave the field blank/empty or you can enter "*8" followed by the monitored phone's extension number. In this latter case, you program the button to pick up a ringing call from the monitored phone. This is useful for receptionist, operator, or assistant positions where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

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



DSS Key Programming



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

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 (501, 502, 503, etc.). The button is only effective when on a call.
- Key 2, 3, 4: Parking Lots 501, 502, 503 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 (500#) from while on a call and they can retrieve a parked call by dialing the parking slot number (50x).

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 Skytel Systems 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 Skytel Systems Hosted VoIP Service:
    - BLF List
    - Pick Up – Use a Speed Dial key with a value/phone number of *82XX where 2XX 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 #500
    - 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 *1. Note that call recording must be enabled by Skytel Systems on a per-extension basis.
    - URL Record
    - Paging
    - Public Hold
    - Private Hold
    - Shared Line
    - Hot Desk
    - ACD
    - Zero-sp-touch

Voice Message

The Message Waiting Indicator on the idle screen indicates that you have new voice messages waiting. The Message key LED lights up.

To listen to voice mail messages:

1. Press MESSAGE or the **Connect** soft key.
2. Follow the voice prompts to listen to your voice messages.

Customizing Your Phone

Call History

1. Press the **History** soft key when the phone is idle, press ^ or v to scroll through the list.
2. Select an entry from the list, you can do the following:
   - Press the **Send** soft key to place a call.
   - Press the **Delete** soft key to delete the entry from the list.

If you press the **Option** soft key, you can also do the following:

- Select **Detail** to view detailed information about the entry.
- Select **Add to Contacts** to add the entry to the local directory.
- Select **Add to Blacklist** to add the entry to the blacklist.
- Select **Delete All** to delete all the entries from the list.

Contact Directory

To add a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **Local Directory->Contacts.**
2. Press the **Add** soft key to add a contact.
3. Enter a unique contact name in the **Name** field, and enter the phone number in the proper field.
4. Press the **Save** soft key to accept the change.

To edit a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **Local Directory->Contacts.**
2. Press ^ or v to select the desired contact, press the **Option** soft key and then select **Detail** from the prompt list.
3. Update the contact information.
4. Press the **Save** soft key to accept the change.

To delete a contact:

1. Press the **Dir** soft key when the phone is idle, and then select **Local Directory->Contacts.**
2. Press ^ or v to select the desired contact, press the **Option** soft key and then select **Delete** from the prompt list.
3. Press the **OK** soft key when "Delete Selected Item?" prompts on the LCD screen.

Note: You can add contacts from the call history easily. For more information, refer to **Call History** above.

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:

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 accidently 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.