



Grandstream Networks, Inc.

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GRP26XX Carrier-Grade IP Phones

**Event List BLF Configuration Guide**



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## INTRODUCTION

Although SIP protocol (RFC3261) was not provide the semantics to support the Busy Lamp Field (BLF) but there's a way around to make the Busy Lamp Field function works on our phone by using the proper instantiation and the appropriate extension of the SIP Specific Event Notification framework (RFC3265). RFC4235 - Dialog Event Package is the instantiation RFC3265 which defined the mechanism of how the endpoint can subscribes for the status of any dialog including another endpoint. Busy Lamp Field feature is useful but can create a lot of overhead when trying to subscribe for the status of a large number of the resources. Event List BLF or BLF resource list is the solution to solve the overhead problem by reducing the number of requests. Instead of generating an individual SUBSCRIBE request for each resource status, the concept of the Event List is combining all of those requests into a single request that query the resources status from the Event List. RFC4662 – Resource List defines an aggregating mechanism that allows for subscribing and notifying for a list of resources. This mechanism is useful when the device needs to subscribe to a large number of resources. The overhead of generating individual SUBSCRIBE requests and the overhead of processing individual NOTIFY requests can be reduce by aggregating resources using a resource list concept.

This document serves as an end user guide on how to configure Grandstream GRP26XX Carrier-Grade IP Phones for the UCM Eventlist BLF feature. How to configure BLF list on Grandstream UCM and apply them on the GRP2612/ GRP2612P/ GRP2612W/GRP2613/GRP2614.



## OVERVIEW

Grandstream GRP26XX Carrier-Grade IP Phones support both Grandstream UCM Busy Lamp Field and EventList BLF features and allows end users, such as attendant, to monitor the call status of users in the list. GRP2612/ GRP2612P/ GRP2612W/GRP2613/GRP2614 supports this feature by sending out the subscription request to the UCM and changing the indicator status of the Line keys, MPKs, or virtual MPKs that associated with the monitored users. Additionally, the phone is also able to pick up the calls to the monitored extensions by using a pre-defined feature code called BLF- Call-pickup Prefix.

### Available Programmable Keys on each Model

**Table 1 : Available programmable keys on each model**

Model/Key	Line Keys	VPKs	MPKs
GRP2612/GRP2612P/ GRP2612W	X	X	
GRP2613	X	X	
GRP2614	X	X	X



## HOW EVENT LIST BLF WORKS

### Subscribe

According to the RFC4662 – Resource List, UCM must allow no more than 20 endpoints to subscribe on the single resource list. However, in practical, only a single endpoint will subscribe on a particular EventList. In the first step, the endpoint will send a SUBSCRIBE request to the configured Event List URI as per RFC3265. The main goal of this subscription is to obtain the state information of all endpoints that are associated with the Event List.

In order to subscribe for the Event List, it is necessary that phone includes the “eventlist” tag in the supported header and in most cases, Authorization header also required.

```
Via: SIP/2.0/UDP 192.168.40.119:5060;branch=z9hG4bK341324999;rport
From: <sip:5000@192.168.40.170>;tag=1620181217
To: <sip:170BLF@192.168.40.170>
Call-ID: 1469406960-5060-2@BJC.BGI.EA.BBJ
CSeq: 20001 SUBSCRIBE
Contact: <sip:5000@192.168.40.119:5060>
Authorization: Digest username="5000", realm="Grandstream", nonce="509e9f25",
uri="sip:170BLF@192.168.40.170", response="47c40eb60804fff79e3478e327145432",
algorithm=MD5
X-Grandstream-PBX: true
Max-Forwards: 70
User-Agent: Grandstream GRP2614 1.0.0.31
Expires: 3600
Supported: replaces, path, timer, eventlist
Event: dialog
Accept: application/dialog-info+xml,multipart/related,application/rlmi+xml
Allow: INVITE, ACK, OPTIONS, CANCEL, BYE, SUBSCRIBE, NOTIFY, INFO, REFER, UPDATE,
MESSAGE
Content-Length: 0
```

### Notify

Upon the successful subscription, the UCM will reply back the Event List initial status information in form of the NOTIFY message that contains the state and other information of each endpoint on the Event List in the XML format. In normal cases, each NOTIFY will contains the information of 3 endpoints. Therefore, it is normal to have a set of NOTIFYs from the UCM even if the user only subscribes for a single Event List.



