



Grandstream Networks, Inc.

GXP2130/2135/2140/2160/2170

BroadWorks IM&P Feature User Guide

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INTRODUCTION

Grandstream GXP2130/GXP2135/GXP2140/GXP2160/GXP2170 SIP phone supports the BroadCloud Instant Messaging & Presence service. This User Guide describes how to configure and use the BroadCloud Instant Messaging & Presence service on your phones. To learn more about GXP2130/GXP2135/GXP2140/GXP2160/GXP2170 features, please visit <http://www.grandstream.com/support> to download the latest "GXP2130/GXP2135/GXP2140/GXP2160/GXP2170 User Guide" and "GXP2130/GXP2135/GXP2140/GXP2160/GXP2170 Administration Guide".

BROADCLOUD IM&P INTRODUCTION

BroadCloud Instant Messaging & Presence (BroadCloud IM&P) service is a multi-tenant Instant Message & Presence service based on the Extensible Messaging and Presence Protocol (XMPP) and works with any XMPP compatible client.

BroadCloud IM&P is delivered from a BroadSoft managed data center and accepts connections from XMPP-based clients anywhere on the public internet. It accepts authenticated connections from a service provider's BroadWorks system to facilitate the assignment of the service on a per user basis. This provides seamless integrated management of user service assignment and service delivery with minimal enhancements to the service provider's open-source software (OSS).

The end-user would benefit at the following aspects:

- **Real-Time Communication** – Allows for the exchange of information and decision making in real-time, improving organizational responsiveness and customer retention.
- **Mobility** – Send and receive instant messages, monitor and set presence from any device on any network- whether it is from your desktop, mobile device or tablet.
- **Accessibility** – Communicate across the building or around the world without difficulty.
- **Unified Communication** – Brings together communications tolls into a single interface.
- **Flexibility** – Click-to-Call to originate phone calls from a desk phone, mobile phone or any other phone on the network.

INSTANT MESSAGING & PRESENCE FEATURES

- **Contact Lists** – Create a custom directory with the option to communicate through preferred mediums, such as instant message, phone or email, to one or more chosen contacts.
- **Instant Messaging** – Stay in immediate contact with a quick, efficient instant message to those both within and outside of the user's network. Send messages to one individual or to a group.
- **Chat** – Create a public or private chat room and invite people in. Exchange IMs with multiple people simultaneously.

- **Presence** – Allows users to share their phone presence (one the phone) with others. Use any BroadWorks connected device, mobile, or desk phone, and share presence status automatically.
- **Click-to-Call** – Automatically “click-to-call” from your contact list using your desktop, computer or mobile phone.



Figure 1: BroadCloud IM&P Network Architecture

BROADCLOUD IM&P CONFIGURATION

BROADWORKS SERVER CONFIGURATION

The BroadWorks server administrator needs to create and use specific device profile, which can provide BroadWorks Device Management solution to GXP2130/2135/2140/2160/2170. Also, the administrator needs to enable Integrated IM&P service and assign a Shared Call Appearance (SCA) account by using Business Communicator - PC device profile.

Before users implement the BroadCloud IM&P feature to GXP phones, the server administrator must provide the BroadWorks SIP account credentials and the IM&P credentials to users.

DESKTOP CLIENT INSTALLATION AND CONFIGURATION

1. Download the BroadTouch Business Communicator for Desktop (BTBC) and install it on your desktop.
2. Launch BTBC and provide login credentials.
 - URL: Fill in the BroadWorks Xsp address. (example: <http://xsp1.iop1.broadworks.net>)
 - Username: Fill in the BroadWorks SIP account. (example: 1001@as.iop1.broadworks.net)
 - Password: Fill in the BroadWorks SIP password.

The following figure is an example of BTBC desktop client signing-in interface:

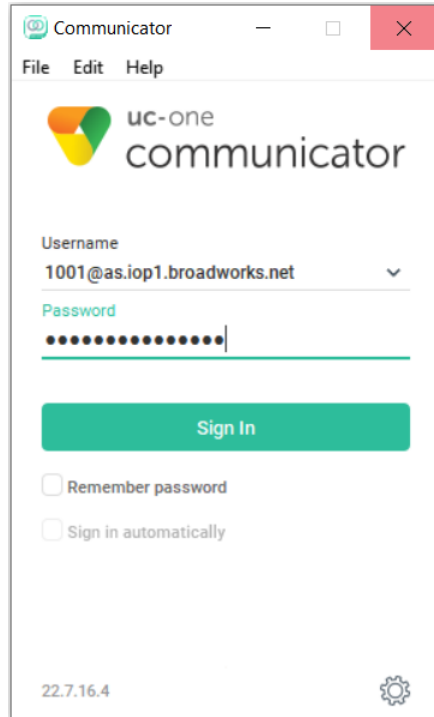


Figure 2: BTBC Login Interface

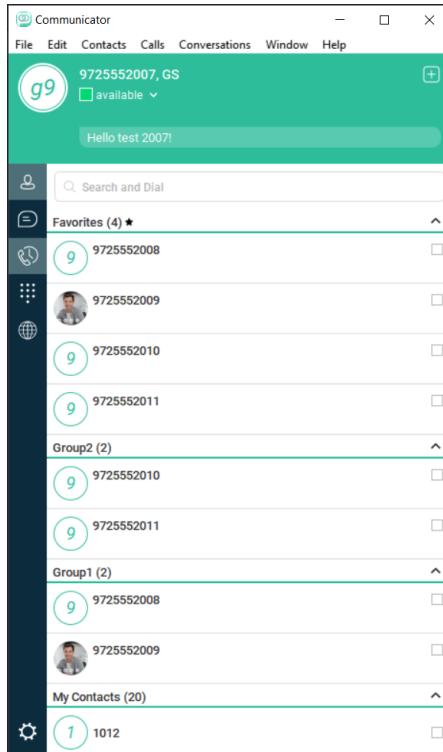


Figure 3: BroadTouch Business Communicator for Desktop

By BTBC desktop client, users can edit XMPP contact, non-XMPP contacts and conferences contact. The contact will be updated with BroadCloud servers. Users can also set contacts as Favorites, and can create groups and edit contacts in different groups.

PHONE CONFIGURATION

1. Log in Web GUI and register BroadWorks Account on the phone.
2. Browse to **Settings**→**BroadSoft**→**BroadSoft IM&P** to set configuration for BroadSoft IM&P service:
 - Fill the BroadCloud Server address in the Server blank. It is usually not necessary to configure if the BroadCloud address is the same as the domain name in the BroadCloud IM&P username.
 - Fill the XMPP port number in the Port box. The default port number is 5222.
 - Fill the IM&P credentials in Username and Password boxes. (example: 1001@imp1iop1.BroadSoft.com)
 - Enable the BroadSoft IM&P service.
 - Select a BroadWorks SIP account registered on the phone from **Associated BroadSoft Account** list.

Note: The associated account would be used to place outbound calls. If the associated account is unregistered or it is not registered with the original BroadWorks account, the end user cannot make outbound calls to the contacts saved in the BroadCloud IM&P application.

- If the **Auto Login** setting is enabled, the phone will bypass the login page and login with the configured IM&P account automatically after booting up.
- If the **Display Non-XMPP Contacts** setting is enabled, the Buddy List would display all contacts, including non-XMPP contacts.

Settings

General Settings

BroadSoft -

BroadSoft Xsi

BroadSoft IM&P

External Service

Call Features

Call History

Multicast Paging

Outbound Notification +

Preferences +

Programmable Keys +

Extension Boards +

Web Service

XML Applications

E911 Service

BroadSoft Instant Message and Presence

Login Credentials

Server

Port

Username

Password

IM&P Settings

BroadSoft IM&P Enabled Disabled

Associated BroadSoft Account

Auto Login Yes No

Display Non-XMPP Contacts Yes No

Save
Save and Apply
Reset

Figure 4: Web-GUI – BroadSoft Instant Message and Presence

FEATURE SHOW ON THE PHONE

LOGIN IM&P ACCOUNT FROM THE PHONE

After finished configuring, users can use BroadCloud IM&P features on GXP phones by the following steps.

