Grandstream Networks, Inc.

GXV3240/3275 BroadWorks IM&P Feature User Guide

GXV3240/3275 BroadWorks IM&P Feature User Guide

Index

INTRODUCTION 4

BROADCLOUD IM&P INTRODUCTION 5

INSTANT MESSAGING & PRESENCE FEATURES 5

BROADCLOUD IM&P CONFIGURATION 7

BROADWORKS SERVER CONFIGURATION 7

DESKTOP CLIENT INSTALLATION AND CONFIGURATION 7

PHONE CONFIGURATION 9

FEATURE SHOW ON THE PHONE 11

LOGIN IM&P ACCOUNT FROM THE PHONE 11

LOGIN INVISIBLE 16

Table of Tables

GXV3240/3275 BroadWorks IM&P Feature User Guide

Table 1: Indicator Color and Presence State 13

Table of Figures

GXV3240/3275 BroadWorks IM&P Feature User Guide

Figure 1: BroadCloud IM&P Network Architecture 6
Figure 2: BTBC Login Interface 8
Figure 3: BroadTouch Business Communicator for Desktop 8
Figure 4: Web-GUI – Broadsoft Instant Message and Presence 10
Figure 5: LCD Menu Page 11
Figure 6: BS-IM&P Login Page 12
Figure 7: BroadCloud Instant Message & Presence –Buddies List 12
Figure 8: BroadCloud Instant Message & Presence –Detail Information 13
Figure 9: BroadCloud Instant Message & Presence –Presence Key 14
Figure 10: BroadCloud Instant Message & Presence –Presence State 14
Figure 11: BroadCloud Instant Message & Presence –Presence Window 15
Figure 12: BroadCloud Instant Message & Presence –Presence Status Display 15

INTRODUCTION

Grandstream GXV3240/GXV3275 Enterprise Multimedia Phone for Android supports the BroadCloud Instant Messaging & Presence service. This User Guide describes how to configure and use the BroadCloud Instant Messaging & Presence service on GXV3240/GXV3275. To learn more about GXV3240/GXV3275 features, please visit http://www.grandstream.com/support to download the latest “GXV3240/GXV3275 User Guide" and "GXV3240/GXV3275 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.

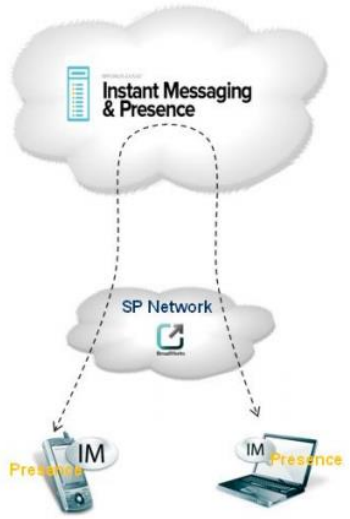

Figure 1: BroadCloud IM&P Network Architecture

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 GXV3240/3275. 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 GXV 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:

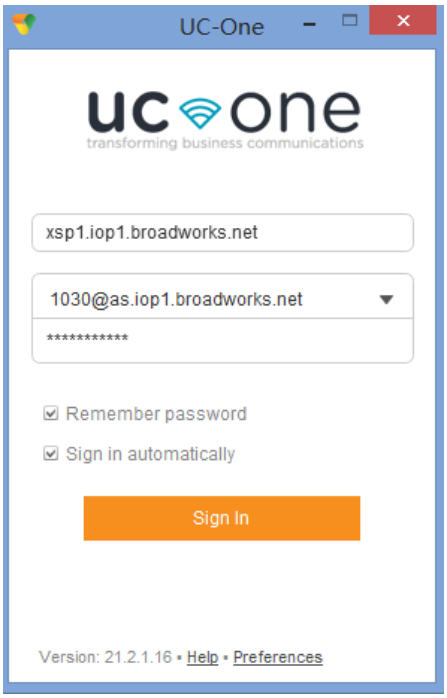

Figure 2: BTBC Login Interface

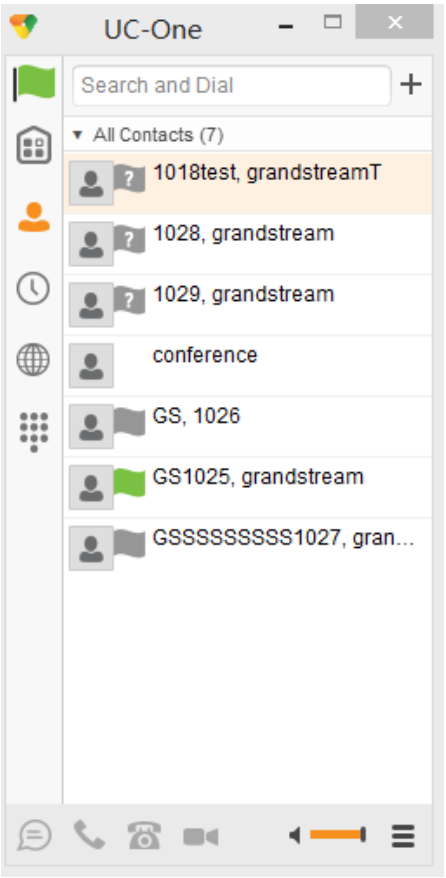

Figure 3: BroadTouch Business Communicator for Desktop

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 IM&P** to set configuration for Broadsoft IM&P service:

   - Fill the BroadCloud Server address in the Server box. (example: imp1iop1.broadsoft.com)
   - Fill the XMPP port number in the Port box. The default port number is 5222.
   - Fill the IM&P credentials in the Username and Password boxes. (example: 1001@imp1iop1.broadsoft.com)
   - Enable BroadSoft IM&P service by checking the **Enable BroadSoft IM&P** box.
   - Select a BroadWorks SIP account registered on the phone from **Associated BroadSoft Account** list.