Content-Transfer-Encoding: binary  
Content-ID: <5000@192.168.40.170>  
Content-Type: application/dialog-info+xml;charset="UTF-8"

```
<?xml version="1.0" encoding="UTF-8"?>
<dialog-info xmlns="urn:ietf:params:xml:ns:dialog-info" version="2"
state="full" entity="sip:5000@192.168.40.170">
<dialog id="5000">
  <state>terminated</state>
  <local>
    <identity display="John Smith">sip:5000@192.168.40.170</identity>
  </local>
</dialog>
</dialog-info>
```

Content-Transfer-Encoding: binary  
Content-ID: <5001@192.168.40.170>  
Content-Type: application/dialog-info+xml;charset="UTF-8"

```
<?xml version="1.0" encoding="UTF-8"?>
<dialog-info xmlns="urn:ietf:params:xml:ns:dialog-info" version="2"
state="full" entity="sip:5001@192.168.40.170">
<dialog id="5001">
  <state>offline</state>
  <local>
    <identity display="David Jackson">sip:5001@192.168.40.170</identity>
  </local>
</dialog>
</dialog-info>
```

Content-Transfer-Encoding: binary  
Content-ID: <5002@192.168.40.170>  
Content-Type: application/dialog-info+xml;charset="UTF-8"

```
<?xml version="1.0" encoding="UTF-8"?>
<dialog-info xmlns="urn:ietf:params:xml:ns:dialog-info" version="3"
state="full" entity="sip:5002@192.168.40.170">
<dialog id="5002">
  <state>terminated</state>
  <local>
    <identity display="William Thompson">sip:5002@192.168.40.170</identity>
  </local>
```



```
</dialog>  
</dialog-info>
```

## Endpoint States

### ➤ Terminated

When there is no active call for a specific endpoint or when a call to or from a subscribed endpoint is just being released, then the endpoint is considered idle/terminated.

- If applicable, the LED for the associated endpoint should be solid green or background should be solid green for the related VMPKs.

### ➤ Early

When an incoming call arrives for a subscribed endpoint, the endpoint is considered ringing/in the early state.

- If applicable, the LED for the associated endpoint should be blinking red or background should be solid red for the related VMPK.

### ➤ Confirmed

When a call is originated from a subscribed endpoint or a subscribed endpoint answered the call, then the resource is said to be in the “active” state.

- If applicable, the LED for the associated endpoint should be solid red or background should be solid red for the related VMPK.

### ➤ Offline

The subscription for that particular endpoint is failed or unreachable.

- If applicable, the LED for the associated endpoint should be off or background should be solid grey for the related VPK.

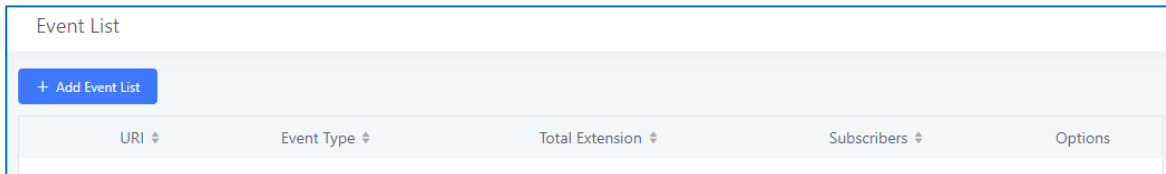




## CREATING A BLF EVENT LIST ON GRANDSTREAM UCM

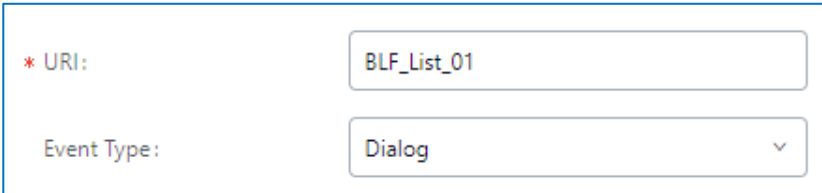
Grandstream UCM supports and allows creating an Event List for Busy Lamp Field (BLF) monitoring purpose. To create a list, login into the UCM and follow the below steps:

1. Go to **Call Features** → **Event List**.
2. Click **“Add Event List”** to start creating a new list.



**Figure 1 : Create new Event List**

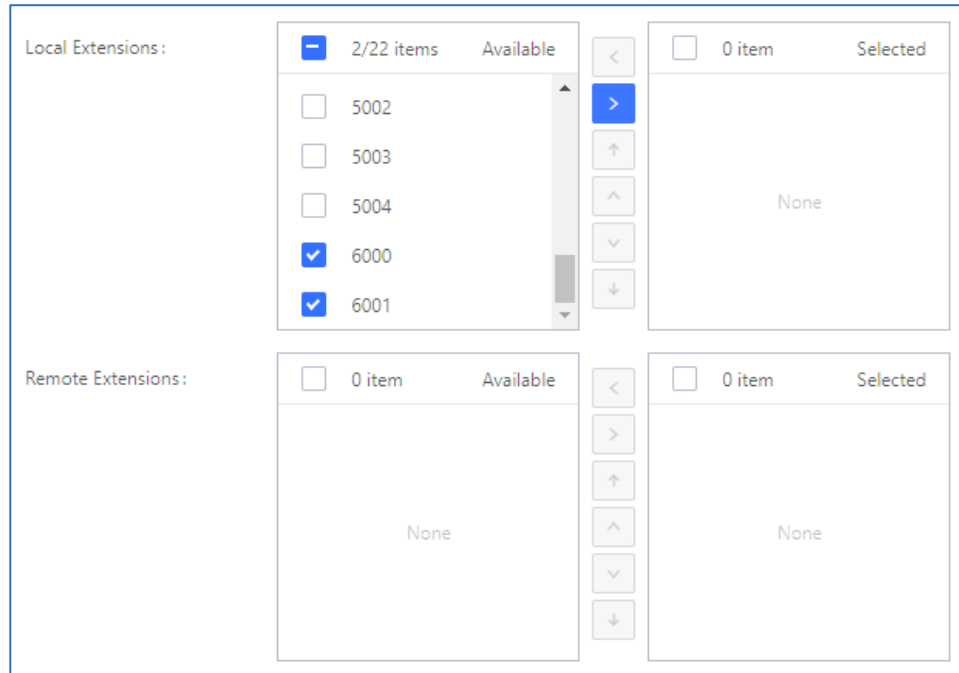
Enter the unique URI of the Event List in the URI field followed by choosing either “dialog” or “presence” eventlist (subscribers must carry the same value in Event header).



**Figure 2 : Event List URI**

3. Select the accounts (endpoint) to be monitored from the both available local and remote extensions. then click on the right arrow head to move them to the “selected” column.





**Figure 3 : Event List Account selection**





- You can add extensions which are not in the list under the “Special Extensions” field.



**Figure 4 : Special Extensions**

- Click **“Save”** to complete the Event List BLF creation.

If the new Event List is successfully created, it should be showing on the Event List table:



Event List				
+ Add Event List				
URI	Event Type	Total Extension	Subscribers	Options
BLF_List_01	dialog	2	0	 
Total: 1		 1 	10 / page	Goto 1

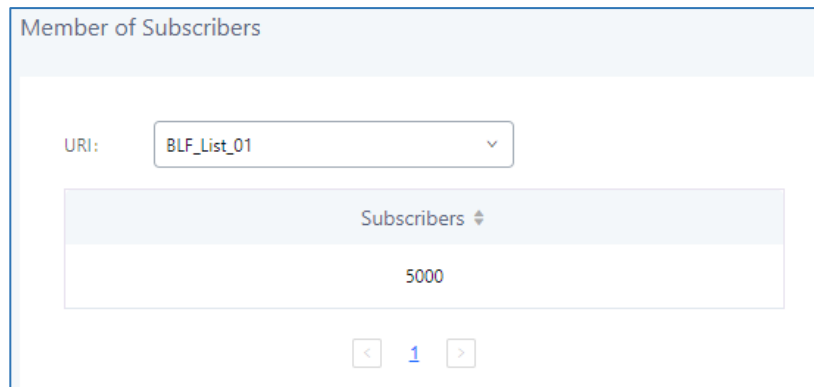
**Figure 5 : Event List Table**

- Apply Changes



**Notes:**

- Click on  to edit the Event List configuration.
- Click on  to delete the Event List.
- Once properly configuring the Event List on a GRP26XX a new section will appear, labeled “Member of Subscribers”. Where users can Select one Event List to show its subscribers.



