FLYINGVOICE

Cisco BroadWorks Feature Synchronization Configure Guide

广东省深圳市南山区桃源街道留仙大道3370号南山智园崇文园区1号楼1801-1802号

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Ⅰ Introduction

1. Feature Introduction

Feature Synchronization is one of the special features of Cisco Broadworks. It can synchronize the status to the server when certain functions on the phone change status, avoiding errors caused by the two being out of sync, such as call interruptions. For example, when a user turns on DND on a phone, the line assigned to the phone on the server also shows that DND is on. On the contrary, if the user turns on DND for the line on the server, the phone will also display that DND is turned on.

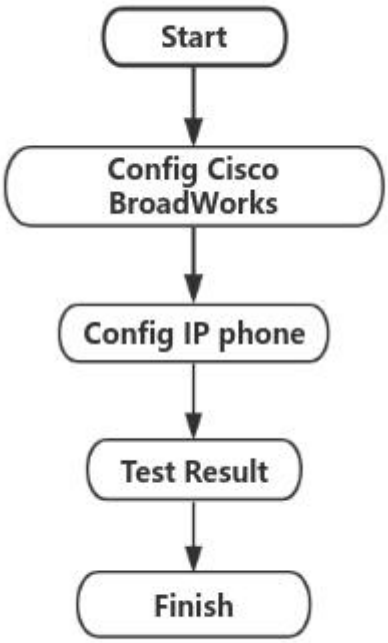
2. Precautions

① The Common functions that support synchronization status include:

DND
CFA
CFB
CFNA
Call Center Agent State
Call Center Agent Unavailability State
Executive
Executive Assistant
call recording

② This article is intended for use with Cisco Broadworks as a SIP server and provides function synchronization operation guidance for users who use FLYINGVOICE IP phones as terminals.

Ⅱ Configuration Process



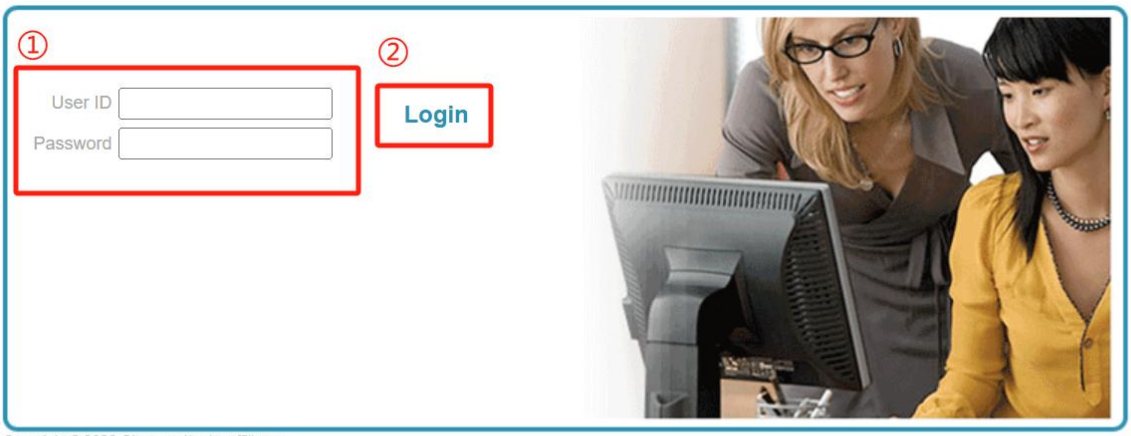
Ⅲ Configuration Operations

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.



