



Grandstream Networks, Inc.

GXV3370/3380/3350

BroadWorks Xsi Directories and Call Logs Guide



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INTRODUCTION

Grandstream GXV3370/3380/3350 IP Multimedia phone supports the BroadWorks Xtended Services Interfaces (Xsi) Directories and Call Log features. This User Guide will describe how to configure and use the BroadWorks Xsi Directories and Call Logs features on GXV3370/3380/3350. To learn more about GXV3370/3380/3350 features, please visit <http://www.grandstream.com/support> to download the latest "GXV33xx User Guide" and "GXV33xx Administration Guide".



BROADWORKS XTENDED SERVICES INTRODUCTION

BroadWorks Xtended Services Interfaces (Xsi interfaces) are a set of application programming interfaces supporting the integration of BroadWorks functions with remote applications to perform telephony related actions and to be notified about telephony events on the BroadWorks platform. It allows remote applications to send or receive requests for call control, services and also generate events to inform applications about both call and service-related activities. This integration can be done by end users, service providers, or third-party developers.

The Xsi-Actions are a set of RESTful APIs that allows resources to be defined and addressed over HTTP with simple XML. This approach requires less client-side software to be written than other approaches and is the easy choice for developers to create web applications. These APIs allow a remote application to control and query BroadWorks.

Xsi Architecture and Messaging

The Xsi-Action is a Web Application that runs in a container like the BroadWorks Xtended Service Platform (Xsp). Xsi-Action is responsible for authenticating the requests received from the remote applications. It is also responsible for providing request and response mapping and for routing events received from the BroadWorks core.

When an HTTP requests is received from the remote application and successfully authenticated, then the request is processed by the BroadWorks core and an appropriate response is generated.

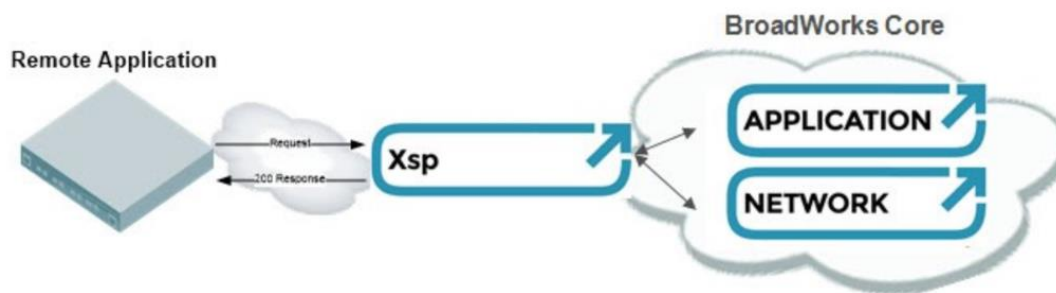


Figure 1: Xsi-Actions Requests Response

The BroadWorks Xsi Directories and Xsi Call Logs feature allows users to access the phonebook and call log entries managed by BroadWorks Servers via the Xsp server.



BROADWORKS XSI DIRECTORY AND CALL LOGS

BroadWorks Server Configuration

The BroadWorks Xsi Directories and Call Logs configuration are provided by the BroadWorks server administrator or service provider. End users will need to request Xsp server URI and user credentials to access the service.

GXV33XX Phone Configuration


Xsi Authentication with BroadWorks User Login Credentials



1. Log in Web GUI and register the BroadWorks account on the phone.
2. Browse to **Value-added Service** → **Broadsoft Directories** to set configuration for BroadWorks Xsi Directories and Call Logs service:
 - Fill the BroadWorks XSP server address in the **Server** field. If the BroadWorks Xsp server requires to use HTTPS, please add “https://” ahead of BroadWorks Xsp server URI. For example, “<https://xsp1.iop1.broadworks.net>”.
 - Fill the XMPP port number in the **Port** field. The default port number is 80. If the BroadWorks Xsp server requires to use the HTTPS, please fill the HTTPS port number “443” in the field.
 - Fill the BroadWorks Xsi credentials in BroadWorks **User ID** and **Login Password** fields. After configuration from the web UI, the login information will be saved to the app. If some field is left blank, the user can also fill from the app before login.





BroadSoft Directories


XSI Service Settings Network Directories



Authentication Type 


Server  


Port 


Action Path 

BroadWorks UserID 

Login Password  

BroadSoft Directory & Call Logs Update Interval (s) 

