



A MITEL
PRODUCT
GUIDE

Unify OpenScape 4000

BLF-Win 3.0 R19

Busy Lamp Field-Win BLF-Win 3.0

User manual

10/2022

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1 About this manual

The **Busy Lamp Field** program BLF-Win displays the ringing states of the configured subscribers and subscriber groups.

BLF-Win works in conjunction with AC-Win SL and DS-Win V4:



1.1 Features and overview of BLF-Win

- User interface
 - Color-coded status display
 - Phone States: Idle, Ringing, Busy, Out of service, Does not exist
 - Option of displaying station numbers or names
 - Display of different index cards (for example, for a number of departments)
 - Customized configuration and design of the program window.
- Display of up to 1000 subscribers permitted
 - Individual telephones (for example, executive telephones), subscriber ranges (for example, agents)
 - Note function provided when subscribers and subscriber ranges are created. The note appears in the fast tip.
- Integrated work flow with other applications
 - Interfaces to AC-Win (attendant console) and DS-Win (directory services)
 - Interface to Outlook Exchange
 - Switching function available by clicking the station number field
 - Call forwarding feature can be enabled
 - Status displays provided when the search function is selected in the DS-Win task bar.

NOTE: Hunt groups are not supported in BLF-Win.

1.2 Benefits of this program to the customer

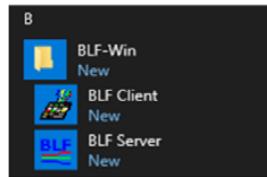
- Extensive information about switching using subscriber states and the consequent avoidance of unsuccessful switching operations
- Reliable information display during incoming calls regarding the connection request
- Shorter switching times and a consequent increase in productivity
- Secure place in future markets through the use of a standard platform and integration in Unify applications
- Flexibility provided by the LAN design
- Integrated in the Unify service infrastructure

1.3 Starting the program

BLF-Win Client is designed for continuous operation and is usually started by the system user or administrator.

Follow the steps below to start the BLF-Win Client:

1. Click on Windows Start menu and search for BLF-Win.



2. Double-click on the BLF Client icon.
3. The main window appears after you have started the BLF Client.

For the description of BLF Server, refer to the BLF-Win Service Documentation.

2 The main window

This chapter describes the structure of the BLF-Win program.

The main window contains the following components:

- the title bar
- the menu bar
- the index cards
- the display panel with:
 - the subscriber
 - the subscriber ranges
- the legend
- the connection status



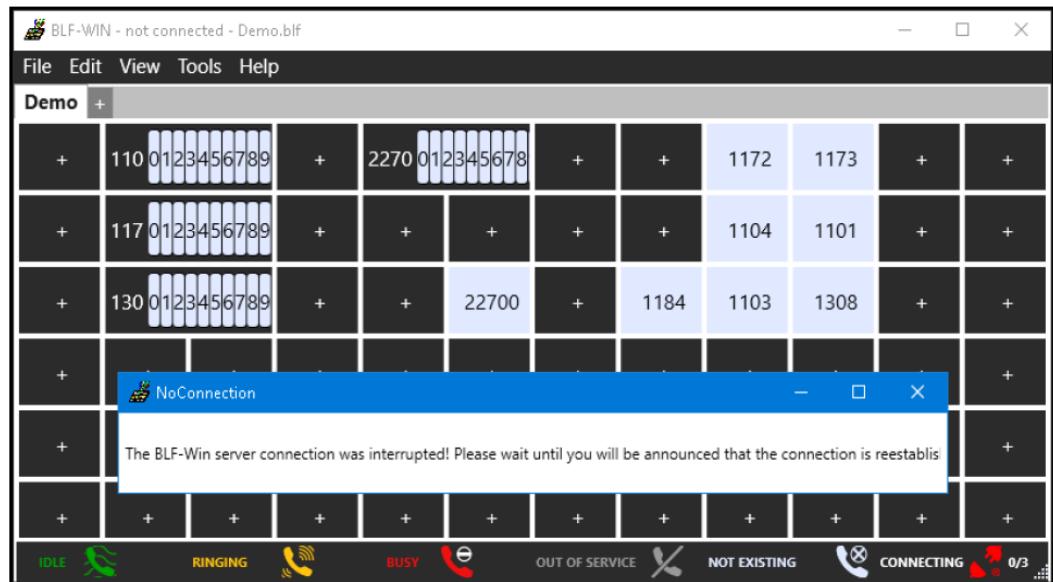
2.1 Title bar

The title bar is located at the top of the main window. It contains:

- the program names
- the status of the connection with the OpenScape 4000
- the name of the currently open file

Not connected status

The figure below illustrates BLF-Win-Client in "disconnected" status. All extensions are displayed in gray, which means that they are out of service.



Connected status

The subscribers are displayed using the various color-coded status options in the connected status.



2.2 Menu bar

The menu bar is located underneath the title bar in the main window and displays the following drop-down menus.



The functions of the drop-down menus are described in [Chapter 3, “Using BLF-Win”](#).

2.3 Display panel

The telephone calls conducted by the subscribers and subscriber ranges are displayed in the display panel using different colors. The color used depends on the current status of the call.

You can customize the display panel by right-clicking in the relevant fields.

2.3.1 Index cards

The index cards are located underneath the menu bar in the main window.



You can find out how to create new index cards or edit/delete existing ones in [Chapter 3.3, "Editing index cards"](#).

2.3.2 Subscriber range

Subscribers from the same department can be grouped into subscriber ranges. The subscriber range or ranges configured are displayed in the display panel. A subscriber range can contain up to 10 subscribers.

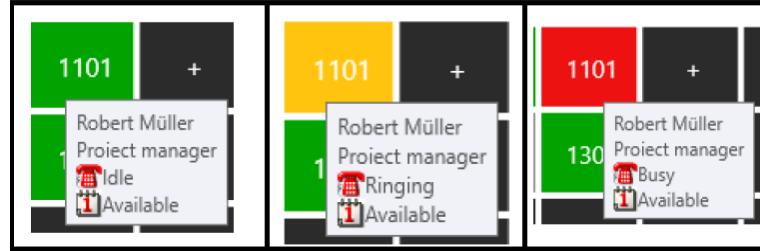


You can find out how to create a new subscriber range or edit an existing one in [Chapter 4.2, "Managing subscriber ranges"](#).

2.3.3 Subscriber

The station numbers/names are displayed in table form in the display panel.

NOTE: A fast tip indicating the name of the subscriber, a short note, the subscriber's status (phone icon) and the presence status (calendar icon) if you position the pointer over a subscriber.



You can also configure the display panel to display the names of the subscribers ([Chapter 3.5.3, "Displaying names"](#)).

The connection states of the subscribers are displayed in different colors.

	The subscriber is idle. The subscriber can receive a call or initiate a call at any time.
	The subscriber is receiving a call or is making a call. The subscriber's telephone or the call party's telephone rings but a connection is not set up yet.
	The subscriber is dialing a calling number (dialing state) or currently conducting a call (talking state).
	The subscriber is configured in OpenScape 4000 but is not connected to the OpenScape 4000. The subscriber cannot make a call or receive a call.
	The subscriber is not configured in the OpenScape 4000.

You can change the color settings as required ([Chapter 3.5.14, "Defining colors"](#)).

According to your requirements, you can use drag-and-drop to arrange the subscribers and the subscriber ranges in the display panel.

NOTE:

While in busy state, you can see if the call is either external or internal. In case of an external call, either incoming or outgoing, an additional icon (e.g. arrow) will be shown under the subscriber's number/name.