**Figure 6 : Member of Subscribers**

## PROVISION THE EVENT LIST BLF ON THE PHONE

Configuring the GRP26XX Carrier-Grade IP Phones to work with Grandstream UCM Event List BLF feature is straightforward.

1. First configure your SIP account settings.

### General Settings

Account Active	<input type="radio"/> No <input checked="" type="radio"/> Yes
Account Name	<input type="text" value="5000"/>
SIP Server	<input type="text" value="192.168.5.215"/>
Secondary SIP Server	<input type="text"/>
Outbound Proxy	<input type="text"/>
Backup Outbound Proxy	<input type="text"/>
BLF Server	<input type="text"/>
SIP User ID	<input type="text" value="5000"/>
Authenticate ID	<input type="text" value="5000"/>
Authenticate Password	<input type="text"/>
Name	<input type="text"/>
Voice Mail Access Number	<input type="text"/>
Picture	<input type="button" value="Select"/>
Account Display	<input checked="" type="radio"/> User Name <input type="radio"/> User ID

Figure 7 : Configure the SIP Account Settings



2. For GRP2614 Choose the provisioning method under **Settings → Call Features**: “Auto Provision List Starting Point”.

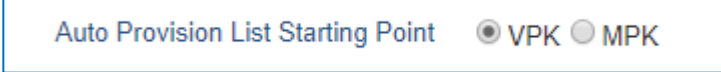


Figure 8 : Event List BLF provisioning method

- The default setting is “**VPK**”.
3. Fill in the **BLF URI** under **Account X → SIP Settings → Advanced Features**.
    - Enter the **URI** (name) of the Event List BLF that you just created on the Grandstream UCM.
    - Enable **Auto Provision Eventlists** by selecting “**BLF Eventlist**” to automatically assign the BLF extensions into the available MPKs/VMPKs slots.

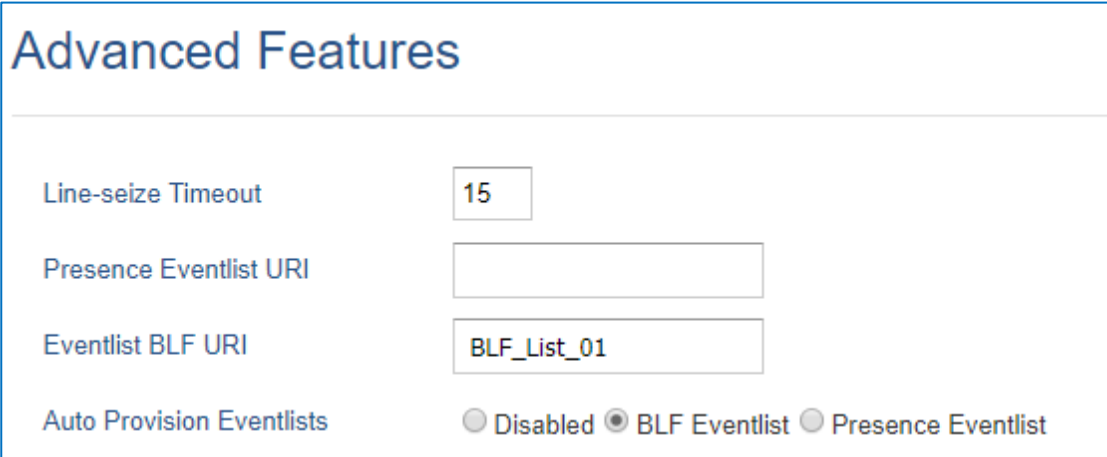


Figure 9: Eventlist BLF URI Settings

4. In the case that Auto Provision Event List BLF was **disabled**:
  - a. Users can manually configure the **MPKs** (GRP2614 only) to monitor the BLF extension. Under **Settings → Programmable Keys → Physical Multi-Purpose Keys**: For each MPK, the user needs to select “Eventlist BLF” as **Mode**, choose the specified **Account**, and enter the **Value** of each extension in the list. After saving and rebooting, the UCM extensions will be logged on the extension board, and the phone will start to monitor the extensions status.

