



Grandstream Networks, Inc.

GRP26xx Series BLF Guide



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INTRODUCTION

Busy Lamp Field (BLF) feature allows an end user, such as attendant, to monitor the hook status of a list of users. GRP26XX supports Busy Lamp Field (BLF) on the Multi-Purpose Keys on the phone. This document serves as an end user guide on how to configure Grandstream GRP Carrier-Grade IP Phones for Busy Lamp Field feature.

To learn more about GRP26XX's basic and advanced features, please visit link <http://www.grandstream.com/support> to download the latest "GRP26XX Administration Guide" and "GRP26xx User Guide".



OVERVIEW OF FUNCTIONS

Grandstream GRP Carrier-Grade IP Phones supports Busy Lamp Filed (BLF) feature. GRP26XX supports this feature by changing the color and status of the MPK indicators, associated with the monitored users. GRP26XX phones support this feature by changing the LED keys color and status on the MPKs on phone body. Additionally, the phone system is also able to pick up the calls to the monitored extensions.



BLF KEYS CONFIGURATION ON THE GRP261X/GRP2624/GRP2634 SERIES

Users can proceed as follows in order to configure the BLF feature on GRP261X/GRP2624/GRP2634 phones:

1. On the Web UI, click on “**Settings**”;
2. On the drop-down list, click on “**Programmable Keys**”,
3. Then scroll to “**Virtual Multi-Purpose Keys**” as the figure shows below:

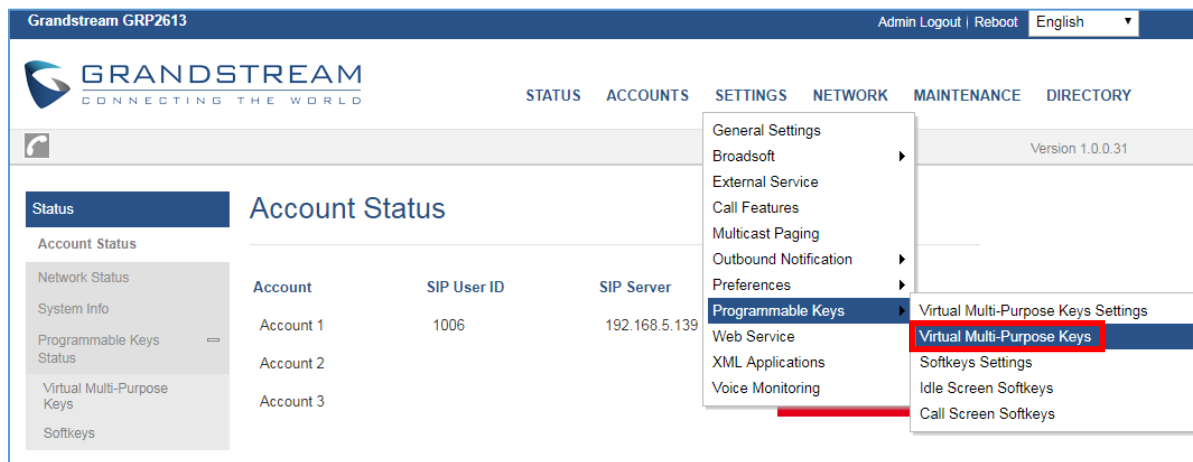


Figure 1: Programmable Keys Settings

4. On the “Virtual Multi-Purpose Keys” page. Click on “Edit VPK”. Under “Mode” tab Scroll down and click on “Busy Lamp Field (BLF)”.

