Telstra IP Telephony
Busy Lamp Field (BLF) Feature Guide for End Users

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

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

Once the feature has been configured by your Customer Group Administrator the BLF lines will display on the handset. When a call is answered from a BLF line the steps and process for call controls such as transfer and conference are the same as any other call.

BLF delivers the following benefits:

- Alert you when another user's phone is ringing
- Show when another user is on a call
- Speed dial calling for BLF lines
- Answer a call on another users behalf
- Call controls steps are the same as any other call you have answered

1. BLF appearance on your Handset

The following picture displays how a BLF line will appear on your phone – these lines belong to, Helen Cooper, Z Wong and Ben North.

BLF lines can also be added to expansion module lines.
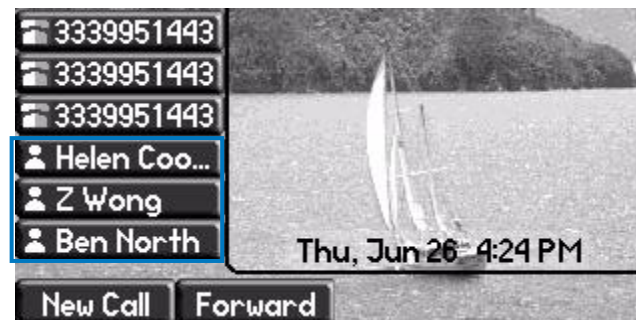
BLF Lights and Symbols

Green light	Call is available to answer
Green Flashing	Call is available to answer
Red light	User is on a call

2. Calling a BLF line

Calling a BLF line

To call a BLF line

- Press the BLF button
  The BLF button will work like a speed dial.

If the BLF line is busy you can still call the user.

3. Answering a BLF line when your phone is idle

Answering a call on a BLF line if your phone is idle

When a call comes arrives on a BLF line the light will flash green and the screen will display the details of the inbound call.

The example shown below shows that Z Wong's line is ringing and the display shows the call is *To*: Z Wong, *From*: Helen Cooper
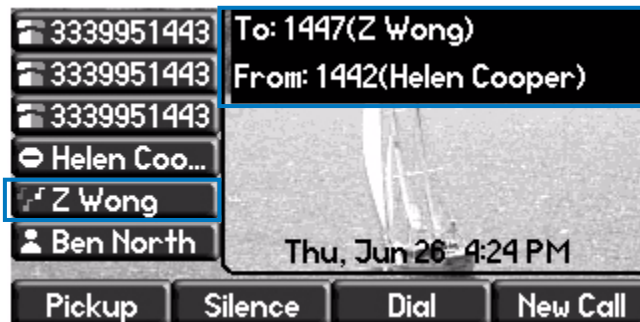
To answer the call

- Press the BLF line button
- Lift the handset
- The call connects and will appear on your line.

The following picture displays the icon of Helen Coopers line has changed to show that the line is busy

> **NOTE:** Press the BLF line before you lift the handset. If a call presents on your line as you lift the hand set you will answer the incoming call rather than the call on the BLF line

If more than one BLF line is ringing

If you have more than one BLF line ringing, the caller ID for the line that rang *first* appears.
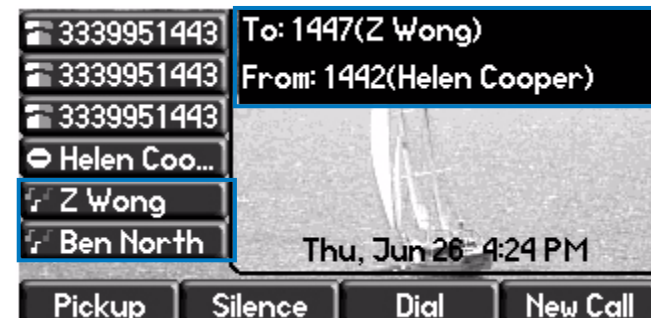
To answer one of the lines

- Press the **BLF line button** of the BLF line you want to answer

- Lift the **handset**

Ignore a call on a BLF line

- Press the **Silence** soft key

> **Note:** If you do not answer the call it will be answered by the users' Voicemail, not answered by your voicemail

Call information

If a the user being monitored on the BLF line is on a call, to obtain more information about the call

- Press and hold (for more than two seconds) the BLF line button

Multiple active calls on a BLF line

If there is more than one call on a BLF line, for example be an active call and several calls on hold, press and hold the BLF line (for about 2 seconds), you are able to scroll through the calls and view the caller ID for each call.

> **Note:** It is not possible to answer a BLF line when there is more than one call already active or ringing. If this is attempted the handset will play a rejected tone.

The figure below displays both Helen Cooper and Ben North's lines are busy, while the Z Wong's line shows the ringing icon.
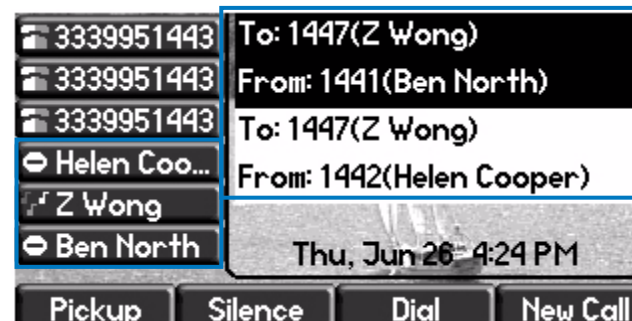
The LED for each line that is ringing flashes green and red if there are one or more active or held calls and one or more incoming calls on the BLF line.

