Grandstream Networks, Inc.

GRP260X Essential IP Phones

BroadWorks BLF Configuration Guide

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INTRODUCTION

Grandstream GRP260X SIP phones support BroadWorks Busy Lamp Field (BLF) feature. BLF feature allows an end user, such as attendant, to monitor the hook status of a list of users. This document serves as an end user guide on how to configure Grandstream GRP260X SIP phones for BroadWorks Busy Lamp Field feature. How to configure BLF on BroadWorks Application Server is out of the scope of this document. System Administrators shall check BroadWorks Partner Configuration Guide for more detailed information.
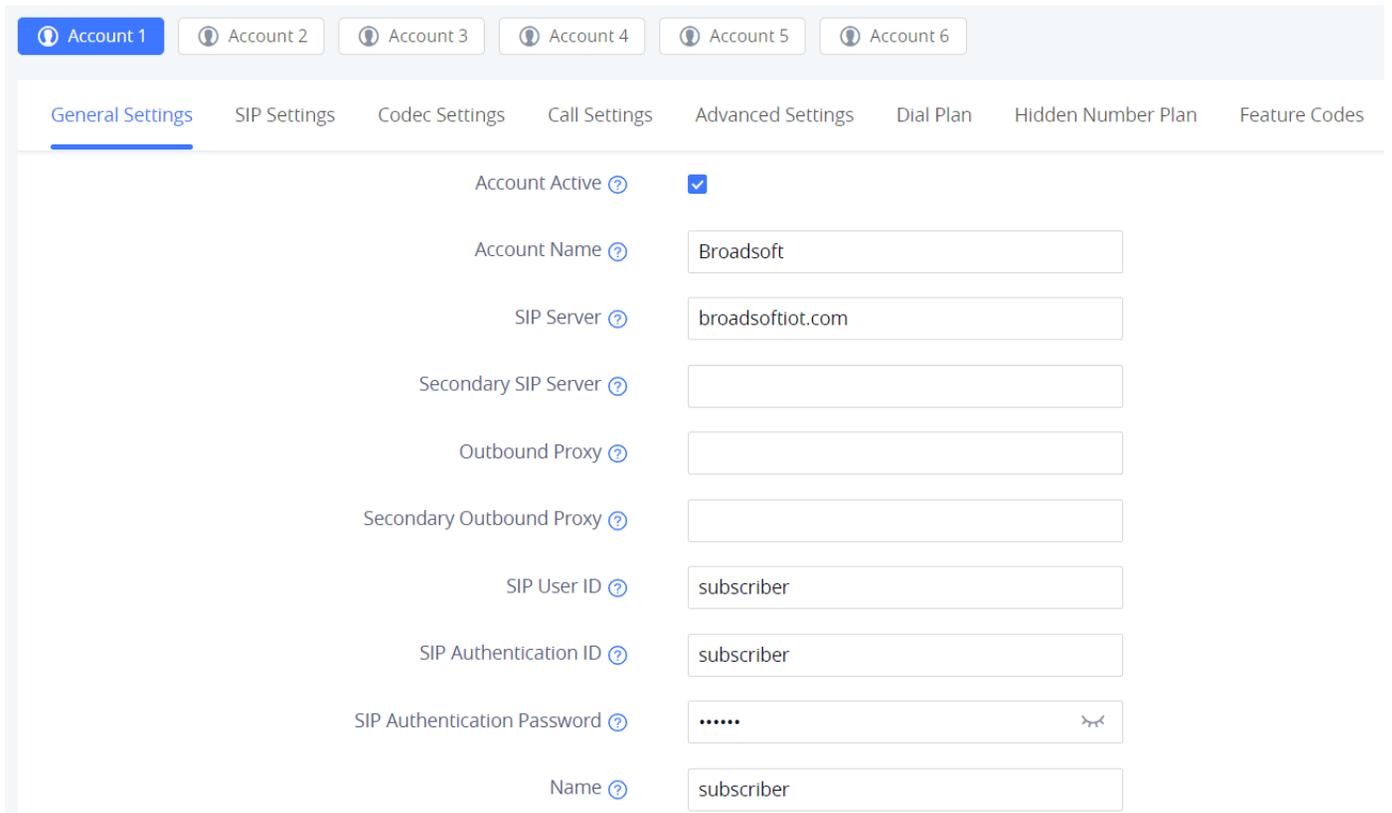
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OVERVIEW OF FUNCTIONS

Grandstream GRP260X SIP phones support the BroadWorks Busy Lamp Filed feature. GRP260x phones support this feature by changing the LED keys color and/or icon status of the VPK/MPK associated with the monitored users. Additionally, the phone system is also able to pick up the calls to the monitored extensions.

PROVISION THE BLF LIST ON THE PHONE

Configuring Grandstream GRP260X SIP phones to work with BroadWorks Busy Lamp Field feature is straightforward. First configure the SIP account settings just as you would for a normal SIP account. Then after the SIP account is registered with BroadWorks server, fill in the BLF URI under the Advanced Features in SIP Settings. The detail steps are listed below:

1. Configure Account Settings:

Figure 1: Configure Account Settings

2. Configure Network Settings:

- If DUT is put on a private network environment, it uses OBP. NAT Traversal should be set to "Auto" under Account X > General Settings.

- If DUT is put on a public network environment, you don't need to input "Outbound Proxy".

NAT Traversal should be set to "STUN", and input a STUN server IP in web UI > Phone Settings > General Settings > STUN Server.

