



BroadSoft Busy Lamp Field (BLF) & Key System Emulation

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Busy Lamp Field (BLF)

The **Busy Lamp Field (BLF)** feature enables an attendant to monitor the status of call and park activity of other remote users, display remote calling party information, answer incoming calls to remote phones, and park and retrieve calls all using a BLF line key. The BLF features described in this document are available only when using the BroadSoft Call Control Platform and must be supported and enabled by your Service Provider.

For BLF feature description on other call platforms, please see *Engineering Advisory 62475: Using Statically Configured Busy Lamp Field with Polycom Phones*.

Supported Phones

This document applies to the following phones running UC Software Version 5.9.0 and later:

- Poly VVX 250, VVX 301, VVX 311, VVX 350, VVX 401, VVX 411, VVX 450, VVX 501, and VVX 601 Business Media IP Phones
- Poly CCX 400, CCX 500, CCX 600, and CCX 700 Business Media Phones

Where specified, some functionality in this document requires UCS 6.0.0 or later.

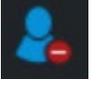
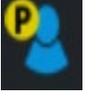
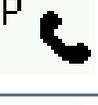
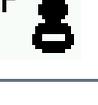
BLF Terminology

Before reading this technical brief, it's important to understand the following BLF-related terminology:

- **Attendant Phone** — The phone used to monitor one or more remote lines using the BLF feature.
- **Remote Line** — Another user's phone line that the attendant phone is monitoring.
- **Idle State** — The monitored line is 'on hook' and there are no active, held, or incoming calls.
- **Active State** — There's an active call in progress on the monitored line. Both active and calls on hold appear as the Active state.
- **Alerting State** — There's an incoming call (the phone is ringing, if configured with a ringtone).
- **Directed Call Pickup** — When a call is in the alerting state, the attendant phone can intercept that call on behalf of the remote user.
- **Park** — Parking a call is like placing a call on hold except that it may be retrieved by anyone in the park group or who knows which extension the call is parked against.
- **Park Orbit or Park Location** — A commonly used term for a temporary holding spot for a call that is available for retrieval by multiple users of the system. On the BroadSoft call platform, a call is parked against a user's extension or SIP line.
- **Parked Call Retrieval** — Resuming a call that was previously parked against someone's extension or SIP line.
- **Key System Emulation** — A method of simulating behavior of Centrex or Telephone Key systems where calls are regularly parked against one of several holding slots denoted by colored or illuminated indicators or buttons. Each phone in the system has the same number of holding slots and indicates a parked call using the same key position, regardless of which phone parked the call there.

- **Self-Park** – A term used to differentiate a call that you parked somewhere as opposed to a call that was parked by another user.
- **Remote Park** – A term used to differentiate a call that was parked by another user rather than yourself.

BLF Icons and Indicator LEDs

State	Monochrome	Color VVX	LED
Idle			None
Alerting			Flashing Green
Active			Solid Red
Parked Call			None
Alerting + Parked Call			Flashing Green
Active + Parked Call			Solid Red

Handling Remote Calls on the Attendant Phone

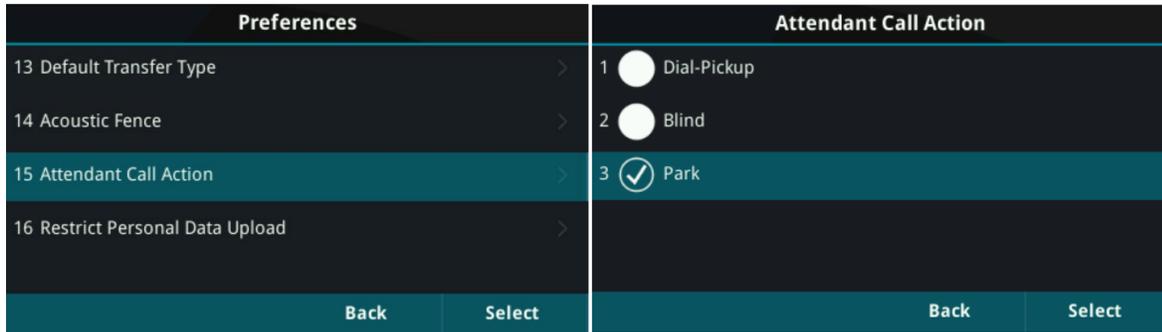
The handling of calls on remote lines differs depending on the state of your attendant phone (idle or in an active call), the state of the remotely monitored phone (idle, alerting, active, or showing a parked call), as well as choices you make to the one-touch call action settings.

Selecting What Action Occurs When Using a BLF

There are three options available for one-touch BLF actions. These options can be specified using a configuration file or if first enabled through configuration, using a menu available in the basic settings menu: **Settings > Basic > Preferences > Attendant Call Action**.

