DSS Key Configuration and Use Guide

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1 Introduction

1.1 Overview

DSS keys are provided to meet the phone function customization requirement. The number of DSS keys on X series terminal phone varies with phone models. Some models can be connected to an extension board, on which all the keys are DSS keys.

The DSS keys are classified into three-color LED DSS keys and no-LED DSS keys. The no-LED keys are the general operation keys, for example, direction navigation key and menu key. The two types of DSS keys can configure the same functions except that they have or not have the LED and the LED colors are different. Chapter 2 describes the functions that can be configured by each key. This document mainly describes the line keys.

2 Configuration and Use Description

2.1 Category

Based on functions, the DSS keys are classified into:

- Memory keys
- Line keys
- Event keys
- DTMF keys
- URL keys
- BLF list keys
- Multicast keys
- Action URL keys

2.2 Configuration Methods

You can configure the keys by using LCD menus or on the webpage. The no-LED DSS keys can only be configured on the webpage.

2.3 Memory Keys

Based on specific functions, memory keys can be used to configure:

- None
- BLF
- Presence
- MWI
- Speed dial
- Intercom
- Call park
- Call forward

2.3.1 BLF Configuration

Function description: BLF (new call/blind transfer/attended call transfer/third-party conference/DTMF) prompts the status (idle, ringing, or calling) of the extension phone you have subscribed to and can pick up the calls of the extension phone when the phone is ringing.

Configuration items: Type (memory key)

Value (Extension number that is subscribed to or of which the calls you can pick up)

Line (Account used for calling, that is, the account for subscription)

Subtype (BLF type)

Pick-up number (varies with server) (Optional)

Use method: When the LED is off, you can press the key to call the subscribed user. When the LED blinks fast and a pick-up number has been configured, you can press the key to pick up the calls of the subscribed phone number.

BLF / NEW CALL key: When you are calling, you can press this key to initiate a new call to the subscribed user without hanging up the previous call.
BLF / BXFER key: When you are calling, you can press the key to blind transfer the call to the subscribed user.
BLF / AXFER key: When you are calling, you can press the key to transfer the call to the subscribed user.
BLF / Conference key: When you are calling, you can press the key to invite the subscribed user to a conference.
BLF / DTMF key: When you are calling, you can press the key to send DTMF.

2.3.2 Presence Indication

Function description: Compared with BLF, presence keys provide LEDs to show line status and whether the other party is online.

Configuration items: Type (memory key)
Value (Number of which the presence status is monitored)
Line (Account used for calling)
Subtype (Presence status indication)
Pick-up number (provided by the server) (Optional)

Use method: In the standby state, you can press the key to call the subscribed number. If a pick-up number is configured, you can press this key and pick up the call to the number.

2.3.3 MWI

Function description: You can press the key to listen to voice messages and configure the line. The LED is on if a new voice message is received.

Configuration items: Type (memory key)
Value (MWI number)
Line (Account used for calling)
Subtype (MWI)

Use method: In the standby or off-hook state, you can press the key to enter the dialing interface.

2.3.4 Speed Dial

Function description: Store the phone numbers that are commonly used or difficult to

remember.

Configuration items: Type (memory key)

Value (Speed dial number)

Line (Account used for calling)

Subtype (Speed dial)

Use method: In the standby or off-hook state, you can press the key to call the speed-dial number directly.

2.3.5 Intercom

Function description: Directly speak without answering the call.

Configuration items: Type (memory key)

Value (Speed dial number)

Line (Account used for calling)

Subtype (Intercom)

Use method: In the standby or off-hook state, you can press the key to speak with the configured phone number. To end the call, press the key again.

2.3.6 Call Park

Function description: If you need to move to another place during a call, use this function.

Configuration items: Type (memory key)

Value (Call park number provided by the server)

Line (Account used for calling)

Subtype (Call park)

Use method: Press the key during a call. When you hear a call park number prompted by the server, you can hang up. The call is retained by the server at this time. After you arrive at the destination, call the call park number provided by the server to resume the call.

2.3.7 Call Forward

Function description:

Configuration items: Type (memory key)

Value (Forwarded-to number)

Line (Account used for calling)

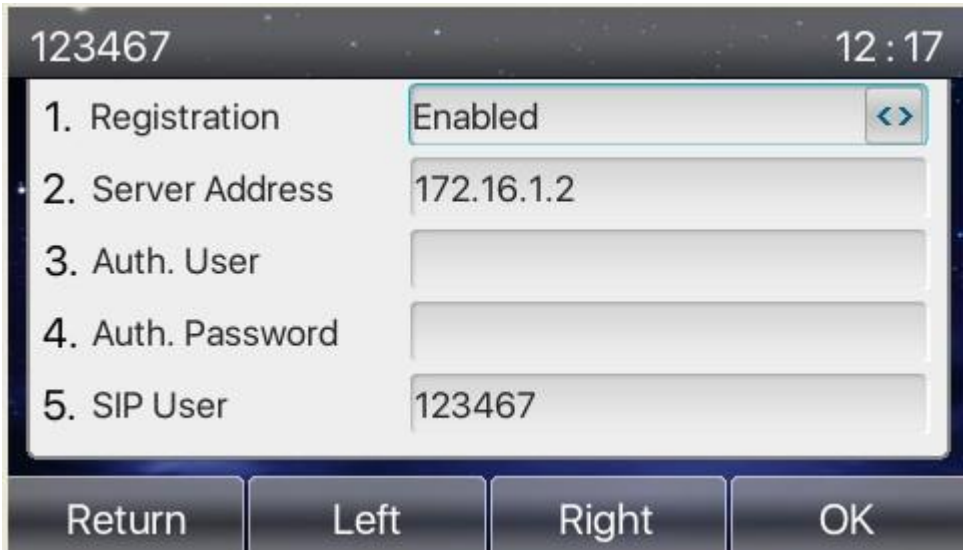
Subtype (Call forward)

Use method: When receiving a call, you can press the key to transfer the call to the specified number.