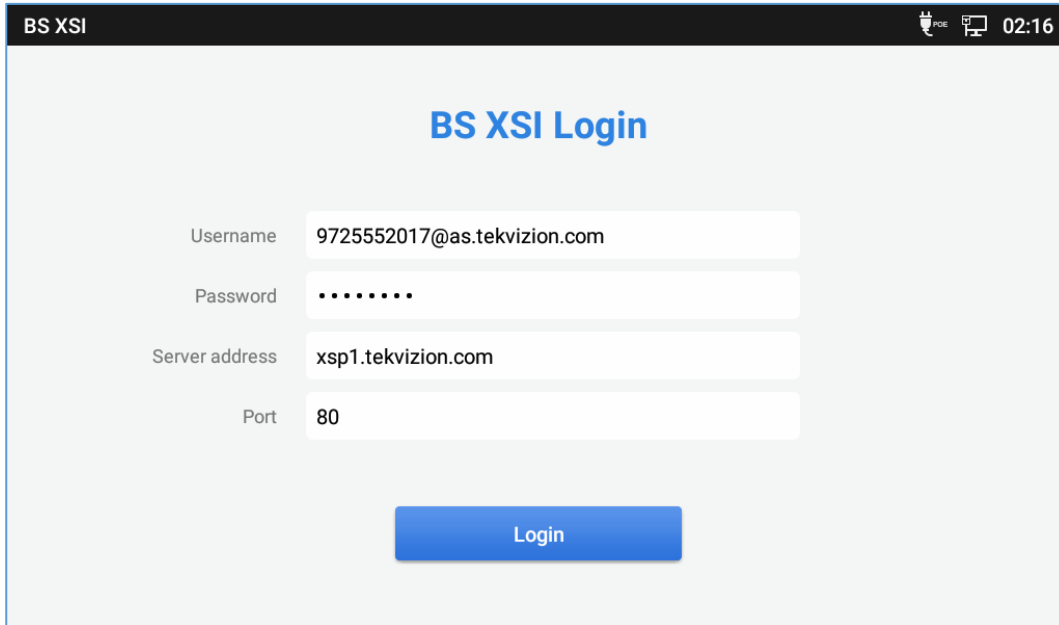
BroadSoft Directory Hits 

BroadSoft Directory Order 

- Personal Directory
- Group Common
- Group Directory
- Enterprise Common
- Enterprise Directory
- Polycom Phonebook

Figure 2: Broadsoft Xsi Configuration with BroadWorks User Login Credentials





BS XSI Login

Username: 9725552017@as.tekvizion.com

Password:

Server address: xsp1.tekvizion.com

Port: 80

Login

Figure 3: Broadsoft Xsi Login from App

Xsi Authentication with SIP Authentication Credentials

1. Log in Web GUI and register the BroadWorks account on GXV phone.
2. Browse to **Value-added Service** → **Broadsoft Directories** to set configuration for BroadWorks Xsi Directories and Call Logs service:
 - Fill the BroadWorks XSP server address in the Server field. If the BroadWorks Xsp server requires to use the HTTPS, please add the header “https://” ahead of BroadWorks Xsp server URI. For example, “<https://xsp1.iop1.broadworks.net>”.
 - Fill the XMPP port number in the Port field. The default port number is 80. If the BroadWorks Xsp server requires to use the HTTPS, please fill the HTTPS port number “443” in the field.
 - Fill the **SIP Authentication ID**, **BroadWorks User ID** and **Password** fields. After configuration from the web UI, the login information will be saved to the app. Click the “BS Xsi” app to automatically login. If some field is left blank or the credential is incorrect, a login failure interface will be displayed, and the user needs to re-configure from web UI.



BroadSoft Directories

XSI Service Settings
Network Directories

Authentication Type ?	<input type="text" value="SIP Credentials"/>
Server ?	<input type="text" value="https://xsp1.iop1.broadworks.net"/>
Port ?	<input type="text" value="443"/>
Action Path ?	<input type="text"/>
BroadWorks UserID ?	<input type="text" value="1025@as.iop1.broadworks.net"/>
SIP Authentication ID ?	<input type="text" value="1025"/>
SIP Authentication Password ?	<input type="password" value="....."/> ?
BroadSoft Directory & Call Logs Update Interval (s) ?	<input type="text"/>
BroadSoft Directory Hits ?	<input type="text"/>
BroadSoft Directory Order ?	<div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <input type="checkbox"/> Personal Directory </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <input type="checkbox"/> Group Common </div> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <input checked="" type="checkbox"/> Group Directory </div> <div style="border: 1px solid #ccc; padding: 5px;"> <input type="checkbox"/> Enterprise Common </div> <div style="display: flex; justify-content: flex-end; margin-top: 5px;"> <input type="button" value="Up"/> <input type="button" value="Down"/> </div>

