



Cisco BroadWorks Feature Synchronization Configure Guide



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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.

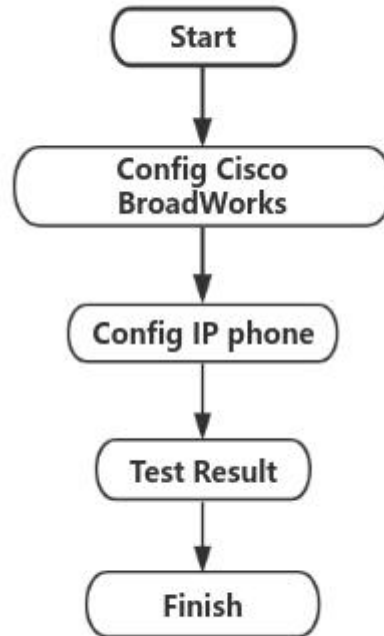
2. Precautions

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



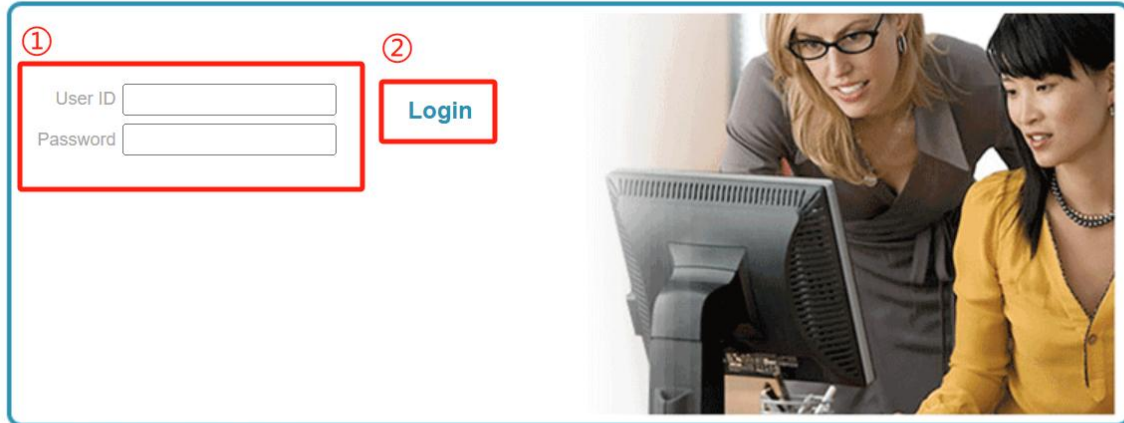
III Configuration Operations

1. Config Cisco BroadWorks

① Log 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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Enterprise Welcome [Logout]

Options: <ul style="list-style-type: none"> Profile Resources Services Call Center Communication Barring Meet-Me Conferencing Utilities 	<h3>Profile</h3> <p>Basic</p> <p>Groups Add, modify, or remove groups.</p> <p>Users Display all users in the enterprise.</p> <p>Service Instances Display all service instances in the enterprise.</p> <p>Profile Display or modify profile information.</p> <p>Change Password Change your password.</p> <p>Administrators Add, modify, or remove administrators.</p> <p>Departments Add, modify, or remove departments.</p> <p>Schedules Add, modify, or remove schedules.</p>	<p>Advanced</p> <p>Activation Code Device Onboarding Policies Configure service provider/enterprise level Activation Code Device Onboarding Policies.</p> <p>Call Processing Policies Configure service provider/enterprise level Call Processing Policies</p> <p>Communication Barring Authorization Codes Configure enterprise-level Communication Barring authorization codes.</p> <p>Dial Plan Policy Configure service provider/enterprise level Dial Plan Policy</p> <p>Voice VPN Manage the enterprise virtual private network.</p> <p>Virtual On-Net Enterprise Extensions Manage Virtual On-Net Users.</p> <p>Dialable Caller ID Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format.</p> <p>STIR-SHAKEN Configure STIR-SHAKEN signing, tagging, and verification.</p>
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Enterprise > Flying_voice_group1 > Users : 9725983509@iop1as.tekvizion.com Welcome [Logout]

Options: <ul style="list-style-type: none"> Profile Incoming Calls Outgoing Calls Call Control Calling Plans Messaging Communication Barring Utilities 	<h3>Profile</h3> <p>Basic</p> <p>Profile Display and configure profile information such as your name, department and address.</p> <p>Addresses Addresses allows you to view and maintain your phone numbers and other identities that are used to make and receive calls.</p> <p>Announcement Repository Manage the announcements for a user</p> <p>Passwords Set web access and portal passwords.</p> <p>Schedules Add, modify, or remove schedules.</p>	<p>Advanced</p> <p>Assign Services Assign or unassign services and service packs.</p> <p>Assign Xsi Policy Profile Assign a Xsi policy profile for a user.</p> <p>Call Application Policies Select Call Control Applications enabled for a user.</p> <p>Call Policies Configure user Call Policies</p> <p>Call Processing Policies Configure user-level Call Processing Policies</p> <p>Communication Barring Authorization Codes Configure Communication Barring Authorization codes for a user.</p> <p>Device Policies Configure user Device Policies.</p>
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User interface



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.

Enterprise > Flying_voice_group1 > Users : 9725983507@iop1as.tekvizion.com Welcome

Options:

- ▶ Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- 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

Passwords
Set web access and portal passwords.