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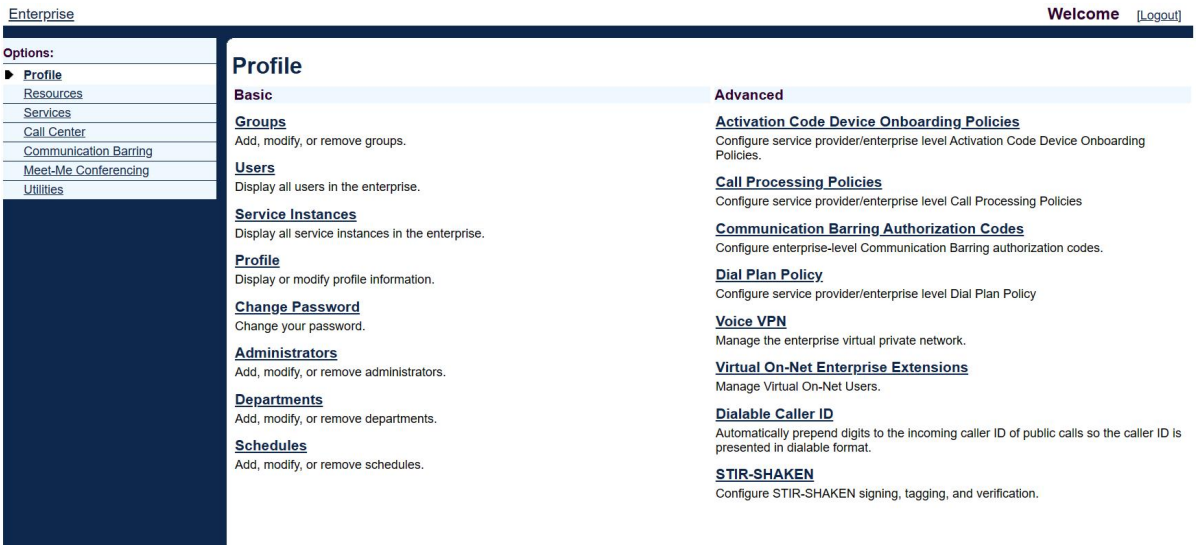