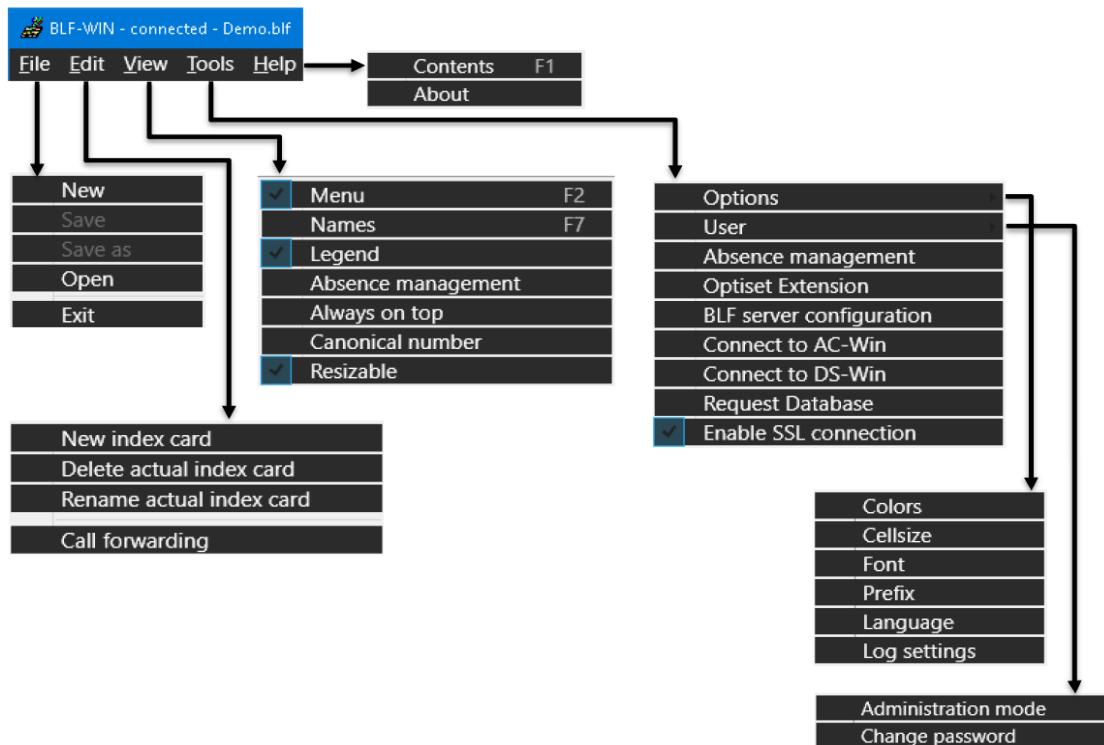
This arrow is only displayed while a subscriber is in busy state. For internal calls, the default busy status will be displayed, i.e. without the arrow. The fast tip is also updated with a hint that the call is external.

3 Using BLF-Win

This chapter describes the different functions and commands of BLF-Win.

The menu bar is located under the title bar in the main window.

The figure below displays all menu options contained in the drop-down menus in the menu bar:



A dialog box usually opens when you click a menu option. The dialog box entries have the following meaning:

Ok	The entries should take effect.
Apply	The entries are applied, but not saved.
Default	The predefined settings will be loaded and will take effect.
Cancel	The process is canceled. The settings will be reset to their former state.

3.1 Configuring BLF-Win

The **File** drop-down menu contains functions that allow the user to configure the display panel.

The following functions can be executed:

New	Create a new configuration
Save	Save a configuration
Save as	Save a configuration under a different name
Open	Open a saved configuration
Exit	Exit BLF-Win Client

Table 1 Functions for configuring the display panel

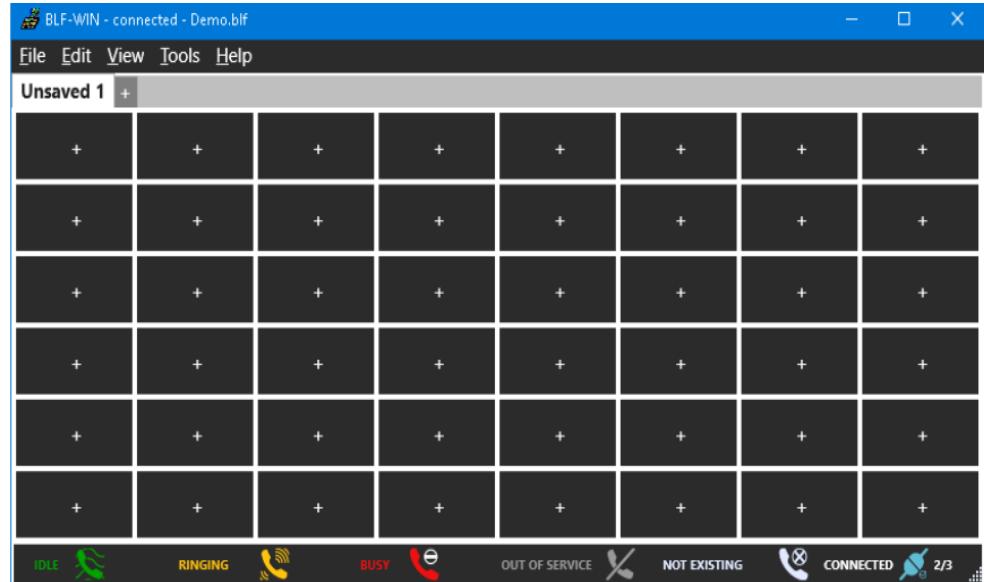
NOTE: The **Save** and **Save as...** menu options can only be selected if you have entered the correct password under **Tools / User / Administrator mode** in the menu bar.

3.1.1 Creating a new configuration

You can use this menu option to create new configuration files.

All index cards, subscribers and subscriber ranges are deleted from the user interface when you create a new configuration.

To create a new configuration open the **File** menu and click **New**. A new blank display panel opens.



3.1.2 Opening a saved configuration

This menu option opens an existing configuration.

1. Open the **File** menu and click **Open**.
2. Enter the name and directory of the configuration file or select a name from the list. The selected configuration file opens.

3.1.3 Saving a configuration

The **Save** menu option is used if you want to save the current configuration.

1. Open the **File** menu and click **Save**.

The file is saved.

NOTE: The **Save** and **Save as...** menu options can only be selected if you have entered the correct password under **Tools / User / Administrator mode**.

3.1.4 Saving a configuration under a different name

The **Save as...** menu option is used if you want to save the file under a different path or a different name.

NOTE: The **Save** and **Save as...** menu options can only be selected if you have entered the correct password under **Tools / User / Administrator mode**.

1. Open the **File** menu and click **Save as....**
2. Enter the name and directory of the configuration file or select a name from the list.

The file is saved.

3.2 Exiting BLF-Win

This menu option is used to exit BLF-Win.

1. Open the **File** menu and click **Exit**.

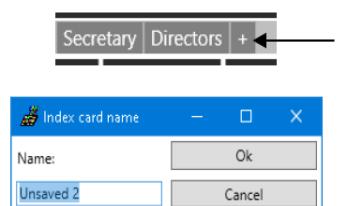
The applications are closed and BLF-Win Client is terminated.

3.3 Editing index cards

You can create new index cards and you can open, delete or rename existing ones.

3.3.1 Creating a new index card

1. Open the **Edit** menu and click **New index card...** or click the "+" sign at the end of the existing index cards.

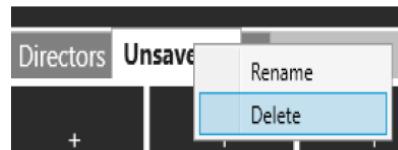


2. Enter a name for the new index card, for example, customer service.
3. Confirm your entry by clicking **OK** or click **Cancel** to create use the default name.

The new index card appears in the display panel, to the right of the existing index cards.

3.3.2 Deleting a specific index card

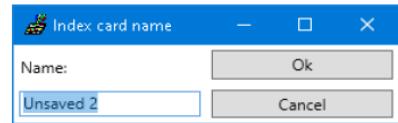
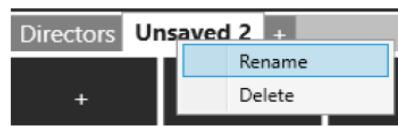
1. Click the index card to be deleted.
2. Click **Edit / Delete actual index card...** in the menu bar or right click on the desired index card tab and select “Delete”.



