Grandstream Networks, Inc.

GXP2130/2140/2160/2170/2135/16XX/17XX

BroadWorks Flexible Seating Service User Guide

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INTRODUCTION

Grandstream GXP2130/2140/2160/2170/2135/16XX/17XX SIP phones support the BroadWorks Flexible Seating service. This User Guide describes how to configure and use the BroadWorks Flexible Seating service on your phones. To learn more about GXP2130/GXP2140/GXP2160/2170/2135/16XX/17XX features, please visit http://www.grandstream.com/support to download the latest User Guide and Administration Guide for different models.

BROADWORKS FLEXIBLE SEATING INTRODUCTION

The BroadWorks Flexible Seating service serve office users to provision and use specific phone device within the office, with their own profile settings. The Flexible Seating feature has similar functionality to the BroadWorks Hoteling feature; however, it uses a different licensing model and allows the device to be provisioned with the guest's profile settings.

It allows Host device to reconfigure with Guest user's device settings, such as line key settings, BroadSoft contact directory and BroadSoft call logs after Host-Guest association established; it becomes the guest alternate device.

Its advanced features include:

1. In the Flexible Seating feature, the Host device downloads and is reconfigured with the Flexible Seating Guest's device files when the Guest is associated with the Host. The device setting, for example, line key settings, contact directory, call logs, are for the Guest rather than the Host.

2. After association, the Host device with Guest device's settings is treated as an alternate device of the guest. The call originations from Guest's primary device are also allowed. The Guest primary device is also alerted on incoming calls to the Guest.

3. In the Flexible Seating feature, the Flexible Seating Host is a virtual subscriber that does not consume a BroadWorks user license. The Flexible Seating Guest user license is the only license required for deploying the feature.

Before Host-Guest association, all incoming calls to Host phone are blocked. However, for call originations from the Host device, the two policies are defined:

- Emergency Calls policy – Controls whether the emergency calls from the Host device are allowed. When this policy is enabled, the emergency calls from the Host device are accepted, including those cases in which the Flexible Seating Host is provisioned but is inactive.

- Voice Portal Calls policy – Controls whether the voice portal calls from the Host device are allowed. When this policy is enabled, the Guest user can create the Flexible Seating Host-Guest association by calling the voice portal from the Host device.

FLEXIBLE SEATING SERVICE KEY CONCEPT

Here are the key concepts of Flexible Seating:

- Host device –Flexible Seating Host's phone device configured with the Host's device files.

- Leased device – Flexible Seating Host's phone device reconfigured with the Flexible Seating Guest's device files. The term's "Guest leased device", "leased device" and "leased phone" are used interchangeably.

- Guest User device – Guest user's primary device (and Shared Call appearance devices if applicable). The terms "Guest user device" and "Guest device" are used interchangeably.

FLEXIBLE SEATING SERVICE CONFIGURATION ON BROADWORKS SERVER

BroadWorks server administrator needs to create two **Identity/Device** profiles for Host and Leased device, separately. The Leased device profile saves the Guest device settings and call logs and directories. Additional, the administrator also needs to create unique Host SIP account, which can be associated with Guest account; the administrator should provide Device Type URL, Host profile credentials, Guest account voice portal password and Unlock Phone PIN Code for BroadWorks users to configure Host device and implement Host-Guest association and disassociation as well.

FLEXIBLE SEATING SERVICE CONFIGURATION ON GXP PHONES

FLEXIBLE SEATING SERVICE CONFIGURATION ON GUEST DEVICE

Register and enable Guest SIP account on Guest device.

FLEXIBLE SEATING SERVICE CONFIGURATION ON HOST DEVICE

The Host device should be provisioned by BroadWorks server. Users need to follow the following steps to configure the Host device.

1. Browse to **Maintenance** -> **Upgrade and Provisioning** from web UI; fill the Host Identity/Device profile credentials into **HTTP/HTTPS username and password**. Fill the Device Type URL in **Config Server Path**. Disable **DHCP option 43 and option 120**.

The following figure shows an example of Host device configuration; the HTTP/HTTPS password is hidden:

Figure 1: Phone Web UI Upgrade and Provisioning

2. Reboot the phone. The phone would be provisioned by Host device profile.

3. After rebooting, the Host account ID will be registered on the Host device. At this point, the phone is a Host device and it is unable to make inbound and outbound calls, except emergency calls and voice portal calls.