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

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

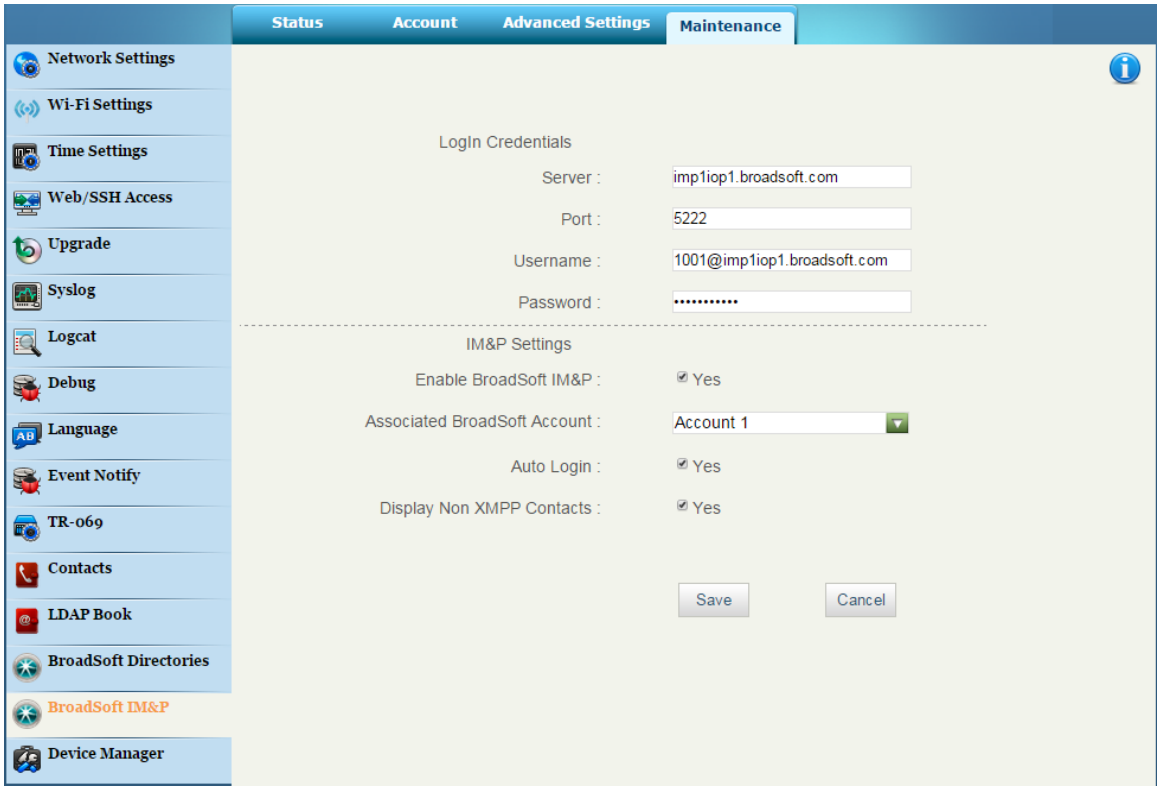

Figure 4: Web-GUI – Broadsoft Instant Message and Presence

FEATURE SHOW ON THE PHONE

LOGIN IM&P ACCOUNT FROM THE PHONE

Once finish configuring, end users can implement the BroadCloud IM&P application on GXV phones by the following steps.

1. Enter the Menu screen page and tap the BS-IM&P icon from the LCD to enter the BroadCloud Instant Message & Presence Client application.

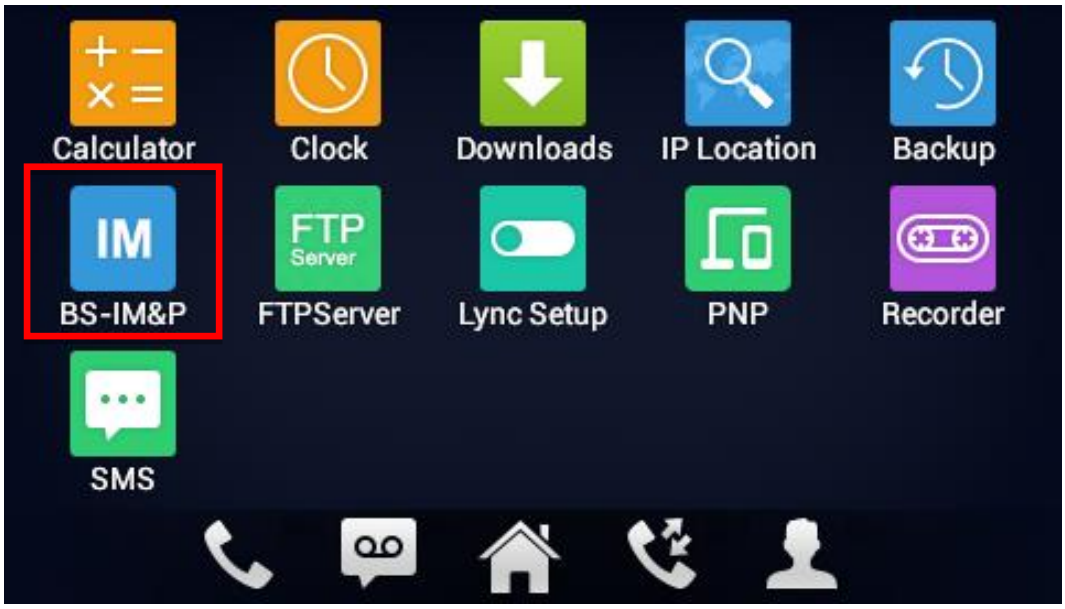

Figure 5: LCD Menu Page

2. If the **Auto Login** is checked, the phone system will bypass the following figure to enter the client account page directly. Otherwise, the end users are able to modify the username and password to login with the IM&P account.