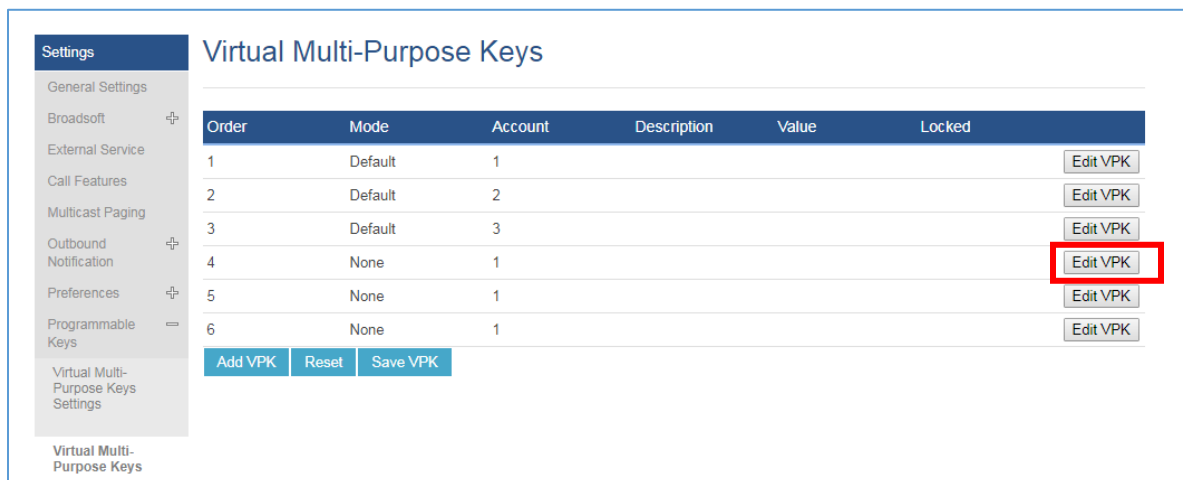


Figure 2: Configure Multi-Purpose Keys

5. On the “Account” dropdown menu, select the account associated with the IP PBX that carries the extension being set up.



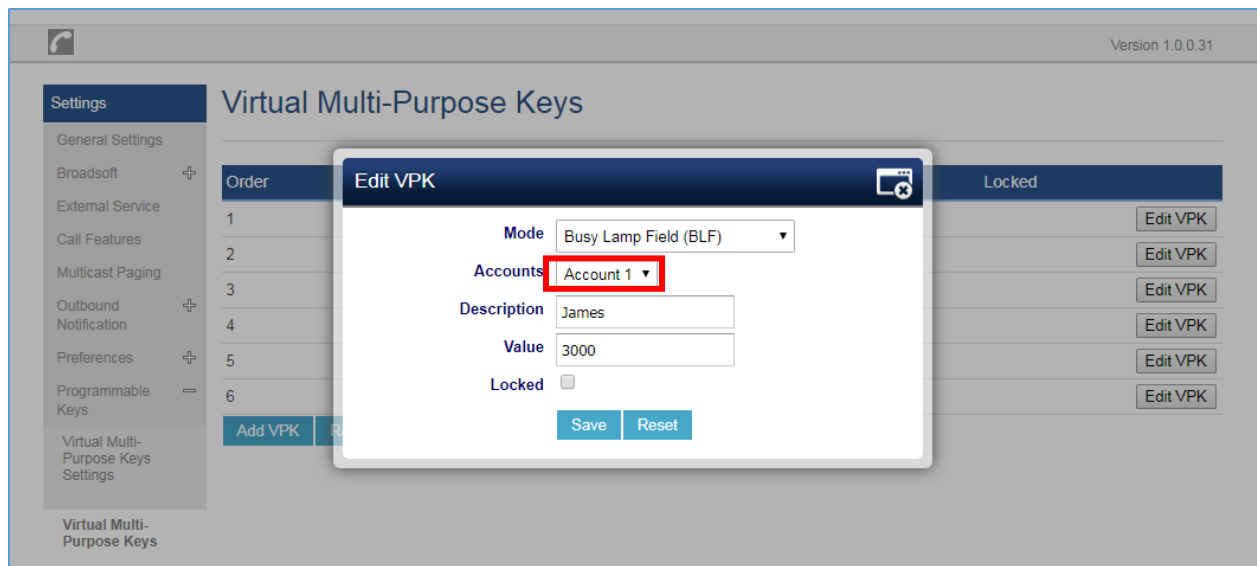


Figure 3: Select Associated Account

- In the “Description” field, type the name of the individual or department that you want to associate with the extension being set up.

