Grandstream Networks, Inc.

GRP26XX Carrier-Grade IP phones

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. 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.

CONFIGURATION VIA WEB BROWSER

GRP26XX embedded Web server responds to HTTP/HTTPS GET/POST requests. Embedded HTML pages allow a user to configure the IP phone through a Web browser such as Google Chrome, Mozilla Firefox, …

To access the Web GUI:

1. Connect the computer to the same network as the phone;
2. Make sure the phone is turned on and shows its IP address. You may check the IP address from the phone's keypad menu under **Status => Network Status**;
3. Open a Web browser on your computer;
4. Enter the phone's IP address in the address bar of the browser;
5. Enter the administrator's login and password to access the Web Configuration Menu

Notes:

*   The computer has to be connected to the same sub-network as the phone. This can be easily done by connecting the computer to the same hub or switch as the phone connected to. In absence of a hub/switch (or free ports on the hub/switch), please connect the computer directly to the PC port on the back of the phone;

*   If the phone is properly connected to a working Internet connection, the IP address of the phone will display in MENU->Status->Network Status. This address has the format: xxx.xxx.xxx.xxx, where xxx stands for a number from 0-255. Users will need this number to access the Web GUI. For example, if the phone has IP address 192.168.40.154, please enter "http://192.168.40.154" in the address bar of the browser;

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- There are two default passwords for the login page:

Table 1: Default Passwords for Login Page

User Level	User	Password	Web Pages Allowed
End User Level	user	123	Only Status and Basic Settings
Administrator Level	admin	admin	Browse all pages

The password is case sensitive with maximum length of 25 characters.

- When changing any settings, always SUBMIT them by pressing the "Save" or "Save and Apply" button on the bottom of the page. If the change is saved only but not applied, after making all the changes, click on the "APPLY" button on top of the page to submit. After submitting the changes in all the Web GUI pages, reboot the phone to have the changes take effect if necessary (All the options under "Accounts" page and "Phonebook" page do not require reboot. Most of the options under "Settings" page do not require reboot).

BLF KEYS CONFIGURATIONS

To configure the BLF feature on GRP26XX phones:

1. On the Web UI, click on "**Settings**";

2. On the drop-down list, click on "**Programmable Keys**",

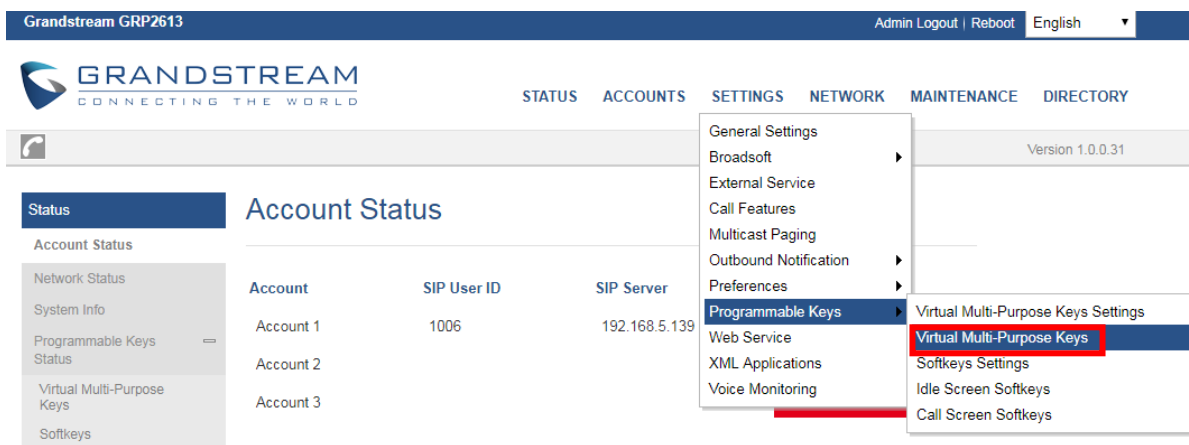3. Then scroll to "**Virtual Multi-Purpose Keys**" as the figure shows below:

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)";
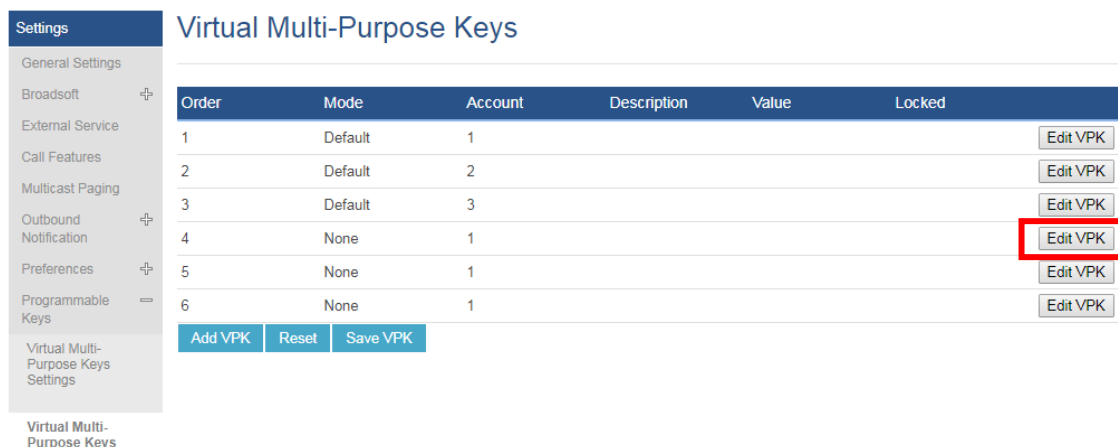
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Figure 2: Configure Multi-Purpose Keys

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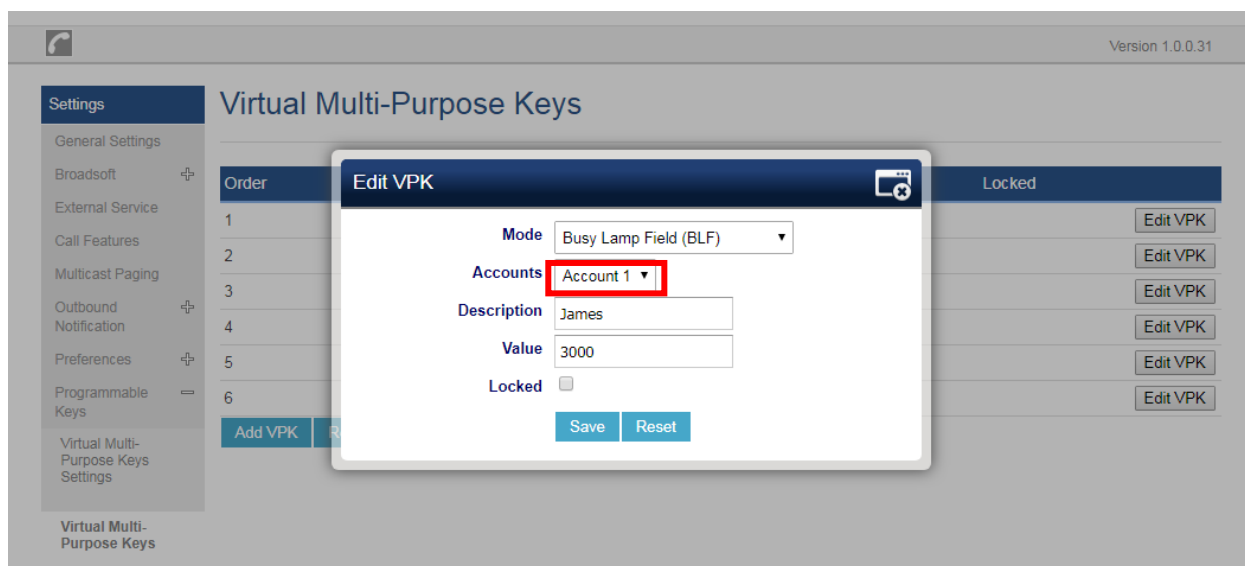

