Grandstream Networks, Inc.

GXV3240/3275 BroadWorks BLF Configuration

User 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. This document serves as an end user guide on how to configure Grandstream GXV3240/3275 Multimedia phones for BroadWorks Busy Lamp Field feature. How to configure BLF on BroadWorks Application Server is out of the scope of this document.

OVERVIEW OF FUNCTIONS

Grandstream GXV3240/3275 Enterprise Multimedia Phone for Android supports the BroadWorks Busy Lamp Filed feature. GXV3240/3275 supports this feature by changing the frame color of the block icons, associated with the monitored user, on the MPK widget. Also GXV3240 supports this feature by changing the LED keys status on the mounted extension board. Additional, the phone system is also able to pick up the calls to the monitored extensions.

AUTO PROVISION THE BLF LIST ON THE PHONE

Configuring the GXV3240/3275 Multimedia 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** and check the **Auto Provision Eventlist BLFs** under the **MPK General Settings** page of the web UI. The detail steps are listed below:

1. Configure the **SIP Account Settings**:

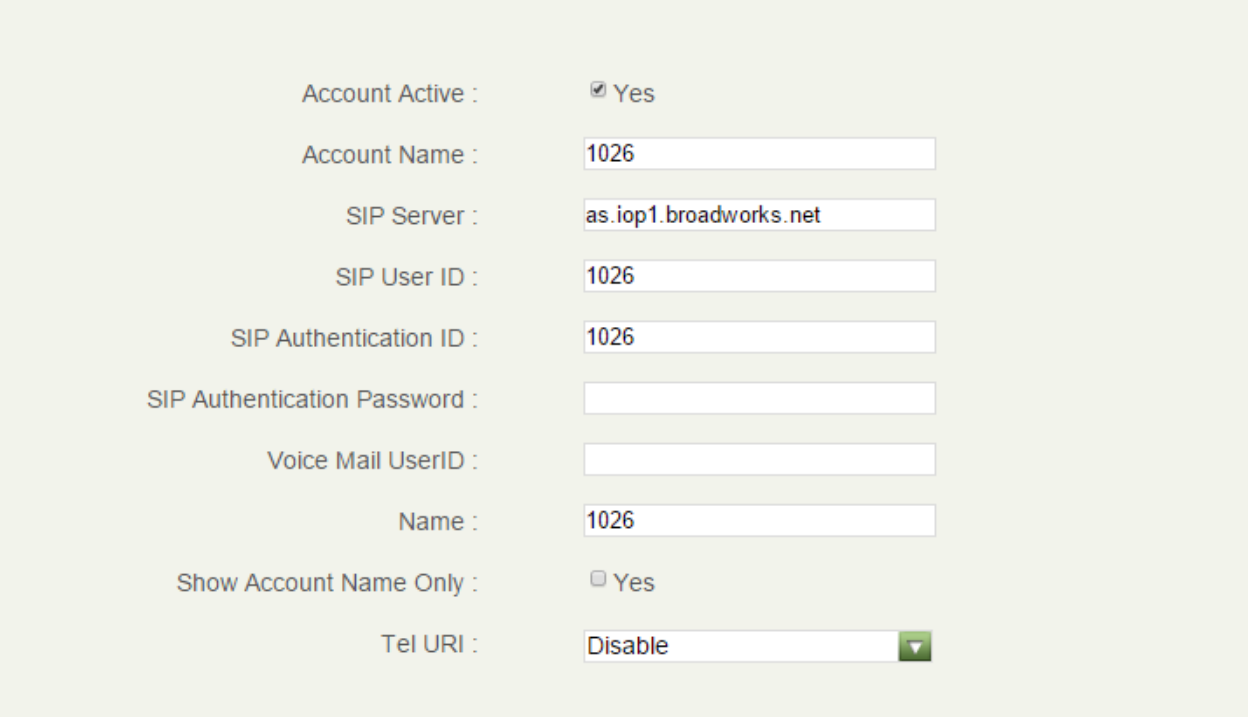

Figure 1: Configure the SIP Account Settings

2. Configure **Special Feature** to "**BroadSoft**", under **Account** -> **Call Settings**, as the figure shows below:

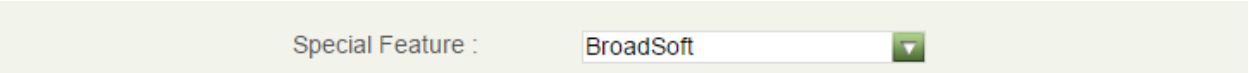

Figure 2: Configure Special Feature Option

3. Configure **Busy Lamp Field List URI** and check the **Auto Provision Eventlist BLF**. Note: instead of configure the ID and domain name, the URI needs to include the ID only. For example, if the BLF URI is blf1026@as.iop1.broadworks.net, it only needs to fill blf1026 in the box. After saving and rebooting, the BLF entries will be provisioned to the MPK widget automatically.