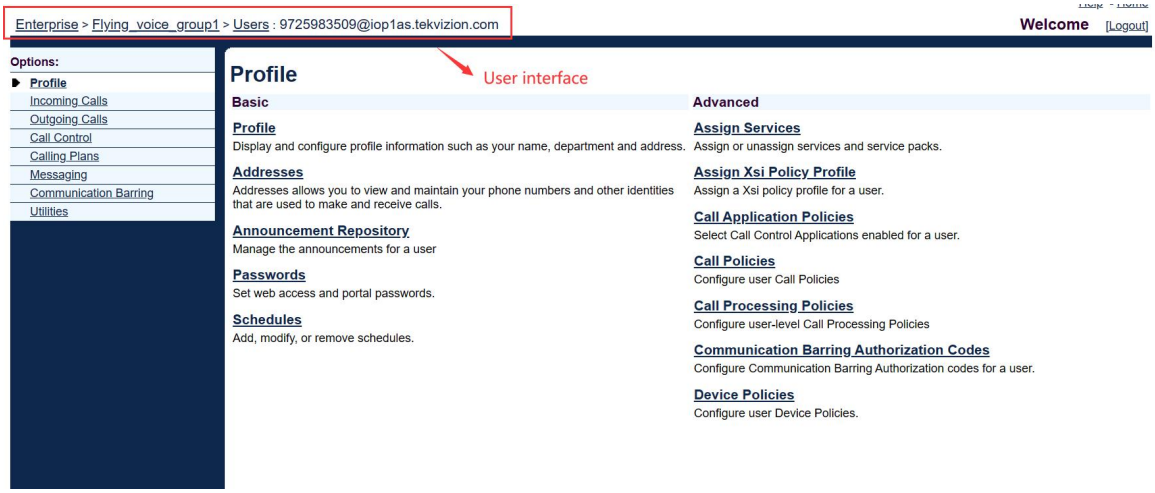
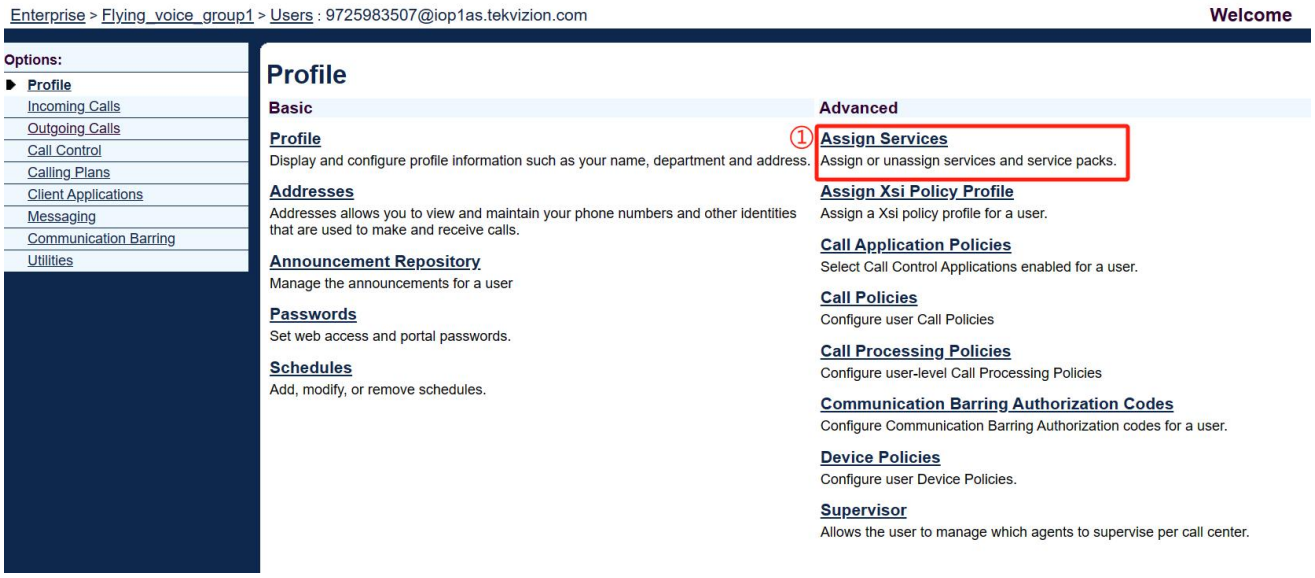