ASSOCIATE GUEST ACCOUNT WITH HOST DEVICE

There are two methods to associate Guest account with Host device. One is via Voice Portal; the other is via phone.

ASSOCIATE VIA VOICE PORTAL

1. From the Host phone, dial the voice portal number and provide Guest account voice portal password to associate the Host device with Guest account.

2. Then the BroadWorks server will send **SIP Notify** message with event header **check-sync** to reboot the Host device. The phone will reboot automatically.

The following figure is an example of the **SIP Notify** message from BroadWorks server:


```
⊟ Session Initiation Protocol (NOTIFY)
  ⊞ Request-Line: NOTIFY sip:0003@67.110.250.175:5060 SIP/2.0
  ⊟ Message Header
    ⊞ Via: SIP/2.0/UDP 199.19.193.9:5060;branch=z9hG4bKmte9b50070g16m8od1r0.1
    ⊞ From: <sip:as.iop1.broadworks.net>;tag=127499577-1397090632442-
    ⊞ To: <sip:0003@as.iop1.broadworks.net>
      Call-ID: BW204352442090414-1470402177@199.19.193.10
    ⊞ CSeq: 613130622 NOTIFY
    ⊞ Contact: <sip:199.19.193.9:5060;transport=udp>
      Event: check-sync
      Subscription-State: terminated
      Max-Forwards: 19
      Content-Length: 0
    ⊞ [truncated] Authorization: DIGEST response="474c07686b330e1a2aa2316836978ac3",cnonce="httbov9y",username="0003",nc=00000001,realm="as.iop1.broadworks.net",nonce="1397090632"
```

Figure 2: SIP Notify Message with Check-Sync Sent from Server

3. After rebooting, the Host device will download the Guest device profile from BroadWorks server and it will be reconfigured with the Guest user's settings, which is saved in the Guest device profile.

At this point, the phone becomes a **Leased device**. It will share the BroadWorks user license with the Guest device. BroadWorks user can use Leased device to make inbound and outbound call. When there is an incoming call, both Leased device and Guest device will get to ring simultaneously. It can be answered by either one of Leased or Guest device and the other device will not display it as a missed call in call history.

ASSOCIATE VIA PHONE

1. Browse to Host device web UI; go to **Account** -> **SIP Settings** -> **Advanced Features**, enable **Broadsoft Call Center**, **Hoteling Event** and **Call Center Status** settings and set the **Special Feature** to **BroadSoft**. The following figure is an example of how to enable **BroadSoft** features on the phone:

Figure 3: Enable Broadsoft Features on the Phone

2. From Host device LCD, press **BS-CCenter** key to enter **BS Call Center** page. Press **Select** key to Enter **Call Center** page. The following figure shows an example of Host SIP account and the **BS-CCenter** key on the phone:

Figure 4: A Host SIP Account and BS-CCenter Key

3. Press the arrow key on the keypad to highlight **Call Center Hoteling** feature and select it;
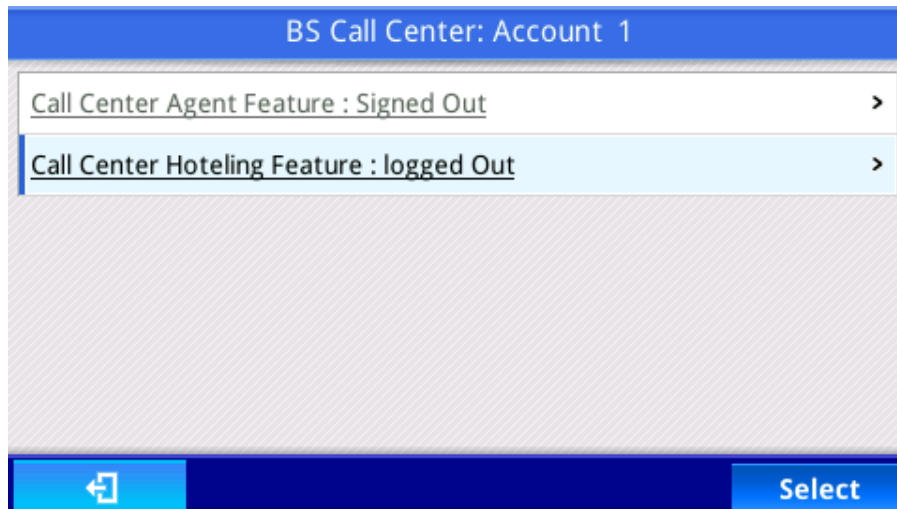