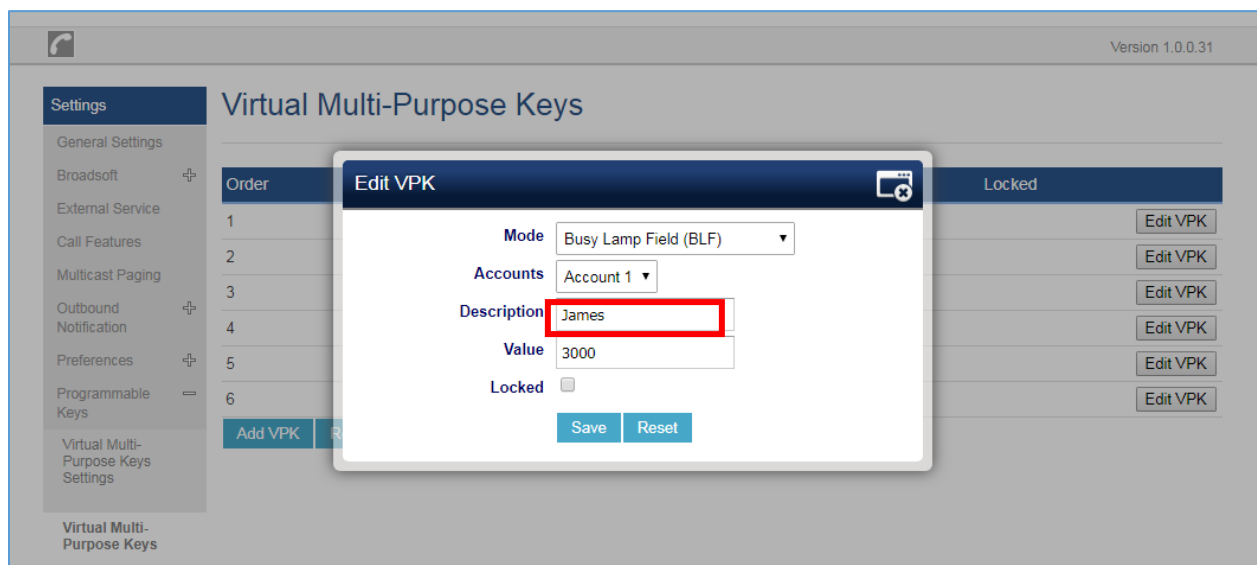


Figure 4: Add Description

- In the “Value” field, type the extension number for the extension being set up;