The selected index card is deleted.

3.3.3 Renaming a specific index card...

1. Click the index card that you want to rename.
2. Click **Edit / Rename actual index card...** in the menu bar or right click on the desired index card tab and select “Rename”.



3. Enter a new name for the index card.
4. Confirm your entry by clicking **OK**.

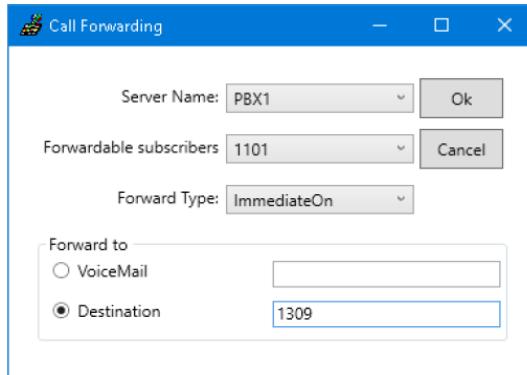
The index card is renamed.

3.4 Activating call forwarding

You can use this menu option to activate the call forwarding feature for a selected subscriber.

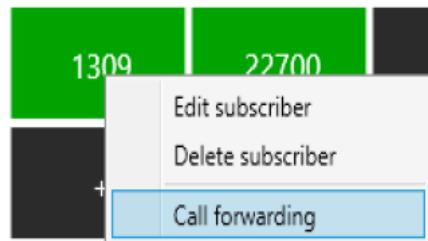
1. Click **Edit / Call forwarding....**

The user can select the name of the subscriber whose calls are to be forwarded from a list of all available subscribers.



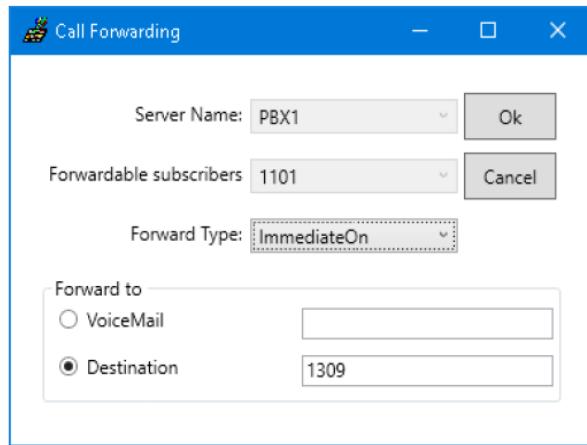
2. Go to the *Forwardable subscribers* box and select the station number of the subscriber whose calls are to be forwarded. This list contains all numbers, from every connection.
3. Select the **ImmediateOn** option in the **Forward type** combo box.
4. Enter the call forwarding destination.
 - Enter the number in the **VoiceMail** box if you want to allow callers to leave you a message.
 - Use the **Destination** box to enter the number of the subscriber to which the incoming calls should be forwarded.
5. Confirm your entry by clicking **OK**.

Call forwarding can be activated also by right-clicking on a subscriber and selecting “Call forwarding”.



In this case, the Server Name and the Subscriber are automatically selected in the drop-down list, and cannot be edited.

Activating call forwarding



All subsequent calls are automatically forwarded to the specified destination.

An arrow appears in the display panel field of the subscriber whose calls are to be forwarded.



3.5 Changing the view in BLF-Win

You can use this drop-down menu to select different views.

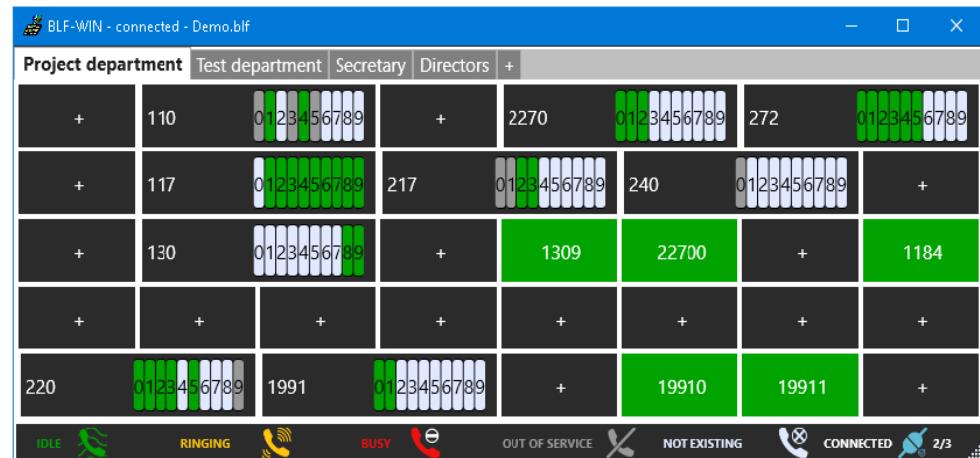
The check mark indicates that the function is activated.

The function is deactivated if no check mark is displayed.

3.5.1 Deactivating the menu bar

You can show or hide the menu bar using the **View/Menu** option.

1. Click **View/Menu** in the menu bar or press the **F2** key.



The display of the menu bar in the main window is deactivated.

3.5.2 Reactivating the menu bar

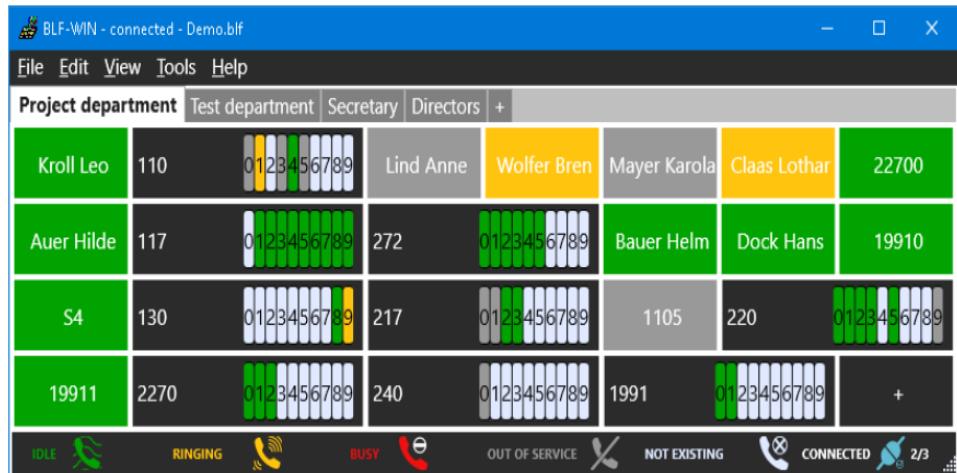
To reactivate the menu bar, press the **F2** key.

The menu bar reappears in the main window.

3.5.3 Displaying names

You can use the **View / Names** menu option to toggle the display of station numbers and names.

Click **View / Names** in the menu bar to display the check mark or press **F7**.



The names are displayed in the main window.

3.5.4 Deactivating the name display

Click **View / Names** in the menu bar to hide the check mark.

The station numbers are displayed in the main window instead of the names.

The station number is always displayed if a name is not assigned to a station number.

3.5.5 Displaying the legend

The legend indicates the colors that are assigned to the ringing states.