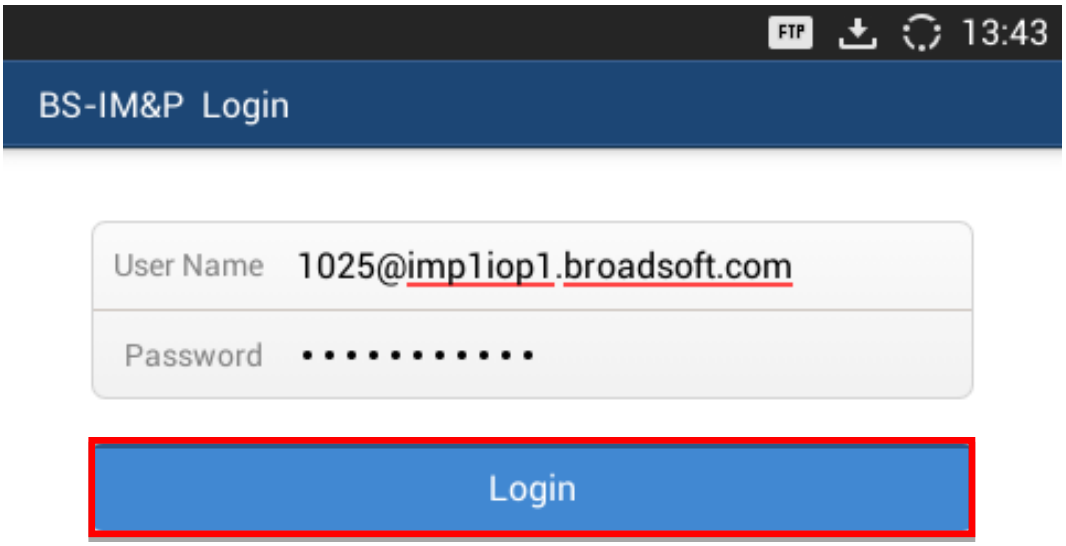

Figure 6: BS-IM&P Login Page

3. After login the IM&P account, the phone will display Buddies List (contacts) of the account.

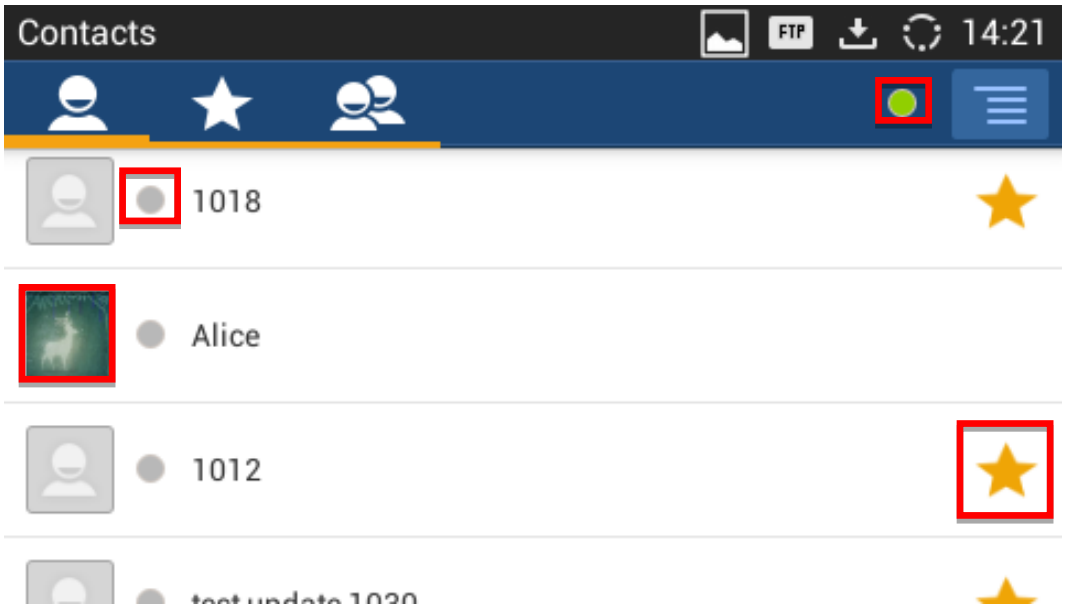

Figure 7: BroadCloud Instant Message & Presence –Buddies List

The Buddy list will traverse to display all the XMPP and non-XMPP contacts. End user can slide the screen horizontally to enter the Favorites and Groups pages to check the contacts.

