FLYINGVOICE

Cisco BroadWorks Flexible Seating

Configuration Guide
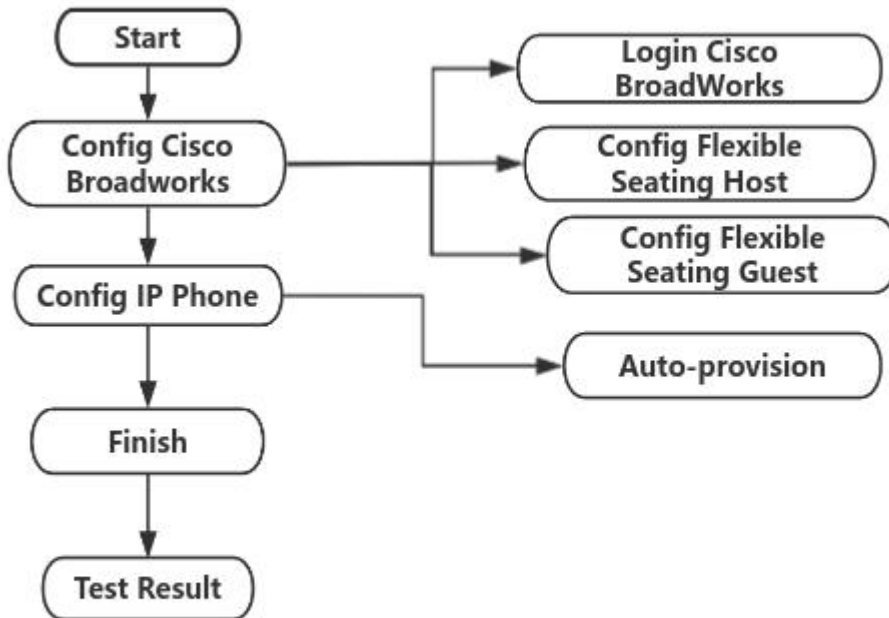
Catalogue

Ⅰ Introduction

1. Feature Introduction

The Flexible Seating of Cisco Broadworks is similar to the Hoteling , which provides users with a one-time Guest account, but the difference is that Flexible Seating can be auto-provisioned, which means that it has a wider scope of application than Hoteling, and it also supports contacts synchronization, when you log in to the account on another phone, the contacts will also be synchronized on the other device.

Ⅱ Configuration Process

Ⅲ   Configuration Operations

1. Config Cisco BroadWorks

①Log in to Cisco BroadWorks

Operation steps:

Enter the Cisco BroadWorks address in the browser －－ 》 Enter the User ID and Password －－》 Click Login--》 Login successful--》 Enter the user interface corresponding to the line you need to use.

②Configure Flexible Seating Host

The user must create a Profile for the host and perform related configurations so that the configuration of the host can be automatically obtained by the phone, thereby realizing the next step of auto-provision.

（1）Add Host Profile

Operation steps:

Resource--》Identity/Device Profiles--》Add--》Fill in the parameters (see the table below for parameter analysis)--》 OK.

Identity/Device Profiles

Add or modify group level identity/device profiles. Displays all the identity/device profiles defined at group level.

③

| OK | Add | Cancel |

Enter search criteria below

Identity/Device Profile Name ▾   Starts With ▾   [   ]   [+]   [Search]

| OK | Add | Cancel |

Identity/Device Profile Add

Add a new group identity/device profile.

| OK | Cancel |

①

Group: Flying_voice>%Flying_voice_group1

* Identity/Device Profile Name: Vertin_test
Identity/Device Profile Type: Flyingvoice_FIP11C ▾
Protocol: SIP 2.0 ▾
Host Name/IP Address: 192.168.11.240   Port: 5060
Transport: Unspecified ▾
MAC Address: 0021F2438419
Serial Number: [   ]
Description: [   ]
Outbound Proxy Server: [   ]
STUN Server: [   ]
Physical Location: [   ]

②

Authentication
○ Use Identity/Device Profile Type Credentials
◉ Use Custom Credentials
* Device Access User Name: vertin_host
* Device Access Password: ••••••
* Re-type Device Access Password: ••••••

③

| OK | Cancel |

Parameter	Description
Identity/Device Profile Name	Customized profile name.
Identity/Device Profile Type	Select Flyingvoice_FIP11C.
MAC Address	Fill in the MAC address of the phone . The platform needs to generate a configuration file based on the mac.
Host Name/IP Address	Input the phone's IP address and port (FLYINGVOICE default SIP port is 5060)
Authentication	Authentication method, select **Use Custom Credentials**
Device Access User Name	**Authentication username, can be customized. This item is important information, please record it.**
Device Access Password	**Authentication password, which can be customized but must comply with Cisco Broadworks rules. This is important information, please record it.**

（2）Edit Host Proile

Add the parameters required to use Flexible Seating to the host profile.