## Multi-Purpose Keys

Order	Mode	Account	Description	Value
1	Eventlist BLF	Account 1		6000
2	Eventlist BLF	Account 1		6001
3	None	Account 1		
4	None	Account 1		

Figure 9 : MPK Settings

- b. To configure the Eventlist BLF on **VPKs**:

Go to **Settings** → **Programmable Keys** → **Virtual Multi-Purpose Keys**: Click **“Add VPK”** or **“Edit VPK”** to Select the **“Mode”**, the **“Account”** and enter the **“Value”**. Then **“Save”**.

Edit VPK
✖

**Mode**

**Accounts**

**Description**

**Value**

**Locked**

Figure 10 : Edit VPK

## Virtual Multi-Purpose Keys

Order	Mode	Account	Description	Value	Locked
1	Default	1			<input type="button" value="Edit VPK"/>
2	Eventlist BLF	1		6000	<input type="button" value="Edit VPK"/>
3	Eventlist BLF	1		6001	<input type="button" value="Edit VPK"/>

Figure 11 : Configure Eventlist on VPKs



## VISUAL INDICATORS

Grandstream GRP26xx Carrier Grade Ip Phones are able to notify the end user of the call status of the monitored extension by turning on the LEDs or changing the background 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**

<b>Monitored Extension Behavior</b>	<b>VMPK (BLF Background Status)</b>	<b>LINE Keys/MPKs (LED Indicator Status)</b>
Idle	Solid green	Solid green
Placing a call	Solid red	Blinking green
Ringing	Solid red	Blinking red
During a call	Solid red	Solid red
Hold the call	Solid red	Solid red
Call Park	Solid red	Blinking red
Monitored extension not registered/BLF subscription failed	Solid grey	Off



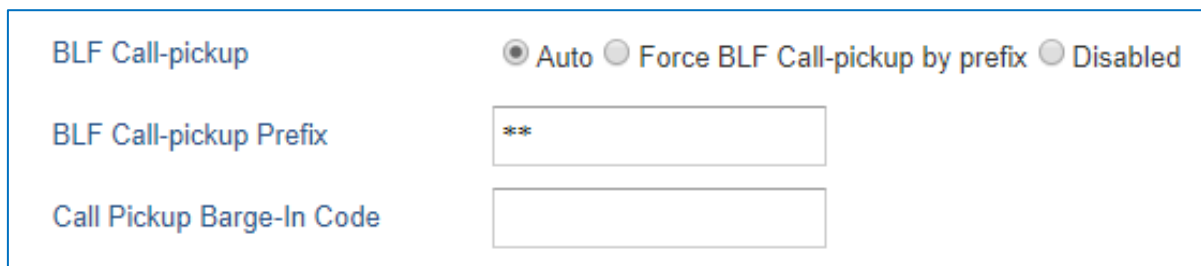
## DIRECTED CALL PICKUP

Directed call pickup feature allows the GRP26XX phone system to answer the calls to the monitored users.

This feature is very useful for the attendant to be able to answer calls if the callees are not available.

For the Grandstream UCM system, it requires to dial the specified prefix ahead of the monitored extension to direct pick up the call. Thus, the end user has to configure the **BLF Call-pickup Prefix** for GRP2612/2613/2614 in order to use this feature.

The following screenshot shows that (\*\*) is configured as the prefix under the **Account X → SIP Settings → Advanced Features → BLF Call-pickup Prefix**.



The screenshot shows a configuration interface for BLF Call-pickup. It includes three rows of settings:

- BLF Call-pickup**: A radio button group with three options:  Auto,  Force BLF Call-pickup by prefix, and  Disabled.
- BLF Call-pickup Prefix**: A text input field containing the value **\*\***.
- Call Pickup Barge-In Code**: An empty text input field.

Figure 12 : Configure BLF Call Pickup Prefix

When the monitored user's indicator shows an incoming call signal, the GRP26xx phones user can press the BLF button to answer/pick up the call.