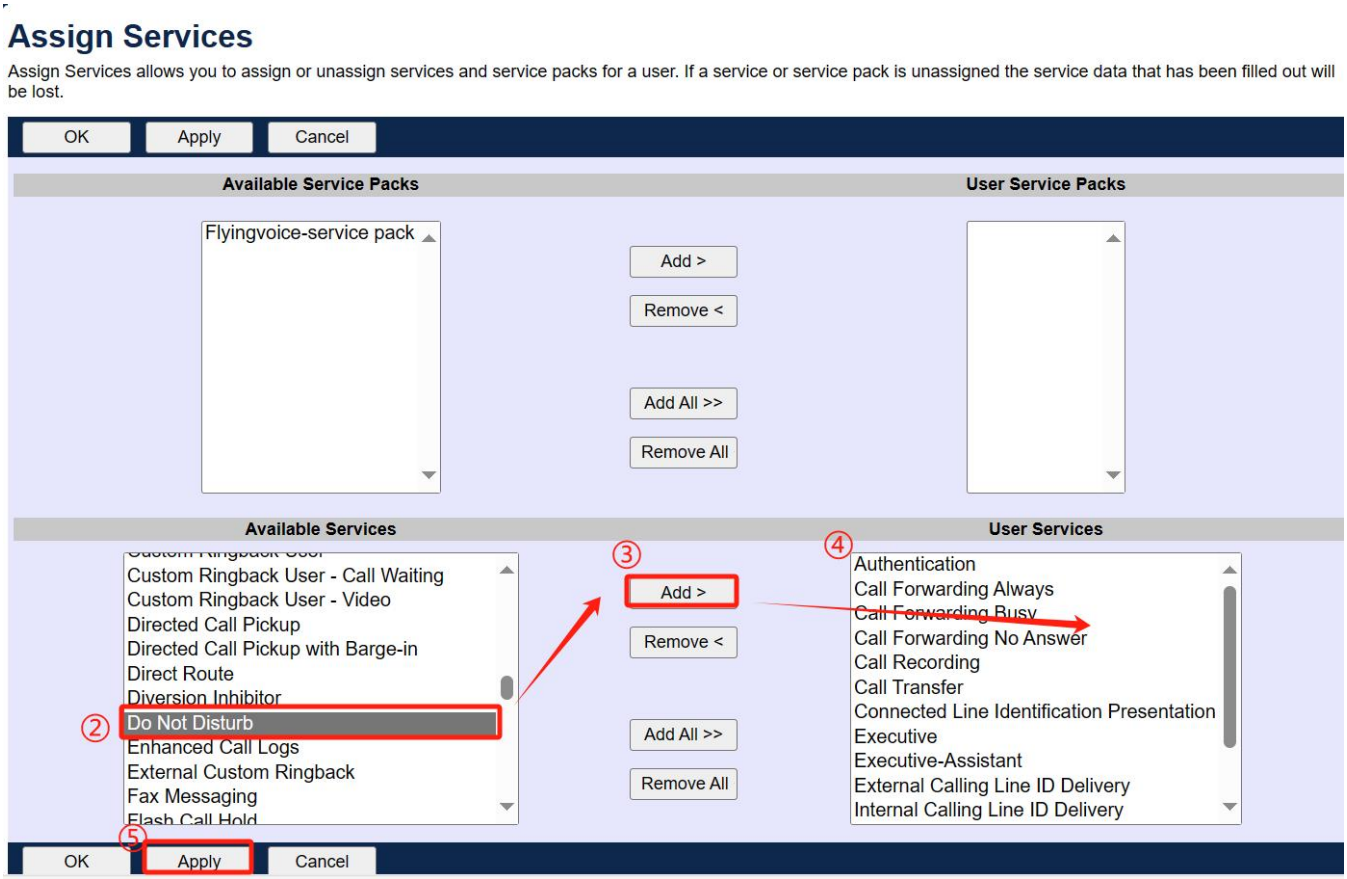


②Assign Services that need to be synchronized

Operation steps:

Assign Services--》Select the required Services (DND is used as an example here)--》Add--》The required Services appears in the box on the right--》Apply.