Figure 4: Broadsoft Xsi Configuration with SIP Authentication Credentials

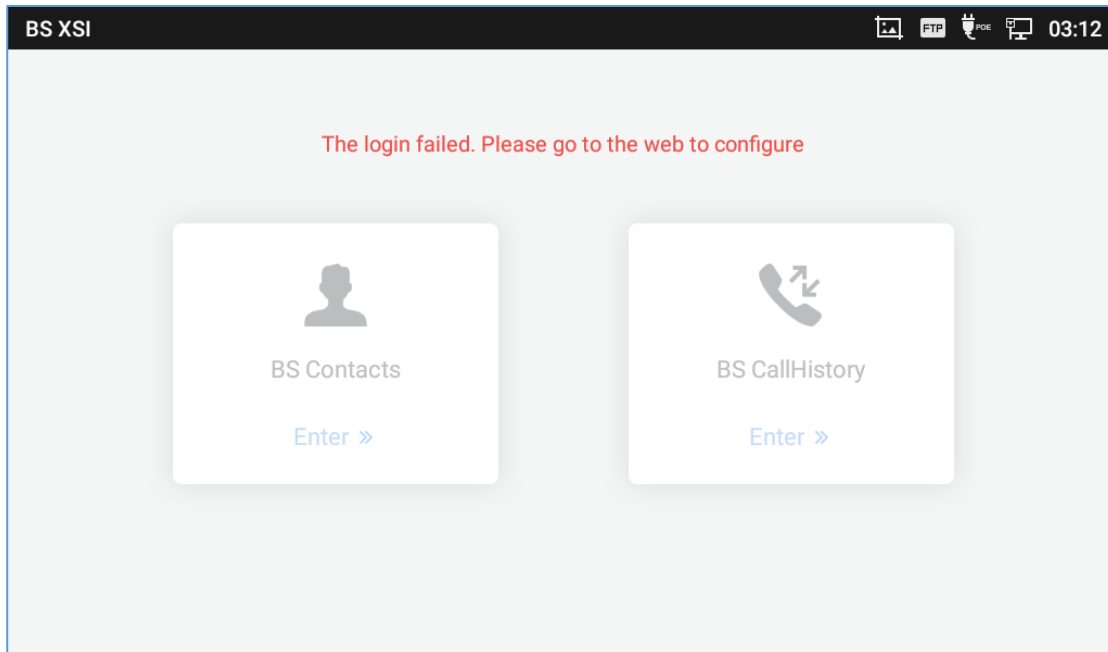
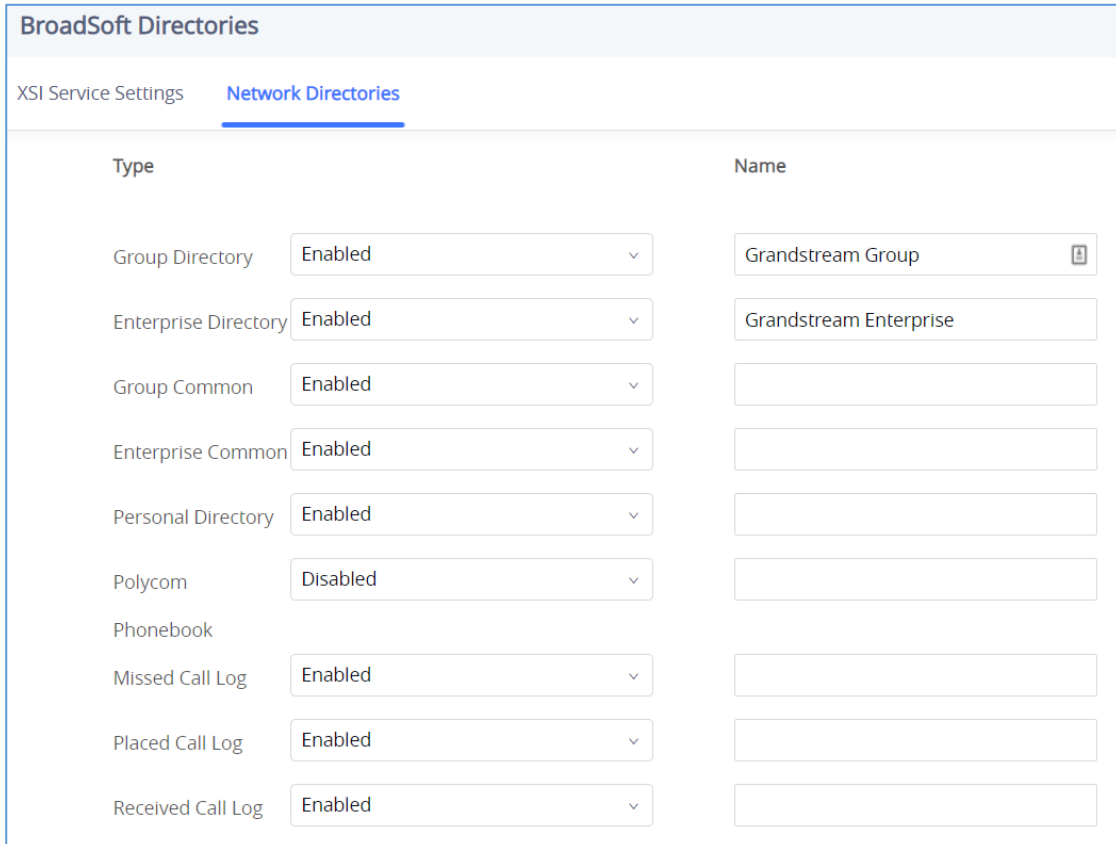


Figure 5: Broadsoft Xsi SIP Credentials Failure



Xsi Network Directories

Under **Network Directories** tab, the user can choose to enable or disable certain **Directory** or **Call Log** categories. A custom name can be assigned to each directory or call log category. If the user types a value into the **Name** field, it will override the default name. For example, the Group Directory’s default name is “Group.” If the user fills “Grandstream” into the field, the phone will display “Grandstream” for the **Group Directory**. The following figure shows an example of how to configure the Broadsoft Xsi Directories and Call Log settings on the GXV3370/3380/3350 phones.




The screenshot shows the 'BroadSoft Directories' configuration page. It has a breadcrumb trail: 'XSI Service Settings' > 'Network Directories'. Below this is a table with two columns: 'Type' and 'Name'. Each row contains a directory type, a dropdown menu for its status (Enabled/Disabled), and a text input field for its name. The 'Group Directory' row has 'Grandstream Group' entered in the name field. Other rows like 'Enterprise Directory' have 'Grandstream Enterprise' entered. 'Polycom' is disabled and has an empty name field. 'Phonebook' is not a row in the table. 'Missed Call Log', 'Placed Call Log', and 'Received Call Log' are all enabled with empty name fields.

