



# TELSTRA IP TELEPHONY CUSTOMER GROUP ADMINISTRATOR BUSY LAMP FIELD (BLF) FEATURE GUIDE

The Busy Lamp Field (BLF) feature offers the user the ability to “watch” the status of another user’s Line.

Similar in appearance to the TIPT Shared Call Appearance feature, the primary difference is that you do not have control of the line as you do with Shared Call appearance. With BLF you select a group of users to be monitored, you don’t configure a shared identity on the users phone.

This provides a virtually instantaneous ability to add or remove users from your list and have it reflected on your phone without the need of constantly updating configuration and rebooting the device.

BLF will support a maximum of 47 monitored users. There can only be one BLF URI per handset.

The feature has the ability to show information about:

- Inbound calls
- Outbound calls
- Ringing
- Busy
- Speed Dial the Monitored user
- CLI of other party of the Monitored user’s call

The BLF service is an optional pack that can be licensed to a user who has a Basic, Standard or Executive service pack.

A Customer Group Administrator is required to perform a few functions in order for the BLF service to become operational.

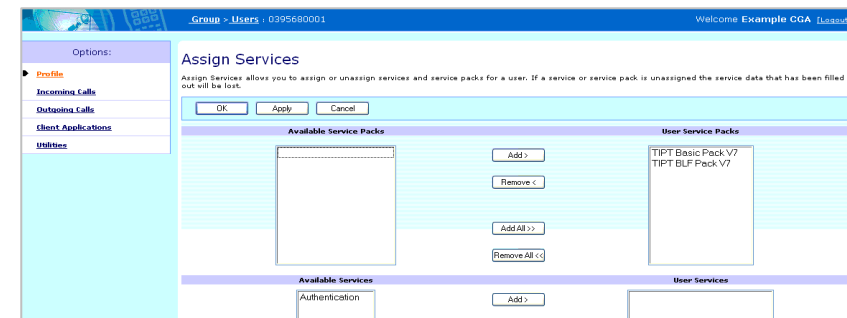
## ASSIGNING THE BLF SERVICE TO A USER

A Customer Group Administrator is required to assign the BLF service to the user who requires monitoring of other users.

To assign the service:

1. Log onto CommPilot with your Customer Group Administrator logon details

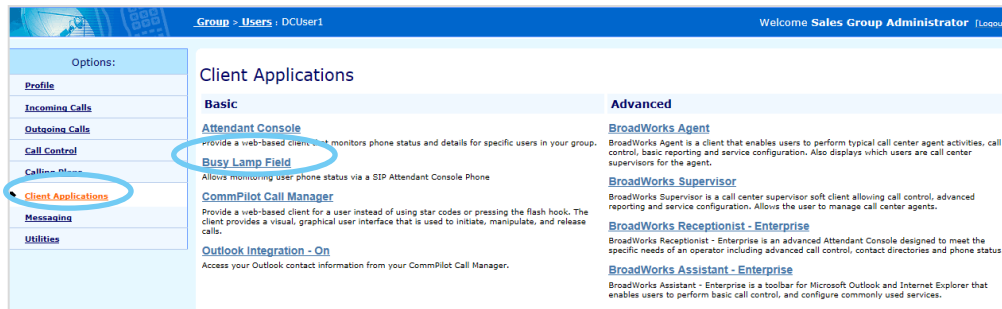
2. On the **Group – Profile** menu page Click **Users**
3. Click **Search** to display a list of users in your group
4. Click **Edit** or any item on the row for the user you are required to add BLF
5. Click **Assign Services**
6. Select the **TIPT BLF Pack V7service** pack from the *Available Service Packs* column
7. Click **Add>**
8. To save your changes Click **Apply** or **OK**



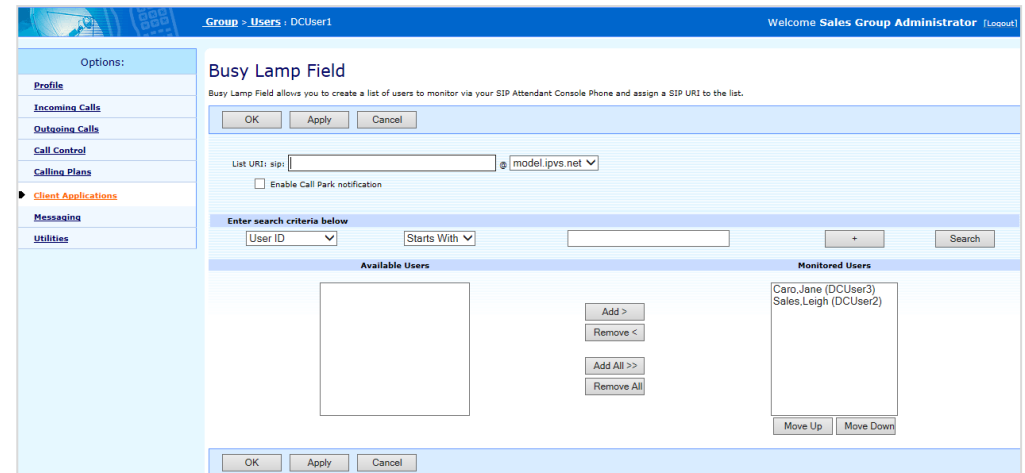
## ASSIGNING USERS TO BE MONITORED BY A BLF USER

1. Click **Client Applications**
2. Click **Busy Lamp Field**

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3. Enter the **List URI: sip:** using an alphanumeric string in the format of **username\_blf** (e.g. 0395680001\_blf, or bob.smith\_blf)
4. Check the box to **Enable Call Park notification**
5. Click **Search** to list all users or enter search criteria and click **Search**
6. Select the users to be monitored from the *Available Users* column
7. Click **Add>** to add the selection or **Add All>** to add all users to the *Monitored Users* column
8. Click **OK** to save changes



The Phone will automatically update to reflect the users that are being monitored.

The CGA is then required to rebuild the configuration file

1. On the **Group – Resources** menu page Click **Identity/Device Profiles**
2. Click **Search** and select the User's phone
3. Verify the *Identity/Device Profile Type* is correct
4. Select the **Files** tab. Verify that a Configuration File has been assigned (default)
5. Click **Rebuild the File** to rebuild the device configuration file. You will need to wait 3-6 minutes before resetting the phone
6. Click **Reset the Phone**
7. Click **OK**

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## A BLF USER ASSIGNING OR CHANGING OTHER USERS TO BE MONITORED

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1. A user is required to log onto CommPilot with their username and password
2. Click **Client Applications**
3. Click **Busy Lamp Field**
4. Click **Search** to list all users,  
or
  1. Enter search criteria and click **Search**
  2. Select the users to be monitored from the *Available Users* column
  3. Click **Add>** to add the selection or Add All> to add all users to the *Monitored Users* column

To remove a monitored user/s

1. Select the users to be removed from the *Monitored Users* column
2. Click **Remove>** to remove the selected users or Remove All> to remove all users to the *Available Users* column
3. Click **OK** to save changes