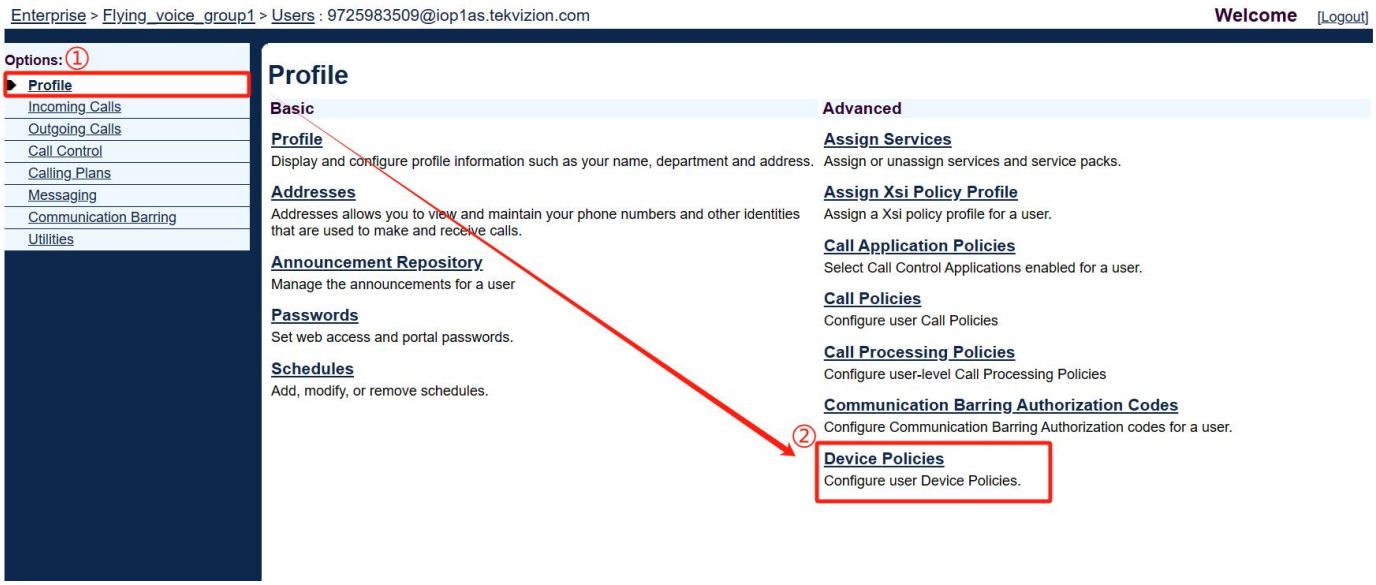


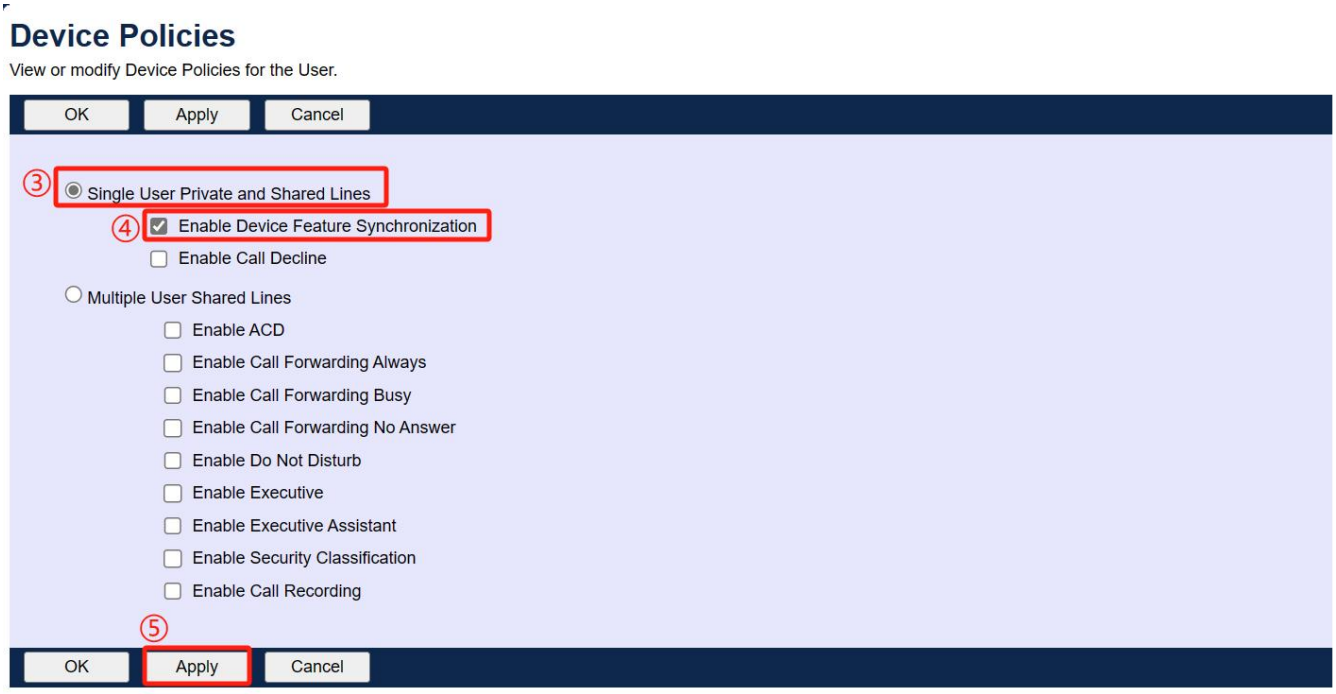


③Enable Feature synchronization

Steps:

Profile--》Device Policies--》Check Single User Private and Shared Lines --》Check Enable Device Feature Synchronization --》Apply.