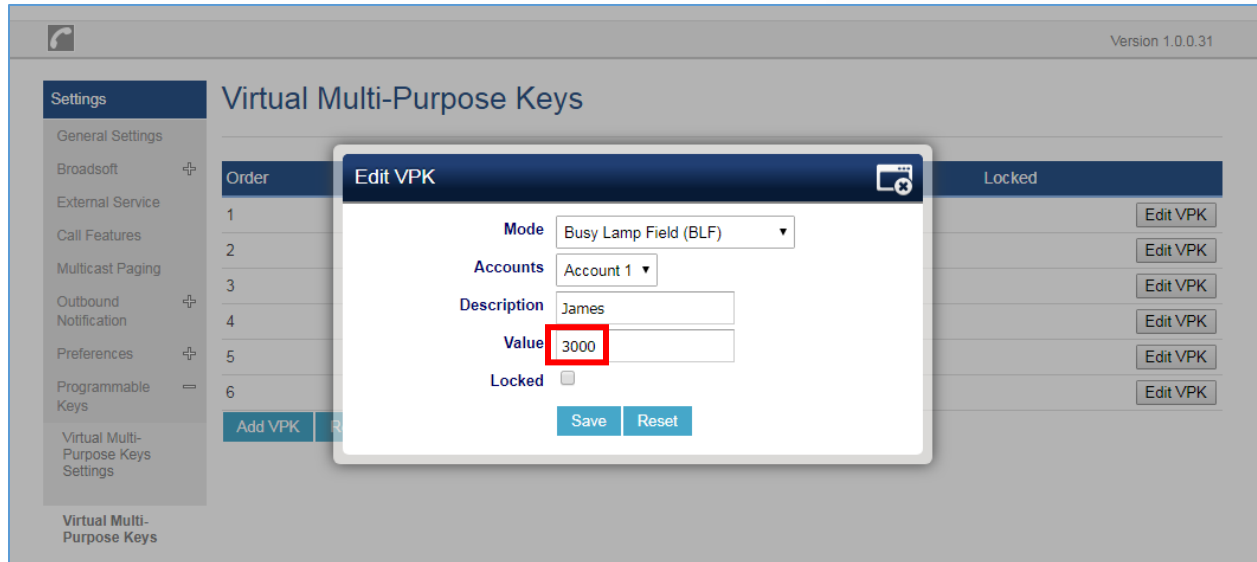


Figure 5: Add Extension Value

8. Go to the bottom of the page and click on “Save”.

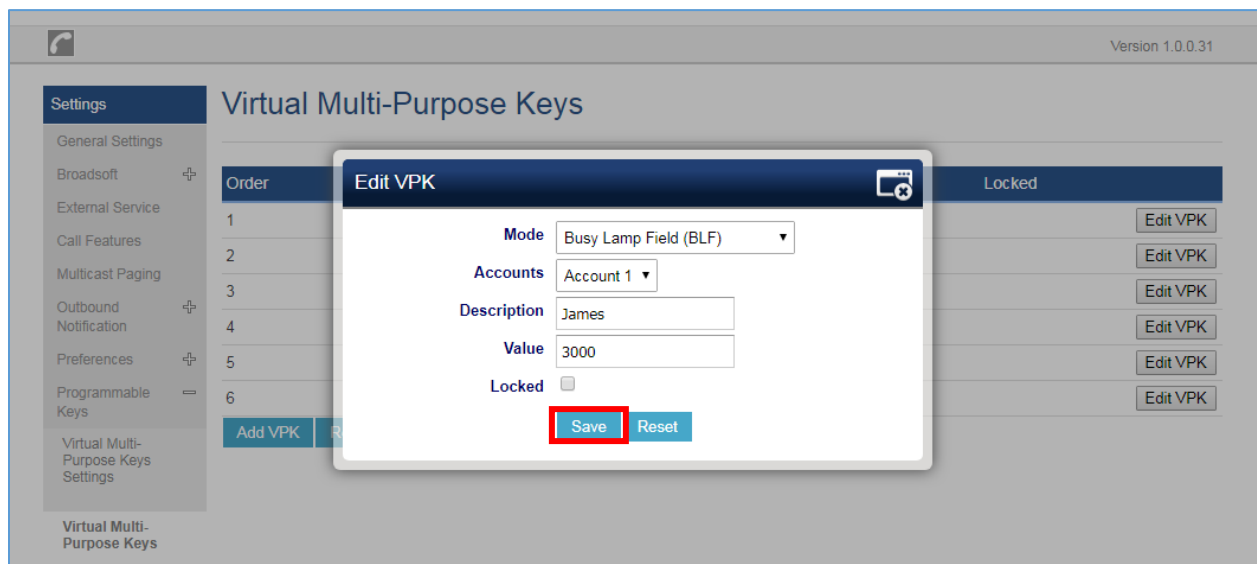
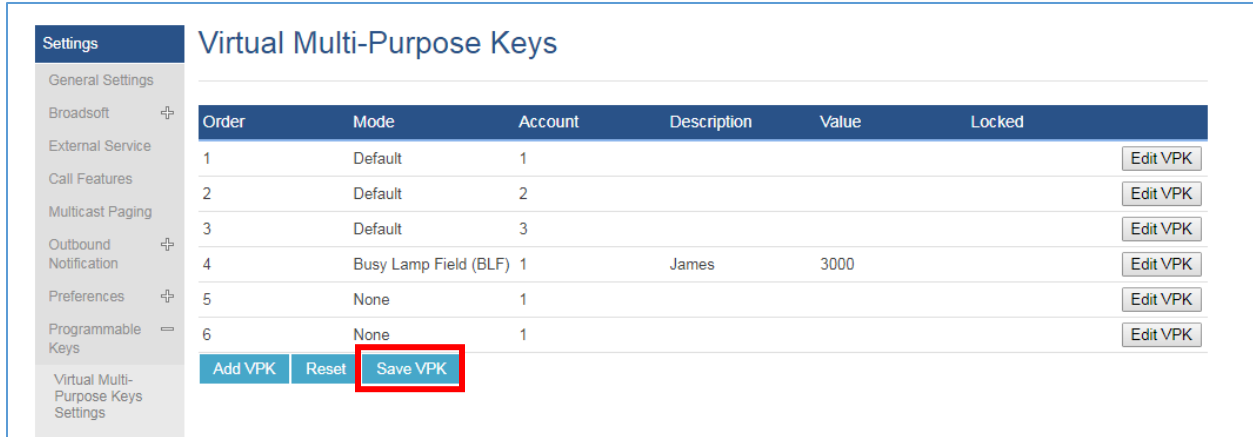