Operation Steps:

Enter the Profile just added--》Files--》Click Download to download the profile template--》Open the profile template and add the parameter account.1.hoteling.enable = 1 --》Save the file--》Return to the previous page Level interface, click Edit--》Select Custom--》Click Select File, select the file you just saved, and upload it to Cisco Broadworks--》Click Rebuild the files to rebuild the configuration file--》Click Apply.

Identity/Device Profiles

Add or modify group level identity/device profiles. Displays all the identity/device profiles defined at group level.

OK	Add	Cancel

Enter search criteria below

Identity/Device Profile Name ∨		Starts With ∨			+	Search

Identity/Device Profile Name ▲	Identity/Device Profile Type	Available Ports	Host Name/IP Address	MAC Address	Status	Version	Edit
t43u	Yealink-T43U	16		001565511893	Online		Edit
Vertin_guest	Flyingvoice_FIP11C	Unlimited			Online	FLYINGVOIC...	Edit
① Vertin_test	Flyingvoice_FIP11C	Unlimited	192.168.11.240	0021F2438419	Online	FLYINGVOIC...	Edit
yeal	Flyingvoice_FIP11C	Unlimited		0021F23FC0E1	Online	FLYINGVOIC...	Edit

First   Previous   [Page 2 of 2]

OK	Add	Cancel

Identity/Device Profile Modify

View or modify files used by the Identity/Device Profile.

OK

Profile	Users	② Files	Custom Tags	Tag Set	Available Custom Tags	Native Tags With Logic

Identity/Device Profile Name: Vertin_test
Identity/Device Profile Type: Flyingvoice_FIP11C

Rebuild the files
(After rebuilding the files, be sure to reset the phones for your changes to take effect)

Rebuild the files (force)
(Forces the upload of the files to the repository - After rebuilding the files, be sure to reset the phones for your changes to take effect)

