

Busy Lamp Field (BLF)

A Busy Lamp Field (BLF) gives you the ability to monitor a fellow colleague's line to see if they are available to take a call that you may transfer to them or to enable you to pick up their calls.

When implemented the phone will show the user's caller ID on the pre-defined line keys on your device. This line key can also be used as a speed dial to contact your colleague's number quickly when transferring a call or when needing to speak to them directly.

Please note: We allow a maximum of 50 Busy Lamps to be configured if a sidecar is present. The remaining line keys can then be used for other available entries

Devices	Line Keys Available with no Sidecar	Line Keys Available with Monochrome Sidecar	Line Keys Available with Colour Sidecar
Cisco 501	6	N/a	36
Cisco 504	2	N/a	32
Cisco 509	10	N/a	40
Cisco 525	3	N/a	33
Cisco MPP 8841	10	N/a	N/a
Cisco MPP 8851	10	N/a	72**
Cisco MPP 8861	10	N/a	108**
Polycom SoundPoint 650	4	44	92
Polycom VVX250	4	N/a	N/a
Polycom VVX310	4	44	92
Polycom VVX411	10	50	94
Polycom VVX450	12	N/a	102
Polycom VVX500	14	54	98
Polycom VVX600	14	54	98
Polycom VVX601	14	54	98
Yealink W52P DECT	N/a	N/a	N/a

*Please note the VVX150, Trio 8500 and 8800's do not support Busy Lamp Fields

** This is the maximum number of line keys available as the Cisco 8851 supports up to 2 KEMs and the 8861 device supports up to 3 KEMs. The Cisco 8841 does not support a KEM. Each KEM has 18 line keys per page and 2 pages (36 line keys in total). So up to 72 additional line keys can be supported on the 8851 device and 108-line keys for the 8861 device.

Note: In order for the device to be able to power up the KEMs either a POE+ switch must be used or the power adaptor (CP-PWR-CUBE-4=).

If you are experiencing issues with Busy Lamp Fields please see the Network Configuration Guidelines and the Horizon Technical Support articles on the [Knowledge Base](#).

Setup and Edit Busy Lamp Fields (BLFs)

Busy Lamp Fields can only be set up by a Company Administrator.

Step 1

Log into the Gamma Portal and go to Provisioning and Service Management, Hosted, Horizon and Horizon Manage Company.

Step 2

Select your account and locate the company that you want to set up Busy Lamp Fields for by using the "Actions" button and selecting "Login to Horizon".

Step 3

Go to "Users" and "List Users". Locate the user that you want to add Busy Lamp Fields for and then click the "Edit" button.

User Management

First Name: Last Name:
 Username: @uat.branding.com Number:
 Extension: Department:
 Site: Mac Address: ?
 Mobile:

[Search](#)

Users									
	First Name	Last Name	Phone Number	Extension	Type	HRP	Email Address	Site	
<input type="checkbox"/>	Adam	Eckersley	01427807623	7623	FMC		a.d.eckersley@gmail...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Bernice	Test	01427807624	4534	STD		bernice.gardiner@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Bob	Test	01612415190	5190	STD		bobtest@uat.brandin...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Dan	Test	01427807625	1807	STD		daniel.edwards@gamm...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Lindis	Test		7376	STD		lindi.stevenson@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Louise	Test		1234	STD		louise.stringer@gam...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mike	Test		1796	STD		Michael.Playfoot@ga...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Mircea	Test		3242	STD		jason.mcmahon@gamma...	ColourfulSiteUat	Edit
<input type="checkbox"/>	Oliver	Test	01612415191	5191	STD		oliver.birtwistle@g...	ColourfulSiteUat	Edit

Step 4

Select the "Call Setup" tab, under the "Incoming Calls" tab select "Advanced" and then "Busy Lamp"

- Incoming Calls**
- Call Handling
- Twinning
- Blacklist
- Settings
- Call Alerting
- Advanced** ▲
- Call Notify
- Sequential Ring
- Busy Lamp**
- Outgoing Calls**
- Speed Dial
- Settings
- In Call Options**
- Call Transfer
- Settings
- Settings**
- Call Forwarding
- Hot Desk
- Voicemail Settings
- Call Recording
- Manage Profile
- Remote Office
- Connect**
- Mobile Presentation

Step 5

Horizon will detect to see if the user's device is compatible with Busy Lamp. If not, you'll be returned with an error message.