1. Press **BS-IM&P** key from the phone to enter the BroadCloud Instant Message & Presence Client page.



Figure 5: LCD Main Screen

2. Press LogIn key to login BroadCloud Instant Message & Presence account.

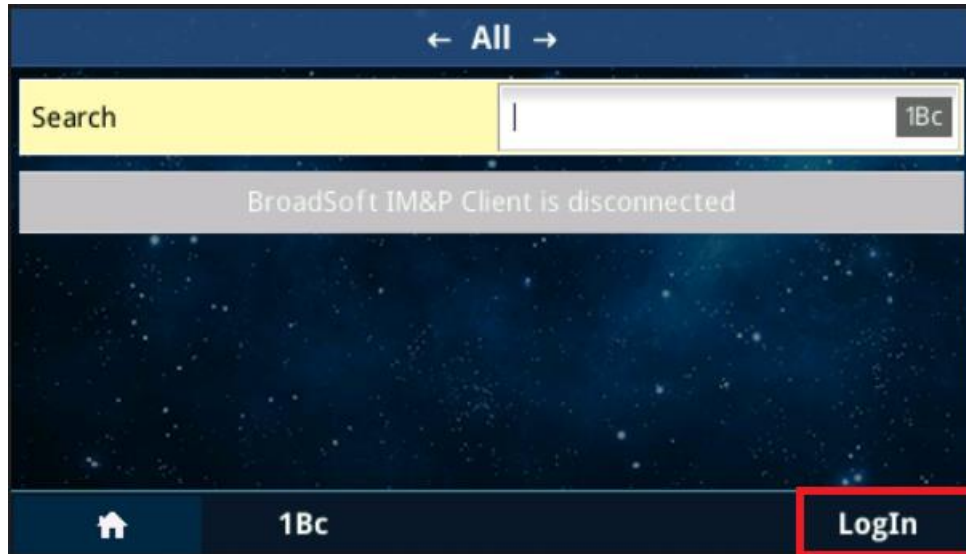


Figure 6: BroadCloud Instant Message & Presence Client Page

3. After login, GXP phone would display Buddies List (all contacts) in the account. In this page, press ◀ or ▶ key on the phone to change page to Favorites or Groups to view the contacts.

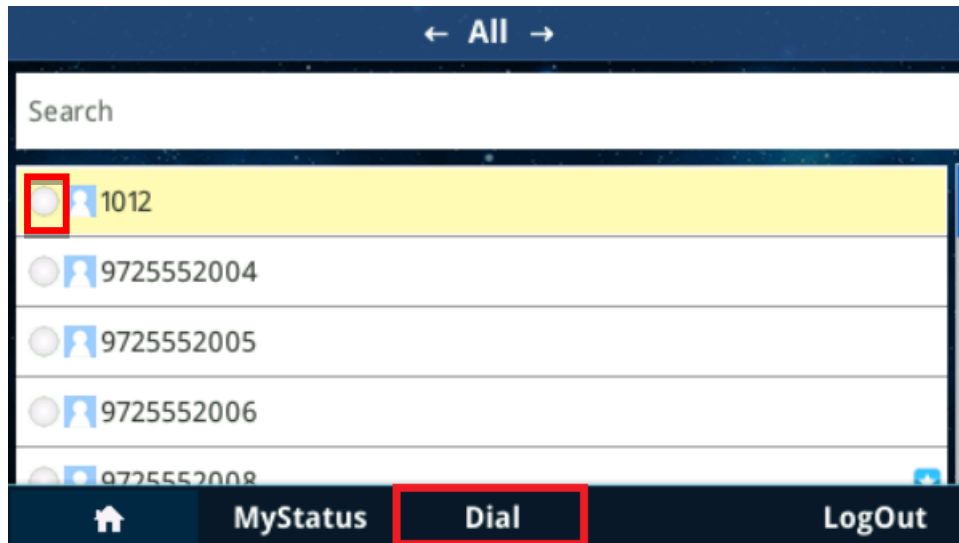







Figure 7: BroadCloud Instant Message & Presence – Buddies List

Users can press the **Dial** key to dial the contact.

If there is a round icon  at the head of a contact, the contact is a XMPP contact. The round icon with different color is to display the contact's IM&P presence state.

The following table lists the relationship between icon's color and the contact's IM&P presence state.

Table 1: Icon Color to Presence State

Color	Icon	Presence State
Gray		Log out / Invisible
Green		Available
Orange		Away
Red		Busy

- In the Buddies List page, press ▲ or ▼ key on the phone to highlight a contact. Press ● key on the phone to check the contact detail information. The following figure shows an example of a contact's detail information.

