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Busy Lamp Field – Desk Phone Feature

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Overview

Busy Lamp Field (BLF) allows One Talk desk phone users to monitor the status of other users in their group and answer incoming calls for the monitored extensions.

A single line appearance is presented for each monitored extension on the monitoring user's desk phone. The line appearance displays the state of the monitored extension's presence through the LED on the desk phone line key button. Multiple users can monitor the same extension. Users can answer an incoming call on the monitored extension using their line by pressing the BLF extension's line button when that extension is ringing. Users can also make use of other calling features, such as transfer and conference to manage calls.

BLF is a desk phone only feature that is configured and enabled by the account administrator, using the One Talk Portal. BLF allows a maximum of 50 lines to be monitored.

Solution

Busy Lamp Field allows a receptionist or administrative assistant to see whether a person is on the line, provides his/her call status, and can be configured to pick up calls if that person is unable to answer the call or is away from their desk.

The BLF feature is generally provisioned to a desk phone using an expansion module (EXP40) that offers enough line buttons to adequately monitor a large set of lines.

Busy Lamp Field Benefits	
Presence	Desk phone shows the status of monitored users through the LED on the desk phone line key button
Speed Dial	Allows desk phone customers the ability to dial the monitored user directly when idle
Direct Call Pickup	Allows an incoming call on a monitored user's extension to be answered by the monitoring user when the monitored user is not available to the pick up the call

Supported One Talk Desk Phone models

One Talk desk phone models T46G/GW and T49G support the Busy Lamp Field feature and will be available to new and existing One Talk subscribers.

	Compatible with BLF	Compatible with Exp40	Notes
One Talk Desk Phone T46G/GW	Y	Y	Recommended for use with EXP40 when monitoring more than 20 lines *The EXP40 provides the ability to see all monitored lines without having to access the line keys on the other pages in the desk phone.*
One Talk Desk Phone T49G	Y	N	Recommended for use when monitoring less than 20 lines *The larger display allows for better viewing of monitored lines when BLF is enabled*
One Talk Conference CP860	N	N	
One Talk T41P	N	N	
W60	N	N	

Desk Phone – Recommended Configuration

Depending on the desk phone configuration, a different number of lines are available for use when monitoring multiple lines. The recommended configuration is intended to provide the best experience when monitoring lines. The person monitoring the lines should have the best visual cues available when monitoring.

Desk Phone Model	Compatible with BLF	Compatible with Exp40	Recommend Device	Recommended Combination	Max Lines for Best Experience	Max Lines Monitored
One Talk Desk Phone T46G/GW	Y	Y	T46G / T46GW are recommended for BLF/ Line Monitoring uses cases. Note: The EXP40 provides an ability to view all monitored lines without having to paginate the line keys on the other pages of the desk phone screen.	T46G/GW	1-4	24
				T46G/GW + (1) EXP40	1-20	44
				T46G/GW + (2) EXP40	21-40	50
				T46G/GW + (3) EXP40	41-50	50
One Talk Desk Phone T49G	Y	N	Recommended for use when monitoring less than 20 lines from a touch screen display. Larger display allows for better viewing of monitored lines when BLF is enabled.	T49G	20	20

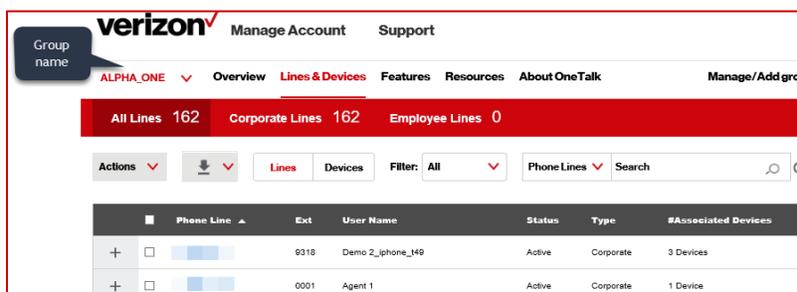## Required Fields for Busy Lamp Field – One Talk Portal

To utilize the Busy Lamp Field feature, you must have compatible desk phone and access to the One Talk Portal. You must also define the extension and Caller ID Name in the One Talk portal prior to configuring lines.