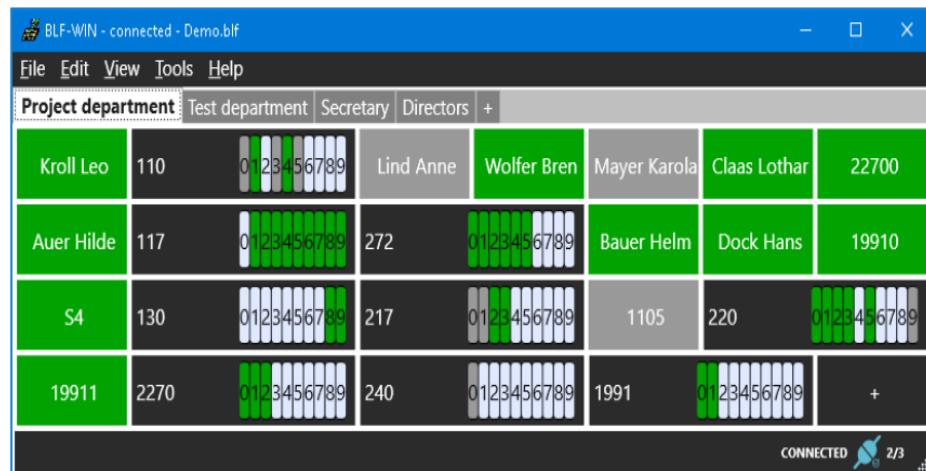
You can show or hide the legend using the **View / Legend** options.

1. Click the **Legend** option to display the check mark.

The legend is displayed in the main window.

3.5.6 Deactivating the legend display

1. Click the **Legend** option to hide the check mark.



The legend is not displayed in the main window.

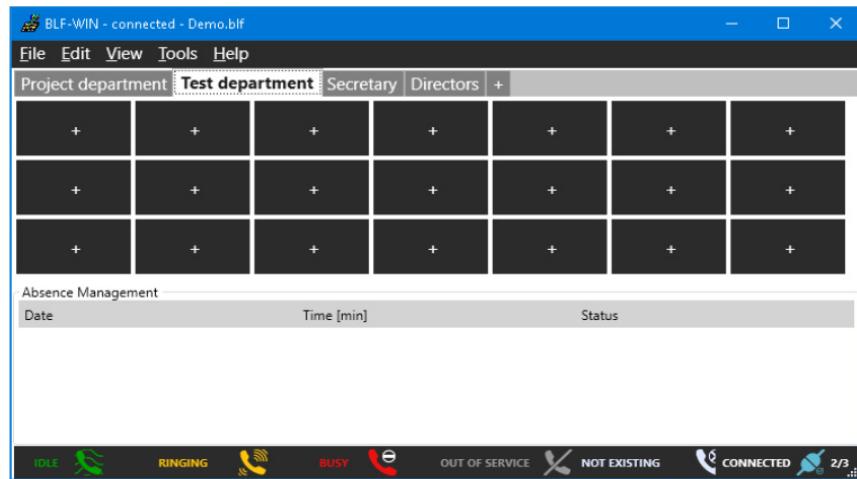
3.5.7 Displaying the absence management

The absence management indicates the free/busy status of the actual selected subscriber.

You can show or hide the absence management using the **View/Absence management** option.

Click **View / Absence management** option to display the check mark.

Changing the view in BLF-Win



The Absence management is displayed in the lower part of the main window.

For more information about how to set up the absence management, see [Chapter 3, "Using the Absence management"](#).

3.5.8 Deactivating the absence management

Click **View / Absence management** option to hide the check mark.

The absence management is not displayed in the main window.

3.5.9 Activating/Deactivating „Always on top“

Click the **View / Always on top** option to display the check mark.

BLF-Win is then always on the uppermost position of the desktop even if BLF-Win is not focused.

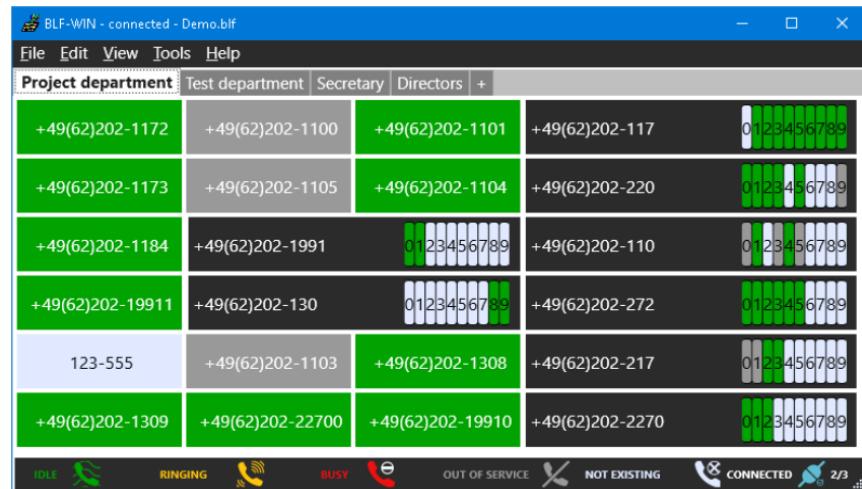
To deactivate the function, click on **View / Always on top** again to hide the check mark.

BLF-Win will then go automatically in the background when another program is in focus.

3.5.10 Displaying canonical numbers

You can show or hide the canonical numbers by selecting the **View / Canonical number** menu option.

Click **View / Canonical number** in the menu bar to display the check mark. The subscribers are displayed as canonical number in the main window.



3.5.11 Hiding canonical numbers

Click **View / Canonical number** in the menu bar to hide the check mark. The short number are displayed in the main window.

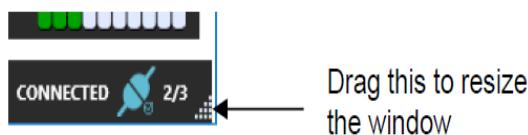
The view with short numbers is set by default.

3.5.12 Activating/Deactivating resizable mode

The main window is set to resizable by default. The number of cells in the window depends on the cell size and windows size. This mode can be changed only when administrator mode is activated (see [Chapter 3, “Administrator mode”](#)).

To activate the option, click **View / Resizable** option to display the check mark.

The window can be resized by dragging the right lower corner of the window, right to the Connection status.



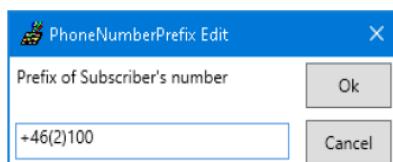
To deactivate the option, click **View / Resizable** option again to hide the check mark.

The window size is now fixed.

3.5.13 Defining a prefix

You can define a prefix that is used when adding new subscribers and subscriber ranges in the display panel by selecting the Tools menu option.

1. Click **Tools / Options / Prefix...** in the menu bar.



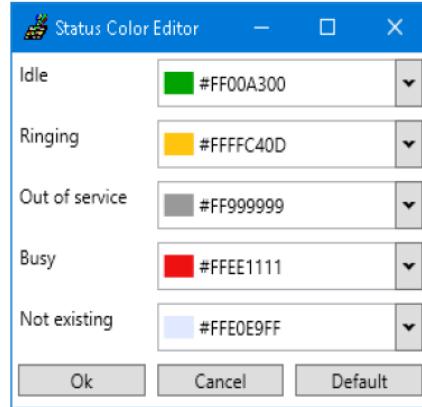
2. Enter the Prefix number e.g. +49(1)200-
3. Click OK.

The prefix is stored now. Any new subscriber or subscriber range which doesn't have a prefix in the database will use this prefix.

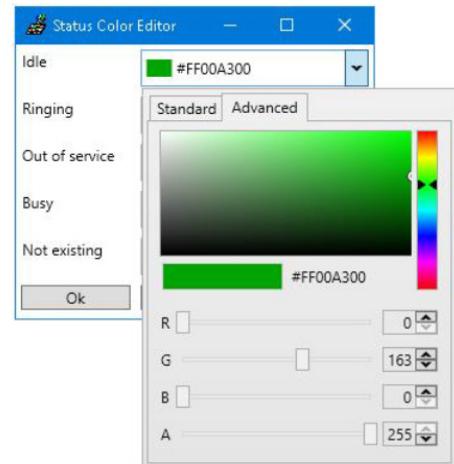
3.5.14 Defining colors

You can customize the colors that are used to indicate the various ringing states in the display panel by selecting the **Tools** menu option.