If the handset is compatible with Busy Lamp, select if you have a Sidecar installed, and then what users you want to be "monitored".

You can remove Busy Lamp Fields (BLFs) by clicking the "X" next to the user you want to remove. Click Save.

The screenshot shows the 'Busy Lamp' configuration page. At the top, there is a navigation bar with tabs: Profile, Personal Details, DDI, Services, Call Setup (selected), Permissions, Phone, Barring, and Call Centre. On the left, there is a sidebar menu with categories: Incoming Calls (Call Handling, Twinning, Blacklist, Settings, Call Alerting, Advanced), Outgoing Calls (Speed Dial, Settings), In Call Options (Call Transfer, Settings), Settings (Call Forwarding, Hot Desk, Voicemail Settings, Call Recording, Manage Profile, Remote Office), and Connect (Mobile Presentation). The main content area is titled 'Busy Lamp' and contains two sections: 'Sidecar' and 'Monitored Users'. The 'Sidecar' section has a question 'Do you have a Sidecar installed?' with radio buttons for 'Yes' and 'No' (selected). The 'Monitored Users' section has a question 'Hide call details of monitored user?' with radio buttons for 'Yes' and 'No' (selected). Below this is a search box and a list of users: Bernice Test, Mircea Test, Mike Test, Lindis Test, and Dan Test. To the right of this list is a larger list of users: Louise Test, Bob Test, and Oliver Test, each with a grid icon and an 'X' icon. At the bottom left of the 'Monitored Users' section is an 'Add Selected' button. At the bottom right is a 'Users Added: 3 / 10' indicator. At the very bottom right of the page is a 'Save' button with a checkmark icon.

To ensure that the BLFs do not interfere with incoming calls to that handset, please ensure that "hide call details of monitored users" is ticked 'yes'.

Busy Lamp Field (BLF) Name Searching

The portal has been updated to improve searching for a user when editing a BLF. Previously users

were only searchable by the full username

The screenshot shows a web application interface for user management. At the top, there is a navigation bar with tabs: Dashboard, Users, Site Management, Call Groups, Device Management, Administration, Recorded Calls, and Statistics. Below this, the breadcrumb path is 'Dashboard / User Management / Edit User'. The main heading is 'Edit Adam Eckersley'. A secondary navigation bar contains tabs: Profile, Personal Details, DDI, Services, Call Setup, Permissions, Phone, Barring, and Call Centre. The 'Personal Details' tab is active, showing a form for 'Account Details'. The form fields are: First Name (Adam), Last Name (Eckersley), Username (aeckersley@uat.branding.com), Department (None), Contact Mobile (+447849946955), and Email (a.d.eckersley@gmail.com). There is also a 'Connect Mobile' field with the value 07458080429. At the bottom right of the form is a 'WH?T' logo. Below the form is a 'Settings' section with a radio button for 'Enable Hot Desk ? Yes' (selected) and 'No'. At the very bottom, there are five buttons: 'Change Site', 'Reset Password', 'Reset Passcode', 'Reset Client Password', and 'Save'.

Account Details	
First Name:	Adam
Last Name:	Eckersley
Username:	aeckersley@uat.branding.com
Department:	None <input type="button" value="Add"/>
Contact Mobile:	+447849946955
Email:	a.d.eckersley@gmail.com
Connect Mobile:	07458080429

Settings

Enable Hot Desk ? Yes No

The search has been improved to now include the First and Last Name fields and will return results on partial matches of the user's first and/or last name.

Edit Adam Eckersley

- Profile
- Personal Details
- DDI
- Services
- Call Setup**
- Permissions
- Phone
- Barring
- Call Centre

- Incoming Calls**
 - Call Handling
 - Twinning
 - Blacklist
 - Settings
 - Call Alerting
 - Advanced ▲
 - Call Notify
 - Sequential Ring
 - Busy Lamp
- Outgoing Calls**
 - Speed Dial
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- In Call Options**
 - Call Transfer
 - Settings
- Settings**
 - Call Forwarding
 - Hot Desk
 - Voicemail Settings
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- Connect**
 - Mobile Presentation

Busy Lamp



Sidecar

Do you have a Sidecar installed? Yes No

Monitored Users

Hide call details of monitored user? Yes No

dan|

<input type="checkbox"/> Dan Test	
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Users Added: 0 / 10