Prior to setting up a list of lines to monitor, each monitored line must have the following values defined in the One Talk Portal to provide a better experience and display the correct information on the desk phone.
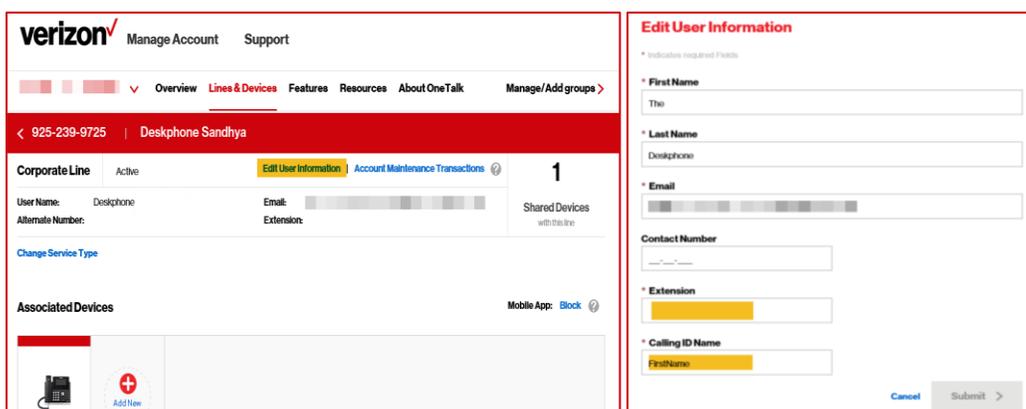
- **One Talk Extension**
- **Caller ID Name**

To update or change these values follow the steps outlines below.

- Navigate to and select an individual Phone number in **Lines & Devices**

- Select **Edit User Information** and define the **Extension** and **Calling ID Name** fields, then click **Submit**. Repeat for each line where the values are not defined that will be monitored.

Important Notice: Lines without an extension defined in the One Talk Portal cannot be added to the list of lines to monitor

Configure Busy Lamp Field – One Talk Portal

Once all values have been defined for the Extension and Calling ID Name fields, you are ready to set up your configuration. To utilize the Busy Lamp Field feature, you must have compatible desk phone. The BLF feature must enabled for each device after the list of lines to monitor is configured.

Step 1: Establish a list of users to monitor (up to 50)
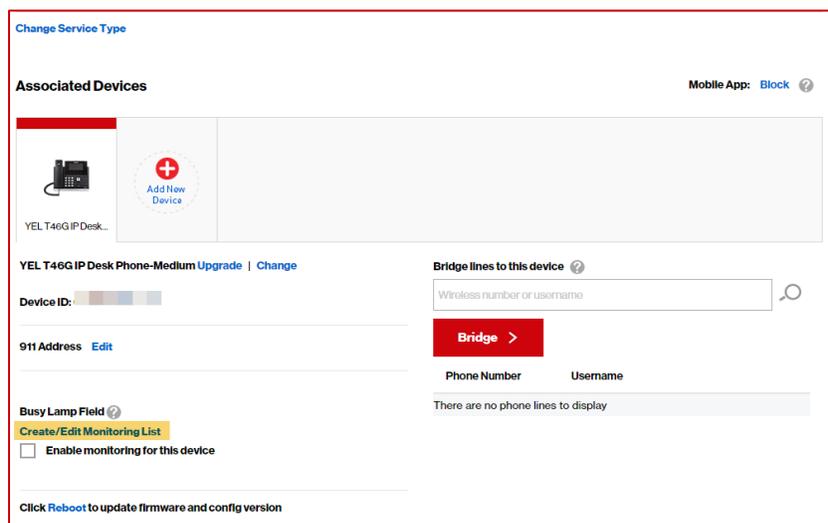
- Sign in to My Business.

- Click **Manage Account**.
- From the 'Product Tools' section, click **One Talk**.
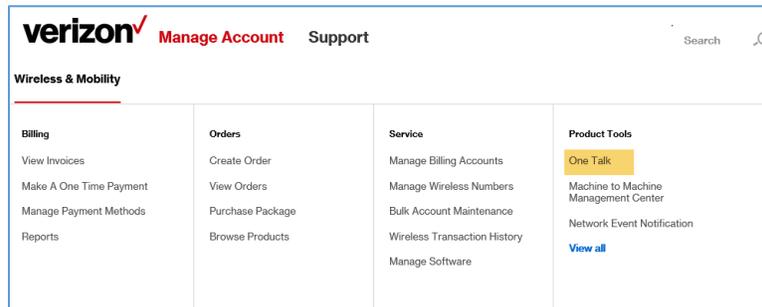
- From the dropdown, select the appropriate **Group** then click the **Lines & Devices** tab.
- Select a line or phone number to manage
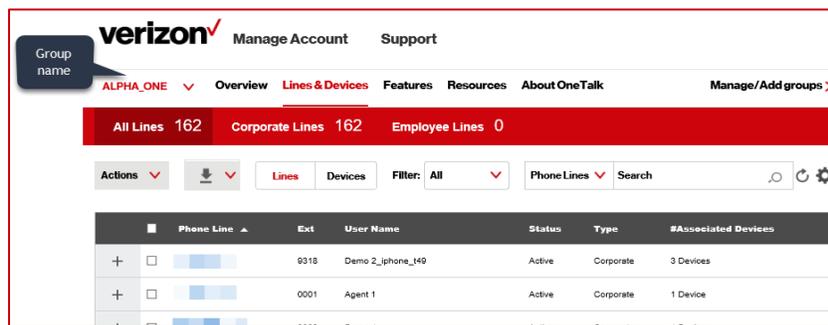
- From the line details page, select **Create/Edit Monitoring List**

