

The phone displays abnormal BLF status

Version: V1.0

Release Date: 3rd,Nov,2021

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1. Introduction

1.1. Overview

Some PBXs may send notifications with extended multiple call states and corresponding SIP dialogues. You need to match the BLF dialogue boxes so that the phone system can distinguish them and display the correct status. Sometimes, the phone's subscription/notification mismatch can cause these problems. The administrator needs to change some settings to keep the BLF information synchronized.

1.2. Applicable model

This document applies to phones with BLF buttons.

1.3. Target audience

This document is for routine maintenance personnel who solve phone problems.

2. Solution Step

- 1、 Log in to the phone network;
- 2、 Advanced settings of access line SIP;
- 3、 Open the BLF session for precise matching;
- 4、 Press the apply button;
- 5、 Export the configuration file in .txt format;
- 6、 Set SIP1 Update Reg Exp to 0 (this setting is a hidden attribute, you need to copy the following content to a text file);

<<VOIP CONFIG FILE>>Version:2.0002

<SIP CONFIG MODULE>

--SIP Line List-- :

SIP1 Update Reg Expire :0

<<END OF FILE>>

- 7、 Import the text file into the phone.

