

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 <u>http://www.grandstream.com/support</u> 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, 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;



• There are two default passwords for the 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

Table 1: Default Passwords for Login Page

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:

Grandstream GRP2613				Admin Logout Reboot English •			
			STATUS	ACCOUNTS	SETTINGS NETWORN	K MAINTENANC	e directory
ſ					General Settings Broadsoft	•	Version 1.0.0.31
Status Account Status				External Service Call Features Multicast Paging			
Account Status Network Status	Account	SIP User ID		SIP Server	Outbound Notification Preferences	•	
System Info Programmable Keys Status	Account 1	1006		192.168.5.139	Programmable Keys Web Service	Virtual Multi-P	
Virtual Multi-Purpose Keys	Account 2 Account 3				XML Applications Voice Monitoring	Softkeys Setti Idle Screen So Call Screen S	oftkeys
Softkeys							onnoyo

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)";



Settings		Virtual I	Multi-Purpos	se Keys				
General Settings								
Broadsoft	÷	Order	Mode	Account	Description	Value	Locked	
External Service		1	Default	1				Edit VPK
Call Features		2	Default	2				Edit VPK
Multicast Paging		3	Default	3				Edit VPK
Outbound Notification	÷	4	None	1				Edit VPK
Preferences	÷	5	None	1				Edit VPK
Programmable Keys	-	6	None	1				Edit VPK
Virtual Multi- Purpose Keys Settings		Add VPK	Reset Save VPK					
Virtual Multi- Purpose Keys								



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

٢					Version 1.0.0.31
Settings		Virtual N	/lulti-Purpose Ke	ys	
General Settings					
Broadsoft	÷	Order	Edit VPK		Locked
External Service Call Features Multicast Paging Outbound Notification Preferences	÷	1 2 3 4 5	Description Value	Busy Lamp Field (BLF) Account 1 James 3000	Edit VPK Edit VPK Edit VPK Edit VPK Edit VPK
Programmable Keys Virtual Multi- Purpose Keys Settings Virtual Multi- Purpose Keys		6 Add VPK	Locked	Save Reset	Edit VPK

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;



ettings		Virtual	Multi-Purpose Ke	ys	
General Settings					
Broadsoft	÷	Order	Edit VPK		Locked
External Service		1			Edit VP
Call Features		2	Mode	Busy Lamp Field (BLF) •	Edit VP
Aulticast Paging		3	Accounts	Account 1 🔻	Edit VP
Dutbound	÷		Description	James	
Notification		4	Value	3000	Edit VP
Preferences	÷	5			Edit VP
Programmable Keys	-	6	Locked		Edit VP
Virtual Multi- Purpose Keys Settings		Add VPK	2	Save Reset	

Figure 4: Add Description

7. In the "Value" field, type the extension number for the extension being set up;

ettings		Virtual N	/lulti-Purpose Ke	ys		
General Settings						
Broadsoft	÷	Order	Edit VPK		Locked	
External Service		1				Edit VPI
Call Features		2	Mode	Busy Lamp Field (BLF)		Edit VPI
Multicast Paging		3	Accounts	Account 1 🔻		Edit VP
	÷	-	Description	James		
Notification		4	Value	2000		Edit VPI
	÷	5				Edit VPI
Programmable Keys	-	6	Locked			Edit VPI
Virtual Multi- Purpose Keys Settings		Add VPK	2	Save Reset		

Figure 5: Add Extension Value

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



ettings		Virtual	Multi-Purpose Ke	eys		
eneral Settings						
Broadsoft	÷	Order	Edit VPK		Locked	
External Service		1				Edit VP
Call Features		2	Mode	Busy Lamp Field (BLF)		Edit VP
Iulticast Paging		3	Accounts	Account 1 🔻		Edit VF
outbound	÷	-	Description	James		
lotification		4	Value	3000		Edit VP
references	÷	5		5000		Edit VF
Programmable Keys	-	6	Locked			Edit VF
Virtual Multi-		Add VPK	R	Save Reset		
Purpose Keys Settings					_	

Figure 6: Click "Save"

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

General Settings							
Broadsoft 🕂 🕂	Order	Mode	Account	Description	Value	Locked	
External Service	1	Default	1				Edit VPI
Call Features	2	Default	2				Edit VP
Multicast Paging Dutbound 수	3	Default	3				Edit VP
Notification	4	Busy Lamp Field (BLF)	1	James	3000		Edit VPI
Preferences 🕂 🕂	5	None	1				Edit VP
Programmable – Keys	6	None	1				Edit VP
Virtual Multi- Purpose Keys Settings	Add VPK Re	set 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.



General Settings									
Broadsoft	÷	Order	Mode	Acc	ount	Description	Value	Locked	
External Service		1	Default	1					Edit VPK
Call Features		2	Default	2					Edit VPK
Iulticast Paging		3							
Outbound	÷		Default	3	_		_		Edit VPK
lotification		4	Add VPK						Edit VPK
Preferences	÷	Add VPK	2				-0		
Programmable Keys	-			Mode	Busy Lamp Fie	eld (BLF) 🔹			
Virtual Multi-				Accounts	Account 1 🔻				
Purpose Keys Settings			De	scription					
Settings				Value					
Virtual Multi-				value					
Purpose Keys					Save Res	et			

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:

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

Table 2: The BLF Indicators Status in Different Scenarios



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 $x \rightarrow$ SIP Settings \rightarrow Advanced Settings

Accounts		Advanced Features	
Account 1	-		
General Settings		Line-seize Timeout	15
Dialplan		Line-seize Timeout	15
Network Settings		Presence Eventlist URI	
SIP Settings	-	Eventlist BLF URI	
Basic Settings		Auto Provision Eventlists	
Custom SIP Headers			• Disabled BLF Eventlist Presence Eventlist
Advanced Features		Conference URI	
Session Timer		Music On Hold URI	
Security Settings		DLE Optimistan	
Audio Settings		BLF Call-pickup	○ Auto ● Force BLF Call-pickup by prefix ○ Disabled

Figure 9: Force BLF Call-pickup by prefix