Figure 5: Highlighted Call Center Hoteling Feature

4. Press **LogIn** key to **Call Center Hoteling Feature** page. Fill Guest account ID in **Username** and Guest account voice portal password in **Password**. And then press **LogIn** key. The following figure is an example of filling in credentials and login to the Guest account:
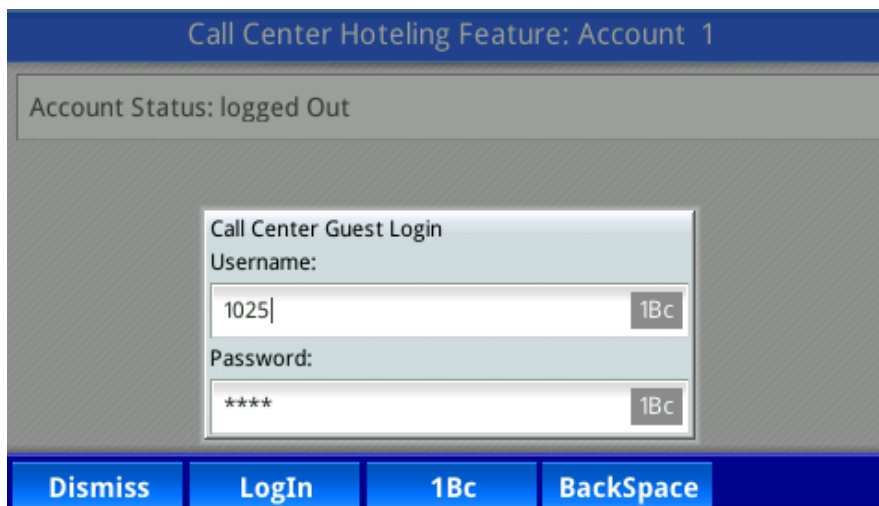
Figure 6: Filling Credentials and Log in to Guest Account

5. After login, the BroadWorks server will send **SIP Notify** message with event header **check-sync** to reboot the Host device and it will reboot automatically. The sample of the message shows in Figure 2.

6. After rebooting, the Host device will download the Guest device profile from BroadWorks server and it will be reconfigured with the Guest user's settings, which is saved in the Guest Device profile.

At this point, the phone becomes a Leased device.

LOCK FEATURE

A Flexible Seating Guest service allows the user to specify a **PIN code** for unlocking the phone. When a BroadWorks server administrator creates an association with a flexible Seating host, the Host device downloads the device files of the Flexible Seating Guest service. If provisioned, the **Unlock Phone PIN Code** is provided to the phone from BroadWorks server.

If the **Unlock Phone PIN Code** is set, the leased phone can allow the guest user to lock the phone. The Host-Guest association can't be disassociated via the phone until the phone is unlocked using the **Unlock Phone PIN Code**.

After association, it needs to go to **Call Center Hoteling Feature** page to lock and unlock the Flexible Seating association setting. Press the **BS-CCenter** and select **Leased account** to enter the page. The following figure is an example of **Call Center Hoteling Feature** page when association established:
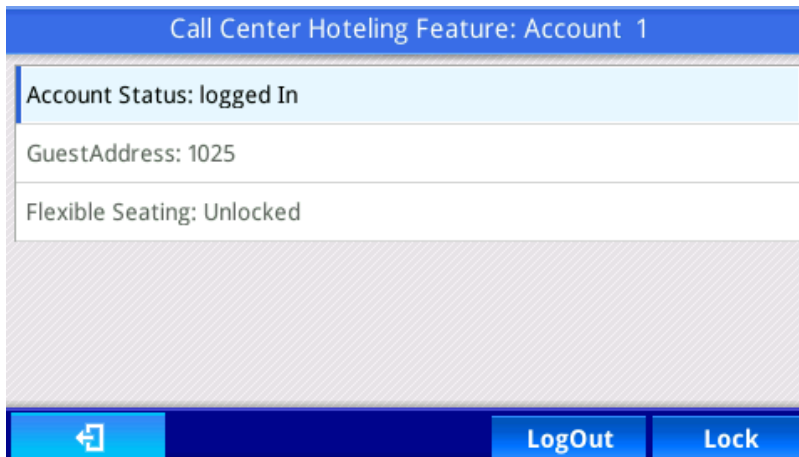
Figure 7: Call Center Hoteling Feature Page-Unlock