⑤

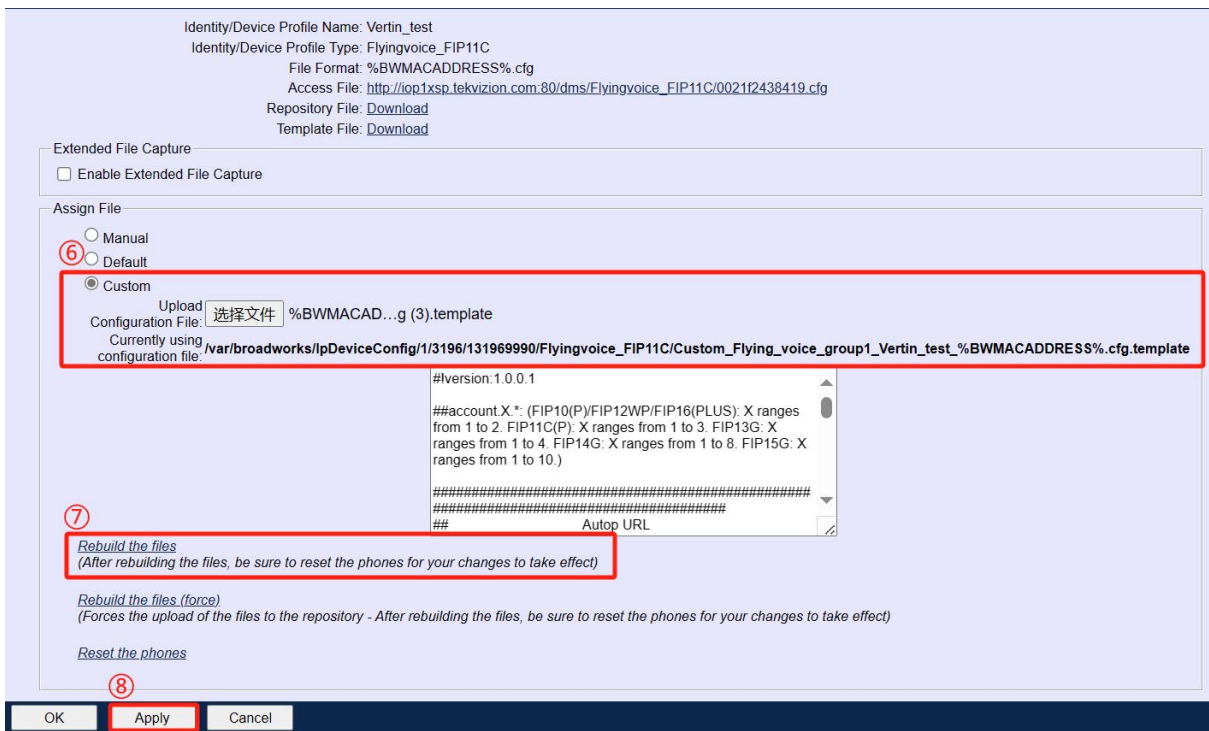*Reset the phones*

File Format ▲	Is Authenticated	Access File	Repository File	Template File	Edit
%BWMACADDRESS%.cfg	✔	http://iop1xsp.tekvizion.com:80/dms/Flyingvoice_FIP11C/0021f2438419.cfg	③ Download	Download	Edit
%BWMACADDRESS%-calllog.xml	✔	http://iop1xsp.tekvizion.com:80/dms/Flyingvoice_FIP11C/0021f2438419-calllog.xml	Download	Download	Edit
%BWMACADDRESS%-contact.xml	✔	http://iop1xsp.tekvizion.com:80/dms/Flyingvoice_FIP11C/0021f2438419-contact.xml	Download	Download	Edit
%BWMACADDRESS%-local.cfg		http://iop1xsp.tekvizion.com:80/dms/Flyingvoice_FIP11C/0021f2438419-local.cfg		Download	Edit
contact.xml		http://iop1xsp.tekvizion.com:80/dms/Flyingvoice_FIP11C/contact.xml	Download	Download	Edit
f0000000fip11.cfg		http://iop1xsp.tekvizion.com:80/dms/Flyingvoice_FIP11C/f0000000fip11.cfg	Download	Download	Edit
FVUI_7620_V0.7.47_202212011338_T.bin		http://iop1xsp.tekvizion.com:80/dms/Flyingvoice_FIP11C/FVUI_7620_V0.7.47_202212011338_T.bin	Download	Download	Edit
Remote Phone book contacts.xml		http://iop1xsp.tekvizion.com:80/dms/Flyingvoice_FIP11C/Remote%20Phone%20book%20contacts.xml	Download	Download	Edit
y000000000000.cfg	✔	http://iop1xsp.tekvizion.com:80/dms/Flyingvoice_FIP11C/y000000000000.cfg	Download	Download	Edit

[Page 1 of 1]

OK

```
960
961  ###################################################################################
962  ##                              Auto Dial                                      ##
963  ###################################################################################
964  account.3.auto_dial_enable=
965  account.3.auto_dial_num=
966
967
968  ###################################################################################
969  ##                            Rings Settings                                   ##
970  ###################################################################################
971  #account.3.alert_info_url_enable=
972
973
974  ###################################################################################
975  ##                             BLF/BLF List                                    ##
976  ###################################################################################
977  account.3.blf.blf_list_uri=
978  account.3.blf_list_barge_in_code=
979  account.3.blf_list_code=
980
981  ###################################################################################
982  ##                                 SCA                                         ##
983  ###################################################################################
984  account.3.shared_line=
985  ④
986
987  account.1.hoteling.enable = 1
```

Identity/Device Profile Name: Vertin_test
Identity/Device Profile Type: Flyingvoice_FIP11C
File Format: %BWMACADDRESS%.cfg
Access File: http://iop1xsp.tekvizion.com:80/dms/Flyingvoice_FIP11C/0021f2438419.cfg
Repository File: Download
Template File: Download

Extended File Capture
☐ Enable Extended File Capture

Assign File
⑥ ○ Manual
   ○ Default
   ● Custom
   Upload
   Configuration File: [选择文件] %BWMACAD…g (3).template
   Currently using
   configuration file: /var/broadworks/IpDeviceConfig/1/3196/131969990/Flyingvoice_FIP11C/Custom_Flying_voice_group1_Vertin_test_%BWMACADDRESS%.cfg.template

```
#!version:1.0.0.1

##account.X.*: (FIP10(P)/FIP12WP/FIP16(PLUS): X ranges
from 1 to 2. FIP11C(P): X ranges from 1 to 3. FIP13G: X
ranges from 1 to 4. FIP14G: X ranges from 1 to 8. FIP15G: X
ranges from 1 to 10.)

####################################################
####################################################
##                         Autop URL
```