Figure 6: Click “Save”

9. Then in the bottom of the “Virtual Multi-Purpose Keys” page and click on “Save VPK”.



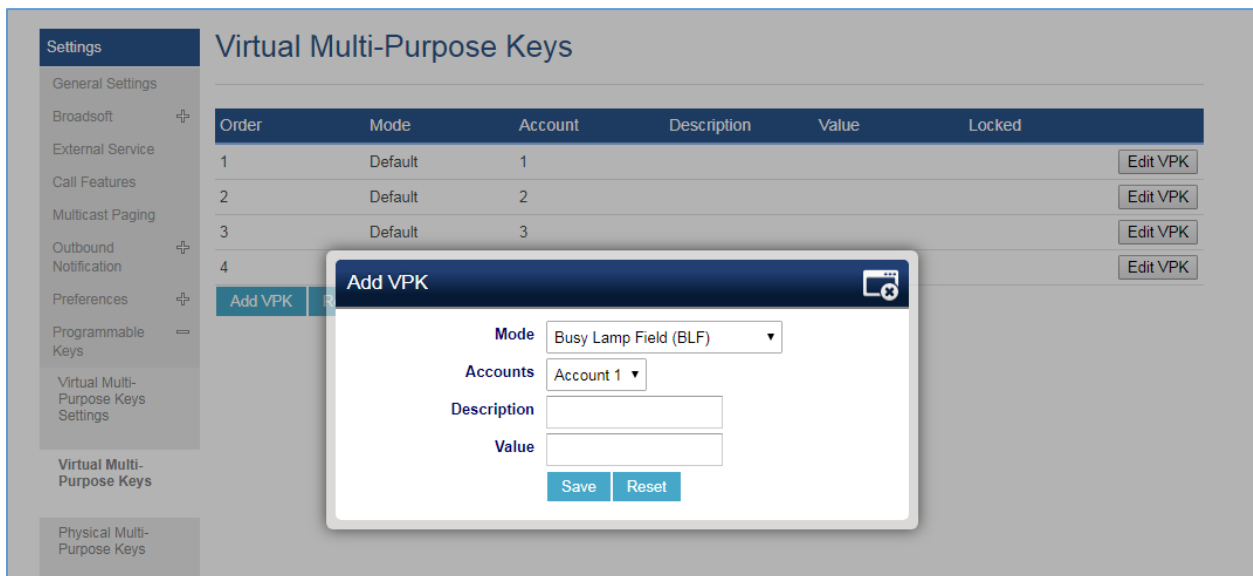


Settings Virtual Multi-Purpose Keys

Order	Mode	Account	Description	Value	Locked
1	Default	1			<input type="button" value="Edit VPK"/>
2	Default	2			<input type="button" value="Edit VPK"/>
3	Default	3			<input type="button" value="Edit VPK"/>
4	Busy Lamp Field (BLF)	1	James	3000	<input type="button" value="Edit VPK"/>
5	None	1			<input type="button" value="Edit VPK"/>
6	None	1			<input type="button" value="Edit VPK"/>

Figure 7 : Click “Save VPK”

Note: If users would like to configure more VPKs than the ones displayed on the page to perform BLF, they can click on “Add VPK” to configure dynamic VPK.