Type	Status	Name
Group Directory	Enabled	Grandstream Group
Enterprise Directory	Enabled	Grandstream Enterprise
Group Common	Enabled	
Enterprise Common	Enabled	
Personal Directory	Enabled	
Polycom	Disabled	
Phonebook		
Missed Call Log	Enabled	
Placed Call Log	Enabled	
Received Call Log	Enabled	

Figure 6: Broadsoft Xsi Network Directories Types and Names

BroadWorks Xsi Directories

After configuring the phone as the steps above, users can use Broadsoft Xsi Directories features on the GXV series phones. Please do as the following steps:

1. On the phone idle screen or menu, open BS XSI app by tapping on  icon.



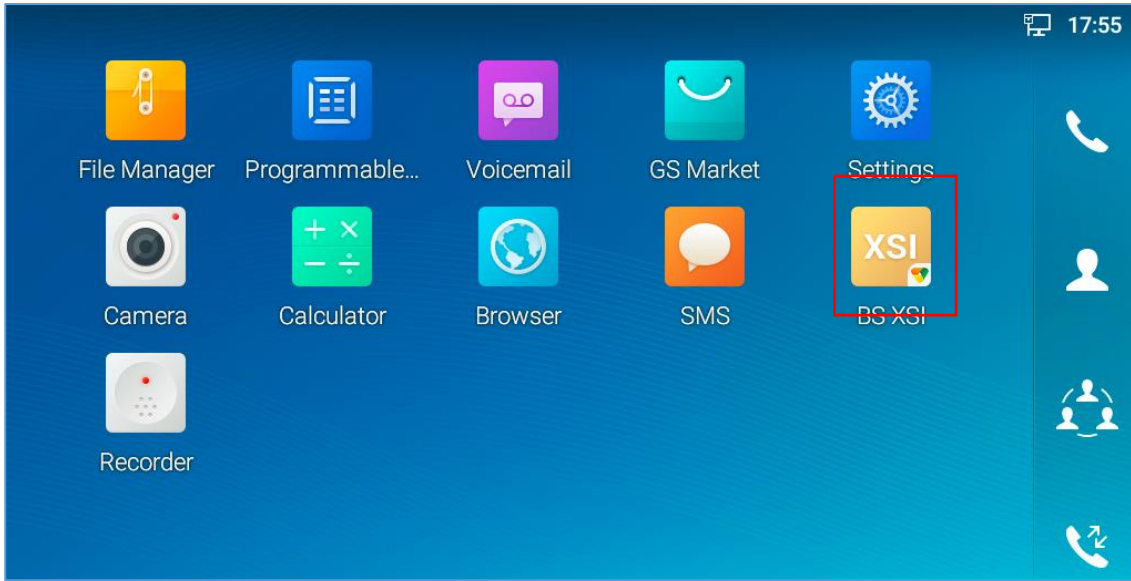



Figure 7: GXV3370/3380/3350 BroadWorks Xsi App



2. Tap the “BS Contacts” icon  to enter the BroadWorks Xsi Contacts page.

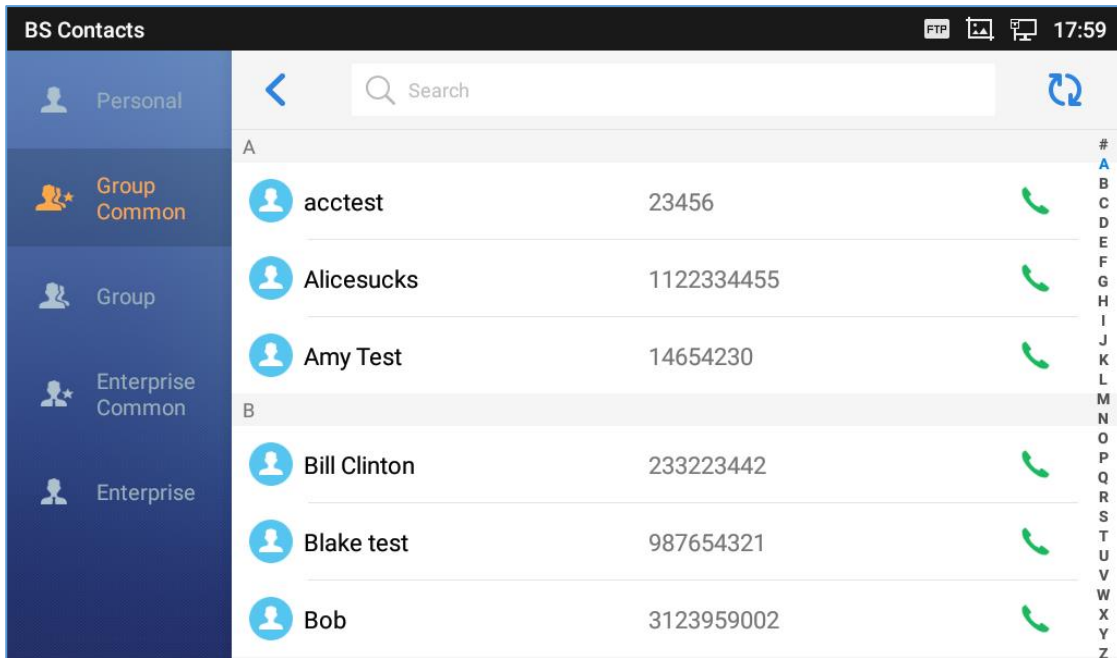


Figure 8: BroadWorks Contacts Page

Note: Users can enter different contact category pages by swiping the screen vertically. The contact category pages from top to bottom are: Personal, Group Common, Group, Enterprise Common, and Enterprise.



- If the user disables any directory from device web UI, the category would not be displayed. For example, "Group Common" is not enabled in the BS Contact page below.