Press **Lock** key to lock the association. The status of Flexible Seating will change to Locked. The following figure shows an example of **Call Center Hoteling Feature** page after a user locks the association:
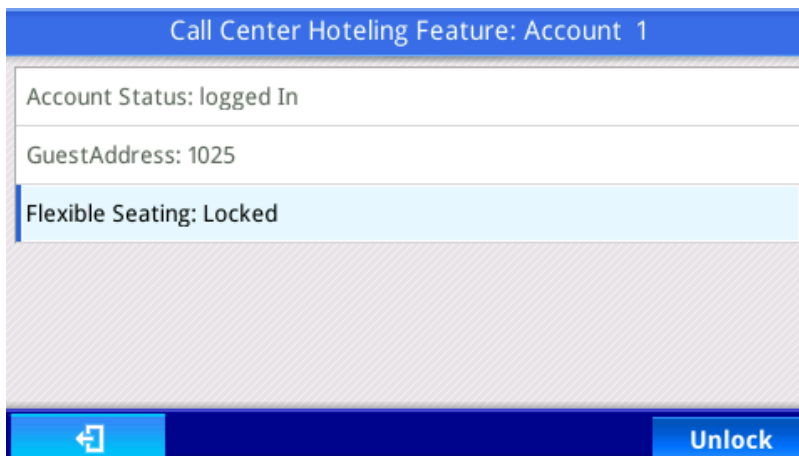

Figure 8: Call Center Hoteling Feature Page-Lock

After locking the association, the BroadWorks users need to provide **Unlock Phone PIN Code** to unlock it. In the **Call Center Hoteling Feature** page, press **Unlock** key and fill the **Unlock Phone PIN Code** in the blank; and then unlock the disassociation. Then the status of Flexible Seating will change to Unlocked. The following figure provides an example of unlock the disassociation:
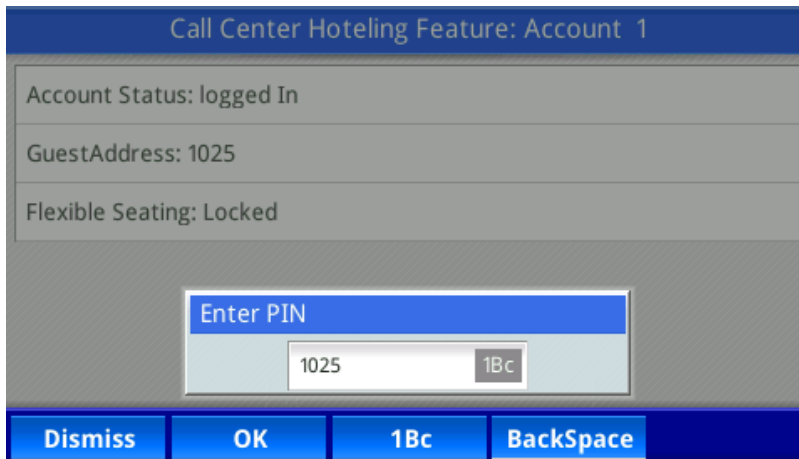
Figure 9: Unlock the Host-Guest Association

DISASSOCIATE GUEST ACCOUNT WITH LEASED DEVICE

There are two methods to disassociate Guest account from Leased device. One is via voice portal; the other is via phone.

DISASSOCIATE VIA VOICE PORTAL

1. From the Leased device, dial the voice portal number and provide voice portal password to disassociate Guest account from Leased device.

2. After disassociation, server would send **SIP Notify** message with event header **check-sync** to reboot the Leased device. It would reboot automatically. The sample of the message shows in Figure 2.

3. After rebooting, the Leased device would download the Host device profile from BroadWorks server and configure with the host settings.

At this point, the phone goes back to become the Host device.

DISASSOCIATE VIA PHONE

1. From the Host phone, enter **Call Center Hoteling Feature** page. Press LogOut key to disassociate Guest account from Leased device. If it is locked, please unlock it first.

2. After disassociation, server will send **SIP Notify** message with event header **check-sync** to reboot the Leased device. It would reboot automatically. The sample of the message shows in Figure 2.

3. After rebooting, the Leased device would download the Host device profile from BroadWorks server and configure with the host settings.

At this point, the phone goes back to become the Host device