- DNS mode needs to be set to "SRV".
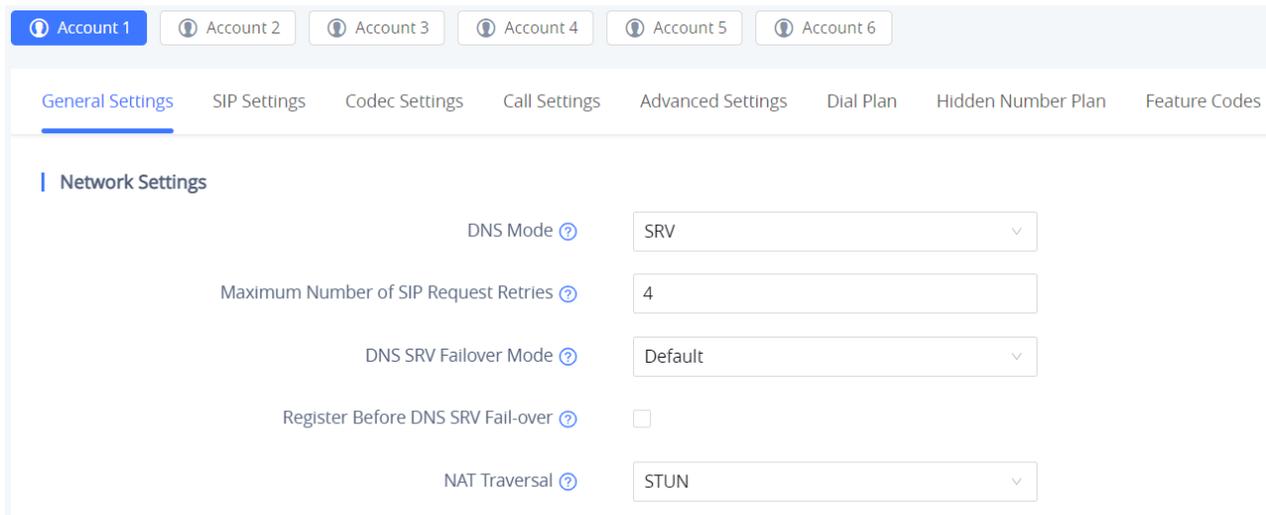
Figure 2: Configure Network Settings

3. Set "Special Feature" to "BroadSoft", set "Feature Key Synchronization" to enabled, under Account X > Advanced Settings > Advanced Features, see below:

Figure 3: Configure Special Feature Option

4. Set "Enable Local Call Features" to "No", under Account X > Feature Codes, see below:

Figure 4: Configure Local Call Features Option

5. Configure "Eventlist BLF URI" under Account X > Advanced Settings, set "Auto Provision Eventlists" to "BLF Eventlist", see below:

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| BLF (Busy Lamp Field)
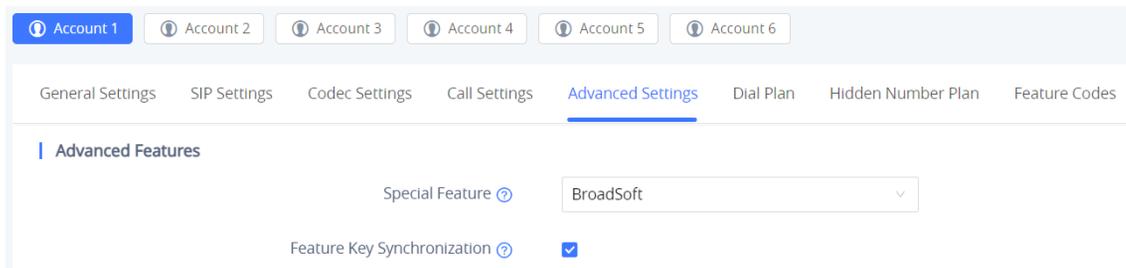
Presence Eventlist URI ⑦ [   ]

Eventlist BLF URI ⑦ [GStest   ]

Auto Provision Eventlists ⑦ [BLF Eventlist   ∨]

Figure 5: Configure Eventlist BLF URI

6. Configure "Auto Provision List Starting Point" to "MPK" or "VPK" under Programmable Keys > Advanced Settings. Default setting is "MPK".

Auto Provision List Starting Point ⑦ [MPK   ∨]

Figure 6: Auto Provision List Starting Point

After completing the configuration, the phone will start to monitor the extensions status using MPK. As the pictures shows below:

Figure 7: Eventlist BLF on MPKs

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VISUAL INDICATORS

GRP260X Line key LEDs provide visual indications of the monitored extension by changing the LED colors and the icon status. The following table shows the BLF indicator status in different scenarios, it requires the monitored extension to enable the BLF feature on BroadWorks server:

Table 1: Indicator Status

Monitored Extension Behavior	BLF Indicator Status (LINE Keys/MPKs on Phone Body)
Idle	Solid Green
Dialing	Fast Blinking Green
Ringing	Fast Blinking Red
Busy	Fast Blinking Red
During a Call	Solid Red
Call Park	Slow Blinking Red

DIRECTED CALL PICKUP

Directed call pickup feature allows the GRP260X 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.

For the BroadWorks system, it requires to dial the specified prefix ahead of the monitored extension to direct to pick up the call. Thus, the end user has to configure the prefix for GRP260X to implement this feature.

The following screenshot shows the *123 is configured as the prefix under Account X > Advanced Settings:

BLF Call-pickup Prefix ⑦   *123

Figure 8: Configure BLF Call Pickup Prefix

After completing the configuration, when the monitored user's indicator is blinking red, namely there is an incoming call, the GRP260X phones user may press the "Busy Lamp Field" VPK/MPK button to answer the call for the monitored user.