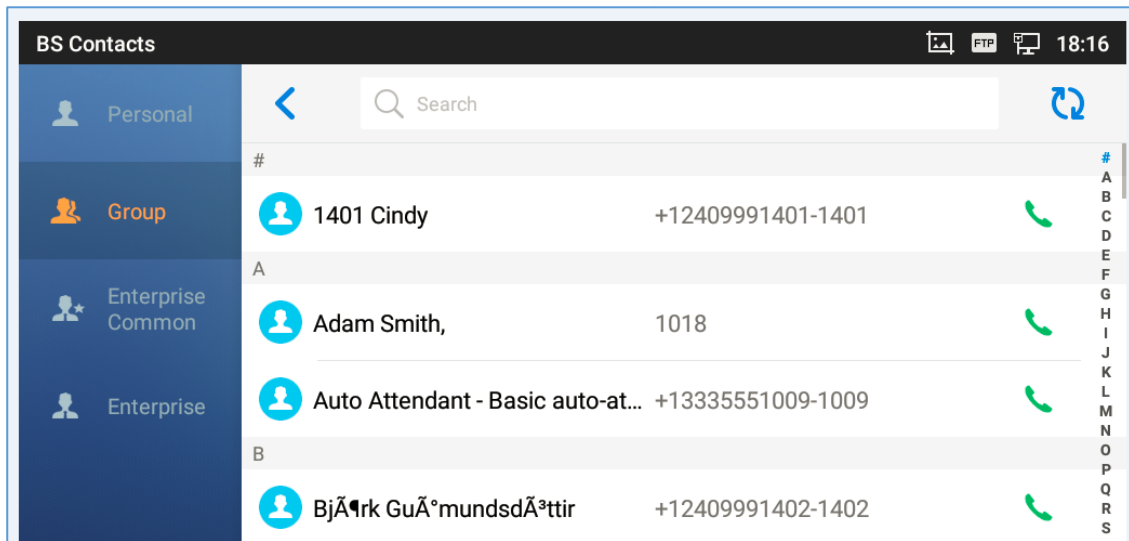



Figure 9: Disable Contact Category on BroadWorks Contacts Page

- When entering the BroadWorks Contact page, the phone will send queries to the server to download the BroadWorks Xsi directories contacts and display accordingly.
- Enter the Contact category page and tap  icon at the right side of the selected entry to make a call to the contact using the first SIP account.

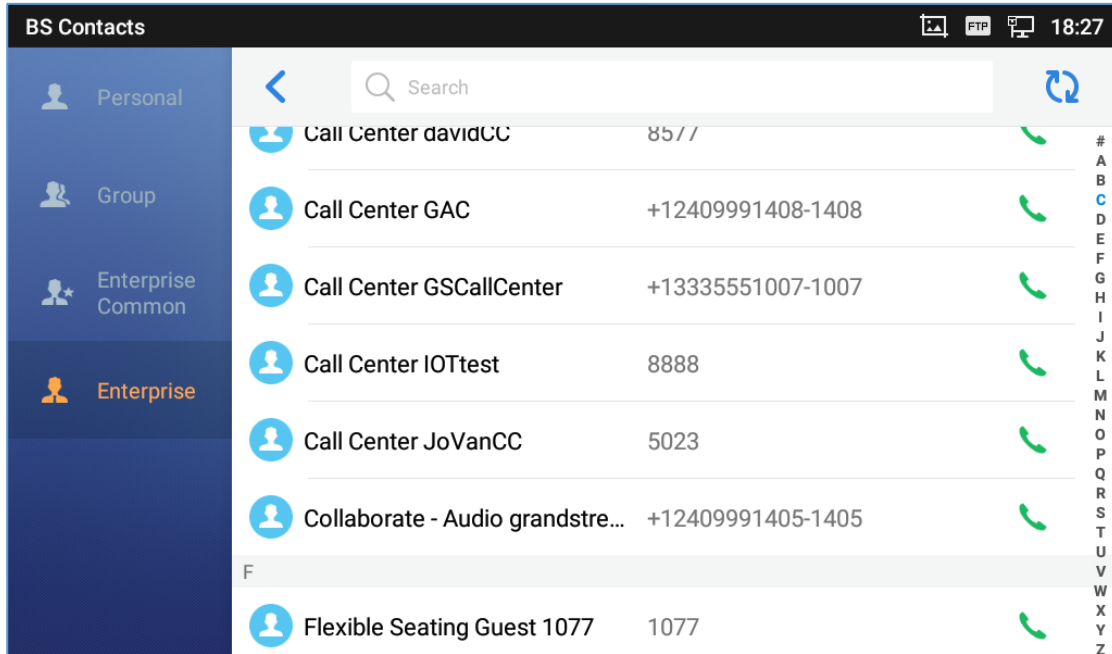



Figure 10: BroadWorks Contact Dialing

If the entry's number displays as the format of "xxxxx-xxx", the first set of digits before the "-" is the PSTN number and the digits after the "-" is the extension number. For this type of entry, the phone allows user to choose the number for dialing after tapping the  icon.

