

Quick Tip 37381

Understanding Enhanced BLF on SoundPoint® IP Phones



This quick tip provides detailed instructions for administrators and users on how to use the new enhanced busy lamp field (BLF) feature on SoundPoint IP phones.

This information applies to SoundPoint IP 430, 450, 550, 560, 601, 650, and 670 desktop phones running SIP application version SIP 3.1.0 or later and BroadSoft's BroadWorks R14 SP5 release. This quick tip has been updated for SIP application version 3.1.2 .

Introduction

For phones running SIP application versions 2.0 to 3.0.3, the BLF feature allows you to monitor the status (either Active or Idle) of remote lines. You would not know when to answer calls on the remote lines.

For phones running SIP 3.1.0 and later, the BLF feature is enhanced. The enhanced feature indicates, through a separate LED state, when a remote line is ringing. This allows you to answer the remote line.

For phones running SIP 3.1.2 and later, the user must explicitly press the **Pickup** soft key or the ringing BLF line key to answer the incoming call with the handset. Picking the handset alone will now result in a dial tone (dependent on the `up.offHookAction.none` configuration setting).

This quick tip provides detailed information on:

- [SoundPoint IP Phone Terminology](#)
- [Selecting Attendant Ring Tones](#)
- [Handling Remote Calls on Attendant Phones](#)

Note

For system administrators:

- Phones running SIP 3.1.0 and BroadWorks releases prior to R14 SP5 will have the same functionality as SoundPoint IP phones running pre-SIP 3.1.0 software with the earlier release of BroadWorks.
- Phones running firmware releases prior to SIP 3.1.0 (for example, SIP 3.0.2) will maintain their existing behavior when used with BroadWorks R14 SP5 and later releases.

SoundPoint IP Phone Terminology

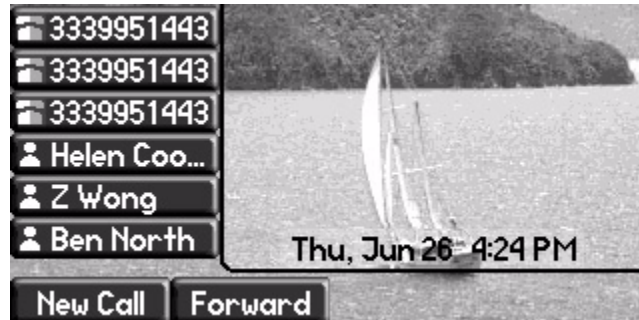
Before you read this document, it is important to understand the following phone-related terminology:

- Attendant phone – The phone you use to monitor a remote line. The phone has optional Expansion Modules and is set up to monitor one or more remote lines using the BLF feature.
- Remote line – The remote line the attendant phone monitors.
- Idle state – The phone is “on hook” and there are no active, held, or incoming calls.
- Active state – There is an active call in progress.
- Alerting state – There is an incoming call (the phone is ringing, if configured with a ring tone).
- Call waiting state – There is an active call in progress and the phone is ringing. (There may be held calls also.)
- Directed call pickup – You can answer an incoming call on a remote line.

The following figure shows a SoundPoint IP 650 and the parts of the phone that are mentioned in this quick tip.



The following figure shows the screen that appears when an attendant phone is set up to monitor three remote lines (Helen Cooper, Z Wong, and Ben North).



Selecting Attendant Ring Tones

You can select the ring tone that plays when a remote line “rings”. The same ring tone plays for all remote lines. The default ring tone is a silent ring.

To select the attendant ring tone:

1. Press the **Menu** key, and then select **Settings > Basic > Ring Type > Attendant Calls**.

The Ring Type screen appears.



2. Using the arrow keys, scroll to the ring tone you want.
To hear the selected ring tone, press the **Play** soft key.
3. Press the **Select** soft key.
4. Press the **Menu** key to return to the idle display.

Handling Remote Calls on Attendant Phones

You handle incoming calls on remote lines differently depending on the state of your phone—if it is in an idle, active, or alerting state.