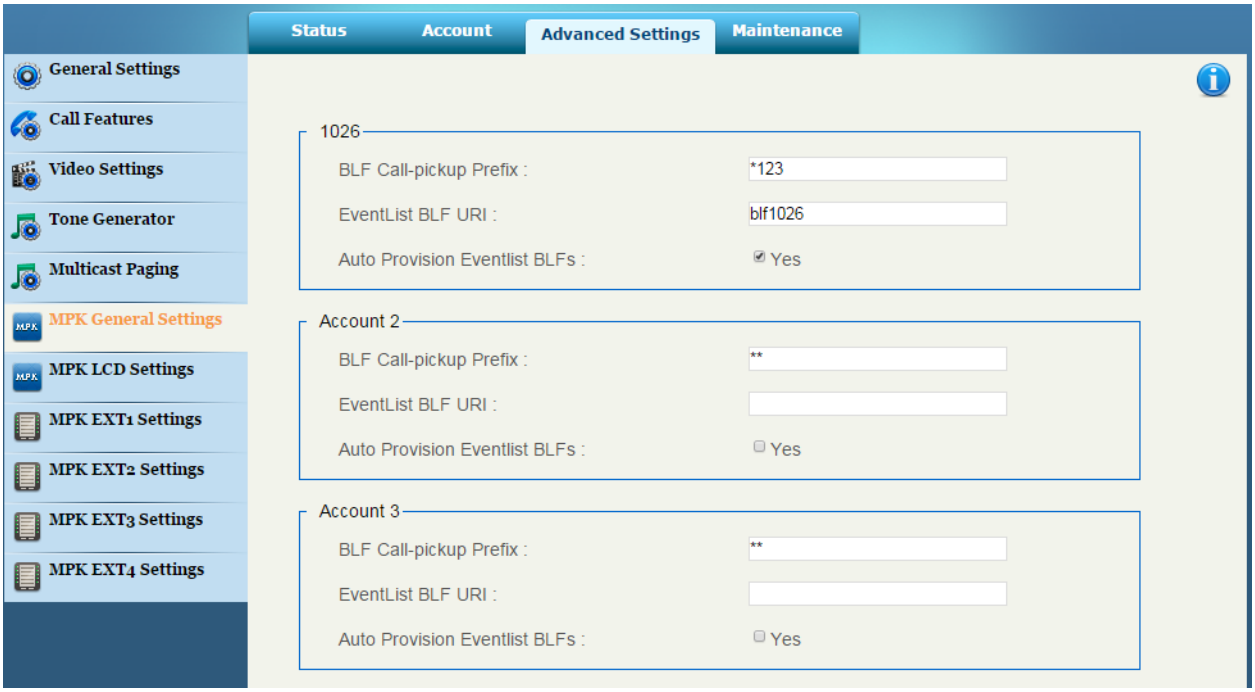

Figure 3: MPK General Settings

4. If an extension board are mounted with GXV3240, the BLF entries will also be provisioned to the extension board automatically. The following screenshot is an example of the BLF entries provisioned on the MPK widget:

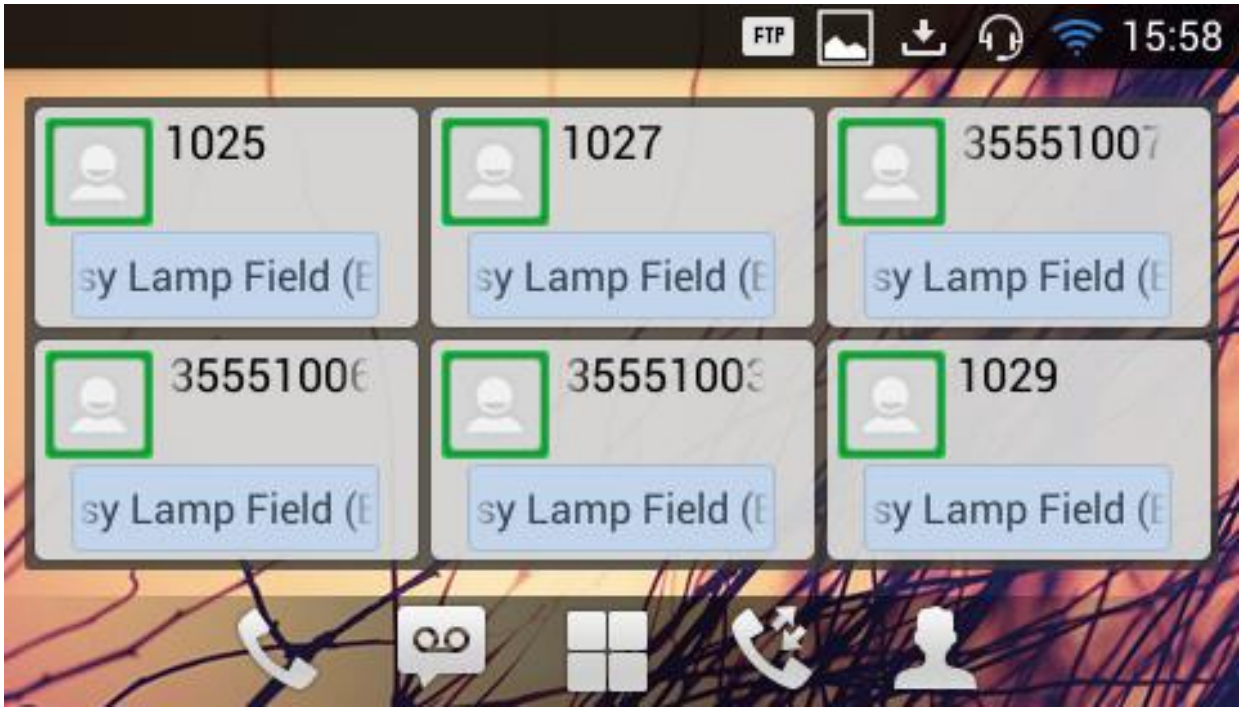

Figure 4: BLF Entries on MPK Widget

VISUAL INDICATORS

The phone system is able to notify the end user the hook status of the monitored extension by changing the icon frame color and frame status.

For example, the screenshot below shows the BLF indicators' status when the extension 1025 place a call to the extension 1027. While the extension 1027 is ringing, the caller 1025's indicator is blinking green and the callee 1027's indicator is blinking red. On the mounted extension board, the indicators' status is same as the ones on the MPK widget.

Figure 5: BLF Indicators status

The following table shows the BLF indicator status in different scenarios, it requires the monitored extension to enable the BLF feature:

Table 1: The BLF Indicators Status in Different Scenarios

Monitored extension behavior	BLF indicator status (MPKs on Phone LCD)	Extension board key status (On Mounted Extension Board)
Idle	Solid green	Solid green
Placing a call	Blinking green	Blinking green
Ringing	Blinking red	Blinking red
During a call	Solid red	Solid red
Hold the call	Solid red	Solid red
Call Park	Solid green (With “P” sign)	Solid green
Monitored extension not registered/BLF subscription failed	Off	Off

DIRECTED CALL PICKUP

Directed call pickup feature allows the GXV3240/3275 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 directed pick up the call. Thus, the end user has to configure the prefix to GXV3240/3275 to implement this feature.

The following screenshot shows the *97 is configured as the prefix under the MPK General Settings page:

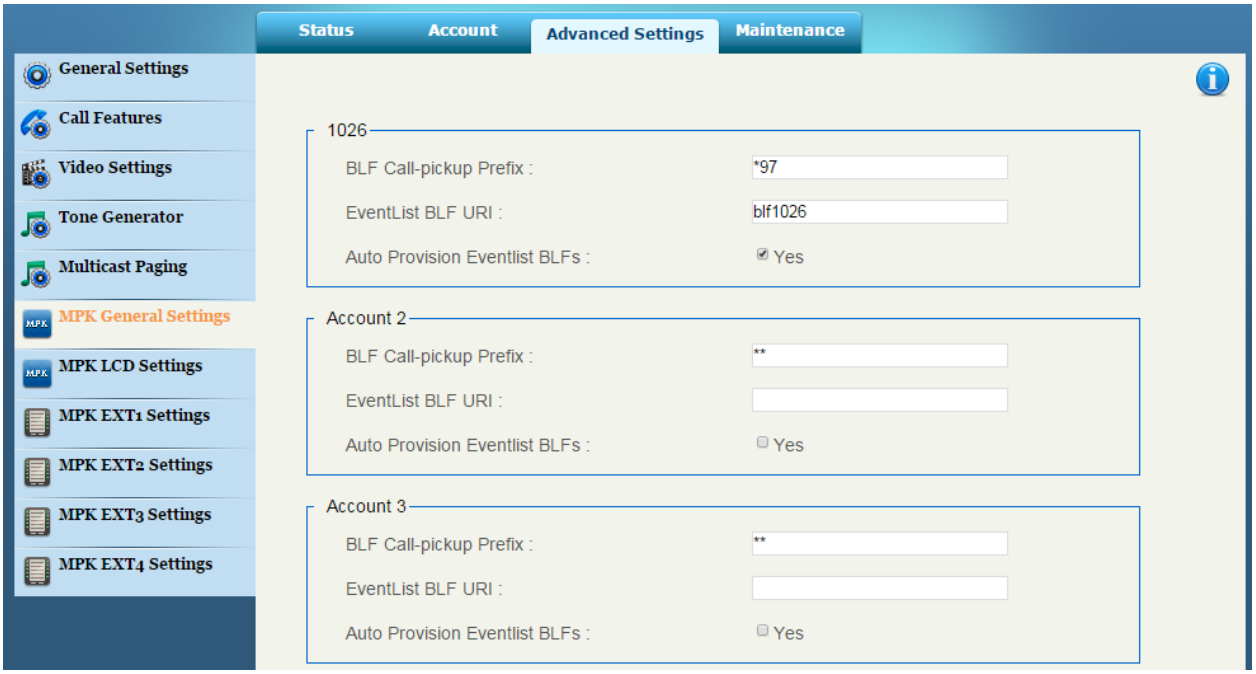

Figure 6: Configure BLF Call Pickup Prefix

Then, when the monitored user's indicator is blinking red, namely there is an incoming call, the GXV3240/3275 phone user should tap the "Busy Lamp Field" icon to answer the call for the monitored user. Or, the GXV3240 phone user could press the monitored user keys on the mounted extension board to answer the call.

The red frame in the following screenshot is the area, which the end user could tap to directed pick up the call:

Figure 7: Directed Pickup on MPK

CALL PARKING NOTIFICATION

GXV3240/3275 phones are able to display a parked indicator for the monitored extensions if an active call is parked on it. The “P” letter sign in the following figure represents a call is parked on the monitored extension 1027. And it will be turned off once the parked call is retrieved.

The “P” letter sign only can be shown on the MPK application on the LCD. The mounted extension board does not have this feature.

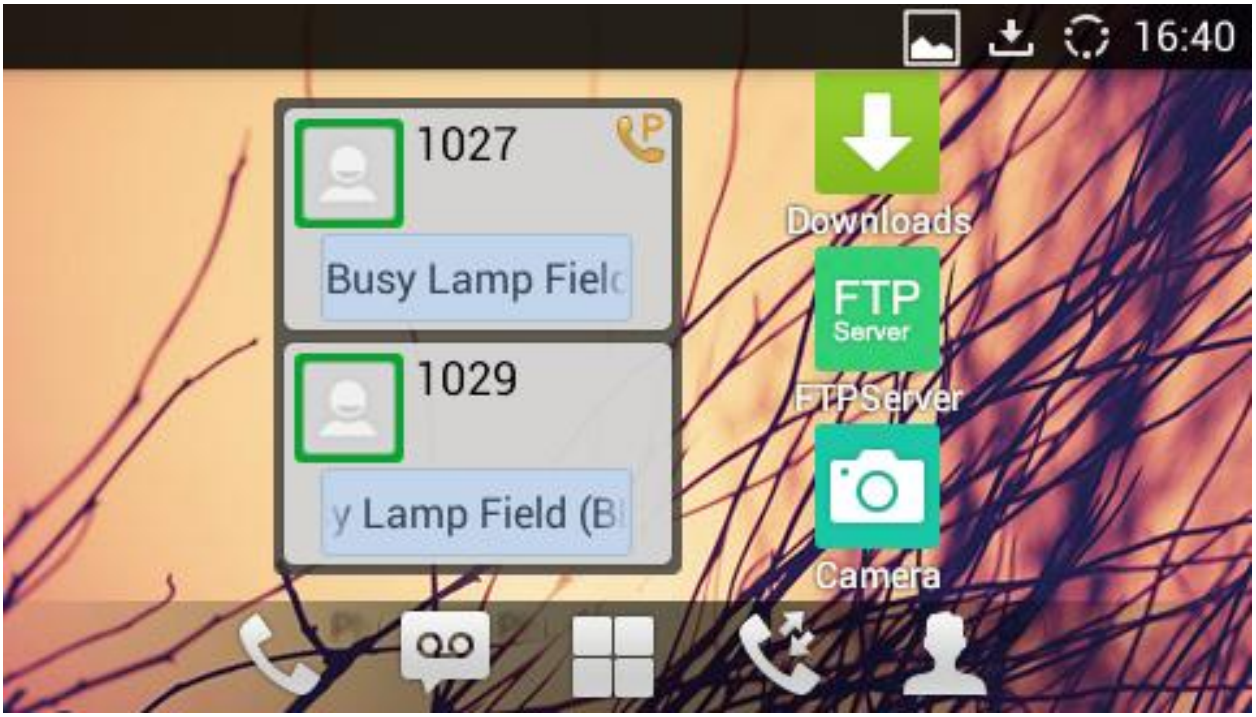

Figure 8: Call Parking Notification on MPK