1. Click **Tools / Options / Colors...** in the menu bar. A dialog box for editing the status colors opens.



2. Click one of the status options, for example, **Idle**. A dialog box containing the color palette appears.



3. Select a color by clicking on it.

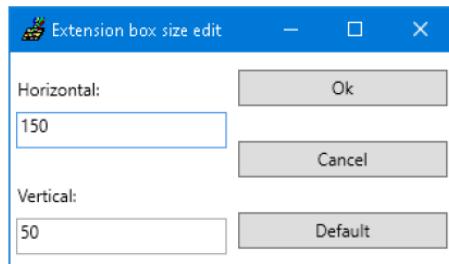
4. Click **OK**.

The selected status is displayed in the selected color.

3.5.15 Cell size

You can use this menu option to change the cell size and width in the display panel.

1. Click **Tools / Options / Cellsize...** in the menu bar.



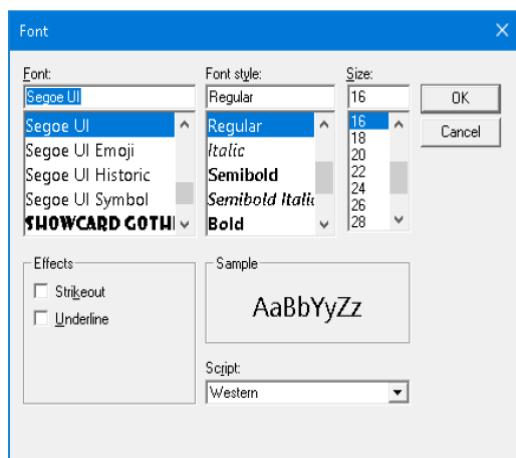
2. Enter a value for the horizontal and vertical size of the cell (the cell size is specified in dots).
3. Confirm your entries by clicking **OK**.

The settings will take effect.

3.5.16 Font

You can set the font for all existing and future cells using this menu option.

1. Click **Tools / Options / Font...** in the menu bar.



2. Select a font, for example, Arial.
3. Click **OK**.

The settings will take effect.

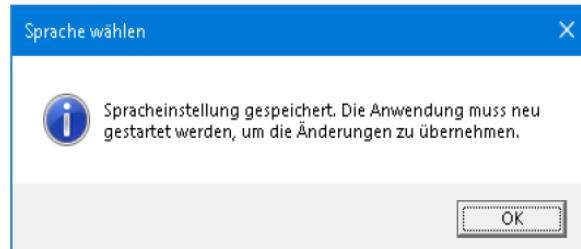
3.5.17 Selecting the language

The display language of the BLF-Win Client can be changed in the **Tools / Options** menu.

1. Open **Tools / Options / Language**



2. Select the desired language: English, German or Italian are available. A dialog will appear confirming the change and warning that the application must be restarted. (the dialog is displayed in the selected language).



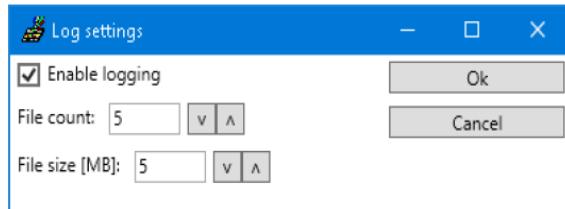
3. Click **OK** and restart the application.

The application will be displayed in the selected language.

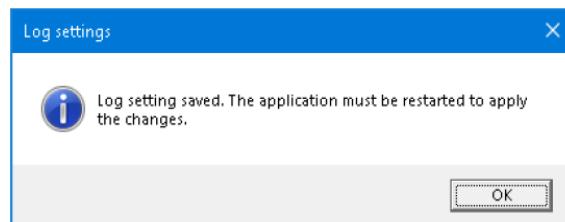
3.6 Log settings

The logging configuration can be changed in the **Tools / Options** menu.

1. Open **Tools / Options / Log settings**



2. Check **Enable logging** to allow the creation of log files (BLF.log).
3. Set the **File count**. This is the maximum number of log files that can be created.
4. Set the **File size (MB)**. This is the maximum size of one log file in MB.
5. Click **OK**.



6. A message dialog will display that the application must be restarted to apply the changes.
The Log settings are saved.

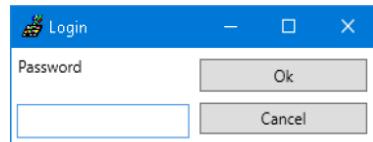
NOTE: The log files are stored in the following path: C:\ProgramData\BLF\Logs\

3.7 User administration

Permission to save files and to change the password is granted using the **Tools / User** menu option.

3.7.1 Administrator mode

1. Click the **Tools / User / Administrator mode** option.



2. Enter the password.

The default password is: HIPATH (uppercase letters)

3. Click **OK**.

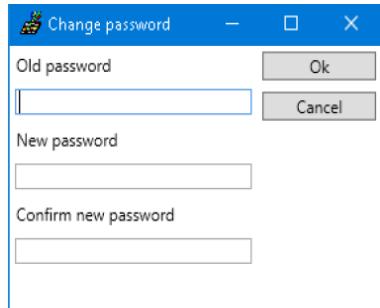
The **Save** and **Save as...** menu options are activated in the menu bar under **File** if the password is correct.

Administrator mode is activated and a check mark is displayed.

You can now save current configurations (<configuration name>.blf). All settings (colors, index cards, subscribers and subscriber groups) are saved.

3.7.2 Changing the password

1. Click the **Tools / User / Change password** menu options.

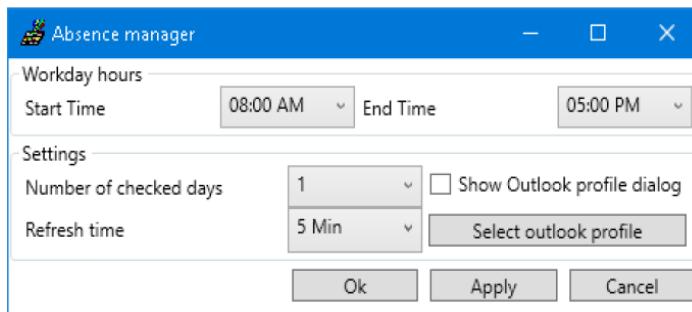


2. Enter the old password in the first box.
3. Enter the new password once in the two other boxes.
4. Click **OK**.

The new password is now valid.

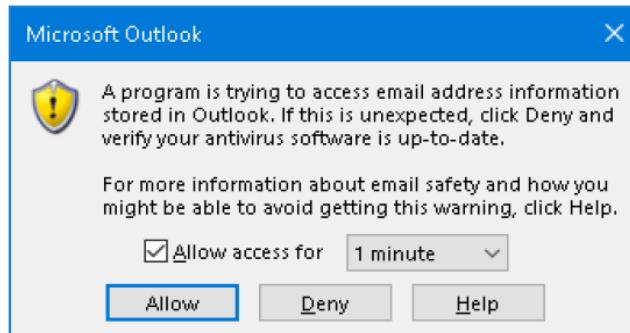
3.8 Using the Absence management

1. Click the **Tools / Absence management** menu options.

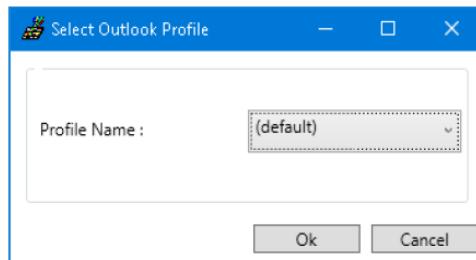


2. Select the **start time** and the **end time** for the absence information
3. Select the **number of checked days**
4. Enter **the refresh** time for the synchronization with the Exchange Server
5. Check or uncheck if the **Outlook profile dialog** should or should not be displayed when the BLF-Client is started