For XMPP contacts, the phone system is able to display the contacts' profile pictures and presence state.

For example, the icon is Alice's profile picrture. If the contact does not have one, the LCD will grey the icon.

The round icon on the top of LCD shows the IM&P client presence state. And the contact with round icon represents it is a XMPP contact, which has IM&P account. And it is used to synchornize the XMPP presence state with the BroadCloud server. The vaiable colors of the indicators will notify the presnece state of the XMPP contacts.

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

Table 1: Indicator Color and Presence State

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

If the contact attaches the star icon ★, it will be a favorite contact. It also can be shown in the Favourite page.

4. If end user taps the contact, the phone will show the contact's detail. The following figure shows an example of a contact's information.

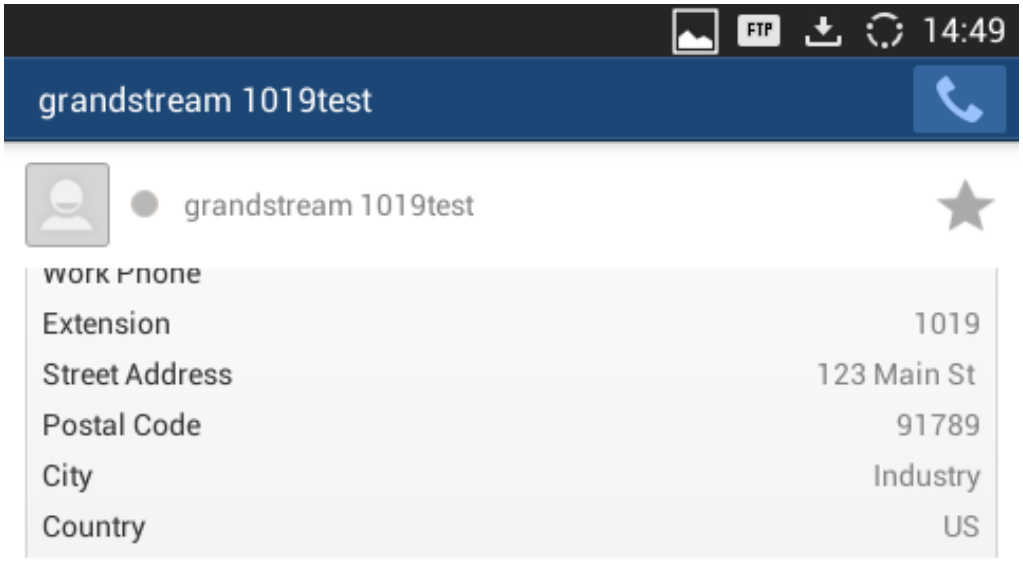

Figure 8: BroadCloud Instant Message & Presence –Detail Information

5. If end users need to change the IM&P presence state at the phone side, it needs to tap the Menu key at the upper left corner of the screen. Then the Presence menu will be shown up.