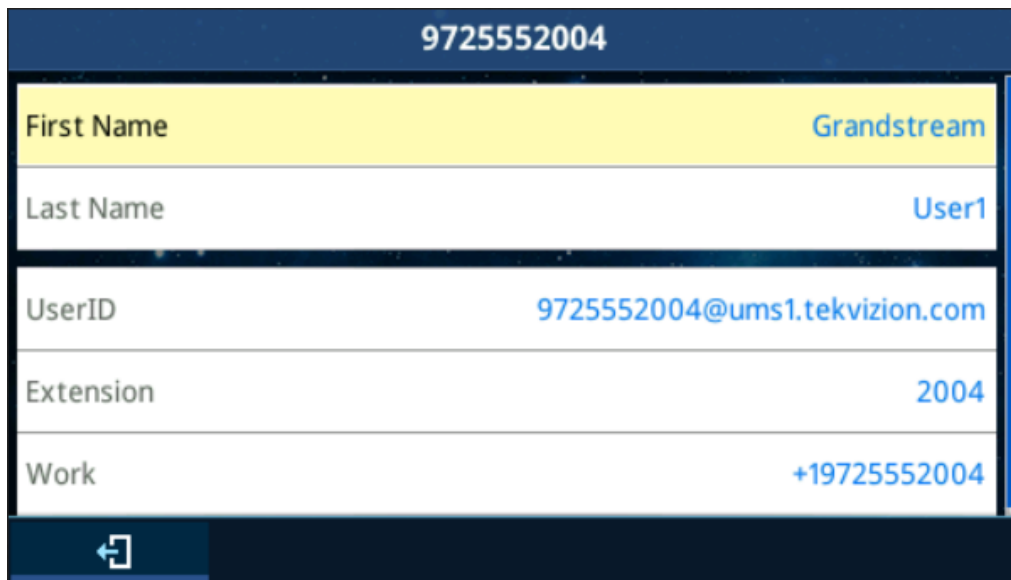


Figure 8: BroadCloud Instant Message & Presence –Detail Information

- Press the **MyStatus** Key; the phone will then open the MyStatus window to display the current IM&P account presence state. Users can press ◀ or ▶ key and **Submit** key on the phone to change the presence status to Available, Invisible, Busy or Away. The following figure is an example of checking and changing IM&P presence state.

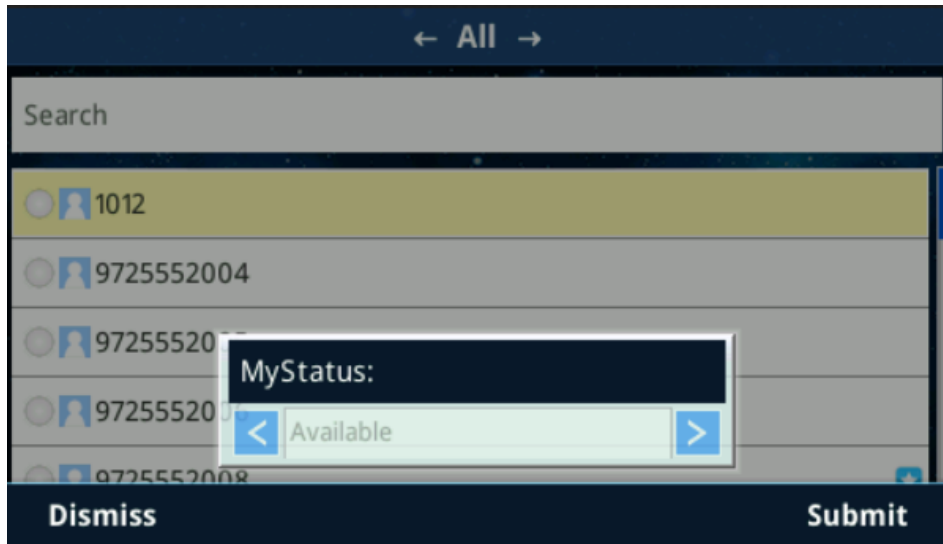


Figure 9: BroadCloud Instant Message & Presence –Checking and Changing IM&P Presence State

6. In the MyStatus window, GXP phones can also display the user's IM&P presence status. User needs to type the status from the BTBC client. For example, type "keep calm and carry on!" It will display on the MyStatus window.