6. Select the Outlook Profile.



7. Click Allow if the above dialog comes up.



8. Select a Profile, then click **OK**.

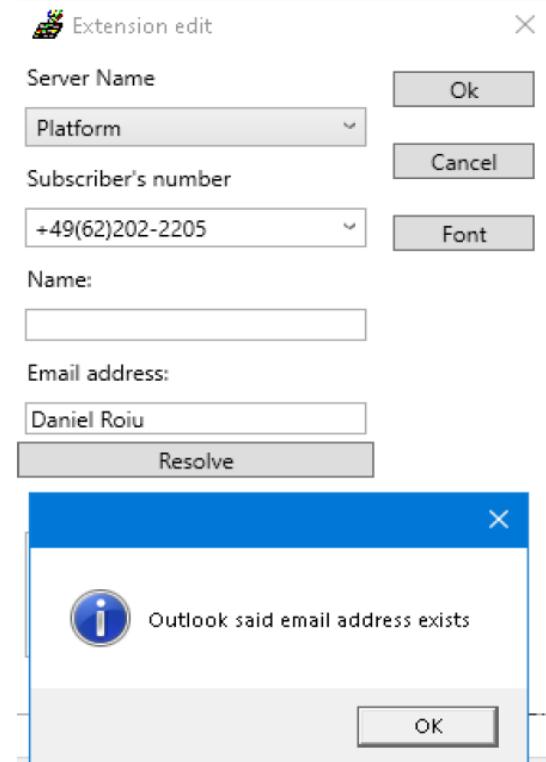
9. Click **OK** in the Absence manager dialog.

All absence information is saved and now valid.

3.8.1 Setting subscriber's absence information

To set the absence information of a subscriber, edit or create a new subscriber.

1. Enter an e-mail address, or a name in the **Email address** field.
2. Click the **Resolve** button.

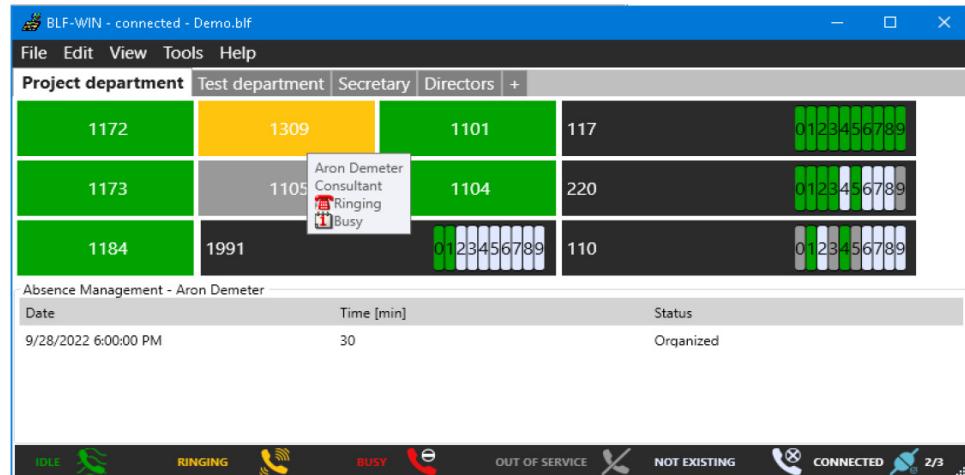


A popup message will indicate if the entered information is valid.

- If an e-mail address is entered, then its syntax is checked.
- If a name is entered, then the outlook will try to resolve the name's e-mail address.

3.8.2 Viewing the absence information of a subscriber

To view the absence information of a subscriber, click on a subscriber in the main window.



NOTE: To display the absence management, read the [Chapter 3, “Displaying the absence management”](#).

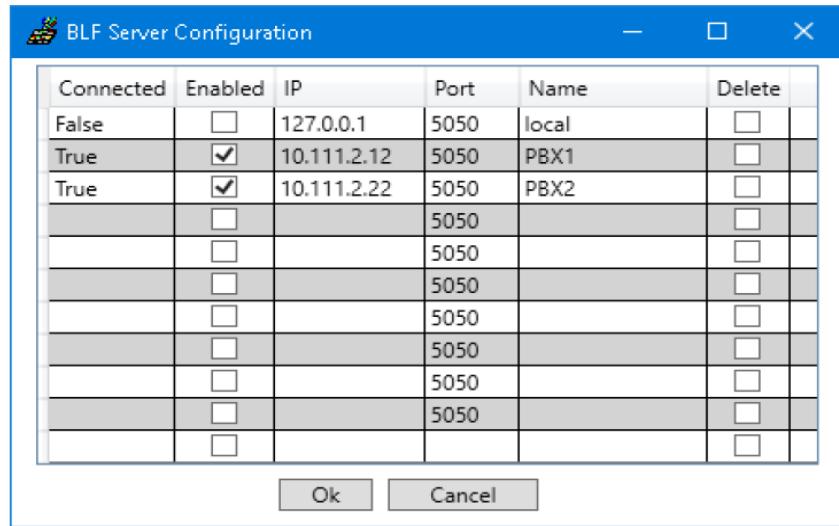
NOTE: To access a contact's calendar data from the Outlook contact list, the contact must have a shared calendar.

3.9 Connection to BLF Server

The BLF Client is able to connect to up to 10 BLF servers at the same time.

3.9.1 BLF Server Configuration

When starting the BLF client with empty configuration, the BLF Server configuration will show up automatically. The configuration window can be opened also from **Tools / BLF Server configuration**.



The table contains the following Columns:

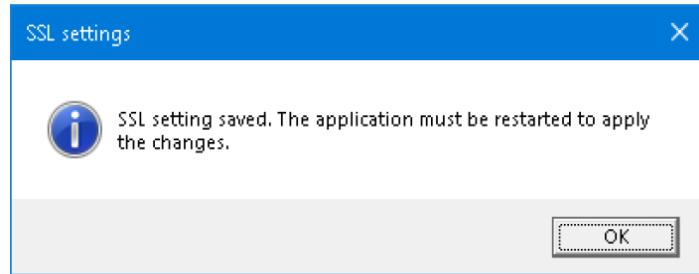
- Connected: read-only field which can be True or False, depending on the connection status. It will be updated after reopening this window.
- Enabled: mark this check if the connection needs to be established after **Ok** is pressed.
- IP: the IP address of the CSTA when connecting to iBLF, or the IP address of the BLF Server PC.
- Port: the port of the BLF Server, usually 5050.
- Name: name of BLF Server for easier identification. If no name is specified, then the <IP>:<Port> will be used as the server name.
- Delete: check this if the selected BLF Server needs to be deleted after **Ok** is pressed.

3.9.2 Enable/Disable SSL Connection

The BLF Client can connect to the BLF Server via SSL or without encryption.

- Activating the SSL encryption: click Tools / Enable SSL connection in the menu bar to display the check mark.
- Deactivating the SSL encryption: click Tools / Enable SSL connection in the menu bar to hide the check mark.

After changing the connection type, a new dialog alerts that the application must be restarted.



NOTE: The connection of BLF Client and iBLF is set to SSL by default. The Windows based BLF Server can accept only non-encrypted connections.

3.10 Obtaining the database

The BLF Client periodically compares the checksum of the local and remote database and retrieves the database from the BLF server if necessary. Furthermore, the database can be updated manually from BLF Client, selecting Tools / Request Database.

3.11 Using the Help

You can obtain information about the version and copyright details of BLF-Win-Client by selecting **Help / About**

Selecting **Help / Contents** or pressing **F1** provides you information about the operation and setting options of BLF-Win.