Figure 3: Select Associated Account

6. In the "Description" field, type the name of the individual or department that you want to associate with the extension being set up;
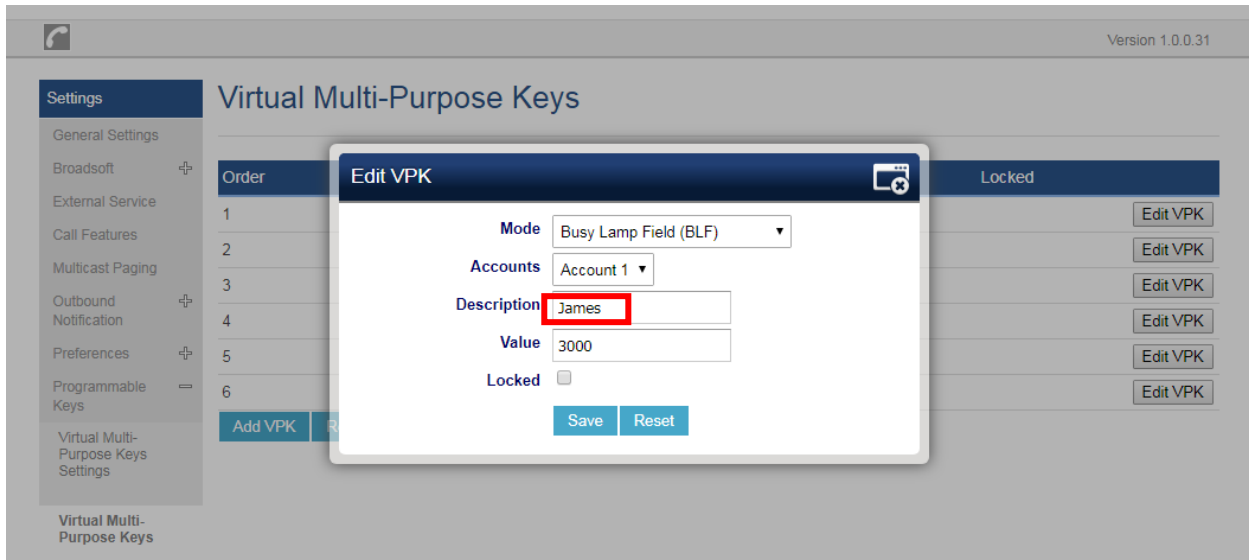
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Figure 4: Add Description

7. In the "Value" field, type the extension number for the extension being set up;
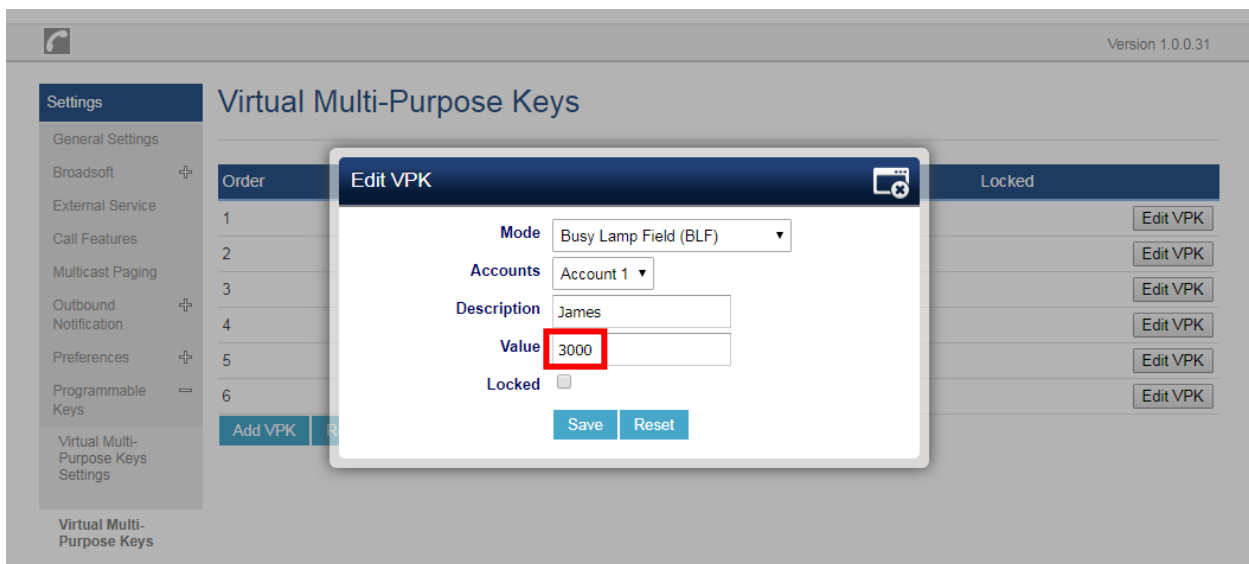
Figure 5: Add Extension Value