Initially the phone shows the caller ID for the first incoming call. If you press and hold the BLF key, a list of all active (including held calls) and incoming calls appears. The information and soft keys that appear on the screen will differ depending on whether an incoming or active call is highlighted.

If an incoming call is highlighted, you will see a screen similar to the following
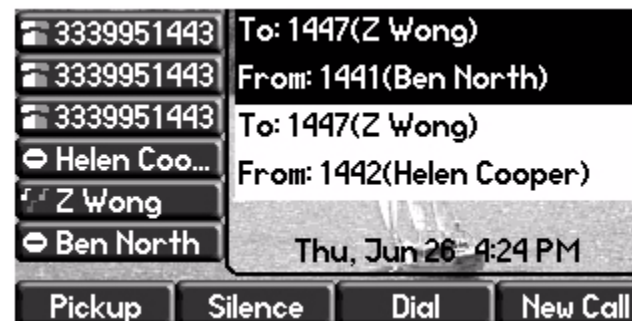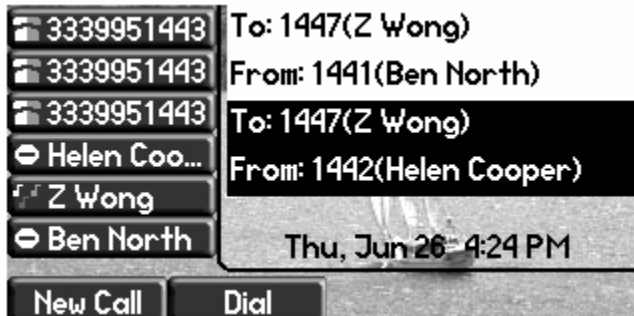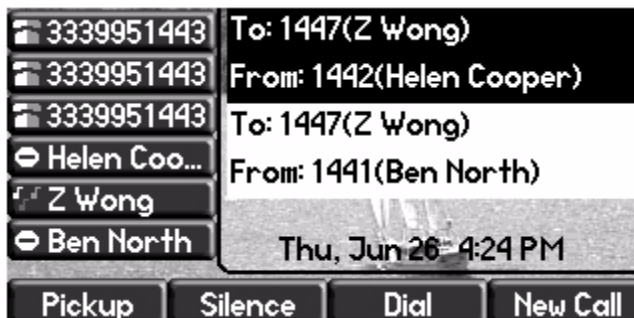
If an active call is highlighted, you will see a screen similar to the following

BLF line ringing with more than one incoming call

If two incoming calls are ringing on the BLF line, caller information will display for both calls. The First call that was placed will be highlighted.

Note: It is not possible to answer a BLF line when there is more than one call already active or ringing. If this is attempted the handset will play a rejected tone.

4. Answering a BLF line when your phone is Active

You are able to answer a BLF line when your phone is active the same way you do when your phone is idle.

Answering a Call on a BLF line when you have an active call

If you are have an active call on your line and a call displays on a BLF line

- Press the BLF line button

- Automatically this will place your current active call on hold and answer the call that was ringing on the BLF line.

- The call will still be transferred to your line, which will display both the calls – The first one will be on hold and the second call will be active

5. Answering a BLF line when your phone is ringing

If your phone rings at the same time as a BLF line you are able to answer wither call.

To answer your phone

- Lift the Handset

To answer the BLF line

- Press the BLF line button
- Lift the **handset**

When this occurs some exceptions do apply:

- Your phones ring tone does not play
- The Caller ID of the incoming call to your phone appears on the screen. The caller ID of the BLF line will not appear
- You are able to view the caller ID of the BLF line by holding down the BLF line button for more than 2 seconds

6. Call handling with a BLF line

Transferring a call answered from a BLF line

When you answer a call from a BLF line the call is moved to your line, you are able to transfer the call back to the user that was originally called. Both Blind Transfer and Consult Transfer are available.

To transfer a call

Blind Transfer

- When on an active call on your line, (when you answer a call on a BLF line it is automatically transferred to your line)
- Press *Transfer*
- Press the **BLF line button**, or
- *Enter the destination number* of the party you want to transfer the call to
- Press *Transfer* a second time to release the call. The call is connected to the party you are transferring to

Consult Transfer

- When on an active call on your line, (when you answer a call on a BLF line it is automatically transferred to your line)

- Press *Transfer*
- Press the BLF line button *, or*
- *Enter the destination number* of the party you want to transfer the call to
- When you hear "ringing", wait until the third party answers the call and announce the call.
- If the third party wants to take the call, press *Transfer* a second time
- If the third party doesn't want to take the call, or you hear the call connecting to the third party's voice mail, to reconnect to the initial caller press *End Call.* This will end the call with the third party.
- Press *Resume* to return to the original caller

Conference Call

You can create a conference call using and also including a BLF line.

- When on an active call
- Press the **Conference button** or the **Confrnc** soft key
- ***Press the BLF** line, or*
- ***Enter the additional number*** of the party you want to include in the call
- When you hear ringing or when talking to the third party
- Press the **Conference button** or the **Confrnc** soft key.
- Repeat the steps above to include further Conference participants

7. Ring Tone of BLF Lines

You are able to change the ring tone of the BLF lines. The default ring tone is Silent. You are not able to set a different ring for each BLF line.

To select a different ring tone

- Press Menu

- Select Settings

- Select Basic

- Select Ring type

- Select Attendant Calls

The Ring Type screen will appear

- Using the arrow keys, scroll to the ring tone you want

- Press the **Play** to hear the ring tone

- Press **Select** to accept the ring tone

- Press **Menu** to return to the idle display