Using the Help

4 Managing BLF-Win

This chapter describes how to create new subscribers and subscriber ranges and how to edit or delete existing ones.

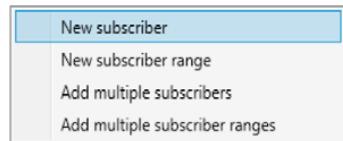
4.1 Managing subscribers

This section describes how to create new subscribers in BLF-Win and how to edit, copy or delete existing ones.

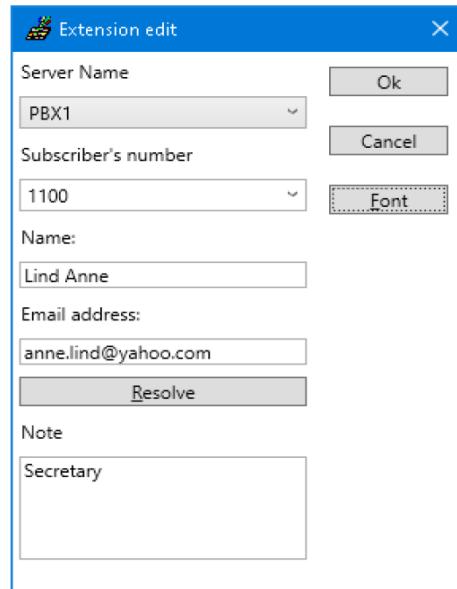
NOTE: Hunt groups and chief/secretary configurations are not supported.

4.1.1 Creating a new subscriber

1. Right click on a blank cell and select **New subscriber**.



2. Configure the subscriber in the new dialog:



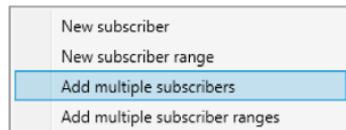
- Select the **Server Name** from the drop-down list. This list contains the entries from BLF Server configuration (see [Chapter 3.9.1, “BLF Server Configuration”](#)).
- Select the **Subscriber's number** from the drop-down list or enter the number manually. This list contains the subscribers of the selected server, based on the database.
- The **Name** (optional field) is automatically displayed if a name is assigned to the station number in the database. This field can be edited manually.
- Enter the **Email address** (optional field) and click resolve if presence information is needed (see [Chapter 3.8, “Using the Absence management”](#)).
- Enter some text in the **Note** field (optional field) to have additional information about the subscriber.
- Click on **Font** button to change the font for this specific subscriber.

3. Click **OK**.

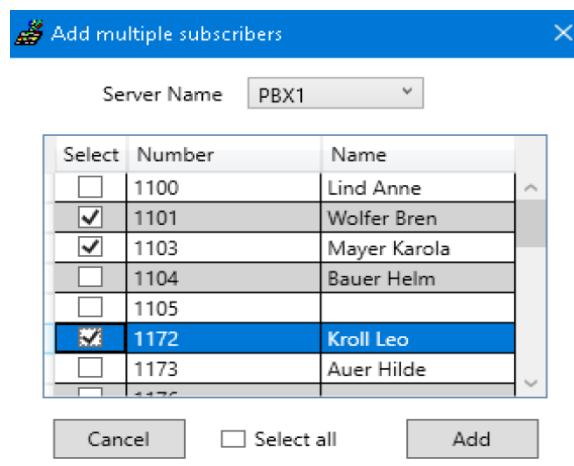
The station number or the name of the new subscriber is displayed in the cell, depending on the display configuration (see [Chapter 3.5.3, “Displaying names”](#)).

4.1.2 Adding multiple subscribers

1. Right click on a blank cell and select **Add multiple subscribers**.



2. Select the subscribers from the list:



- Select the **Server Name** from the drop-down list. This list contains the entries from BLF Server configuration (see [Chapter 3.9.1, “BLF Server Configuration”](#)).

- Select the desired subscribers in the **Select** column or click **Select all** to select all subscribers.

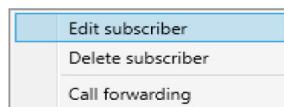
3. Click **Add**.

The subscribers are added into the cells.

The addition direction points downwards from the selected cell to the bottom of the window, then continues from the top in the next column while skipping the already occupied cells.

4.1.3 Editing a subscriber

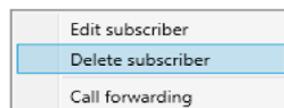
1. Right click on a subscriber and select **Edit subscriber**.



2. Follow the steps from step 2 in [Chapter 4.1.1, “Creating a new subscriber”](#). The modifications will take effect.

4.1.4 Deleting a subscriber

Right click on a subscriber and select **Delete subscriber**.



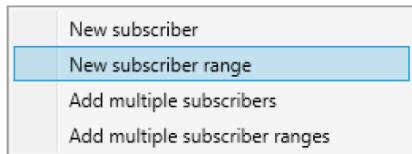
The subscriber is deleted from the display panel.

4.2 Managing subscriber ranges

This section describes how to create new subscriber ranges in BLF-Win and how to edit or delete existing ones.

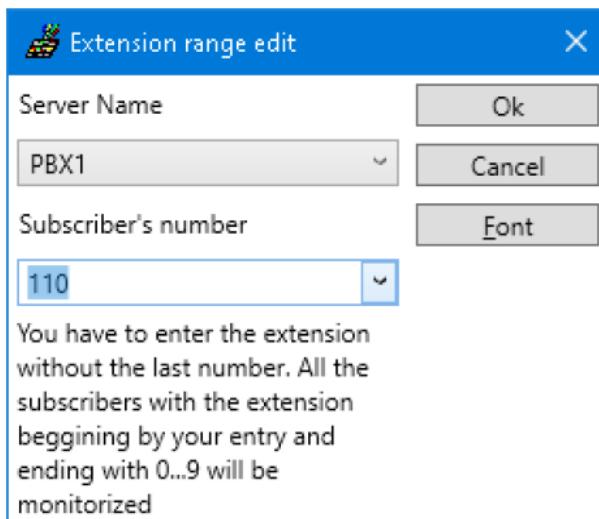
4.2.1 Creating a new subscriber range

1. Right click on a blank cell and select **New subscriber range**.



The range requires two adjacent empty cells. If you click on a cell whose adjacent cell is occupied, or on the last cell on the right side of the window, the option will not be active.

2. Configure the range in the new dialog.



- Select the **Server Name** from the drop-down list. This list contains the entries from BLF Server configuration (see [Chapter 3.9.1, “BLF Server Configuration”](#)).
- Select the **Subscriber's number** from the drop-down list or enter the number manually. This list contains the subscribers of the selected server, based on the database. The number should be entered without the last digit.
- Click on **Font** button to change the font for this specific subscriber range.

3. Click **OK**.

The new subscriber range appears in the selected cell.

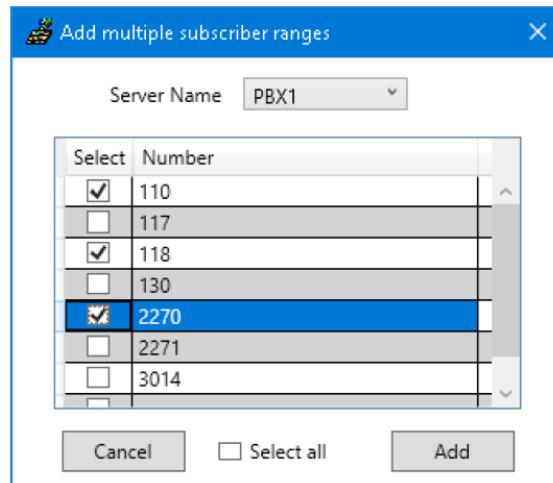
4.2.2 Adding multiple subscriber ranges

1. Right click on a blank cell and select **Add multiple subscriber ranges**.



The range requires two adjacent empty cells. If you click on a cell whose adjacent cell is occupied, or on the last cell on the right side of the window, the option will not be active.