- **Dial-pickup** — This mode is the default and retains the behavior used by Polycom phones for all Software releases before UCS 5.9. The default single press action uses the BLF as a speed dial except when in the alerting state, wherein the alerting call is answered.

- **Blind** — This setting allows any currently active call to be blind-transferred to another user with one press of the associated BLF key.
- **Park** — This setting indicates a preference for one-touch park and retrieve using the BLF keys.



Configuration

Parameter	Values
attendant.callAction	Dial-Pickup - (default) Blind Park
attendant.callActionMenu.enabled	1 — Enable the selection of call action from within the basic settings menu. 0 — (default) Prevent changes to the one-touch- BLF call action by restricting the selection to configuration file only.

Complete One-Touch Action Listing

The following table provides the complete list of behaviors given the variety of states both the attendant and the remote line may be in.

Short Press denotes a quick touch of a BLF Line Key.

Press and hold denotes pushing and holding the line key for 2 seconds.

When you have NO active calls, your phone behaves as follows:

State	Icon	Key Press	Action taken by the phone
The monitored line is idle. No call is parked.		Short Press	The Call Action setting doesn't affect behavior because there's no active call. Single press always Dials the BLF user.
		Press and hold	No Action

State	Icon	Key Press	Action taken by the phone
The monitored line is alerting. No call is parked.		Short Press	The Call Action setting doesn't affect behavior because there's no active call. Pick up the alerting call if Pickup Restrictions are disabled. Dial the alerting BLF user if Pickup Restrictions are enabled.
		Press and hold	Show the Caller ID of the alerting call. Additional call handling softkeys are provided.
The monitored line is alerting. No Call is parked.		Short Press	The Call Action setting doesn't affect behavior because there's no active call. Single press always Dials the BLF user.
		Press and hold	Show the Caller ID of the active call. Additional call handling softkeys are provided.
The monitored line is idle. A call is parked.		Short Press	Dial if the Call Action setting is Dial-Pickup . Dial if the Call Action setting is Blind Retrieve the parked call if the Call Action setting is Park . Pickup Restrictions don't apply to this use case.
		Press and hold	Show the parked caller's Caller ID. Additional call handling softkeys are provided.
The monitored line is alerting. A call is parked.		Short Press	Pick up the alerting call if the Call Action setting is Dial-Pickup and Pickup Restrictions are disabled. Dial the alerting BLF if the Call Action setting is Dial-Pickup and Pickup Restrictions are enabled. Pick up the alerting call if the Call Action setting is Blind and Pickup Restrictions are disabled. Dial the alerting BLF if the Call Action setting is Blind and Pickup Restrictions are enabled. Retrieve the parked call if the Call Action setting is Park regardless of the Pickup Restriction setting.
		Press and hold	If the Call Action setting is Dial-Pickup or Blind then show the alerting call's caller ID. If the Call Action setting is Park then show the parked call's caller ID. Additional call handling softkeys are provided.
The monitored line is active. A call is parked.		Short Press	Dial if the Call Action setting is Dial-Pickup Dial if the Call Action setting is Blind Retrieve the parked call if the Call Action setting is Park . Pickup Restrictions don't apply to this use case.

<i>State</i>	<i>Icon</i>	<i>Key Press</i>	<i>Action taken by the phone</i>
		Press and hold	If the Call Action setting is Dial-Pickup or Blind then show the active call's caller ID. If the Call Action setting is Park then show the parked call's caller ID. Additional call handling softkeys are provided.

When you have an active call, your phone behaves as follows:

<i>State</i>	<i>Icon</i>	<i>Key Press</i>	<i>Action taken by the phone</i>
The monitored line is idle. No call is parked.		Short Press	Dial the BLF user if the Call Action setting is Dial-Pickup . The active call is placed on hold. Blind Transfer the active call if the Call Action setting is Blind . Park the active call if the Call Action setting is Park . Pickup Restrictions don't apply to this use case.
		Press and hold	Additional call handling softkeys are provided.
The monitored line is alerting. No call is parked.		Short Press	Pick up the alerting call if the Call Action setting is Dial-Pickup and Pickup Restrictions are disabled. Dial the alerting BLF if the Call Action setting is Dial-Pickup and Pickup Restrictions are enabled. Blind Transfer the active call to the alerting BLF user if the Call Action setting is Blind regardless of Pickup Restrictions settings. Park the active call if the Call Action setting is Park regardless of the Pickup Restriction setting.
		Press and hold	Show the Caller ID of the alerting call. Additional call handling softkeys are provided.
The monitored line is alerting. No Call is parked.		Short Press	Dial the BLF user if the Call Action setting is Dial-Pickup . The active call is placed on hold. Blind Transfer the active call if the Call Action setting is Blind . Park the active call if the Call Action setting is Park .
		Press and hold	Show the Caller ID of the active call. Additional call handling softkeys are provided.