2.4 Line

When you press the Line key of an X series phone and the line has not been registered, you can enter the line configuration mode. For the 3/4 series phones, you can view the server and port information. For the 5/6 series phones, you can open the SIP registration window on the LCD. After the information is saved, the phone registers the line to the service provider by using the server address and user authentication information configured on the server. If the line has been registered, pressing the key can enter the dialing mode. You can press the number to initiate a call.

For the X series phones, you can choose **Menu** > **Advanced Settings** > **Account** > **SIP1/SIP2/SIP3/SIP4/SIP5/SIP6** > **Basic Settings** to manually configure a line. The number of lines on 3/4 series phones is not 6. The displayed number of lines in **Account** varies product models. The functions that can be configured on the LCD of 3/4 series phones are fewer than those of 5/6 series phones.



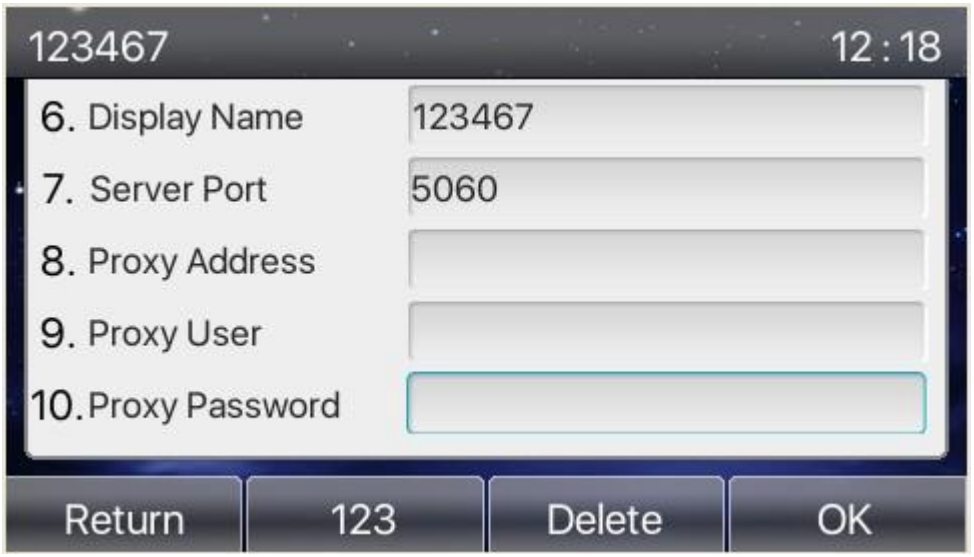


Figure 1 Line registration on LCD

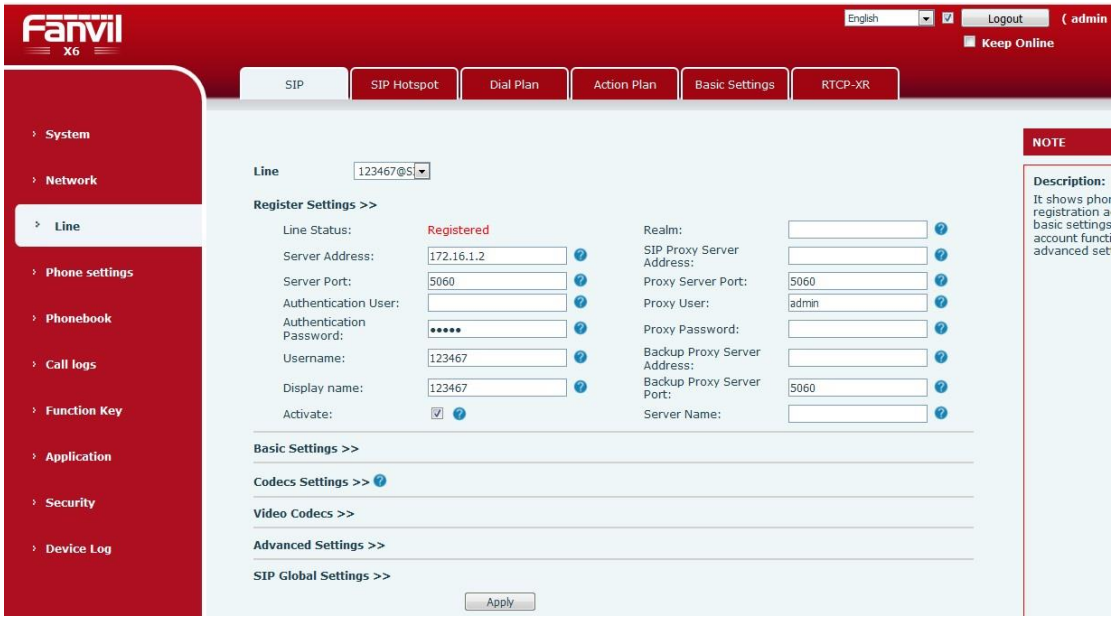
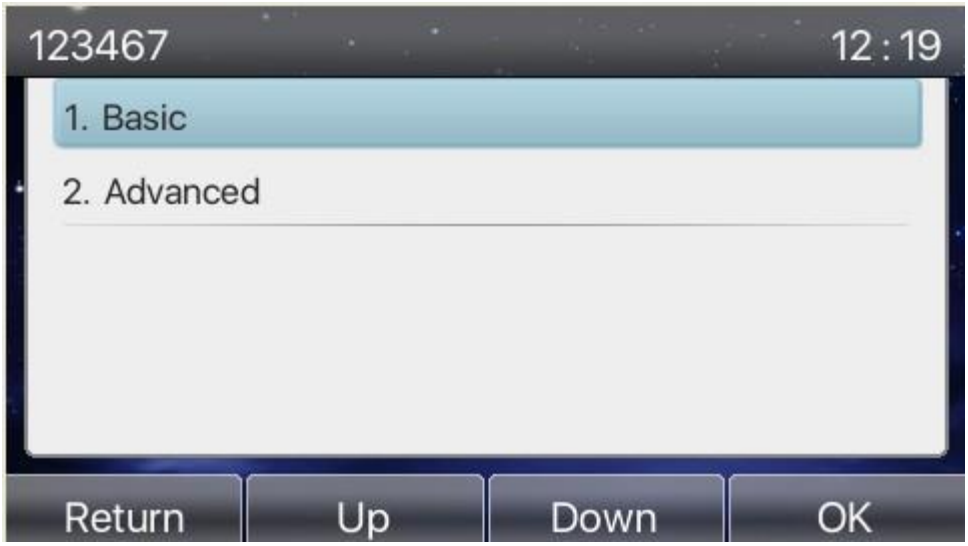
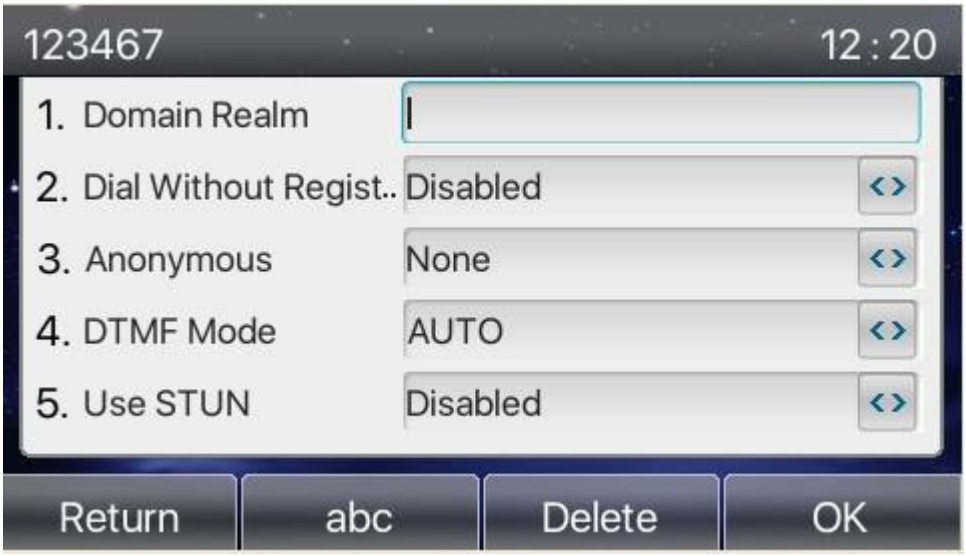


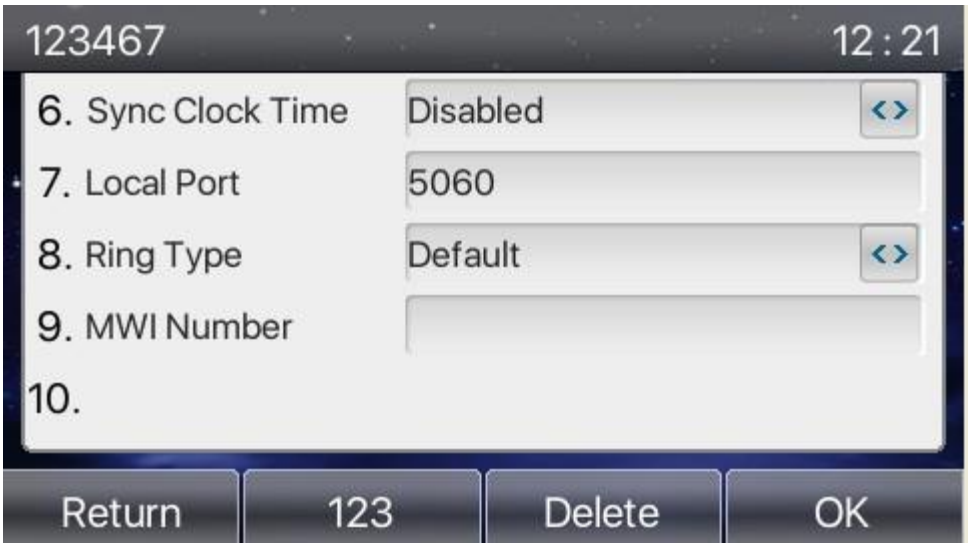
Figure 2 Line registration on webpage

After the configuration is complete, press **OK** or **Save** to save the configuration.

To perform more settings, log in to the webpage of the phone or enter the advanced settings of the line in account.