2. Select the subscriber ranges from the list:



- Select the **Server Name** from the dropdown list. This list contains the entries from BLF Server configuration (see [Chapter 3.9.1, “BLF Server Configuration”](#)).
- Select the desired subscriber range in the **Select** column or click **Select all** to select all subscriber ranges.

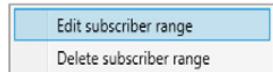
3. Click **Add**.

The subscriber ranges are added into the cells.

The addition direction points downwards from the selected cell to the bottom of the window, then continues from the top in the next column while skipping the single or already occupied cells.

4.2.3 Editing a subscriber range

1. Position the mouse pointer over a subscriber range.

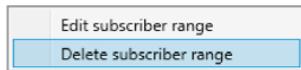


2. Follow the steps from step 2 in [Chapter 4.2.1, “Creating a new subscriber range”](#).

The modifications will take effect.

4.2.4 Deleting a subscriber range

Right-click on a subscriber and select **Delete subscriber range**.



The subscriber range is deleted from the display panel.

4.3 Arranging the objects in the display panel

You can reposition the subscribers and the subscriber ranges in the display panel by using a drag-and-drop operation.

1. Click the object (subscriber or subscriber range) to be moved with the left mouse key.
2. Drag the object to the required position with the mouse key held down.
3. Release the mouse button.

The object has now been shifted to the required position.

NOTE:

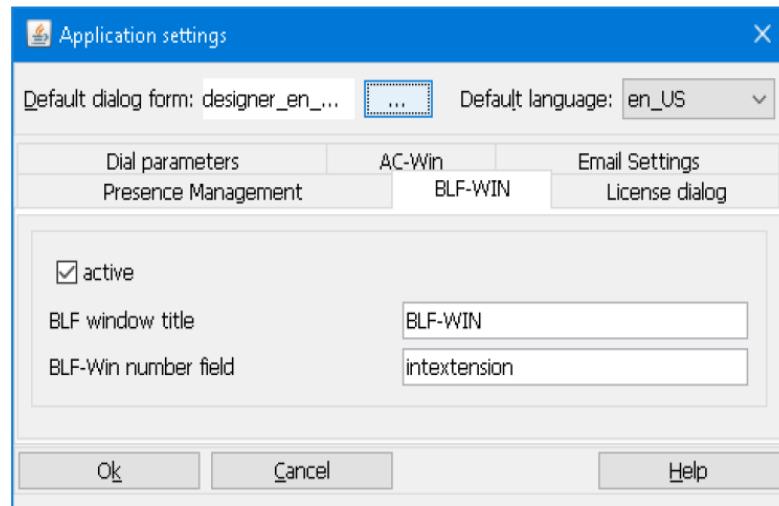
An object cannot be moved outside of the display panel.

A subscriber range object can be moved only to two adjacent empty cells.

4.4 DS-Win: retrieving subscriber's status

The subscriber status from BLF Client can be displayed in DS-Win in a popup box, when the subscriber is selected in the DS-Win subscriber table.

1. Start DS-Win and open **Options / Application settings...** then select the **BLF-WIN** tab.



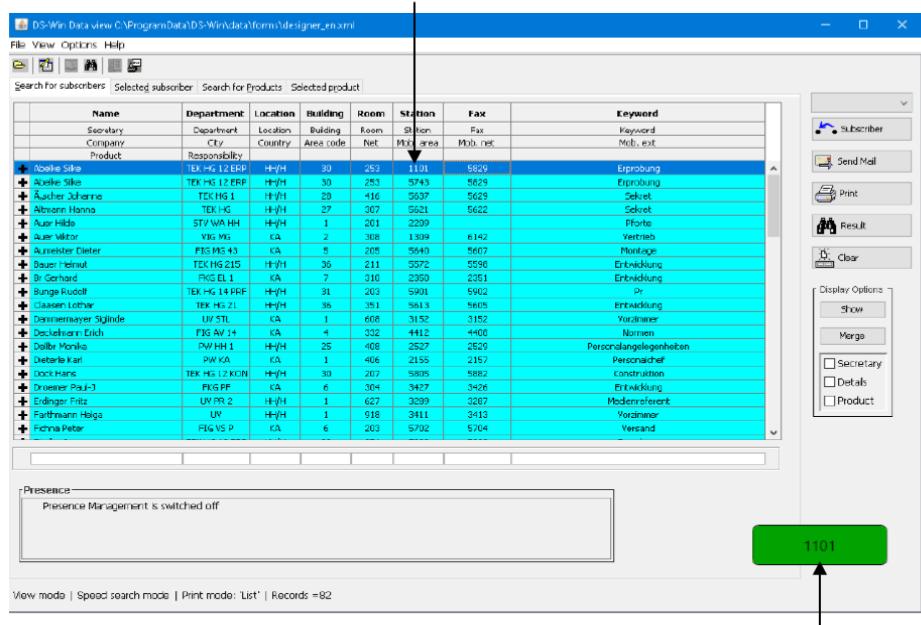
- Select **active**.
- **BLF window title**: the first few letters of the BLF Client window title, which is enough to distinguish it from other window titles.
- **BLF-Win number field**: the field name used for the extension in the Subscriber table.

2. Click **Ok** to save the changes.
3. In BLF Client click on **Tools / Connect to DS-Win** to display the check mark.

The BLF Client is now connected to DS-Win.

Example:

Select the subscriber which is also present in the BLF Client.



A popup box with the subscriber's number and status color is displayed for a few seconds on the screen where DS-Win runs.

To deactivate the connection of BLF Client with DS-Win, click on **Tools / Connect to DS-Win** to hide the check mark.

4.5 AC-Win: making a call from BLF Client

BLF Client is able to initiate a call from AC-Win when a subscriber is selected.

1. Start AC-Win and make sure it is connected to the OS4K.
2. In BLF Client click on **Tools / Connect to AC-Win** to display the check mark. The BLF Client is now connected to AC-Win.
3. In BLF Client double click on a free (idle state) a subscriber.

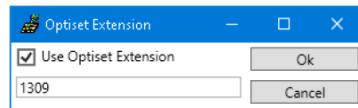
The selected subscriber's number is transferred to AC-Win. The AC-Win window becomes focused and the number is dialed.

4.6 Using BLF-Win in conjunction with Optiset/OptiPoint

BLF-Win can also be used in conjunction with Optiset/OptiPoint.

AC-Win and Optiset/OptiPoint have the same functionality in terms of BLF-Win. Both can forward an incoming call to the required extension.

1. Open **Tools / Optiset Extension**.



2. Tick **Use Optiset Extension** and specify an extension number in the text field.
3. Click **OK**. The Optiset Extension is saved.
4. Double click on a free (idle state) a subscriber.

The configured Optiset/Optipoint extension is dialing the selected subscriber.

NOTE: Optiset/OptiPoint and AC-Win cannot be operated simultaneously with BLF-Win. If the AC-Win connection is also enabled in the Tools menu, then the call will be initiated with AC-Win.

Example:

- The Optiset Extension is configured for **1309** which is the BLF user's phone.
- An external call is received for **1309**. The external caller would like to speak to subscriber **1101**. BLF-Win indicates that subscriber **1101** is idle.
- The BLF user double clicks on subscriber **1101**. The **1101** rings, the connection status changes to **Ringing** in BLF Client.
- The connection status changes to **Busy** as soon as subscriber **1101** answers the call.
- When the BLF user hangs up the station **1309**, the call is forwarded to the external party and the connection status of **1309** becomes **idle** again, while the connection status of **1101** remains **Busy** while it is connected to the external caller.

The use of Optiset/OptiPoint or AC-Win allows an incoming call to be forwarded directly to the relevant extension. Intermediate steps such as informing the subscriber that he/she has received a call or informing the caller that the call is being forwarded are superfluous.

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