- Select the **Available Lines** and press the **>** button to move to the **Monitored Lines** field
- Click **Save** (notice the success informational message)

- After clicking **Save**, a success message displays, indicating the transaction to configure lines to monitor was successful.

Step 2: Enabling Monitoring on the desk phone

- Select the T46G/GW or a T49G desk phone from the **Associated Devices**
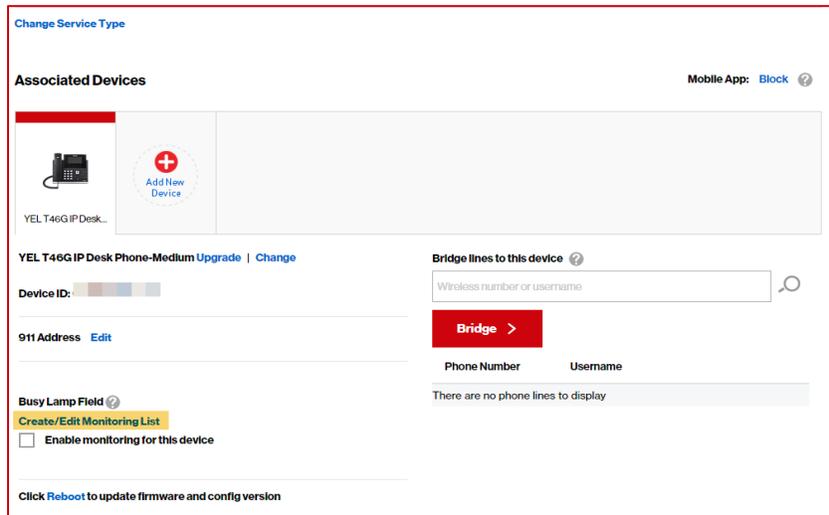
- Select the checkbox to **enable monitoring for this device**

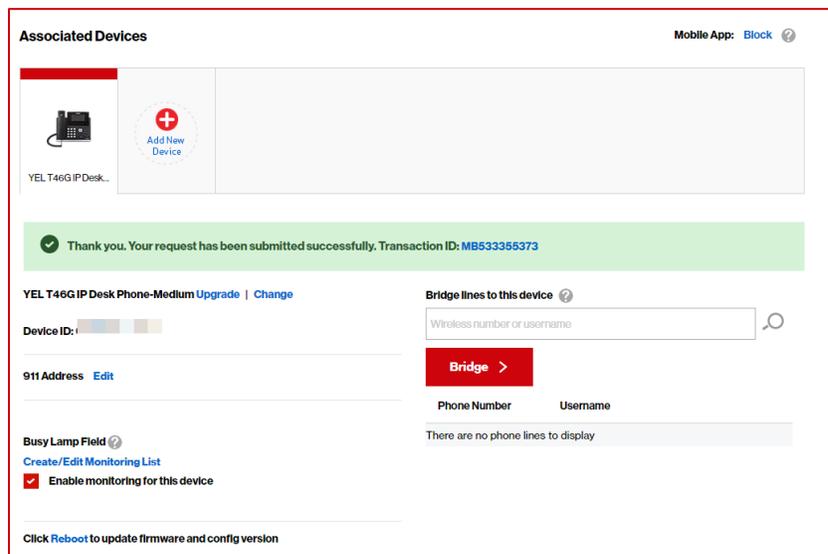 *Note: Each individual desk phone has to be enabled for monitoring. Only (1) list is supported per One Talk phone number*

Desk Phone Experience

Once enabled, the desk phone will reboot to pick up the configuration change. The reboot will be automatic with no interaction needed by the user when enabling the BLF feature.

Note: When a BLF list is modified or turned off, you must reboot the desk phone manually to reflect the changes made.