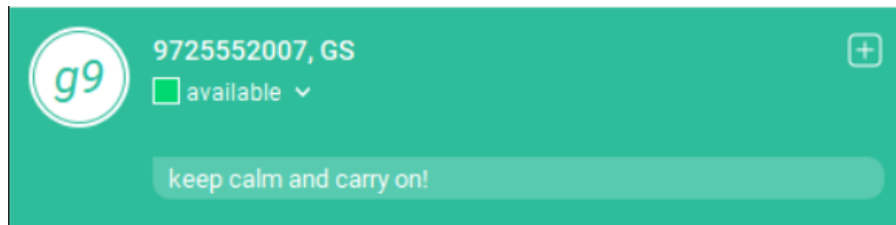


Figure 10: BTBC – Type IM&P Presence Status

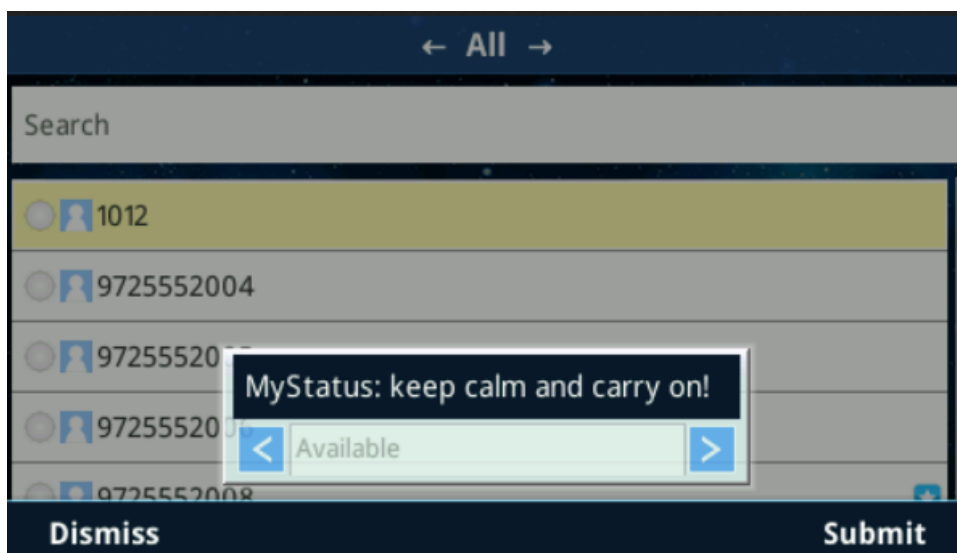


Figure 11: BroadCloud Instant Message & Presence –MyStatus Window

Simultaneously, the IM&P presence status would be showed on other GXP phones.

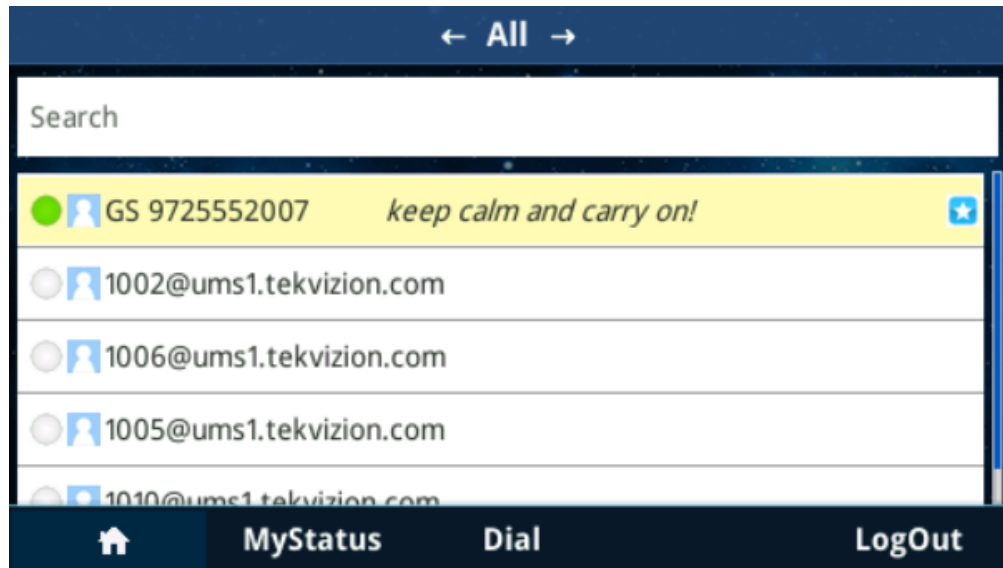


Figure 12: BroadCloud Instant Message & Presence –Presence Status Display

LOGIN INVISIBLE

GXP phone supports login invisible feature. The default presence state is invisible when GXP phone login to BroadCloud IM&P account. Thus, when user login IM&P account, GXP phone will not publish the presence state. Both BTBC desktop client and other BroadCloud IM&P account would not be notified the user's login.