⑦ Rebuild the files
(After rebuilding the files, be sure to reset the phones for your changes to take effect)

Rebuild the files (force)
(Forces the upload of the files to the repository - After rebuilding the files, be sure to reset the phones for your changes to take effect)

Reset the phones

⑧
[OK] [Apply] [Cancel]

（3）Add a Flexible Seating Host

Operation Steps:

Services--》Flexible Seating Host--》Add--》Fill in the parameters (see the table below for parameter description)--》OK.

Help - Home

Enterprise > Flying_voice_group1   Welcome [Logout]

Options:
Profile
① Resources
▶ **Services**
  Acct/Auth Codes
  Call Center
  Calling Plan
  Communication Barring
  Meet-Me Conferencing
  Utilities

Services

Basic

Auto Attendant
Serves as an automated receptionist that answers the phone and provides a personalized message to callers. Callers have the option to connect to the operator, dial by name or extension, or connect to configurable extensions.

Call Park
Enable users to park a call against their call park group and set call park attributes.

Call Pickup
Enable users to answer any ringing line in their call pickup group.

Exchange Integration
Configure the Exchange Integration settings for client integration.

Hunt Group
Automatically process incoming calls received by a single phone number by distributing them among a group of users or agents.

Integrated IM&P
Configure Integrated IM&P settings.

Music/Video on Hold
Play an uploaded audio (music) or video file for callers on hold.

VoiceXML
Configure a VoiceXML user to support VoiceXML script scenarios.

Voice Messaging
Enable users to record messages for incoming calls. A message can be recorded when the call is not answered within a certain number of rings, when the user's phone is busy, or when transferred directly to the user's voice mail.

Advanced

Advice Of Charge
Configure the Advice Of Charge settings.

BroadWorks Anywhere
Extends your services so you can make and receive calls from any specified fixed phone, mobile phone or soft client just as if it were your primary device.

BroadWorks Mobility
Extends your services transparently to a mobile phone.

Call Capacity
Prevent a group from making more than a specified number of concurrent calls.

Collaborate Bridges
Create and manage Collaborate Bridges.

Custom Ringback Group
Define the media ringback to be played to callers to members or services of your group.

Emergency Zones
Prevent users in a group from making calls from outside of their home zone.

Find-me/Follow-me
Configure Find-me/Follow-me groups to dispatch incoming calls across multiple family devices.

② **Flexible Seating Host**
Create and manage hosts that users with the Flexible Seating Guest service can associate with and use the host's device with the guest's device profile.

Flexible Seating Host

Create a new flexible seating host and manage existing hosts.

OK	Apply	③ Add	Cancel

Enter search criteria below

Name ▾	Starts With ▾		+	Search

OK	Apply	Add	Cancel

Flexible Seating Host Add

Create a flexible seating host.

OK	Cancel

④
* Flexible Seating Host ID: Vertin @ iop1as.tekvizion.com ▾
* Name: Vertin
* Calling Line ID Last Name: Vertin   * Calling Line ID First Name: Li
Department: None ▾   Language: English ▾
Time Zone: (GMT+08:00) (China) Standard Time ▾   Network Class of Service: None ▾

⑤
OK	Cancel

Parameter	Description
Flexible Seating Host ID	Customize the ID of the Host account and enter it arbitrarily.
Name	Enter the name of the user using this account.
Calling Line ID Last Name	Enter the name that will appear on caller ID for this account.
Calling Line ID First Name	Enter the last name that appears on caller ID for this account.

（4）Assign an extension for host

Operation Steps:

Click the Host created in the previous step--》Enter the Host user interface--》Click Addresses--》Select an extension number--》 Select Identity/Device Profile--》 Identity/Device Profile Name Select the created Host Profile--》 Line /port fill in the assigned number--》 Apply.

③Configure Flexible Seating Guest

After configuring Flexible Seating Guest, users can log in to the guest account on the phone where the host account has been deployed and use it to make calls.

（1）Add Guest Profile

Operation Steps:

In the Group interface, click Resource--》 Identity/Device Profiles--》 Define Identity/Device Profiles Name--》 Select Identity/Device Profiles Type as Flyingvoice_FIP11C--》 OK.

（2）Edit Guest Profile

For details, refer to ***Configure Flexible Seating Host-Edit Host Profile*** for configuration.

