

FLYINGVOICE
Broad Works Feature
Synchronization
Configure Guide



FLYINGVOICE Broad Works Feature Synchronization Configure Guide User Guide

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FLYINGVOICE

FLYINGVOICE Broad Works Feature Synchronization Configure Guide



Product Information

Specifications

- Product: Cisco BroadWorks Feature Synchronization Configure Guide
- Special Feature: Feature Synchronization for Cisco Broadworks
- Supported Functions: DND, CFA, CFB, CFNA, Call Center Agent State, Call Center Agent Unavailability State, Executive, Executive Assistant, call recording
- Compatibility: Designed for use with Cisco Broadworks as a SIP server and FLYINGVOICE IP phones

Product Usage Instructions

Introduction

Feature Introduction:

Feature Synchronization is a special feature of Cisco Broadworks that syncs phone status with the server to prevent errors and call interruptions. For example, activating DND on the phone will reflect the same status on the server and vice versa.

Precautions:

- Common functions supporting synchronization include DND, CFA, CFB, CFNA, Call Center Agent State, Call Center Agent Unavailability State, Executive, Executive Assistant, and call recording.
- This guide is for users utilizing Cisco Broadworks as a SIP server with FLYINGVOICE IP phones.

Configuration Process

1. **Config Cisco BroadWorks:**

Log in to Cisco BroadWorks by entering the address in the browser, providing User ID and Password, and navigating to the user interface.

2. **Assign Services:**

Assign Services by selecting required services (e.g., DND), adding them, and applying the changes.

3. **Enable Feature Synchronization:**

Go to Profile > Device Policies, check Single User Private and Shared Lines, then enable Device Feature Synchronization and apply the settings.

Configure IP Phones

Ensure that the IP phone has registered the line configured above. This step is done on the Flyingvoice phone web interface.

FAQ

- Q: What are the common functions that support synchronization status?

A: The common functions include DND, CFA, CFB, CFNA, Call Center Agent State, Call Center Agent Unavailability State, Executive, Executive Assistant, and call recording.

- Q: How do I enable Feature Synchronization on Cisco BroadWorks?

A: To enable Feature Synchronization, go to Profile > Device Policies, check Single User Private and Shared Lines, enable Device Feature Synchronization, and apply the settings.

Introduction

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.

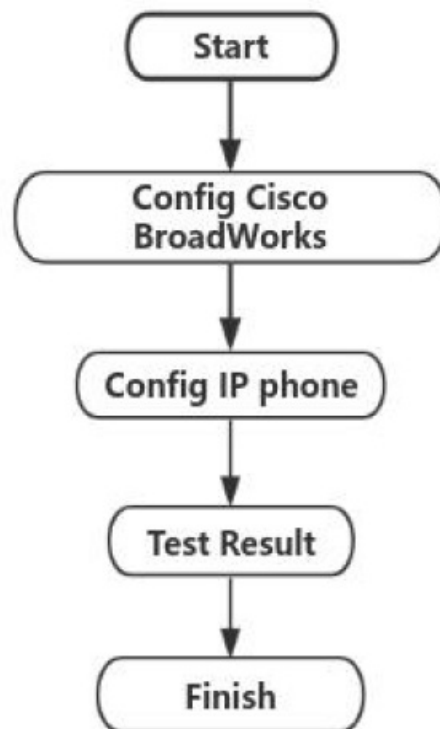
Precautions

1. The Common functions that support synchronization status include:

1. DND
2. CFA
3. CFB
4. CFNA
5. Call Center Agent State
6. Call Center Agent Unavailability State
7. Executive
8. Executive Assistant
9. 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.