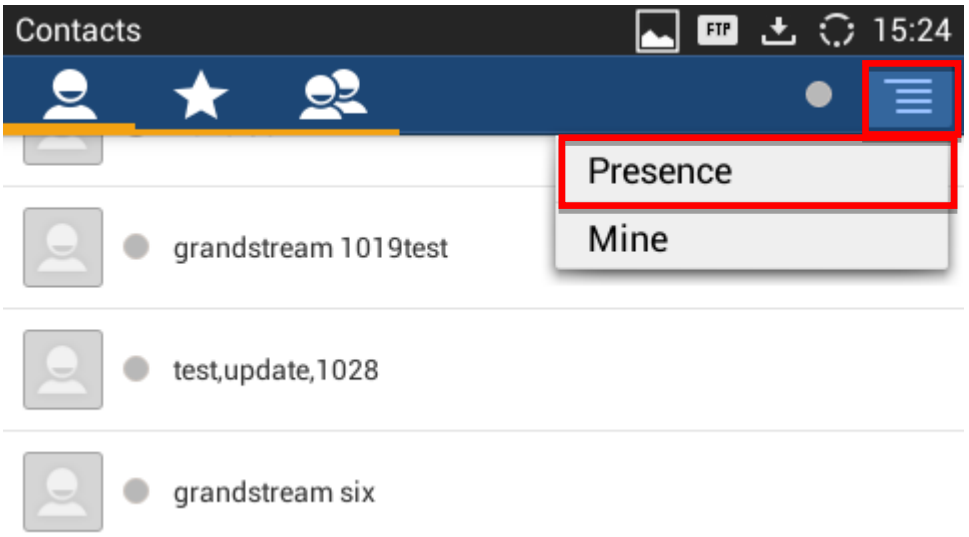

Figure 9: BroadCloud Instant Message & Presence –Presence Key

And the phone system will list the presence state on the LCD screen to allow end user to select. The state can be selected from Available, Away, Busy and Offline. Once the state is selected, the phone will synchronize it with the BroadCloud server.

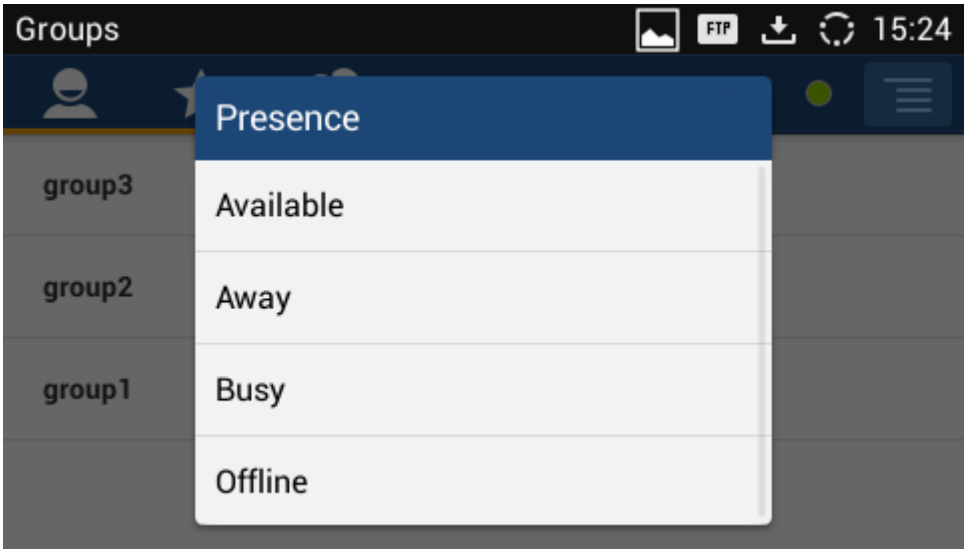

Figure 10: BroadCloud Instant Message & Presence –Presence State

6. The GXV phone also can show the end user's IM&P presence status and state in an exclusive window.

After taping the Menu key in the previous step, there is a Mine key under the Presence key. Taping the Mine key, the IM&P account's information will be showed up.