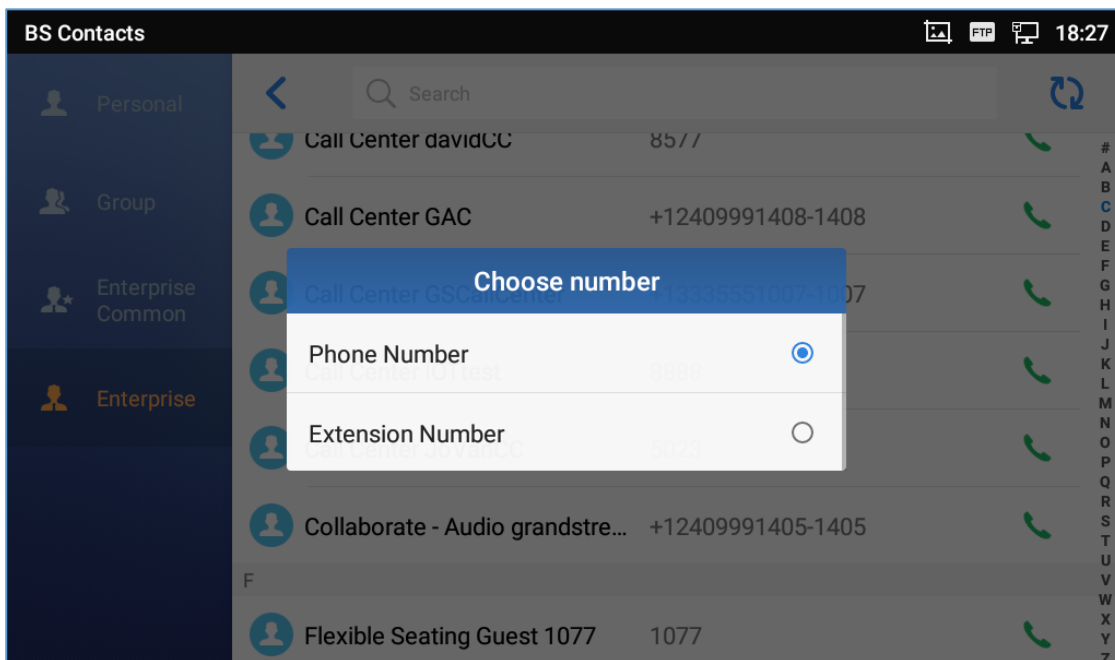


Figure 11: Selecting Number on BroadWorks Contact Dialing Page

- GXV3370/3380/3350 can search the contact entries in **Group Directory**, **Enterprise**, and **Enterprise**



Common Directories. The following figure shows a search for the name “david” in the Enterprise Directory and the matching results. If the phone displays “No contacts to show,” then there is no matching directory entry result.

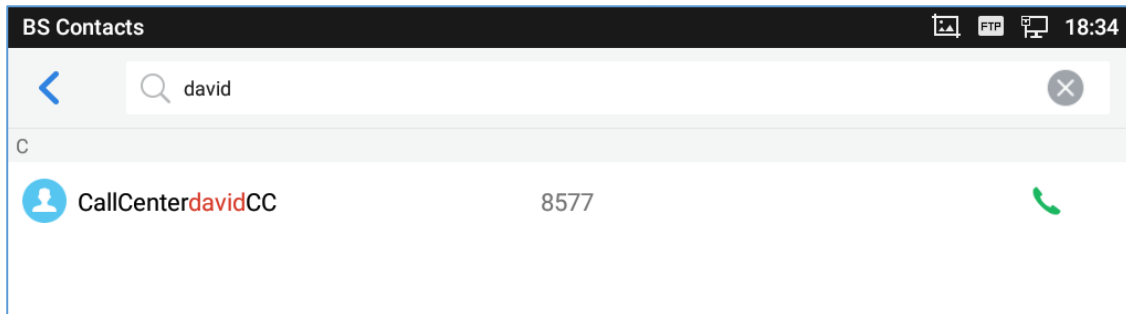



Figure 12: BroadWorks Xsi Directory Searching and Results

BroadWorks Xsi Call History

After configuring the phone, users can use Broadsoft Xsi Call History features on GXV3370/3380/3350 by following the below steps:



1. Tap  BS CallHistory in BS XSI app menu.

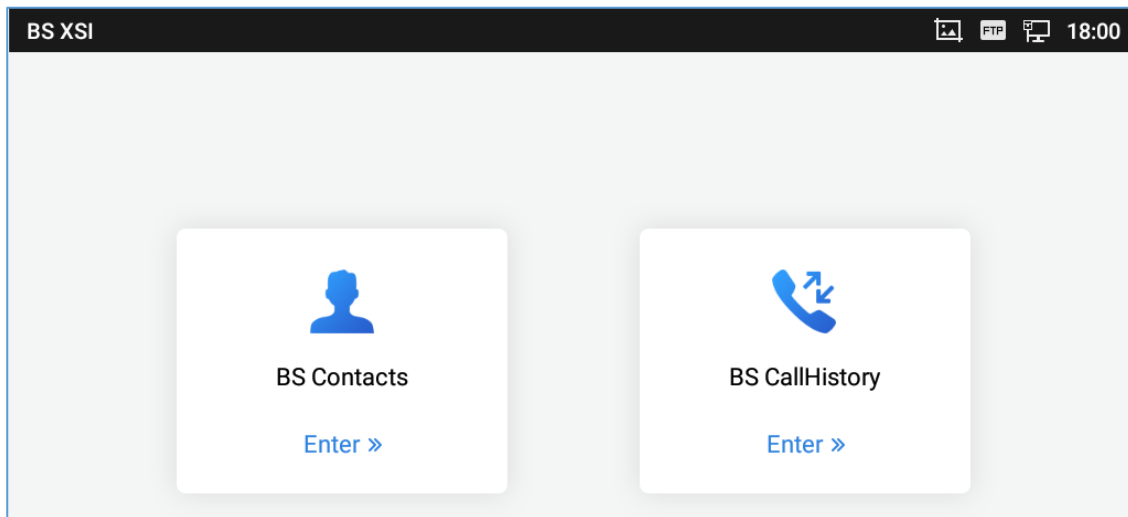


Figure 13: Broadsoft Xsi App Menu

2. Enter the BroadWorks Call History page.



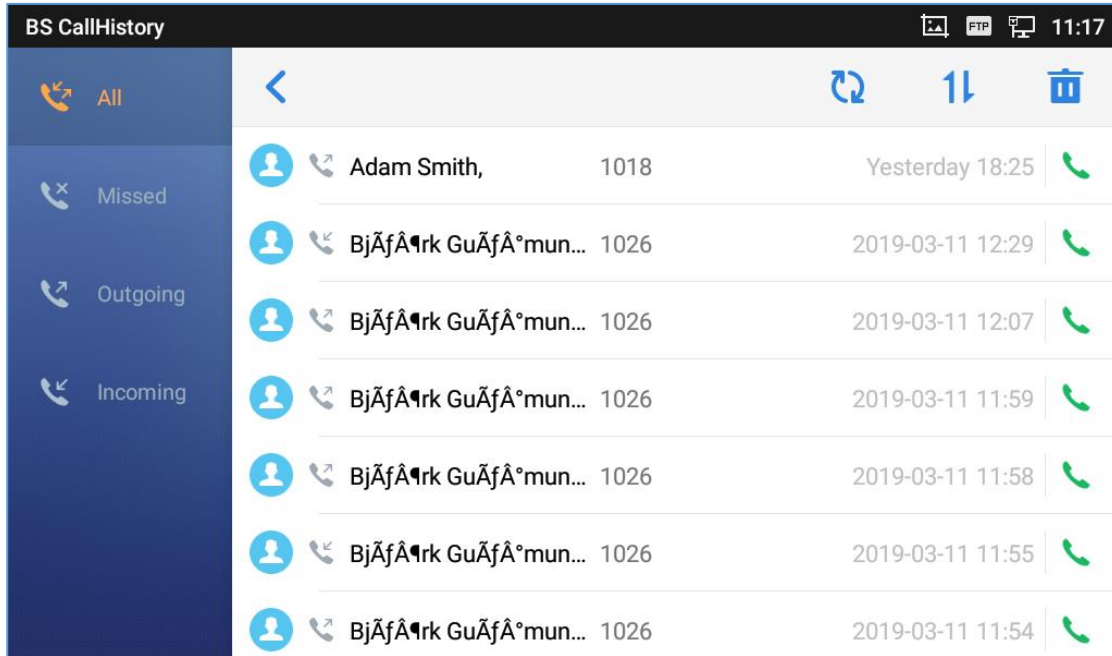




Figure 14: BroadWorks Call History Page


Users can enter different Call History pages by selecting a category on the left. The **Call History** categories from top to bottom are: **All**, **Missed**, **Outgoing**, and **Incoming**.

3. If the Call History page displays “Request error, recheck configuration,” please check the BroadWorks Xsi configuration, or request technical assistance from the service provider. If the Call History page is not shown, please enable the contact category on the **Web UI → Value-added Service → Broadsoft Directories → Network Directories**.
4. When entering the Broadsoft Call History page, the phone will send queries to the server to download the BroadWorks Xsi call histories and display accordingly. Each entry will display with the date and time. GXV3370/3380/3350 can also adjust and display the time according to the time zone settings.
5. Enter the Call Log category page and tap the  icon at the right side of the selected log to make a call to the contact using the first account.

If the call log number displays as the format of “xxxx-xxx”, the first set of digits before the “-” is the PSTN number and the digits after the “-” is the extension number. For this type of entry, the phone allows user to choose the number for dialing after tapping the  icon.

6. GXV3370/3380/3350 can sort the BroadWorks Call Logs by name or time. By default, the call logs are displayed in chronological order with the most recent call first.



Users also can sort the logs by name by tapping  at the upper right corner of the screen and select the call log based on time or name.

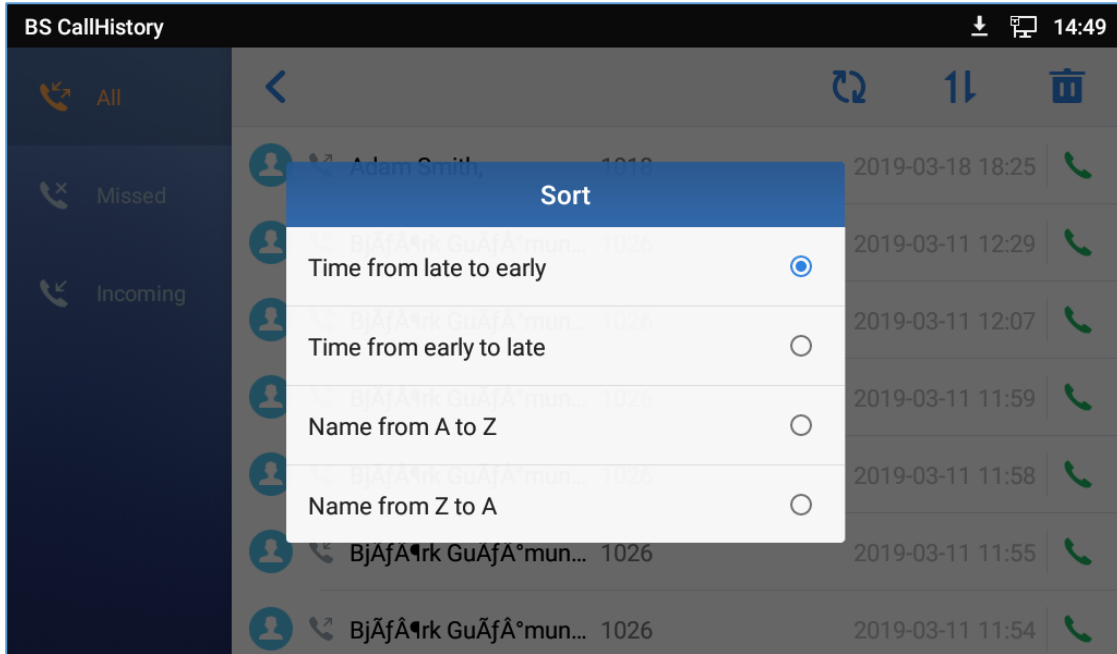


Figure 15: Sorting on BroadWorks Call History Page

7. GXV3370/3380/3350 supports deleting call history entries through HTTP requests and sync the information with the BroadWorks server. Long press an entry to highlight it and then tap “OK” to delete.