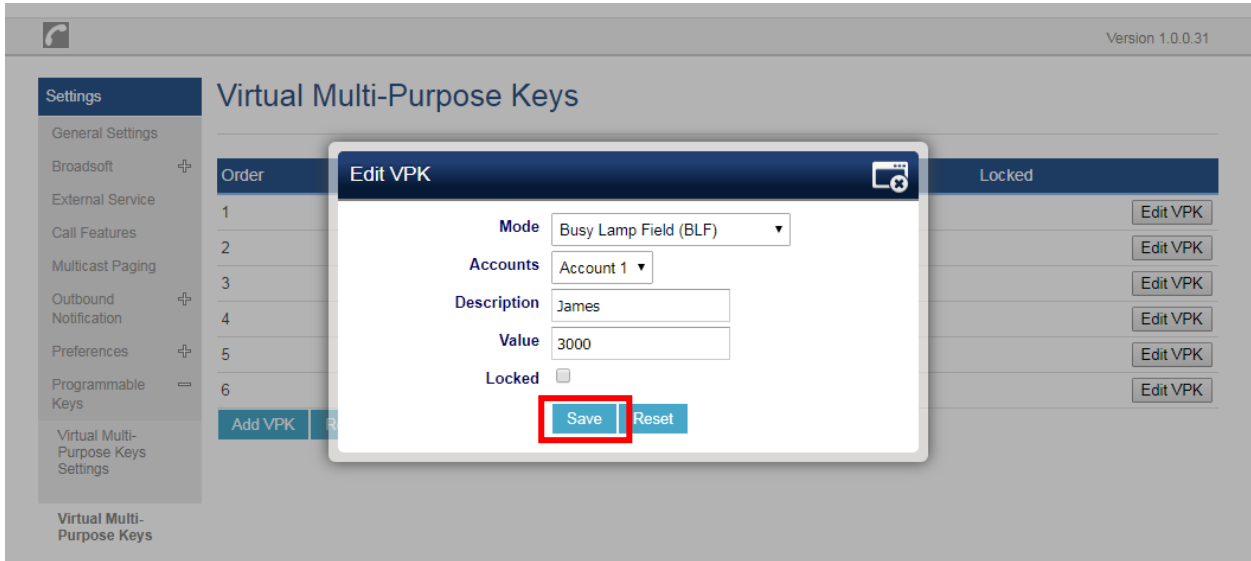8. Go to the bottom of the page and click on "Save".