Schedules
Add, modify, or remove schedules.

Advanced

Assign Services
Assign or unassign services and service packs. ①

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.

Supervisor
Allows the user to manage which agents to supervise per call center.

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

- Custom Ringback User
- Custom Ringback User - Call Waiting
- Custom Ringback User - Video
- Directed Call Pickup
- Directed Call Pickup with Barge-in
- Direct Route
- Diversion Inhibitor
- ② Do Not Disturb
- Enhanced Call Logs
- External Custom Ringback
- Fax Messaging
- Flash Call Hold

③ Add >

Remove <

Add All >>

Remove All

User Services

- Authentication
- Call Forwarding Always
- ④ Call Forwarding Busy
- Call Forwarding No Answer
- Call Recording
- Call Transfer
- Connected Line Identification Presentation
- Executive
- Executive-Assistant
- External Calling Line ID Delivery
- Internal Calling Line ID Delivery

OK
⑤ Apply
Cancel

③ Enable Feature synchronization

Steps:

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

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

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

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.

Device Policies

View or modify Device Policies for the User.

OK Apply Cancel

③ Single User Private and Shared Lines

④ Enable Device Feature Synchronization

Enable Call Decline

Multiple User Shared Lines

- Enable ACD
- Enable Call Forwarding Always
- Enable Call Forwarding Busy
- Enable Call Forwarding No Answer
- Enable Do Not Disturb
- Enable Executive
- Enable Executive Assistant
- Enable Security Classification
- Enable Call Recording

⑤ OK Apply Cancel

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.

① Enable function synchronization

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

FLYINGVOICE Firmware Version V0.9.3
Current Time 2024-01-10 09:51:52
Admin Mode [Logout] [Reboot]

② Status Network Wireless **SIP Account** Phone Administration

Line 1 Line 2 SIP Settings VoIP QoS Ring

Basic

Register Status
Register Status Registered

Basic Setup
Line Enable Enable ▾

Subscriber Information
Display Name 9725983509 Phone Number 9725983509
Account 9725983509 Password

Help
Basic:
Set the basic parameters provided for by your VoIP Service Provider: Phone Number and Account Details.
Audio Configuration:
Select the relevant audio Codecs to match your VoIP Service Provider's settings.
Supplementary Service

Supplementary Service Subscription

Supplementary Services

Call Waiting	Enable ▾	Hotline	
Enable MWI	Enable ▾	Voice Mailbox Numbers	*2
MWI Subscribe Enable	Disable ▾	Subscribe Expires	3600
MWI Subscription Period(Seconds)	3600	Voice Mail Display	Disable ▾
Outgoing Call Block Password	Outgoing Call Active Password
Emergency Call Num			
Transfer on Conference Hang up	Disable ▾		

③ Feature Key Synchronization Enable ▾

Advanced

RTP Advanced Setup

RTP Port Min	0 (0 means auto select)	RTP Port Max	50000
Symmetric RTP	Disable ▾		

④ Save & Apply Cancel Reboot

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.

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

Options:

- Profile
- Incoming Calls**
- Outgoing Calls
- Call Control
- Calling Plans
- Messaging
- Communication Barring
- Utilities

Incoming Calls

Basic

Call Forwarding Always - Off
Automatically forward all your incoming calls to a different phone number.

Call Forwarding Busy - Off
Automatically forward your calls to a different phone number when your phone is busy.

Call Forwarding No Answer - Off
Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.

Do Not Disturb - On
Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.

External Calling Line ID Delivery - On
Provides Calling Line ID information of an external caller.

Internal Calling Line ID Delivery - On
Provide Calling Line ID information of group or enterprise member when called.

Advanced

Priority Alert - On
Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, time of day or day of week, are met.

Do Not Disturb

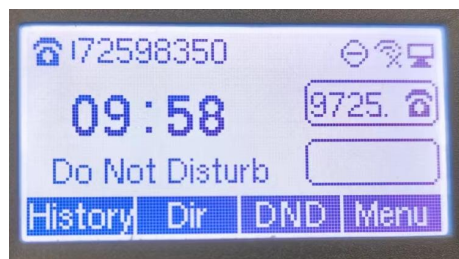
Allows you to send your calls directly to your voice messaging box without ringing your phone. In addition, you can make your primary phone emit a short ring burst to inform you when the call is being sent to voice messaging by using the Ring Reminder. This is important when you have forgotten the service is turned on and you are at your phone waiting to receive calls.

OK
Apply
Cancel

Do Not Disturb: On Off

Play Ring Reminder when a call is blocked

OK
Apply
Cancel



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.

Incoming Calls

Basic	Advanced
Call Forwarding Always - Off Automatically forward all your incoming calls to a different phone number.	Priority Alert - On Ring your phone with a distinctive ring when pre-defined criteria, such as phone number, time of day or day of week, are met.
Call Forwarding Busy - Off Automatically forward your calls to a different phone number when your phone is busy.	
Call Forwarding No Answer - Off Automatically forward your calls to a different phone number when you do not answer your phone after a certain number of rings.	
Do Not Disturb - Off Automatically forward your calls to your voice messaging service, if configured, otherwise the caller hears a busy tone.	
External Calling Line ID Delivery - On Provides Calling Line ID information of an external caller.	
Internal Calling Line ID Delivery - On Provide Calling Line ID information of group or enterprise member when called.	