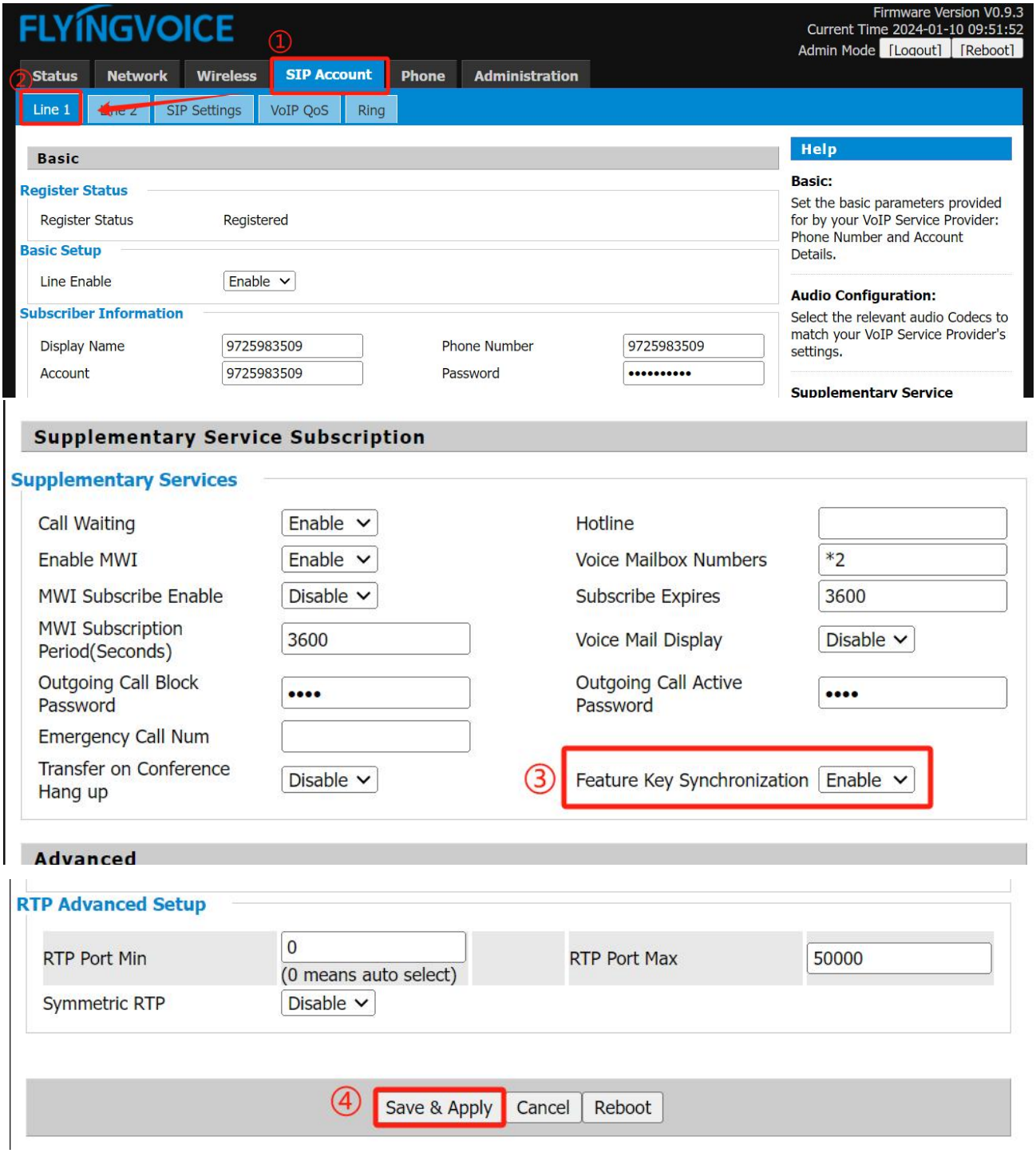


2、Configure IP phones

Make sure the IP phone has registered the line configured above. This step is performed on the Flyingvoice phone web interface.

①Enable function synchronization

Operation steps: VoIP--》Account x--》Feature key synchronization select Enable--》Save and apply.