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Figure 6: Click "Save"

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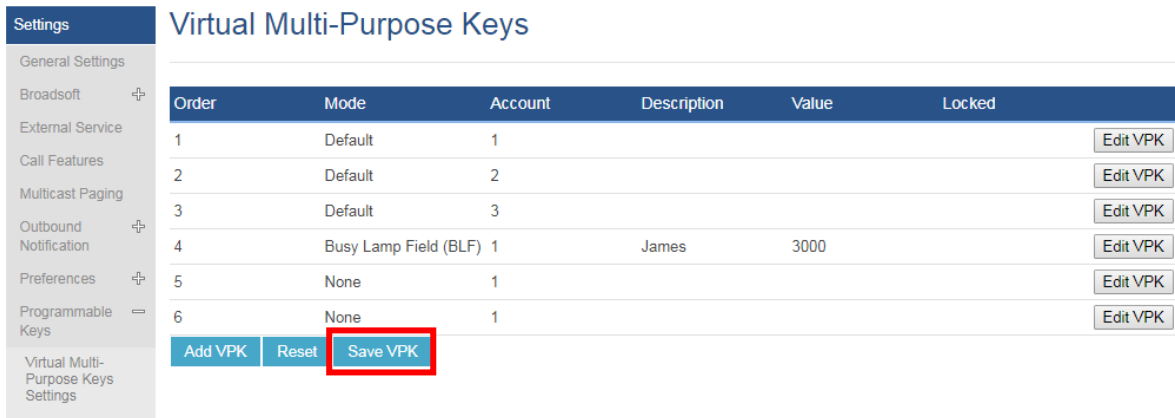

Figure 7: Click "Save VPK"

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.
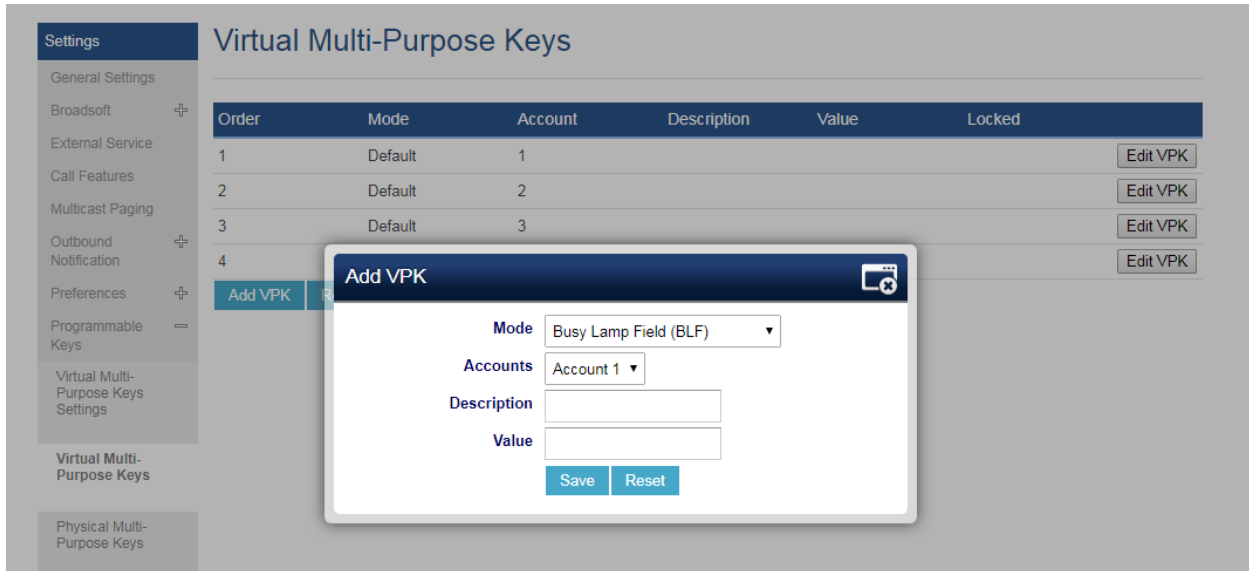
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Figure 8: Add VPK

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.

The following table shows the BLF indicator status in different scenarios:

Table 2: The BLF Indicators Status in Different Scenarios

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
Hold the call	Solid red
Monitored extension not registered/BLF subscription failed	Off

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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:
   Account x ➔ SIP Settings ➔ Advanced Settings

Figure 9: Force BLF Call-pickup by prefix

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