123467
12:19
1. Basic
2. Advanced
Return
Up
Down
OK


123467
12:20
1. Domain Realm
2. Dial Without Regist..
Disabled
3. Anonymous
None
4. DTMF Mode
AUTO
5. Use STUN
Disabled
Return
abc
Delete
OK


123467
12:21
6. Sync Clock Time
Disabled
7. Local Port
5060
8. Ring Type
Default
9. MWI Number
10.
Return
123
Delete
OK

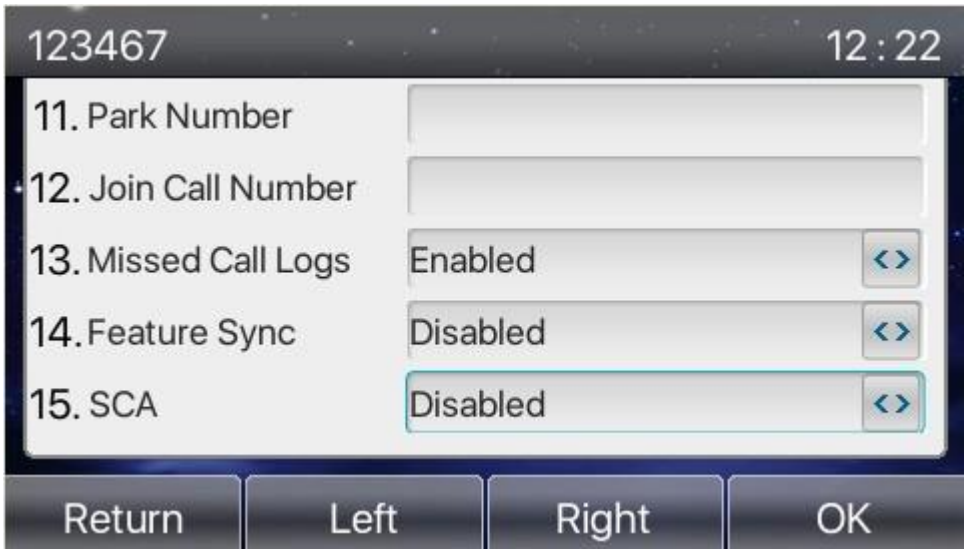


Figure 3 Advanced settings of line registration on LCD

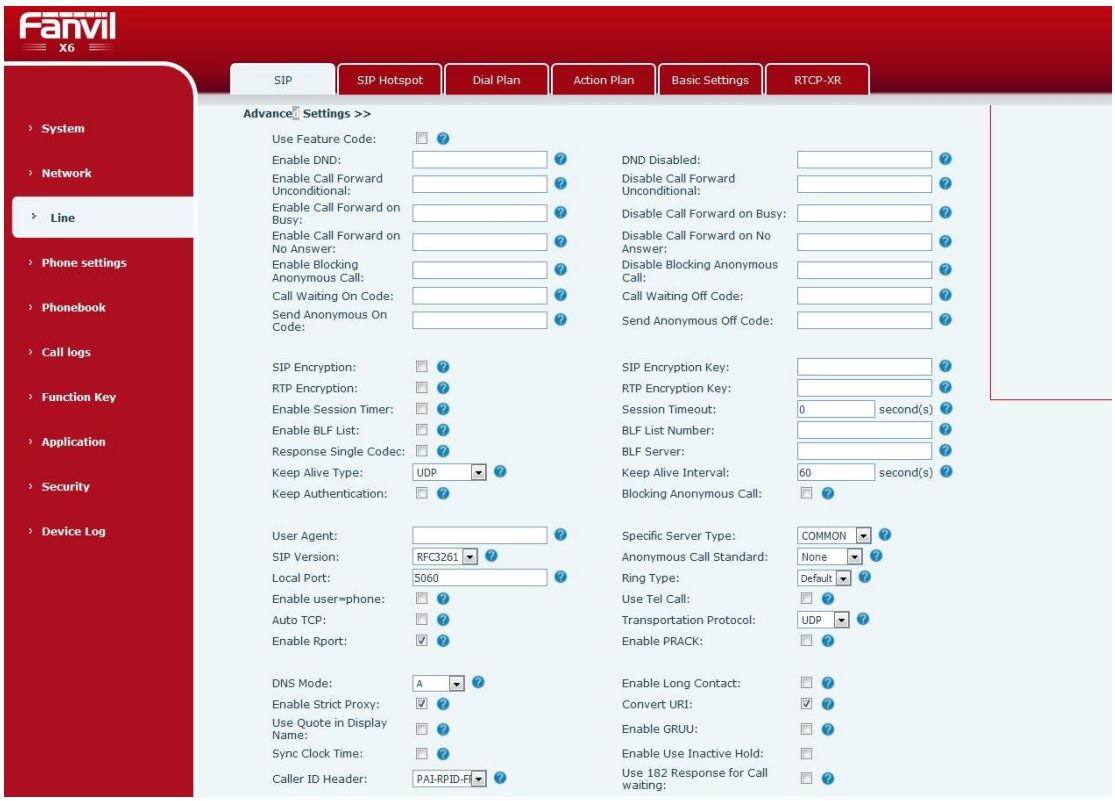


Figure 4 Advanced settings of line registration on webpage

When the event key of the phone is in line mode, you can select the active lines, as shown below:

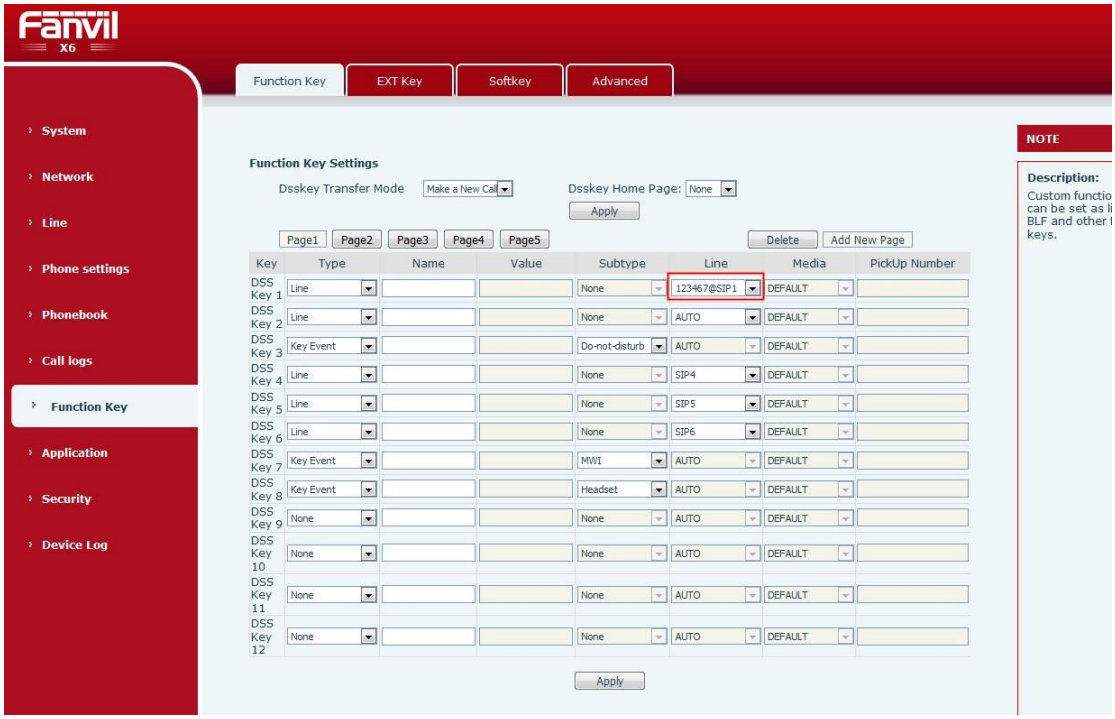


Figure 5 Line selection by using event key

Table 1 Line key status and operations

Status	**Description**
Standby	When the line has been registered, the line indicator is in green (the indicator of an unregistered line blinks in red). When you press the key in the standby state, the phone automatically switches to the dial interface. Pressing the key again will return to the standby interface.
Ringing (only ringing)	1. When the indicator of the called line blinks in green, press the key to answer the call. 2. When you press the key of an uncalled and registered line in ringing state, the phone enters the dial interface. Pressing the key again will return to the ringing interface. 3. When you press the key of an unregistered line or a line failed to be registered in ringing state, the phone prompts that the line is invalid.
Calling	1. When you press the key of a registered line during a call, the phone automatically chooses the corresponding line (unselected before) and retains the call. Pressing the key again will go to the dial interface, and pressing it the third time will return to the call interface. 2. When you press the key of an uncalling line (registered)

Status	Description
	during a call, the phone goes to the dial interface and the call is retained. Pressing the key again will return to the call interface.
Calling (with ringing)	1. When another call is received during an ongoing call, you can press the key of the line receiving the new call. If the line is the ongoing calling line, the phone enters the dial interface. If not, the phone skips to the corresponding line. Pressing the key again will answer the call. 2. When you press the key of a registered idle line, the phone goes to the dial interface. Pressing the key again will return to the call interface.
Conference	1. When you press the key of a calling line in the conference mode, the phone enters the call retaining state. Pressing the key again will enter the dial interface, and pressing it the third time will return to the call interface. 2. When you press the key of a registered uncalling line, the phone goes to the dial interface and retains the call.
Transfer	1. When there is one calling line, you can press the key of the calling line to return to the call interface. When you press the key of an uncalling line, the phone switches the line. Pressing the key again will return to the call interface. 2. When there are two or more calling lines, you can press the key of a calling line to return to the call interface. If you press the key of an uncalling line, the phone prompts that the operation is invalid.

Table 2 Line key LED status and operations

LED Status	Description
Off	The line is not configured.
Green	The line is available (registered).
Blinking in green	Dialing/ringing
Blinking in yellow	Registering
Blinking in red	The line is wrong (failed to register).
Red	The line is being used (calling).
Yellow	The call is retained.

2.5 Event Keys

Function description: The event keys can be configured as dedicated function keys by setting the subtypes.

Configuration items: Type (Event key)

Subtype (Selected function type)

Use method: The functions and use methods vary with subtypes.

The following are the description of all subtypes:

2.5.1 None:

No function.

2.5.2 MWI

Pressing this key can show details about the voice mails on all SIP lines. When you press the key in standby mode, you can view the number of new and historical voice mails on each line. When you press the key in off-hook mode, you can directly call the voice mailbox of the off-hook line (a MWI number must be configured for the SIP line).

2.5.3 Do-Not-Disturb

You can configure do-not-disturb (DND) for all numbers or SIP lines, or for a specific line. If the mode is set to device, DND is configured for all numbers and lines. If the mode is set to line, DND is configured for only SIP lines.

2.5.4 Call Hold

The call hold key on the X series phone has the same function as the hold key during call.

2.5.5 Transfer

The transfer key on the X series phone has the same function as the transfer key during call or Xfer softkey.

2.5.6 Phonebook

Enter the contact list.

2.5.7 Redial

The redial key has the same function as the redial key during call. When you press the key in either off-hook or standby state, the last called number is dialed using the last line.