State	Icon	Key Press	Action taken by the phone
The monitored line is idle. A call is parked.		Short Press	Dial the BLF user if the Call Action setting is Dial-Pickup . The active call is placed on hold. Blind Transfer the active call if the Call Action setting is Blind . Retrieve the parked call if the Call Action setting is Park .
		Press and hold	Show the Caller ID of the parked call. Additional call handling softkeys are provided.
The monitored line is alerting. A call is parked.		Short Press	Pick up the alerting call if the Call Action setting is Dial-Pickup and Pickup Restrictions are disabled. Dial the alerting BLF if the Call Action setting is Dial-Pickup and Pickup Restrictions are enabled. Pick up the alerting call if the Call Action setting is Blind and Pickup Restrictions are disabled. Dial the alerting BLF if the Call Action setting is Blind and Pickup Restrictions are enabled. Retrieve the parked call if the Call Action setting is Park regardless of the Pickup Restriction setting.
		Press and hold	If the Call Action setting is Dial-Pickup or Blind then show the alerting call's caller ID. If the Call Action setting is Park then show the parked call's caller ID. Additional call handling softkeys are provided.
The monitored line is active. A call is parked.		Short Press	Dial the BLF user if the Call Action setting is Dial-Pickup . The active call is placed on hold. Blind Transfer the active call if the Call Action setting is Blind . Retrieve the parked call if the Call Action setting is Park .
		Press and hold	If the Call Action setting is Dial-Pickup or Blind then show the alerting call's caller ID. If the Call Action setting is Park then show the parked call's caller ID. Additional call handling softkeys are provided.

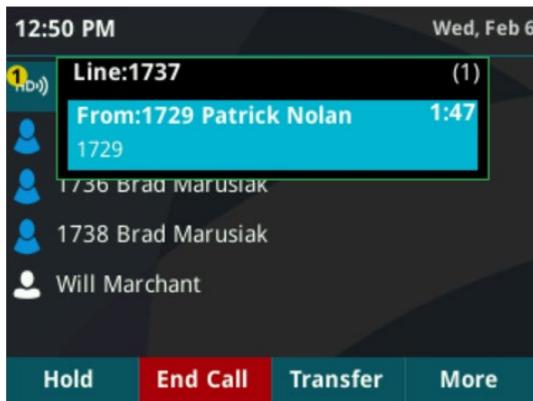
Viewing Remote Line Caller ID and Additional Line Key Actions

When a BLF line indicates alerting, active, or a parked call, you may first view the caller ID information of the associated call by pressing and holding the BLF line key for 2 seconds.

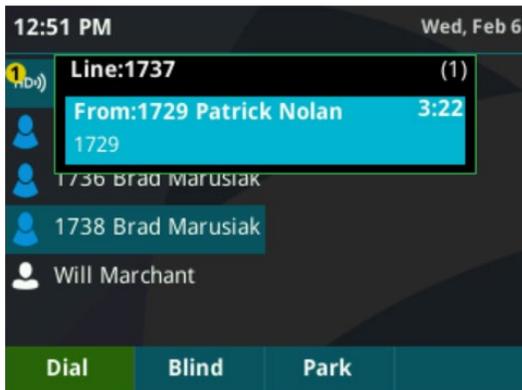
While viewing the call on that BLF line, additional call handling options may be provided as softkeys. This provides access to actions other than the chosen one-touch action.

- **Silence** — When a BLF line is alerting, this softkey suppresses the ringtone until the next time a call alerts.
- **Blind** — Blind Transfer your active call to the BLF user.
- **Park** — Park your active call against the BLF user's extension.
- **Retrieve** — Retrieve the call parked against the BLF user's extension.
- **Dial** — Place a call to the BLF user as if using a speed dial key.
- **Exit** — Close the additional softkey options and return to the idle view.

The following image shows an active call before pressing and holding a BLF line key.



Softkeys have changed after press and hold of the third BLF key and now present additional options for the active call. Available softkeys vary based on the state of your phone and the BLF line pressed.



Restricting Visibility of Remote Caller ID

By default, when a BLF-monitored line receives a call, the attendant phone receives onscreen indication of the call similar to the way a call directly to the attendant would appear. This spontaneous call appearance can be suppressed so that the BLF lines instead indicate calls using LED and icon changes. When the spontaneous call appearance is suppressed, the associated attendant ringtones are also suppressed.

In addition to suppressing the onscreen appearances of the call, the caller ID of remote callers can be hidden so that the attendant phone is unable to see who is calling the BLF users they monitor. This applies to the alerting and the active states. When hidden, the phone instead displays the caller's identity as Unknown.