Handling Remote Calls When Your Phone is Idle

If your phone is idle, you handle remote calls differently depending on the state of the remote phone. The following instructions describe how to handle remote calls if the remote line is in one of the following states:

- Alerting state
- Alerting state and with one or more active or held calls
- Alerting state with more than one incoming call

Note

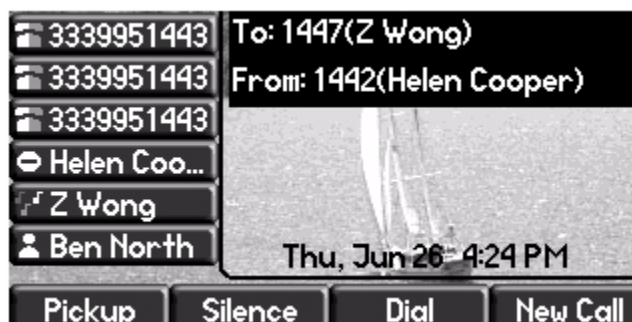
If the remote line is idle, pressing the line key (adjacent to the remote line) on your phone places a call to the remote party. In this case, the line key works like a speed dial key.

Remote Line is in Alerting State

When a remote line rings, the following occurs on your phone:

- You hear the “Attendant Calls” ring tone (if you set one up). (To set up a ring tone, refer to [Selecting Attendant Ring Tones](#) on page 2-3.)
- The LED adjacent to the remote line flashes.
- The caller ID of the calling party appears on the screen.

In the following figure, the screen shows an incoming call on a remote line. Helen Cooper’s line shows the busy icon, while Z Wong’s shows the ringing icon.



Note

Due to privacy rules, the caller ID information may not appear in all instances.

To answer the call on the remote line:

>> Do one of the following:

- To use the handset, lift the handset, and then quickly press (for less than two seconds) the line key adjacent to the remote line that is ringing.
- To use the speakerphone, do one of the following:
 - Quickly press (for less than two seconds) the line key adjacent to the remote line that is ringing.
 - Press the **Pickup** soft key.
- To use the headset, do one of the following:
 - Press the **Headset** key, and then quickly press (for less than two seconds) the line key adjacent to the remote ringing line.
 - Configure the phone to enable Headset Memory (refer to the appropriate *User Guide*). In this case, either pressing the **Pickup** soft key or a quick press on the line key adjacent to the remote ringing line will answer the call using the headset as the audio connection.

The call connects. The caller ID of the party that initiated the call appears on the screen.



To ignore the call on the remote line:

>> Press the **Silence** soft key.

Your phone stops ringing, but the remote phone continues to ring.

To obtain more information about the call on the remote line:

>> Press and hold (for more than two seconds) the line key adjacent to the remote line that is ringing.

To place a call to the remote party:

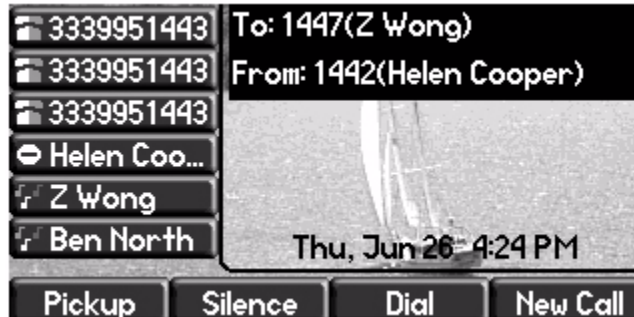
>> Press the **Dial** soft key.

To place a new call on your own line:

>> Press the line key adjacent to a line on your phone or press the **New Call** soft key.

You do not answer the call on the remote line.

If you have more than one remote line that is ringing, the caller ID for the line that rang first appears. Both Z Wong and Ben North's lines show the ringing icon. Helen Cooper's line shows the busy icon.



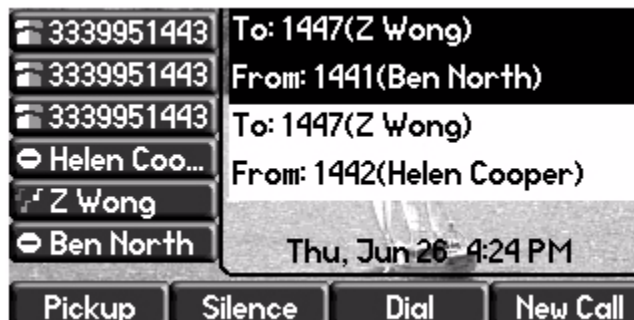
To obtain information or answer a call on a different remote line to the one displayed, do the following:

- To answer a call, quickly press the line key adjacent to any remote line that is ringing (Directed Call Pickup).
- To obtain more information about the call(s) on the remote line, press and hold the line key adjacent to the remote line that is ringing.

Remote Line is Ringing and Has One or More Active or Held Calls

If there is more than one call present on the remote line (for example, there may be an active call and several calls on hold), you can scroll through the calls and view the caller ID for each call.