2.5.8 Pick Up

When another phone is ringing, you can press the key and enter the number of the ringing phone

to answer the call.

2.5.9 Join

When phone A and phone B are in a call, enter the number of phone A on a test phone in the dial interface and press the DSS key. The test phone can join the call.

2.5.10 Call Forward

You can press the key in standby state to configure the call forward.

2.5.11 Call Logs

You can press the key in standby state to view call records.

2.5.12 Flash

When you press the key during a call, the current call is retained, another line starts dialing, and you can hear the dial tone.

2.5.13 Memo

When you press the key in standby state, you can enter the memo interface to manage the memos.

2.5.14 Headset

The headset key has the same function as the headset key during call, for example, answering and hanging up calls.

2.5.15 Release

Pressing the key in the LCD menu can return to the standby interface. If you press the key during a call, you can hang up all calls and return to the standby interface.

2.5.16 Lock Phone

When you press the key in standby state, the phone is locked. Pressing the key again can unlock the phone.

2.5.17 SMS

When you press the key in standby state, the phone enters the SMS interface directly. You can receive, send, and browse short messages.

2.5.18 Call Back

When you press the key in off-hook state, the last calling number is dialed.

2.5.19 Hide DTMF

When you press the key in standby state, the phone enters the setting interface. You can configure the DTMF hide function.

2.5.20 Intercom

When the intercom mode is enabled, the phone automatically answers calls (only when the phone is idle).

2.5.21 Group Listening

When you are in a call with the phone handle or headset, you can press the key to enter the group listening mode. Then the handle, headset, and mic can play voice, but mic cannot receive voice.

2.5.22 Prefix

You can set the key mode to prefix and configure a prefix number. When you press the key in off-hook state, the phone automatically adds the prefix number to the dialed number and displays the prefix. This key can be used for external line calling so that you do not need to remember the prefix number.

2.5.23 Hot Desking

You can press the DSS key in standby state and press **OK** in the pop-up dialog box to clear SIP configuration.

2.5.24 Agent

You can press the key in standby state to enter the agent interface.

2.5.25 End

This key has the same function as the end function on the call interface.

2.5.26 Disposition

This function is related to the Broadsoft server. It is a method to record call information in the Call Center. The Disposition Code Info is sent during and after the call.

2.5.27 Escalate

This function is related to the Broadsoft server. You can configure a key as Escalate and configure a number in the Call Center. The SIP Info messages can be sent with or without configured number. If no number is configured, the server automatically selects a Supervisor. If a number is configured, the specified Supervisor is used.

2.5.28 Trace

This function is related to the Broadsoft server. Similar to Disposition, this function supports information sending during and after calls.

2.5.29 Handfree

Press the key to enter the handfree mode.

2.5.30 Answer Key

Press the key to answer calls.

2.5.31 Private Hold

This function is related to the Broadsoft server. If you do not want other users to know the line status, press this key.

2.5.32 Local Contacts

You can press the key in standby state to enter the local contact interface.

2.5.33 LDAP Group

Press the key to visit the LDAP network phone book (if the phone book is valid).

2.5.34 XML Group

Press the key to visit the XML network phone book (if the phone book is valid).

2.5.35 Broadsoft Group

Press the key to visit the Broadsoft network phone book (if the phone book is valid).

2.5.36 Record

You can press the key during a call to record the conversation (if the phone has been configured with the recording function).

2.5.37 Auto Headset

You can press the key in standby state to enable or disable the headset. The DSS key indicator is green.

2.6 DTMF

Function description: You can redial the last number quickly, without remembering the number. Figure 9 shows the configuration on webpage.

Configuration item: Type (Second dialing key DTMF)

Value (Second dialing key sequence DTMF)

Use method: You can press the key during a call to send the configured number sequence to the remote end.

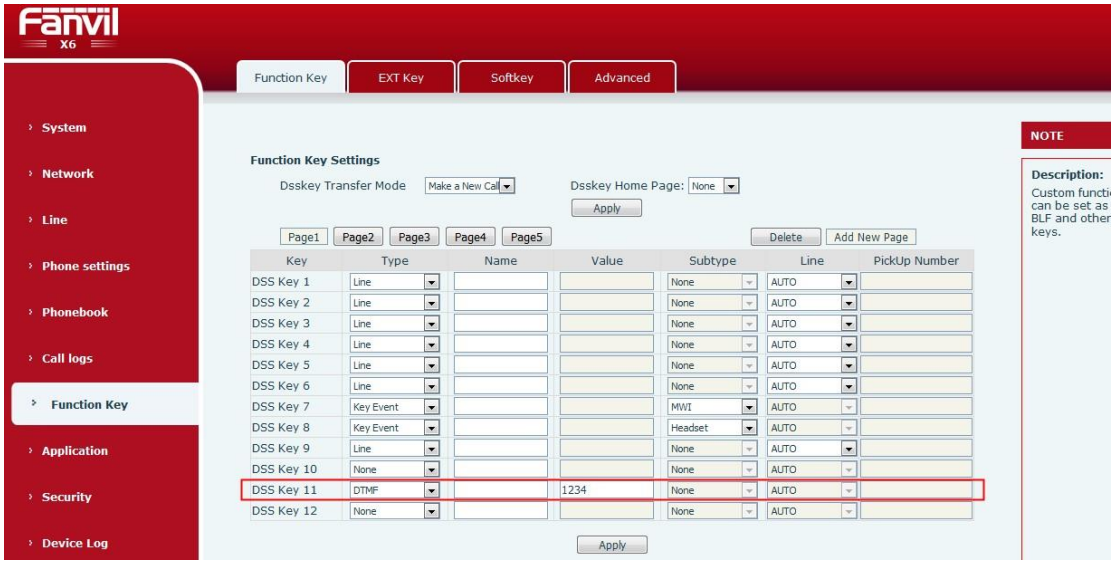


Figure 6 DTMF key

2.7 URL

Function description: Visit the remote URL addresses that have been configured. Figure 10 shows the configuration on webpage.