Calls that have been parked can't have their caller ID hidden and are always visible to any attendant using a press and hold of the BLF line indicating a parked call.

Configuration

<i>Parameter</i>	<i>Values</i>
attendant.behaviors.display.remoteCallerID.normal	<p>1 (default) - Remote party caller ID information is presented to the attendant.</p> <p>0 - The remote caller's name and number information are replaced with the string unknown.</p>
attendant.behaviors.display.spontaneousCallAppearances.normal	<p>1 (default) - The normal or automatic call appearance is spontaneously presented to the attendant when calls are alerting on a monitored resource (and a ringtone is played).</p> <p>0 - The call appearance isn't spontaneously presented to the attendant. The information displayed after a press and hold of a BLF line key is unchanged by this parameter.</p>

Choosing Attendant Ringtones

You can select the ringtone that plays when a remote line is ringing in the alerting state. The same ringtone plays for all remote BLF lines. The default ringtone is a silent ring.

To select the attendant ringtone:

1. Press the Home key, and then select **Settings > Basic > Ring Type > Attendant Calls**. The Ring Type screen appears.
2. Using the arrow keys, scroll to the ringtone you want. To hear the selected ringtone, press the **Play** softkey.
3. Press the **Select** softkey.
4. Press the **Home** key to return to the idle display.

Configuration

<i>Parameter</i>	<i>Values</i>
attendant.ringType	Ringer1 (default), Ringer2, ..., Ringer24
	ringer1 Silent Ring

<i>Parameter</i>	<i>Values</i>
ringer2	Low Trill
ringer3	Low Double Trill
ringer4	Medium Trill
ringer5	Medium Double Trill
ringer6	High Trill
ringer7	High Double Trill
ringer8	Highest Trill
ringer9	Highest Double Trill
ringer10	Beeble
ringer11	Triplet
ringer12	Ringback-style
ringer13	Low Trill Precedence
ringer14	Ring Splash
ringer15-24	Custom audio file

Choosing Attendant Call Waiting Tones

You can select a call waiting tone that plays if you are in a call and one of the remotely monitored lines receives a call. The behavior is disabled by default, although you may choose either a tone or a ringer if you need to monitor you BLF lines with a higher than normal priority.

Configuration

<i>Parameter</i>	<i>Values</i>
attendant.callWaiting.enable	<p>0 (default) – When the attendant phone is in an active call, there’s no acoustic indication of calls arriving on monitored BLF lines.</p> <p>1 - When the attendant phone is in an active call, the phone generates an acoustic indication of call arriving on a monitored by BLF lines.</p>
attendant.callWaiting.ring	<p>This parameter is valid only if attendant.callWaiting.enable is set to 1. Specifies the ring type to be used for notifying an attendant call.</p> <p>Silent (default) - No acoustic indication of waiting calls is provided.</p> <p>Beep – A brief ‘beep’ tone is used.</p> <p>Ring – Ringtone configured in attendant.ringType is used.</p>

Enabling Call Park Notifications

BLF lines always provide a visual indicator of a call parked against them. However, BroadWorks allows a call to be parked against any extension by using the correct star code sequence, which means you can park a call against your own line, or someone can park a call against your line without you knowing. Using Enhanced Call Park Notifications, your phone can provide visual or audible indication of a call parked against your own phone line. As of UCS 6.0.0, tones can be played whenever a call is parked against any monitored BLF as well.

Configuration

<i>Parameter</i>	<i>Values</i>
reg.x.enhancedCallPark.enabled	0 (default) - Disable the BroadWorks Enhanced Call Park feature so that calls parked against your line aren't visually indicated. 1 – Visual indication of calls parked against your line is provided.
feature.enhancedCallPark.allowAudioNotification	0 (default) – No audio notification is provided when a call is parked against your line. 1 – A short tone is played when a call is parked against your line.
feature.enhancedCallPark.allowBLFAudioNotification (UCS 6.0.0 or later only)	0 (default) – No audio notification is provided when a call is parked against a monitored BLF. 1 – A short tone is played when a call is parked against a monitored BLF.

Restricting Directed Call Pickup

Directed Call pickup of alerting calls can be restricted. Pickup restriction is applied across all BLF and cannot be configured on a per BLF basis.

Configuration

<i>Parameter</i>	<i>Values</i>
attendant.restrictPickup	0 – Default Directed Call Pickup is allowed. 1 - Attendant phones may not pick up calls indicated as alerting by pressing the associated Line Key.

Configuring BLF and Star Codes

These parameters allow for configuration of the core BLF feature as well as which star codes are used to perform park and retrieve actions.