Settings Virtual Multi-Purpose Keys

Order	Mode	Account	Description	Value	Locked
1	Default	1			<input type="button" value="Edit VPK"/>
2	Default	2			<input type="button" value="Edit VPK"/>
3	Default	3			<input type="button" value="Edit VPK"/>
4					<input type="button" value="Edit VPK"/>

Add VPK

Mode:

Accounts:

Description:

Value:

Figure 8: Add VPK



BLF KEYS CONFIGURATION ON THE GRP260X SERIES

BLF Configuration Using Virtual Multi-Purpose Keys

Users can configure BLF Keys on the GRP260x using Virtual Multi-Purpose keys (VPKs) from the phone's **WEB GUI → Programmable Keys → Virtual Multi-Purpose Keys**. The GRP260X supports up to 12 VPKs. (Check figure below)

Order	Mode	Account	Value	Label	
1	Busy Lamp Field (...)	Account 1	* 1006	John	⬆️ ⬇️
2	Busy Lamp Field (...)	Account 1	* 1007	Jane	⬆️ ⬇️
3	Busy Lamp Field (...)	Account 1	* 1008	Jason	⬆️ ⬇️
4	Busy Lamp Field (...)	Account 1	* 1009	Jack	⬆️ ⬇️
5	Busy Lamp Field (...)	Account 1	* 1010	Jonathan	⬆️ ⬇️
6	Busy Lamp Field (...)	Account 1	* 1011	James	⬆️ ⬇️
7	Busy Lamp Field (...)	Account 1	* 1012	Jordan	⬆️ ⬇️ ❌
8	Busy Lamp Field (...)	Account 1	* 1013	Jena	⬆️ ⬇️ ❌

Figure 9: Configuring BLFs on VPK page

In this section, The VPKs are listed by order (From 1 to 12), Users can configure BLF by setting the Mode to **Busy lamp field**, and then set the **Value** for the VPK (The extension to be monitored) and the **Label** (Description of the button). When done, scroll down and press on **Save** to save the configuration.

The Preview Section will show the label of each configured VPK in order:



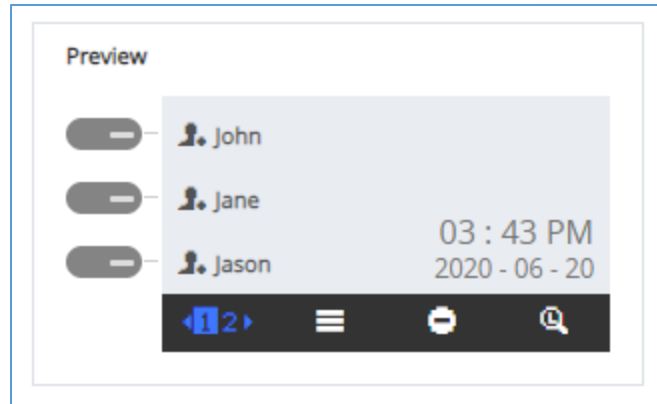


Figure 10: VPK Preview

BLF Configuration using Multi-Purpose Keys (GRP2604 Only)

Using the GRP2604, Users can configure BLFs multi-Purpose keys (MPKs) from the phone's **WEB GUI** → **Programmable Keys** → **Multi-Purpose Keys**. The GRP2604 supports up to 10 MPKs. (Check figure below)

Order	Mode	Account	Value	Label
1	Speed Dial	Account 1	* 1000	John
2	Busy Lamp Field (BLF)	Account 1	* 2000	Jack
3	Voicemail	Account 1	* 5555	VoiceMail
4	None	Account 1		
5	None	Account 1		
6	None	Account 1		
7	None	Account 1		
8	None	Account 1		
9	None	Account 1		

Preview

After saving, you can print the card style in the preview

Figure 11: MPK Page

In this section, The MPKs are listed by order (From 1 to 10). Users can configure BLFS on an MPK by Setting the **Mode** to **Busy Lamp Field** and then set the **Value** for the MPK (The extension to be monitored) and the **Label** (Description of the button). When done, scroll down and press on **Save** to save the configuration.




The Preview Section will show the label of each configured MPK in order:

Order	Mode	Account	Value	Label
1	Speed Dial	Account 1	* 1000	John
2	Busy Lamp Field (BLF)	Account 1	* 2000	Jack
3	Voicemail	Account 1	* 5555	VoiceMail
4	Speed Dial via Active...		* 1010	Carl
5	Transfer	Account 5	* 1001	Steve
6	Busy Lamp Field (BLF)	Account 1	* 1002	David
7	Speed Dial	Account 1	* 1002	Michael
8	Menu			Menu
9	Information			Infos
10	Forward	Account 1	* 1002	David

Preview

After saving, you can print the card style in the preview



The preview shows a 2x5 grid of MPK cards. Each card has a number in a green box on the left and a name on the right. The cards are: 1 John, 2 Jack, 3 VoiceMail, 4 Carl, 5 Steve, 6 David, 7 Michael, 8 Menu, 9 Infos, 10 David. A 'Print' button and a refresh icon are at the bottom.