For example, in the following figure, the end user's IM&P account state is Available and its presence status is "*keep calm and carry on!*"

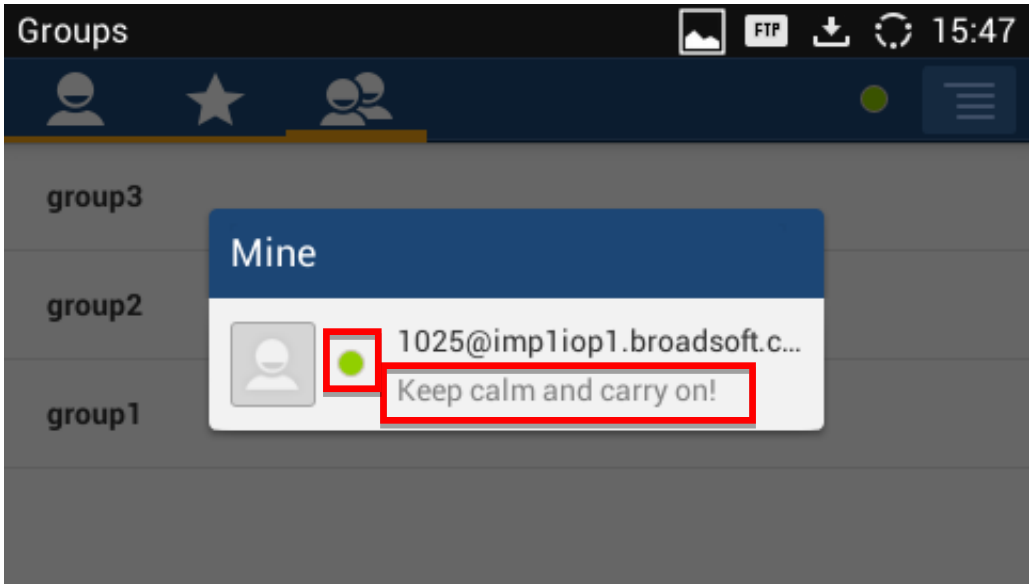

Figure 11: BroadCloud Instant Message & Presence –Presence Window

Meanwhile, the IM&P presence status would be displayed on other GXV phone's IM&P application.

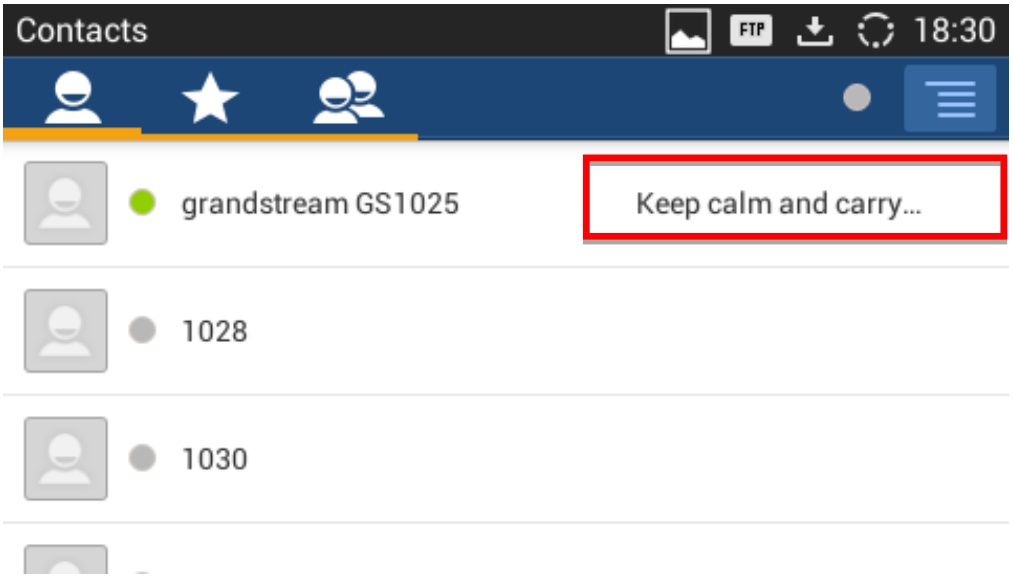

Figure 12: BroadCloud Instant Message & Presence –Presence Status Display

LOGIN INVISIBLE

GXV phone supports login invisible feature. The default presence state is invisible when GXV phone login to BroadCloud IM&P account. Thus, when user login IM&P account, GXV 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.