Parameter	Values
attendant.reg	<p>Specifies which SIP registration index to use for subscribing to the BLF resource list. For example, attendant.reg="2" means the SIP registration configured with the reg.2.* parameters is used.</p> <p>1 (default) Permitted value is any positive integer.</p>
attendant.uri	<p>The resource list URI on the server such as "12345777blf@example.com" If only the user portion of the URI is provided, the phone appends the configured server's address to complete the address.</p> <p>Null string (default)</p>
call.directedCallPickupString	<p>The star code to initiate a directed call pickup.</p> <p>*97 (default)</p>
call.directedCallPickupMethod	<p>Specifies how the phone performs a directed call pick-up from a BLF contact.</p> <p>Legacy (default) - Indicates that the phone uses the method specified in call.directedCallPickupString. Leave this value as legacy for use with BroadWorks.</p> <p>Native - Indicates that the phone uses a native protocol method (in this case SIP INVITE with the Replaces header).</p>
call.parkedCallString	<p>The star code used to Park a call.</p> <p>*68 (default) Permitted values are star codes.</p>
call.parkedCallRetrieveString	<p>The star code used for retrieval of a parked call.</p> <p>Null (default) Permitted values are star codes.</p>
call.parkedCallRetrieveMethod	<p>The method the phone uses to retrieve a BLF resource's call that has dialog state confirmed.</p> <p>Legacy (default) - Indicates that the phone uses the method specified in call.parkedCallRetrieveString. Leave this value as legacy for use with BroadWorks.</p> <p>Native - Indicates that the phone uses a native protocol method (in this case SIP INVITE with the Replaces header).</p>

Creating a Basic Key System

By configuring a group of phones to use the Park call action as their default, and by removing the basic settings menu so that users can't alter the call action setting, you can make additional use of special 'dummy accounts' created in BroadWorks to act as Park Orbits. While not a requirement, Poly recommends the use of 'dummy accounts' when configuring a Key System as this removes the possibility of there being associated inbound or outbound call activity with those accounts.

Using Dummy Accounts in BroadWorks

BroadWorks user accounts created for the sole purpose of parking/retrieving calls are set up with an active extension but without any device registration associated to the user.

This has a BroadWorks license impact – each user account creation consumes a Standard Enterprise license - but this removes the likelihood of the 'Park Orbits' from ringing during incoming calls since their numbers aren't mapped to any registered endpoints/devices. Note that accidental dialing of the 'dummy account' extensions – that is, misdialed digits that match dummy account number or attempts to use the BLF park line as a speed dial – still triggers an outbound call the Park Orbit, but the call fails and the user receives an IVR message stating that the call cannot be completed.

1. In the BroadWorks admin portal, add one or more users and assign them unique usernames.
2. The name that appears on your phone depends on the first and last name input when creating these accounts. Poly recommends that you use a first name of Park or Line, and a last name using an increasing integer.

For example:

- a. User ID: KSE.Park.1
- b. First Name: Park
- c. Last Name: 1

Enterprise ID: engineering
User ID: Park.2
* Last Name: 2
* Calling Line ID Last Name: Park.2
Department: None
Time Zone: (GMT-08:00) (Canada) Pacific Time

Group: brad.marusiak
[Change User ID \(Also saves current screen data\)](#)
* First Name: Park
* Calling Line ID First Name: Park.2
Language: English
Network Class of Service: None

3. Your 'Dummy' park accounts are set up with an extension, but no phone number and no device registration:

Options:

- Profile
- Incoming Calls
- Outgoing Calls
- Call Control
- Calling Plans
- Client Applications
- Messaging
- Service Scripts
- Utilities

Busy Lamp Field

Busy Lamp Field allows you to create a list of users to monitor via your SIP Attendant Console Phone and assign a SIP URI to the list.

OK Apply Cancel

List URI: sip:3339951736blf @ as-dev.vancouver.polycom.com

Enable Call Park notification

Enter search criteria below

User ID Starts With park + Search

Available Users	Monitored Users
Orbit1,Park (Park.Orbit1) Orbit2,Park (Park.Orbit2) Orbit3,Park (Park.Orbit3)	1,Park (Park.1) 2,Park (Park.2) 3,Park (Park.3) 4,Park (Park.4)

Add > Remove < Add All >> Remove All

Move Up Move Down

OK Apply Cancel

- Finally, configure each VV for BLF, enhanced call park notifications, and the Park one-touch call action.

