

# Broadsoft Feature Key (FSK) synchronization

Many Session Initiation Protocol (SIP) phone users prefer to use the buttons on their phone to activate features, such as Do Not Disturb (DND), rather than the BroadWorks web portal. This feature permits these SIP phone users to use the buttons on their phones in just this way.

With this feature installed, supported SIP phones can synchronize with the BroadWorks Application Server on the status of the following features: Do Not Disturb, Call Forwarding Always (CFA), Call Forwarding Busy (CFB), Call Forwarding No Answer (CFNA) and Call Center. If a user changes the status of one of these features via the web portal or a feature access code (FAC), the Application Server notifies the phone about the status change. Conversely, if the user changes the feature status via a button on his phone, the phone notifies the Application Server of the status change.

The synchronization protocol is based on the SIP events framework. To use this capability, the phone user must have a SIP phone that supports the "as-feature-event" event package.

- SIP phone will subscribe to the Application Server Feature Event package (as-feature-event) for Do Not Disturb, Call Forwarding and Call Center state synchronization by sending a SUBSCRIBE to BroadWorks with Event header set to "as-feature-event". BroadWorks grants a subscription by returning a 200 OK.
- Once the phone has successfully subscribed or re-subscribed to the as-feature-event package, BroadWorks will transmit the current states of the supported features to the SIP phone in a NOTIFY message.