



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

SIP Feature Server User's Guide

Control Your ACD Agent State from SIP Phones

5/3/2025

Control Your ACD Agent State from SIP Phones

Agents can change their ACD Agent State using enabled desk phones made by Polycom, Yealink, and AudioCodes/Genesys (420HD model with firmware version 2.2.2 or higher only). Here's how:

Agents: Change your ACD state from a desk phone

[Link to video](#)

1. Login using your phone's menu.
2. Select one of the Agent States. Your choices are:
 - not ready (optional: also select a reason code such as Lunch or Break.)
 - ready
 - after call work.
3. Logout.

SIP Server synchronizes between your phone and your Agent Desktop when you finish using either tool.

Note: You can still change your ACD Agent State on your desktop computer, using Agent Desktop.

System Administrators: Configuration enables ACD state change on desktop phones

- This task enables ACD State change on Polycom, Yealink, and AudioCodes/Genesys desktop phones (model 420HD with firmware version 2.2.2 or higher only).
- This task requires system administration-level skills.

1. Create a profile.
2. Enable ACD in the profile, and add reason codes.
3. Create a device and associate the profile with it.

When an enabled phone connects to Feature Server, login and provisioning becomes available automatically.