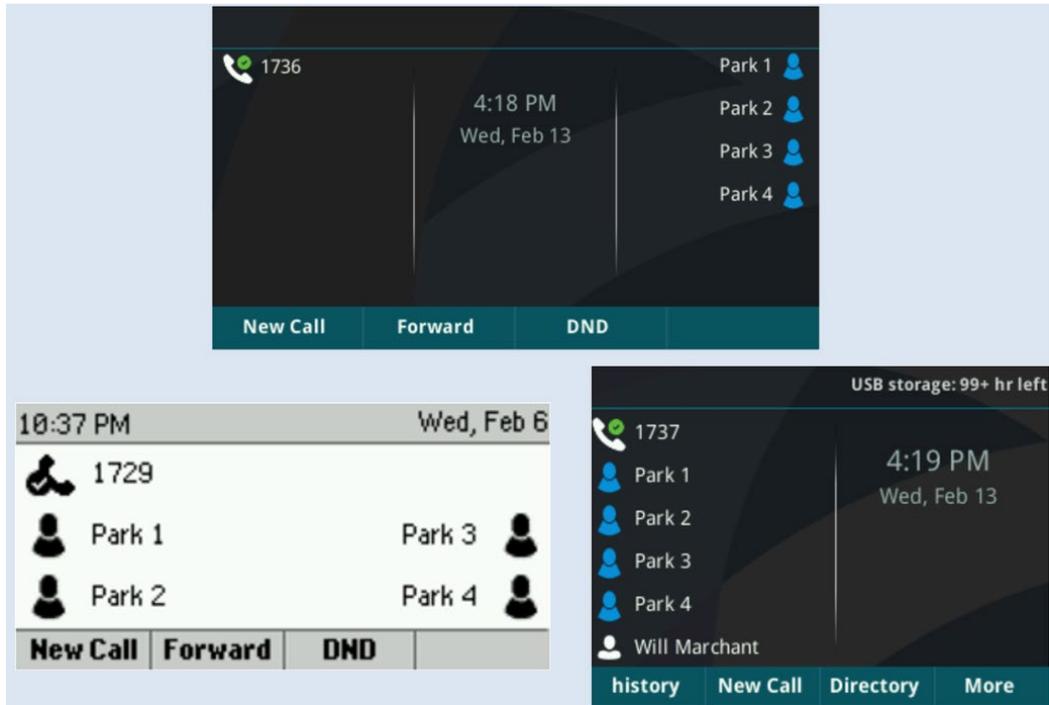
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<KeySystemEmulation
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```
attendant.uri="3339951737blf"
attendant.callAction="Park"
attendant.callActionMenu.enabled="0"
attendant.restrictPickup="0"
attendant.behaviors.display.spontaneousCallAppearances.normal="0"
reg.1.enhancedCallPark.enabled="1"
call.directedCallPickupMethod="legacy"
call.parkedCallRetrieveMethod="legacy"
call.directedCallPickupString="*97"
call.parkedCallString="*68"
call.parkedCallRetrieveString="*88"
feature.enhancedCallPark.allowAudioNotification="1"
feature.enhancedCallPark.allowBLFAudioNotification="1"
/>
```

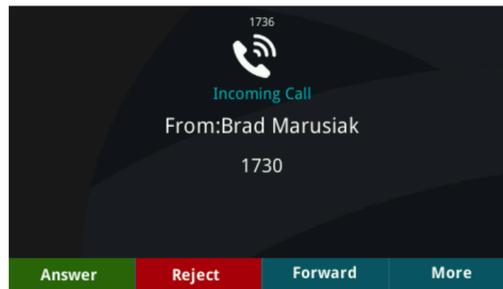
Keyline System Usage Example

In a group with three users, each user's phone should have the same park locations available.

If all users have the same phone model, you can have each park location appear in the same key location on each phone (not shown).

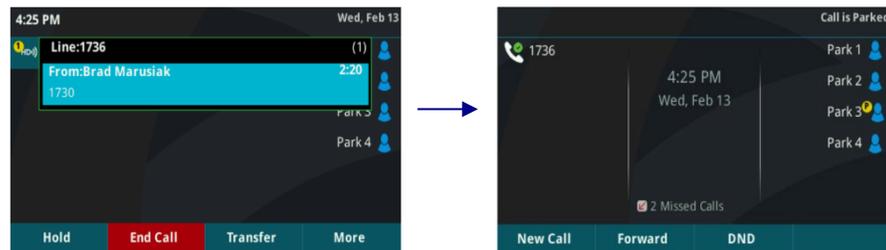


A call comes into extension 1730.



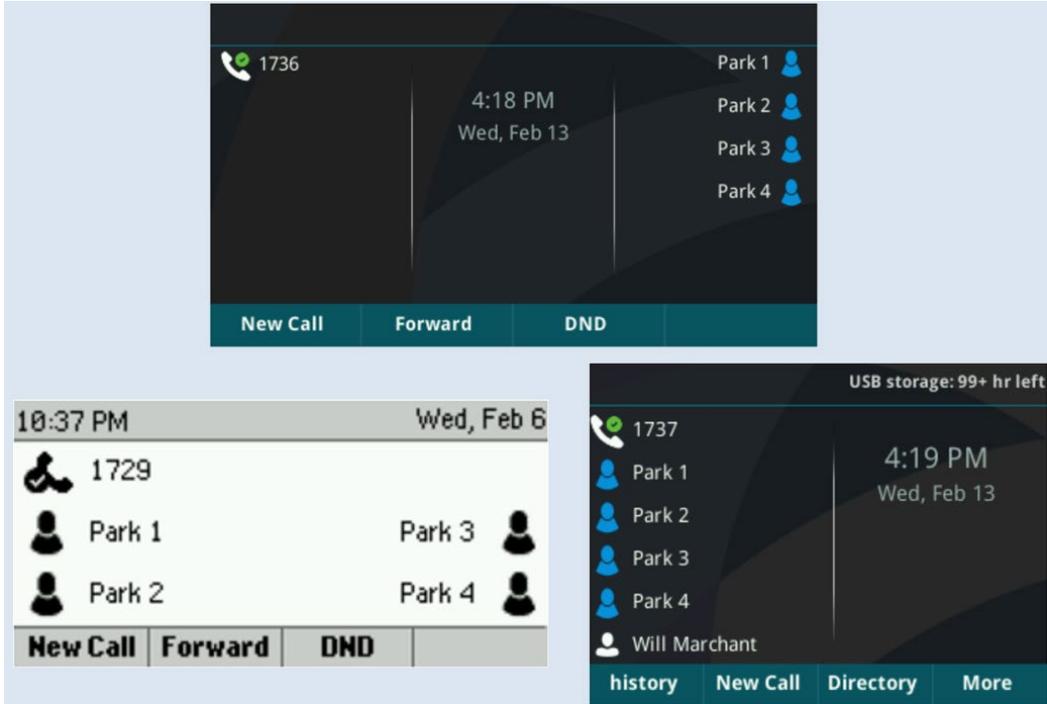
After answering and a brief conversation, you park the call on **Park 3**.

Simply touch that line key to do so.

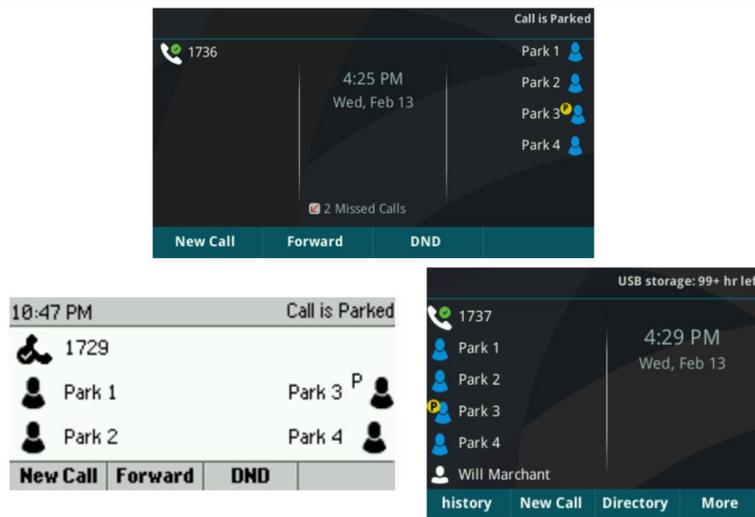


In a group with three users, each user's phone should have the same park locations available.

If all users have the same phone model, you can have each park location appear in the same key location on each phone (not shown).



All users see the parked call.



Now, the user of extension 1729 can retrieve it with a single touch.



Advanced Key System Emulation (KSE)

As of UCS 6.0.0, additional functionality is available to enhance a key system like deployment. When enabling this functionality:

- BLF lines cease to show events related to inbound & outbound call activity with the intent being that only park & retrieve related operations are desired.
- Attempts to dial the call park locations are blocked.
- Icons and LED patterns differ depending on if a call is parked by another remote user or if you parked the call yourself.
- When a call is parked, the caller ID may optionally replace the normal line label.
- A configurable tone can play whenever a call is parked.
- Reminder tones are available with configurable start and repeat delays.

Note: Regular BLF and the Advanced Key System Emulation mode are mutually exclusive.

Configuration

Parameter	Values
attendant.keylineEmulation.enabled	1 – Enable advanced Key System Emulation mode . 0 – (Default) Regular BLF mode is enabled.
attendant.callAction	Set to “Park.” Other values aren’t supported when in KSE mode.
attendant.callActionMenu.enabled	Set to 0. Other values aren’t supported when in KSE mode.

KSE Icons and Indicator LEDs

State	Monochrome	Color VVX	LED
Empty			None
Parked Call –Remote Park			Flashing Red
Parked Call – Self-Park			Solid Red

Automatic Display of Parked Caller ID

You can choose to replace the line label of each line key with the caller ID of a parked call.