（3）Assign an extension for host

Operation Steps:

Select an existing User, enter the User interface--》Assign Flexible Seating Guest service to it--》Set Portal password--》Configure Flexible Seating Guest (see the table below for parameter details)--》Apply.

Enterprise > Flying_voice_group1 > Users : 9725983509@iop1as.tekvizion.com

User Interface

Profile

Basic

Profile
Display and configure profile information such as your name, department and address.

Addresses
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Announcement Repository
Manage the announcements for a user

Passwords
Set web access and portal passwords.

Schedules
Add, modify, or remove schedules.

Advanced

Assign Services
Assign or unassign services and service packs.

Assign Xsi Policy Profile
Assign a Xsi policy profile for a user.

Call Application Policies
Select Call Control Applications enabled for a user.

Call Policies
Configure user Call Policies

Call Processing Policies
Configure user-level Call Processing Policies

Communication Barring Authorization Codes
Configure Communication Barring Authorization codes for a user.

Device Policies
Configure user Device Policies.

Options:
▶ Profile
  Incoming Calls
  Outgoing Calls
  Call Control
  Calling Plans
  Messaging
  Communication Barring
  Utilities

Assign Services

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

[OK] [Apply] [Cancel]

Available Service Packs

Flyingvoice-service pack

[Add >]
[Remove <]

[Add All >>]
[Remove All]

User Service Packs

Available Services

Enhanced Call Logs
External Custom Ringback
Fax Messaging
Flash Call Hold
① Flexible Seating Guest
Group Night Forwarding
Hoteling Guest
Hoteling Host
In-Call Service Activation
Integrated IM&P
Intercept User

② [Add >]
[Remove <]

[Add All >>]
[Remove All]

User Services

Authentication
Call Forwarding Always ③
Call Forwarding Busy
Call Forwarding No Answer
Calling Line ID Delivery Blocking
Call Recording
Call Transfer
Call Waiting
Connected Line Identification Presentation
Directed Call Pickup
Do Not Disturb

④ [OK] [Apply] [Cancel]

Enterprise > Flying_voice_group1 > Users : 9725983509@iop1as.tekvizion.com

Options: ①
► **Profile**
Incoming Calls
Outgoing Calls
Call Control
Calling Plans
Messaging
Communication Barring
Utilities

Profile

Basic

Profile
Display and configure profile information such as your name, department and address.

Addresses
Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.

Announcement Repository
Manage the announcements for a user

② **Passwords**
Set web access and portal passwords.

Schedules
Add, modify, or remove schedules.

Passwords

Passwords allows you configure your passwords for the web portal and/or portal.

| OK | Apply | Cancel |

① Revoke Previously Issued Long Lived Tokens

This user's password expired
○ Set web access password   ● Set portal password

Reset Password
* Type new password: ••••
* Re-type new password: ••••

②

| OK | Apply | Cancel |

Enterprise > Flying_voice_group1 > Users : 9725983509@iop1as.tekvizion.com   Welcome   [Log

Options:
Profile
① Incoming Calls
Outgoing Calls
► **Call Control**
Calling Plans
Messaging
Communication Barring
Utilities

Call Control

Basic

Call Waiting - On
Answer a call while already on another call.

Directed Call Pickup
Pick up a call using a feature access code and an extension.

Call Transfer
Transfer a call to another phone.

Music/Video On Hold - On
Play audio (music) or video when the remote party is held or parked.

N-Way Call
Start a N-Way Conference Call

Advanced

Call Recording - Off
Configure the call recording service.

Executive
Allows an executive to define an assistant pool that will answer filtered calls.

Executive-Assistant
Display the executive pools the assistant is assigned to and also configure the settings for executive.

② **Flexible Seating Guest - On**
Allows a user to associate their device profile with a host device.

Shared Call Appearance
Display alternate calling identity/device profiles or lines assigned to you.