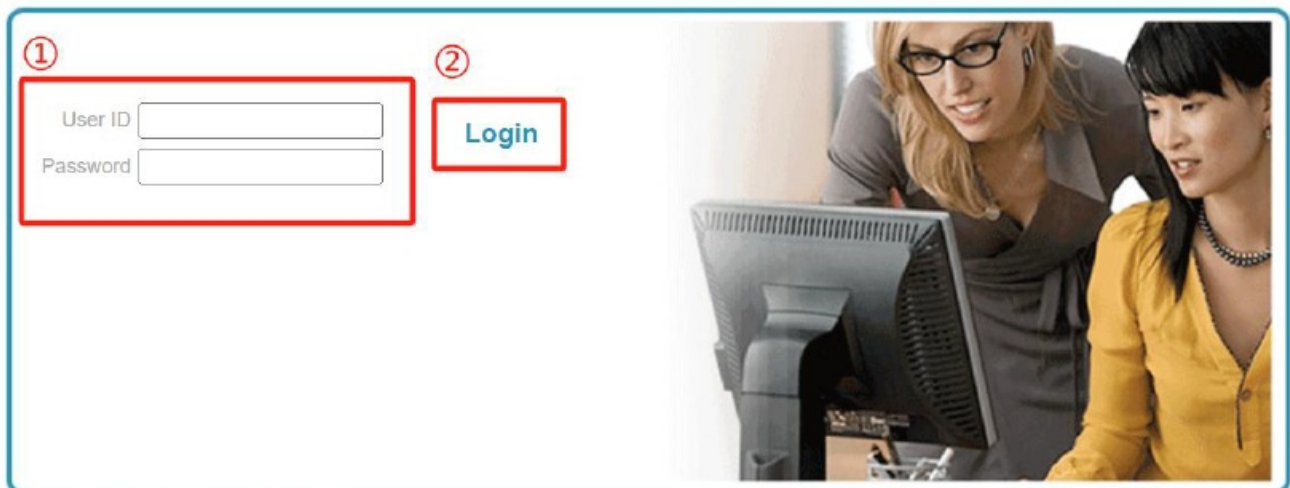
Configuration Process



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.



Options:

- Profile
- Resources
- Services
- Call Center
- Communication Barring
- Meet-Me Conferencing
- Utilities

Profile

Basic

Groups

Add, modify, or remove groups.

Users

Display all users in the enterprise.

Service Instances

Display all service instances in the enterprise.

Profile

Display or modify profile information.

Change Password

Change your password.

Administrators

Add, modify, or remove administrators.

Departments

Add, modify, or remove departments.

Schedules

Add, modify, or remove schedules.

Advanced

Activation Code Device Onboarding Policies

Configure service provider/enterprise level Activation Code Device Onboarding Policies.

Call Processing Policies

Configure service provider/enterprise level Call Processing Policies

Communication Barring Authorization Codes

Configure enterprise-level Communication Barring authorization codes.

Dial Plan Policy

Configure service provider/enterprise level Dial Plan Policy

Voice VPN

Manage the enterprise virtual private network.

Virtual On-Net Enterprise Extensions

Manage Virtual On-Net Users.

Dialable Caller ID

Automatically prepend digits to the incoming caller ID of public calls so the caller ID is presented in dialable format.

STIR-SHAKEN

Configure STIR-SHAKEN signing, tagging, and verification.

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

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.

User interface

Assign 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.

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

① 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.

Supervisor

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

OK

Apply

Cancel

Available Service Packs

Flyingvoice-service pack

Add >

Remove <

Add All >>

Remove All

User Service Packs

Available Services

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

Enable Feature synchronization

Steps:

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

The screenshot shows the 'Profile' configuration page. On the left, a sidebar lists options: Profile (highlighted with a red box and circled 1), Incoming Calls, Outgoing Calls, Call Control, Calling Plans, Messaging, Communication Barring, and Utilities. The main content area is titled 'Profile' and is divided into 'Basic' and 'Advanced' sections. The 'Basic' section includes links for Profile, Addresses, Announcement Repository, Passwords, and Schedules. The 'Advanced' section includes links for Assign Services, Assign Xsi Policy Profile, Call Application Policies, Call Policies, Call Processing Policies, Communication Barring Authorization Codes, and Device Policies (highlighted with a red box and circled 2). A red arrow points from the 'Profile' link in the 'Basic' section to the 'Device Policies' link in the 'Advanced' section.

Device Policies

View or modify Device Policies for the User

The screenshot shows the 'Device Policies' configuration dialog box. At the top, there are buttons for OK, Apply, and Cancel. The main area contains two radio buttons: 'Single User Private and Shared Lines' (selected, circled 3) and 'Multiple User Shared Lines'. Under 'Single User Private and Shared Lines', there is a checkbox for 'Enable Device Feature Synchronization' (checked, circled 4) and a checkbox for 'Enable Call Decline'. Under 'Multiple User Shared Lines', there are several checkboxes: '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', and 'Enable Call Recording'. At the bottom, there are buttons for OK, Apply (circled 5), and Cancel.

Configure IP phones

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

Enable function synchronization

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

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.

OK

Apply

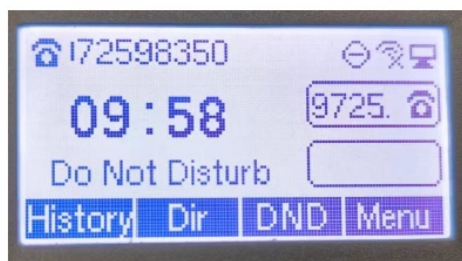
Cancel

Do Not Disturb: ☒ On ☐ Off☐ Play Ring Reminder when a call is blocked

OK

Apply

Cancel



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

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 - 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

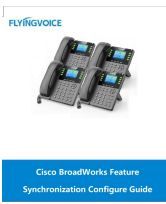
Provide Calling Line ID information of group or enterprise member when called.

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.

Documents / Resources



FLYINGVOICE

Cisco BroadWorks Feature Synchronization Configure Guide

[FLYINGVOICE Broad Works Feature Synchronization Configure Guide](#) [pdf] User Guide Broad Works Feature Synchronization Configure Guide, Broad Works Feature Synchronization Configure Guide, Feature Synchronization Configure Guide, Synchronization Configure Guide, Configure Guide, Guide

References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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