Configuration

Parameter	Values
attendant.keylineEmulation.showParkedCallerId	<p>1 (default) – Line labels automatically update to show the display name of the parked call.</p> <p>0 – Line labels are static and display the name provided by the BroadSoft System.</p>



Reminder Tones

The BroadSoft call control provides the ability for a parked call to “ring back” the user that parked the call, but this alerts only the original parking user. The following configuration allows an additional reminder tone to be played on all phones sharing the park locations with control of the start and repeat delays.

For more information on audible notifications, see “Enabling Call Park Notifications” in this document.

Configuration

Parameter	Values
attendant.callParkBLFReminder.startDelay	<p>0 – 3600</p> <p>When a call is parked, this is the number of seconds to wait before a reminder tone is played. The default is 0, which means no reminder tone is ever played.</p>
attendant.callParkBLFReminder.repeatTime	<p>0 – 3600</p> <p>After the first reminder tone is played, this denotes the time in seconds before repeated reminders are played. The default is 0 meaning no subsequent reminders play after the first reminder.</p>

Changing the Park Notification Tone or Reminder Tone

The tones used to signal that a call has first been parked or has been parked for too long can be customized or suppressed entirely using the phone’s tone library.

Configuration

<i>se.pat.misc.callParkBLFAudioNotification.name</i>	<i>Call Park Notification for BLF/KSE lines</i>
se.pat.misc.callParkBLFAudioNotification.inst.1.type	Chord
se.pat.misc.callParkBLFAudioNotification.inst.1.value	cs7
se.pat.misc.callParkBLFAudioNotification.inst.2.type	Chord
se.pat.misc.callParkBLFAudioNotification.inst.2.value	cs4
se.pat.misc.callParkBLFAudioNotification.inst.3.type	Chord
se.pat.misc.callParkBLFAudioNotification.inst.3.value	cs7

To suppress this tone, replace the values of "chord" with "silence."
 To modify the sound of the tone, add/delete instances and change the chord set (cs1-cs12)

<i>se.pat.misc.callParkBLFReminderTone.name</i>	<i>Key Line Reminder Tone</i>
se.pat.misc.callParkBLFReminderTone.inst.1.type	Chord
se.pat.misc.callParkBLFReminderTone.inst.1.value	cs3
se.pat.misc.callParkBLFReminderTone.inst.2.type	Chord
se.pat.misc.callParkBLFReminderTone.inst.2.value	cs4
se.pat.misc.callParkBLFReminderTone.inst.3.type	Chord
se.pat.misc.callParkBLFReminderTone.inst.3.value	cs6
se.pat.misc.callParkBLFReminderTone.inst.4.type	Chord
se.pat.misc.callParkBLFReminderTone.inst.4.value	cs4

To suppress this tone, replace the values of "chord" with "silence."
 To modify the sound of the tone, add/delete instances and change the chord set (cs1-cs12).

Example Configuration for Advanced Key System Emulation

Building on the earlier example that creates a key line system, the following configuration adds the advanced mode with some suggested settings.