Configuration items: Type (Remote URL visit)

Value (Complete URL addresses visited remotely)

Use method: When you press the key, the cloud phone book visits the configured valid URL addresses.

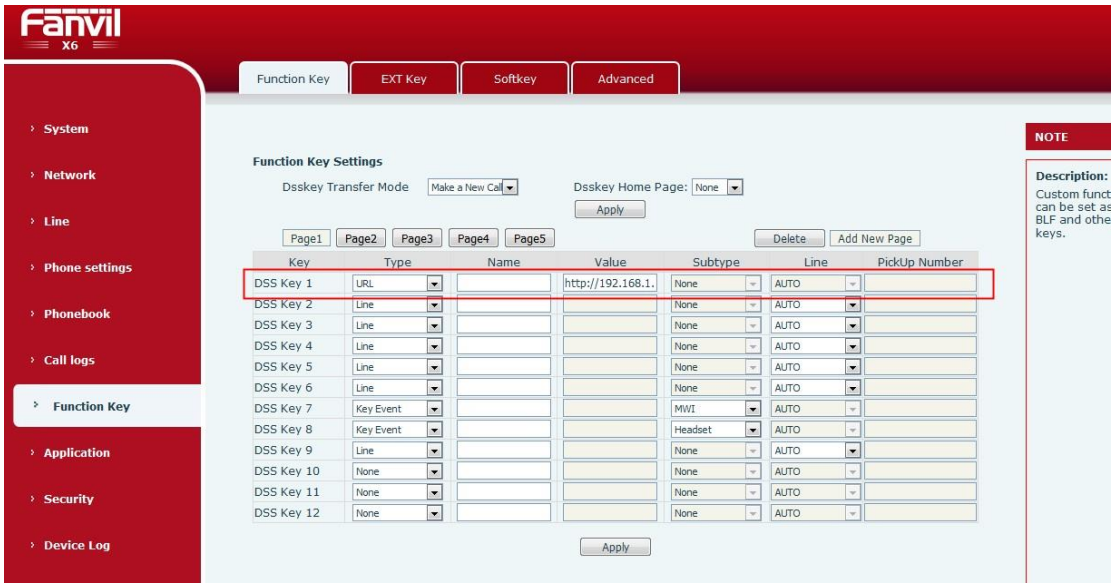


Figure 7 URL key

2.8 BLF List Keys

Function description: This function depends on the Broadsoft server. In the traditional BLF, a number matches a subscription. If many numbers are subscribed to, congestion may occur. BLF List Key adds the subscribed numbers on the server to a group. The phone uses the URL address of this group to subscribe to all numbers in the group. Then the phone parses information about each number, including number, name, and status, based on the Notify sent by server, and displays the corresponding status on the LED configured for BLF List Key. When the subscribed numbers are changed, the corresponding LED is changed. Figure 11 shows the configuration on webpage.

Configuration items: Type (BLF List Key)

Use method: The server automatically configures the subscribed number list on the DSS keys of the phone. The list is automatically delivered by the server according to the configuration, so the configuration of these DSS keys does not need to be saved.

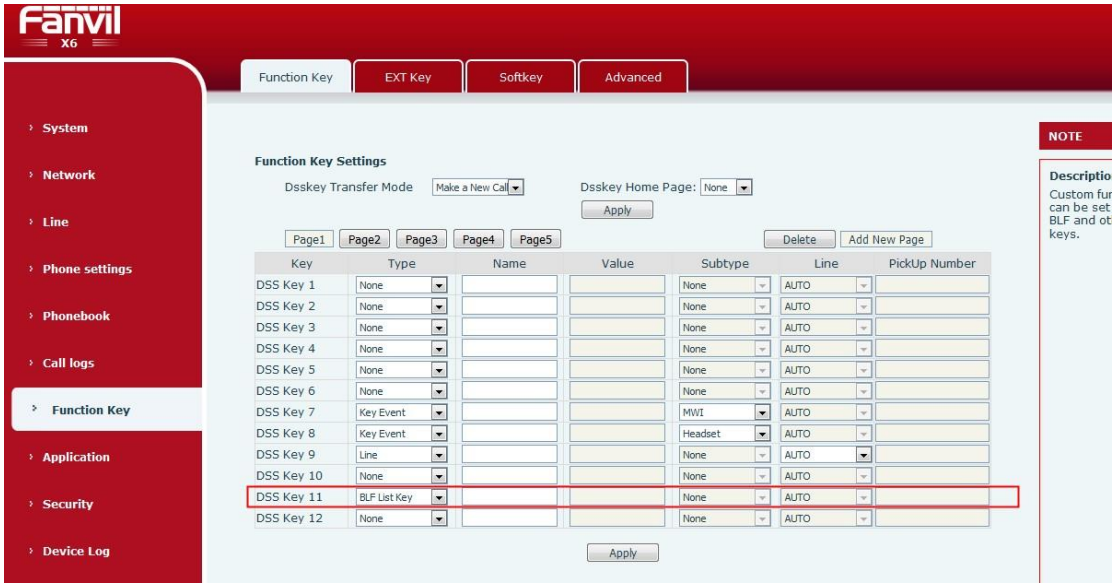


Figure 8 BLF list key

2.9 Multicast

Function description: After the multicast and voice code are set, pressing this key can transmit multicast RTP streams. Figure 12 shows the configuration on webpage.