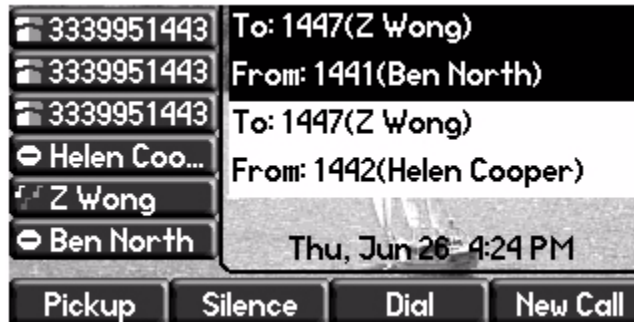
In the following figure, both Helen Cooper and Ben North's lines show the busy icon, while Z Wong's line shows the ringing icon.



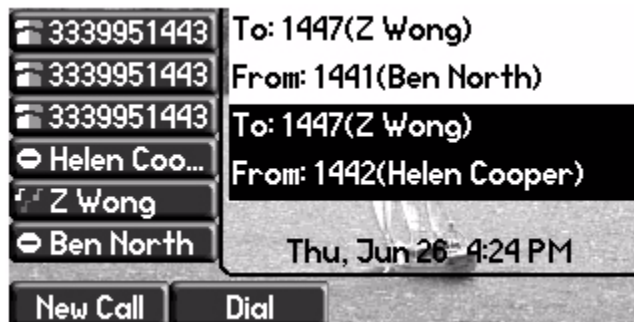
The LED adjacent to the remote line that is ringing flashes green and red if there are one or more active or held calls and one or more incoming calls on the remote line.

Initially, the phone shows the caller ID for the first incoming call. If you press and hold the line 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:

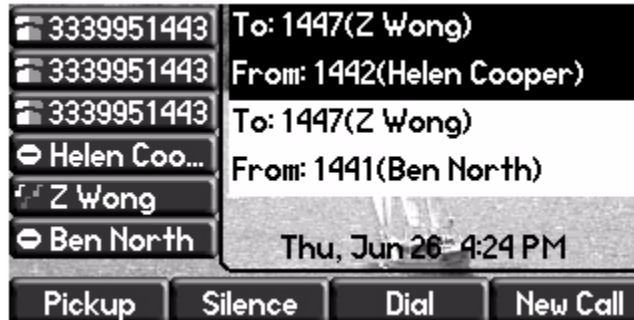


Note

Due to a limitation in the signaling between the phone and the call server, it is not possible to answer a remote ringing call when there is more than one call (active or ringing) on a remote line. If this is attempted, the call server will respond with 'reorder tone'. For more information, contact your system administrator.

Remote Line is Ringing With More Than One Incoming Call

If two incoming calls are ringing on a remote line, caller information for both call appears. The first call that was placed is highlighted.



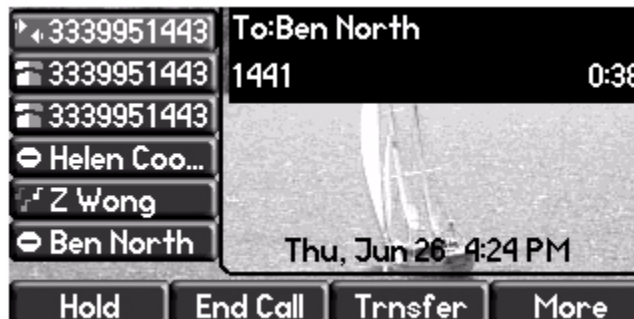
Note

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Handling Remote Calls When Your Phone is Active

You answer remote calls when your phone is in an active state in the same way as you answer remote calls when your phone is in an idle state. However, the following exceptions apply:

- The Attendant Calls ring tone does not play.
- The LED adjacent to the remote line that is ringing flashes green and the line icon indicates a ringing call.
 - To answer the call, quickly press the line key.
 - To obtain information about the caller, press and hold the line key. (This information will disappear from your phone after a few seconds.)



Handling Remote Calls When Your Phone Has an Incoming Call

You answer remote calls when your phone is in an alerting state in the same way as you answer remote calls when your phone is in an idle state. However, the following exceptions apply:

- The Attendant Calls ring tone does not play.
- The caller ID of the incoming call to your phone appears on the screen.
The caller ID of incoming call to the remote line does not appear.



- To view the caller ID of the remote line that is ringing (without answering it), press and hold the line key.
- To answer the remote call, quickly press the line key.

The remote line caller ID appears highlighted on the screen along with the incoming call on your phone.



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