```
<KeySystemEmulation
    attendant.uri="3339951737blf"
    attendant.callAction="Park"
    attendant.callActionMenu.enabled="0"
    attendant.restrictPickup="0"
    attendant.keylineEmulation.enabled="1"
    attendant.keylineEmulation.showParkedCallerId="1"
    attendant.callParkBLFReminder.StartDelay="90"
    attendant.callParkBLFReminder.repeatTime="30"
    attendant.behaviors.display.spontaneousCallAppearances.normal="0"
```

```
reg.1.enhancedCallPark.enabled="1"  
call.directedCallPickupMethod="legacy"  
call.parkedCallRetrieveMethod="legacy"  
call.directedCallPickupString="*97"  
call.parkedCallString="*68"  
call.parkedCallRetrieveString="*88"  
feature.enhancedCallPark.allowAudioNotification="1"  
feature.enhancedCallPark.allowBLFAudioNotification="1"
```

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See the following sites for information related to this product.

- The [Poly Online Support Center](#) is the entry point to online product, service, and solution support information including Video Tutorials, Documents & Software, Knowledge Base, Community Discussions, Poly University, and additional services.
- The [Poly Document Library](#) provides support documentation for active products, services, and solutions. The documentation displays in responsive HTML5 format so that you can easily access and view installation, configuration, or administration content from any online device.
- The [Poly Community](#) provides access to the latest developer and support information. Create an account to access Poly support personnel and participate in developer and support forums. You can find the latest information on hardware, software, and partner solutions topics, share ideas, and solve problems with your colleagues.
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