Desk phone line status indicators

Once BLF is enabled, the desk phone displays line status for monitored lines, using different light sequences on the line keys. Below is a description of the line status.

Line Status – lights on line key	Detail
Green	monitored user is idle
Steady Red	monitored user is on the phone
Blinking Red	monitored user has an incoming call

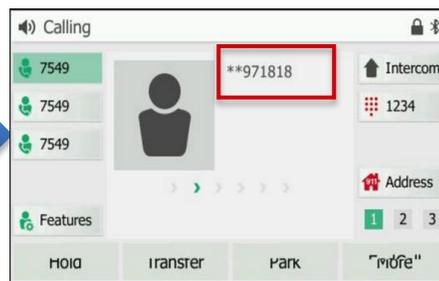## Desk Phone – incoming call display

When the monitored line receives an incoming call, the LED flashes on the desk phone as described before, the customer also is presented with the following
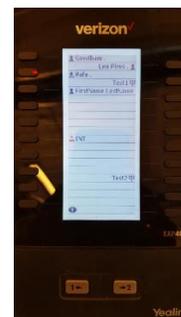
- **Audio** - There is also an audible single beep indicating a call on the monitored line

- **Visual indication** – visible on the idle screen and displays the monitored line and Caller ID for the caller
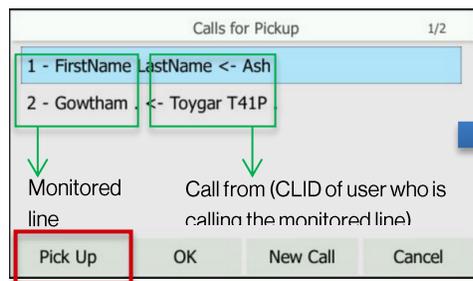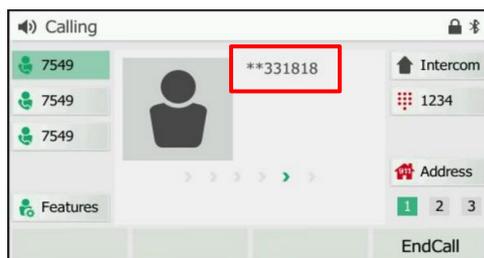
T46G/GW (incoming call)	T46G/GW (call answered)	EXP40 Monitored

The admin monitoring the line, has an option to **Pick Up** the call on behalf of the actual end user. When answering a monitored line, the desk phone displays the FAC code and extension used for Directed call pick up with barge-in

BLF additional details

- The One Talk Portal is utilized to enable and configure Line Monitoring for each desk phone on an account.
- When a BLF list is modified or turned off, the customer must manually reboot the desk phone to reflect the changes made
- Customers may utilize bridging and enable line monitoring on the same desk phone.
- Monitored lines have to be in the same group within the account
- Monitored Lines must have an extension defined. Extensions are defined in the Edit User Information section for each User under Lines and Devices.
- If a Caller ID Name is not defined in the One Talk Portal, Monitored lines display as "FirstName LastName" on the desk phone
- Monitored lines are populated in the order they were displayed in the One Talk Portal during configuration

- The One Talk Portal allows lines to be moved up and down within the list of monitored lines to change positioning on the desk phone display (i.e., first item at the top of the list is position 1, followed by position 2)
- Monitored lines ONLY fill up line keys not already in use for Speed Dials, Intercom or Bridged line keys
- Customer configured Speed Dials or Intercom line keys are not over written or changed
- If the total number of available line keys on the desk phone is less than the configured lines to monitor, the lines at the end of the list will not be written to the desk phone.
    - Example: 22 lines are configured to be monitored on a T46G/GW, the customer has 10 line keys programmed with Speed Dials. Only lines 1-12 save to the device, the rest are not displayed.
- The monitoring desk phone receives an alert (beep) for incoming calls for monitored users including a visual display on the desk phone that allows a call to be answered. If more than one incoming call for monitored lines is received, the lines are shown in the sequence they arrive. The visual display provides the caller information (from and to phone number)
- If a monitored line is disconnected, that line is automatically removed and the desk phone will auto update
    - Example: If line #3 is disconnected, the One Talk phone number is automatically removed from the monitored lines list and the desk phone receives the update. The phone number in previously shown as the fourth line moves into third position. All other lines move as well.
- If line monitoring is disabled in the One Talk portal, the desk phone must be manually rebooted to remove the monitored lines
- Monitored Lines automatically move over to the EXP40 when attached to the T46G/GW desk phone