Figure 12: MPK Preview

Printing and Installing the MPK Card on the GRP2604 phone

Users can print the card containing the configured MPK information including BLF keys by pressing on **Print** and then configure the printing options and preferences such as the Print Destination, print all pages or specific ones, Layout, Paper size, Margins, Scale, whether to display headers and footers and background colors ...



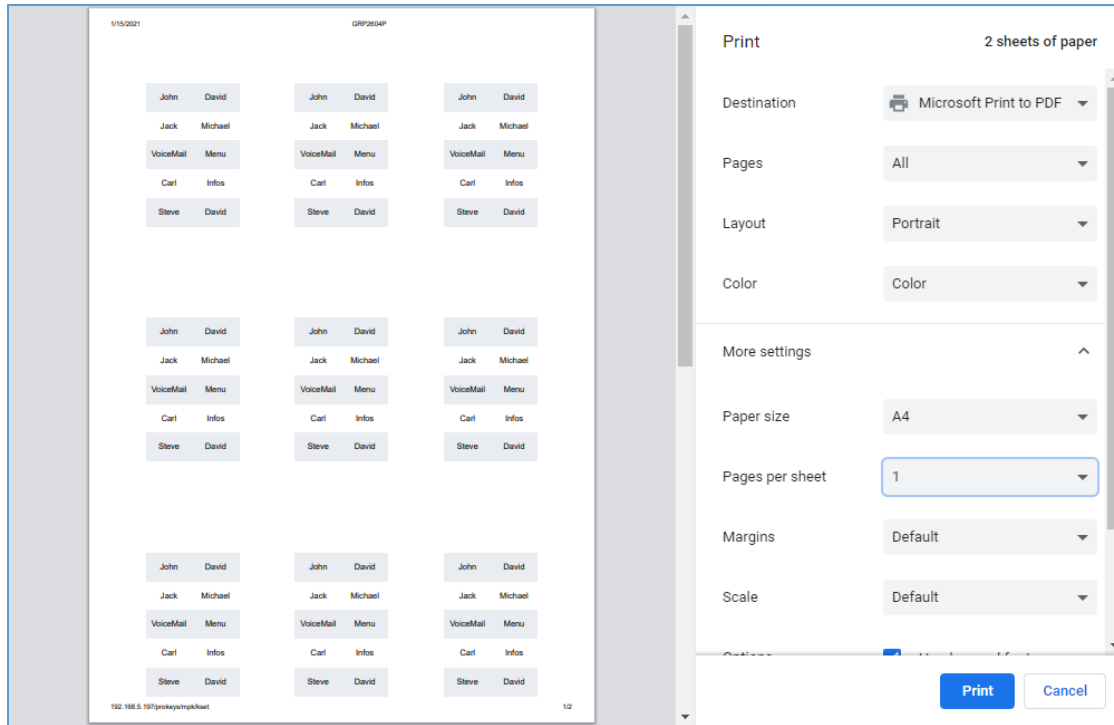


Figure 13: MPK Card printing options

The MPK card can be printed over the dedicated space on the **BLF label** (Which can be found in the GRP2604 package content) and then follow the steps below to install it on the phone:

1. Place the paper label in the groove of the phone.
2. Bend the plastic film so that the protruding points on the left and right sides snap into the grooves to complete the installation.
3. If you want to take it out, use a nail or thin card to move the slit on one side of the film to bend it and then take it out.

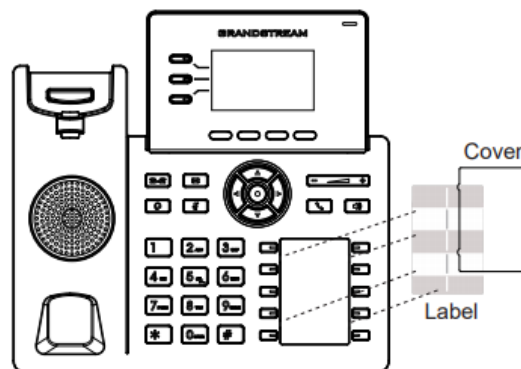


Figure 14 : Install the BLF paper



VISUAL INDICATORS

The phone system is able to notify the end user the hook status of the monitored extension by changing the LED colors.