Configuration items: Type (Multicast key)

Value (Multicast listening address and port)

Subtype (RTP voice code used by the sender and receiver)

Use method: When you press the key in standby state, the phone receives voice in hands free mode and transmits RTP streams. Pressing the key again can finish multicast stream transmission

and hang up.

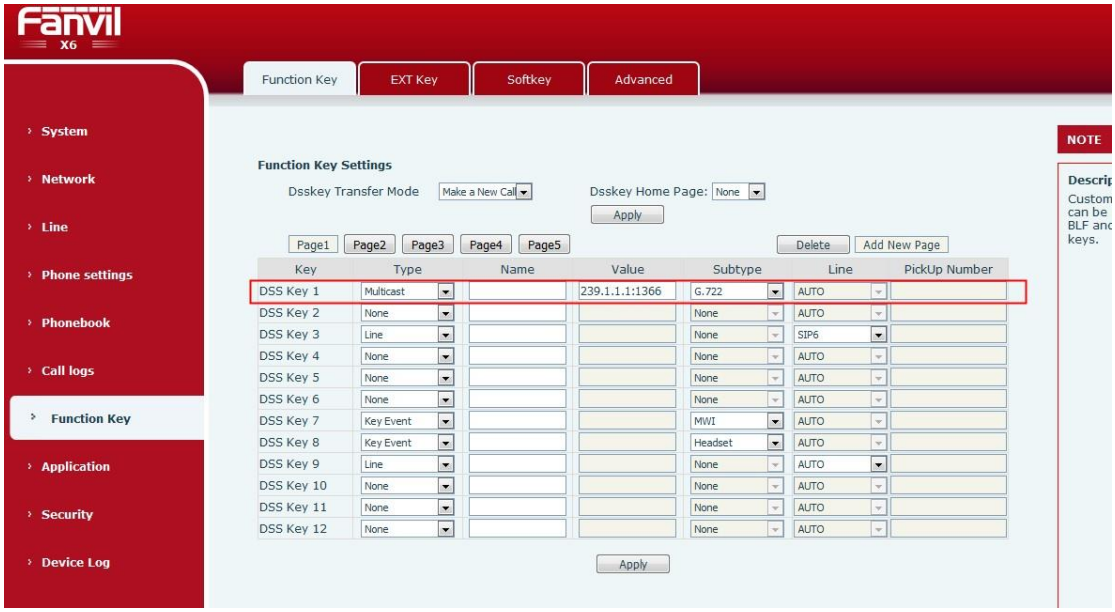


Figure 9 Multicast

2.10 Action URL

Function description: Configure a valid URL to receive and send instructions.

Configuration items: Type (Action URL)

Value (Valid URL address)

Subtype (Post or Get)

Use method: When you press the DSS key, the system initiates an HTTP Get/Post request.

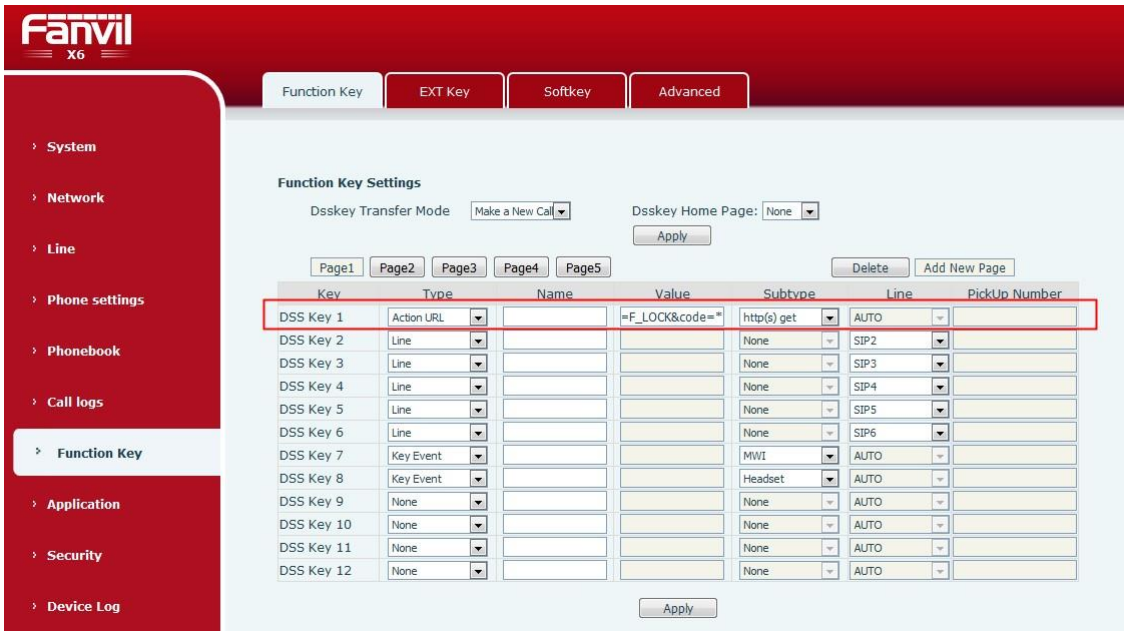


Figure 10 Action URL