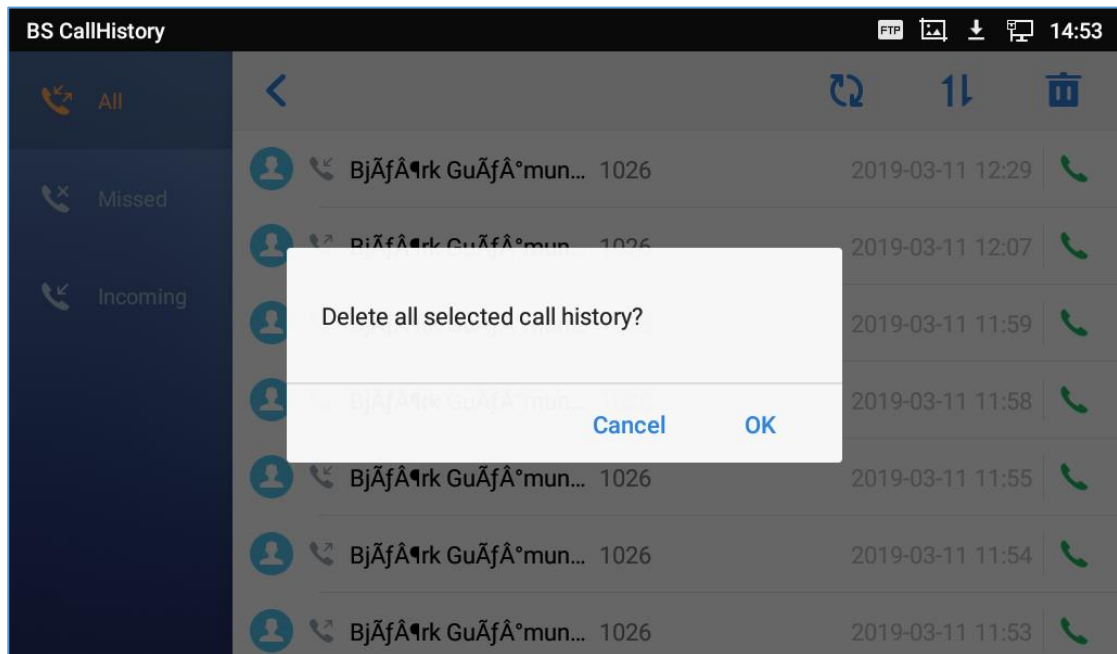



Figure 16: Selecting Single Call History on BroadWorks Call History Page



Users also can tap  on upper right to select all or batch select call history items, then tap the icon again to delete the selected ones.

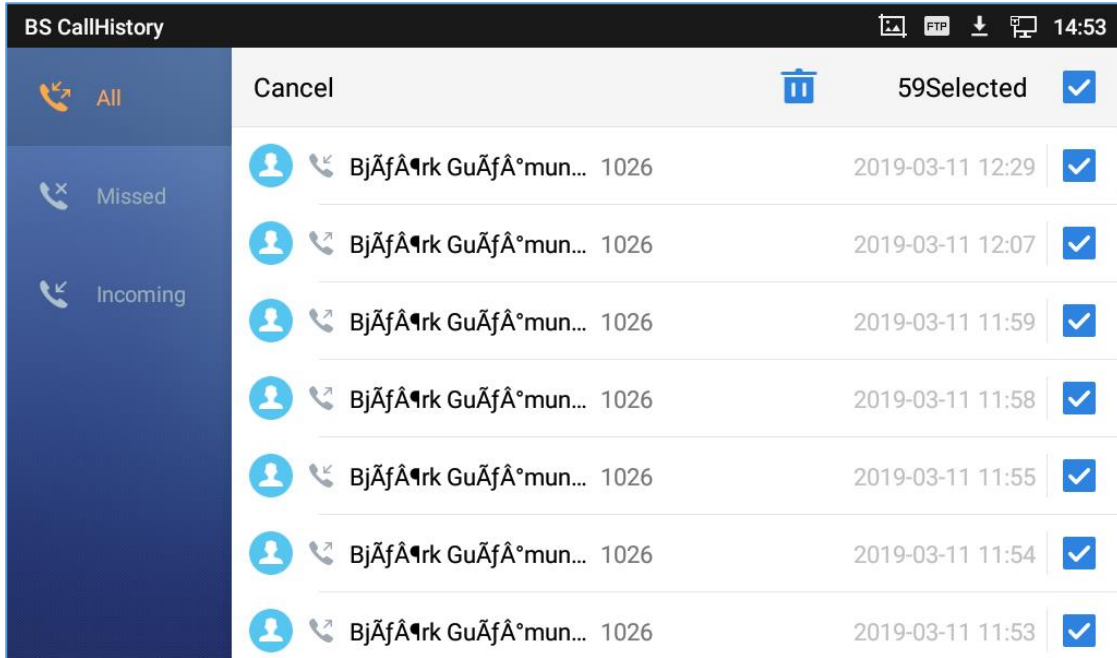


Figure 17: Selecting All Call History