For example, if the monitored extension is ringing, the BLF indicator status will be changed from solid green to blinking red; and if the monitored extension answers the call, the BLF indicator status will be changed from blinking red to solid red.

Table 1: Led Indicators

Monitored Extension Behavior	BLF Indicator Status (LINE Keys/MPKs) On Phone Body
Idle	Solid green
Placing a call	Solid red
Ringing	Blinking Red
During a call	Solid Red
Call on Hold	Solid Red
Monitored extension not registered/Subscription failed	Off



DIRECTED CALL PICKUP

Directed call pickup feature allows GRP26XX phone system to be able to answer the calls to the monitored users. This feature is very useful for the attendant to help the specified callees to answer the call if the callees are not available to answer it.

When the monitored user's indicator is blinking red, that means there is an incoming call on this monitored extension phone, GRP26XX phones user should tap the "Busy Lamp Field" MPK button to answer the call for the monitored user.

Note: To be able to answer incoming calls of the monitored extension, you will need to set "BLF Call-pickup" to "Force BLF Call-pickup by prefix" from the Phone's Web GUI under:

- **GRP261x/GRP2624/GRP2634:** Account x → SIP Settings → Advanced Settings → BLF Call-pickup

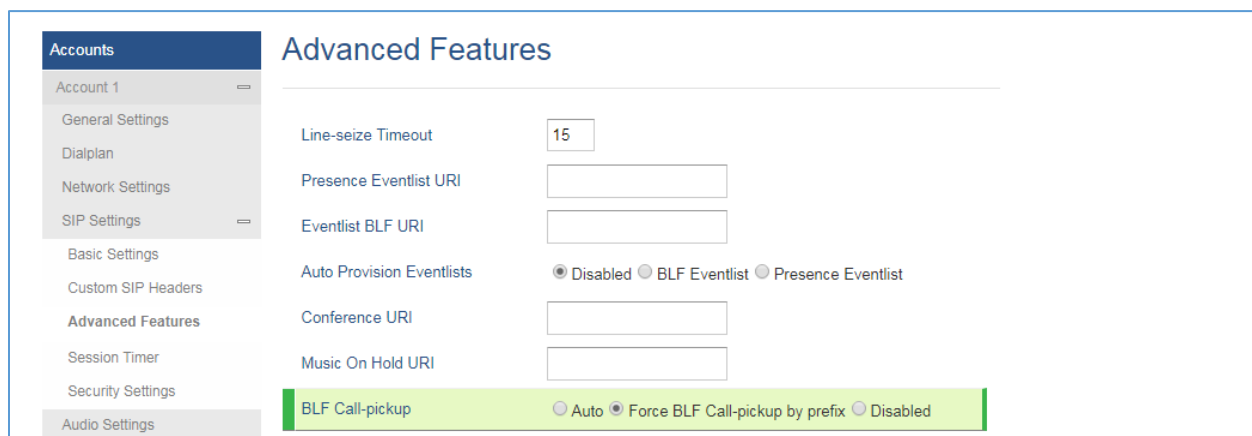


Figure 15: Force BLF Call-pickup by prefix (GRP261x/GRP2624/GRP2634)

- **GRP260x:** Account x → Advanced Settings → BLF (Busy Lamp Field) → BLF Call-pickup



BLF (Busy Lamp Field)

Presence Eventlist URI ?	<input type="text"/>
Eventlist BLF URI ?	<input type="text"/>
Auto Provision Eventlists ?	<input type="text" value="BLF Eventlist"/>
BLF Call-pickup ?	<input type="text" value="Force BLF Call-pickup by Prefix"/>
BLF Call-pickup Prefix ?	<input type="text" value="**"/>
Call Pickup Barge-in Code ?	<input type="text"/>
PUBLISH for Presence ?	<input type="checkbox"/>

Figure 16:Force BLF Call-pickup by prefix (GRP260x)