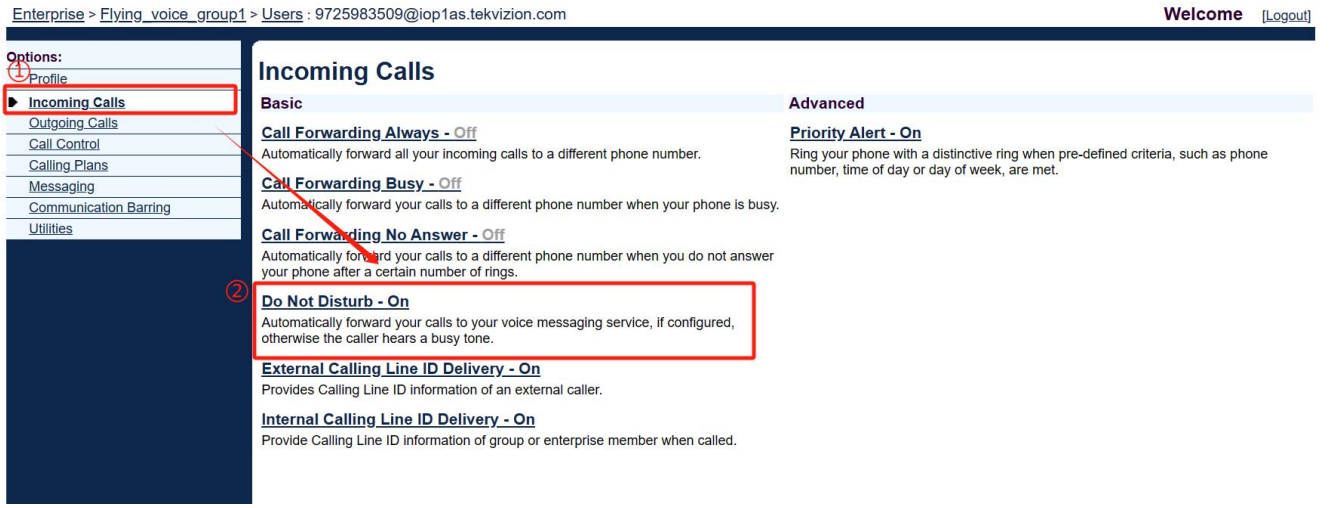


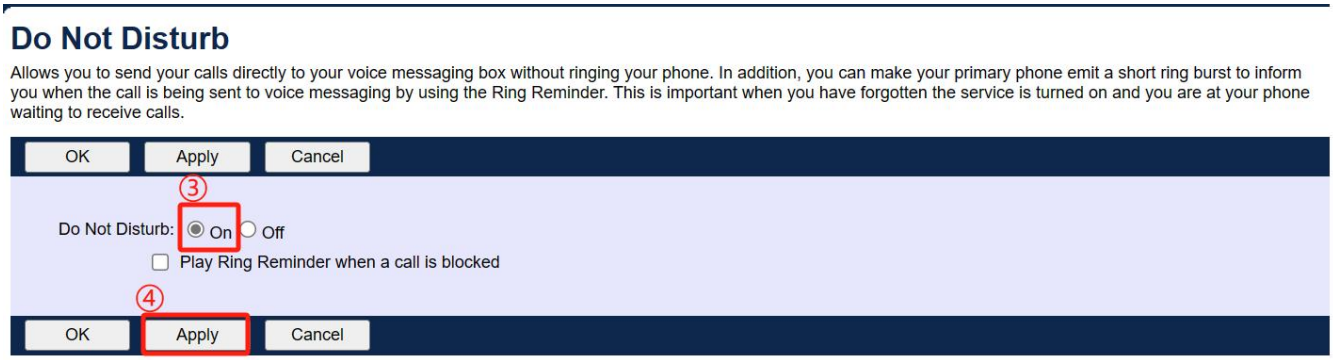
Ⅳ Test Result

1. Turn on Do Not Disturb on Cisco BroadWorks

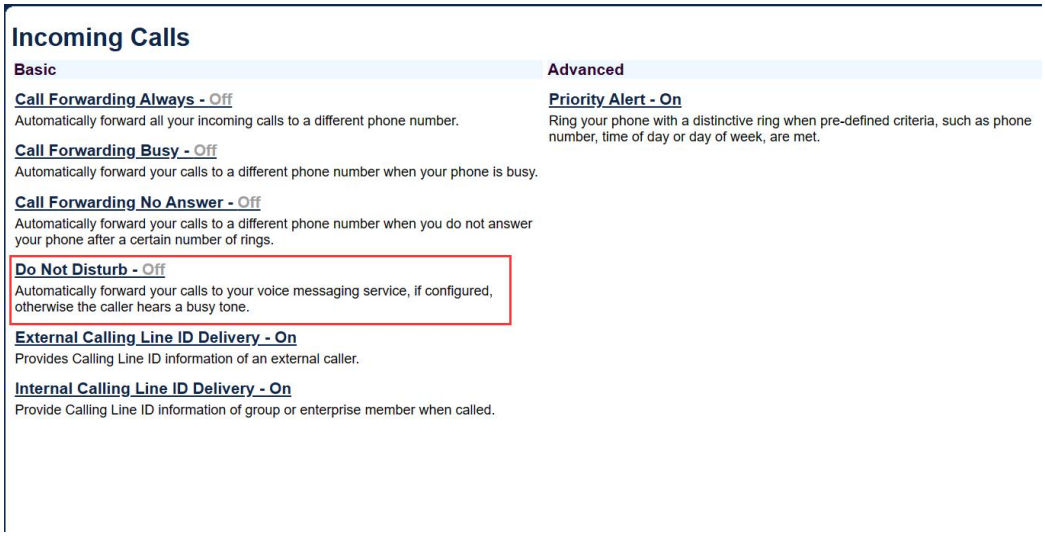
Operation Steps:

Incoming Calls--》Check On Do Not Disturb--》Apply--》The phone status will change automatically.





2. Turn off the Do Not Disturb feature on your phone

Operation Steps:

Press the DND button on the phone to turn off Do Not Disturb --> the status on the server will change to Off.