Flexible Seating Guest

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

OK   Apply   Cancel

| Profile | Host Association |

③

Flexible Seating Guest: ● On ○ Off
Unlock Phone PIN Code: 1234

Device Profile
Identity/Device
Profile Name: Vertin_guest (Group)   Configure Identity/Device Profile

* Line/Port: 9725983509Y
@ iop1as.tekvizion.com

OK   Apply   Cancel

Parameter	Description
Flexible Seating Guest	Select **On** to start the service.
Unlock Phone PIN Code	Enter the login password. Enter the Portal password you just have set .
Identity/Device Profile Name	Select the guest profile that has been set.
Line/Port	Customize a new number.

| Profile | Host Association |

⑤ ☑ Limit Association to 12 Hours

Enter search criteria below

⑥
User ID   Starts With   [   ]   +   Search

⑦   Available Hosts   Associated Host   ⑨

flexible_seating,Flexible Seating Guest (Vertin@iop1as.tekvizion.com)

⑧
Add >

⑩
OK   Apply   Cancel

2.Config IP phones

①Auto-provision

If you only need to configure a small number of phones, you only need to operate on the phone web page. If you need to configure multiple phones, it is recommended to refer to the *Cisco Broadwroks+RPS Auto-provision Configuration Guide* for configuration.

FLYINGVOICE

Status	Network	Wireless	SIP Account	Phone	Administration ①

| Management | Firmware Upgrade | Certificates | Provision | TR-069 | Diagnosis |

Provision

Configuration Profile

Provision Enable	Enable
PNP Active	Enable
Resync on Reset	Enable
Resync Random Delay (sec)	40
Resync Periodic (sec)	3600
Resync Error Retry Delay (sec)	3600
Forced Resync Delay (sec)	14400
Resync after Upgrade	Enable
Resync from SIP	Enable
Option 66	Enable
Option 67	Disable
Config File Name	$(MA)
User Agent ②	
HTTP Authentication	Basic
User Name	vertin_host
Password	Qwe321!
Profile Rule	http://iop1xsp.tekvizion.com:80/dms/Flyingvoice_FIP11C/

Configuration Profile2

User Agent	

Identity/Device Profile Modify

Modify or delete an existing group identity/device profile.

OK	Apply	Delete	Cancel

Profile	Users	Files	Custom Tags	Tag Set	Available Custom Tags

Identity/Device Profile Name: Vertin_test
Identity/Device Profile Type: Flyingvoice_FIP11C
Device Type URL: http://iop1xsp.tekvizion.com:80/dms/Flyingvoice_FIP11C/

Protocol: SIP 2.0

Host Name/IP Address: 192.168.11.240   Port: 5060

Transport: Unspecified

MAC Address: 0021F2438419

Serial Number:
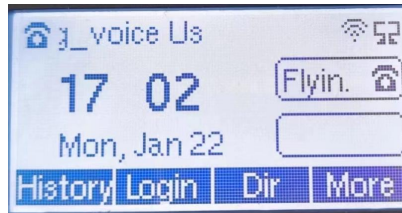
Description:

Outbound Proxy Server:

STUN Server:

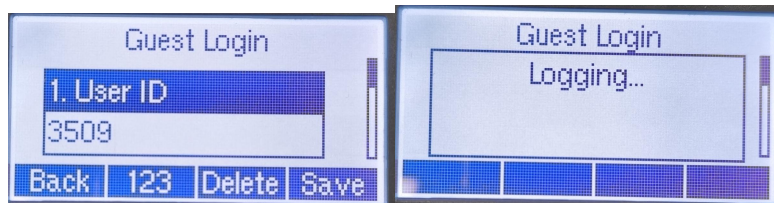Physical Location:

Corresponding to Profile Rule

Ⅳ Test Result

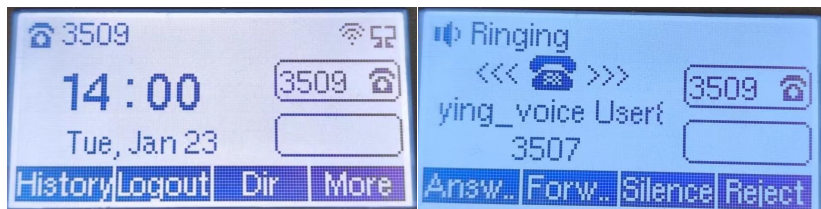After successful configuration, the phone interface is as follows:

Operation Steps:

1. Press the **login** soft key to enter the guest login interface, enter the **User ID and Password** (you can choose whether to use auto login, if auto login is enabled, you will log in directly without entering a password the next time you log in) , press the **Save** soft key to log in to the guest account:

Tips:

The account name is usually the four-digit extension used as the guest account, such as extension 3509 in the example, and the password is the portal password set in the previous step.

2. Log in successfully, 3507 call 3509.3509 ringing:

3. Log out of the account, press the **Logout** soft key, **the logout confirmation** interface will pop up, press the **OK** soft key.