WESTCOAST CLOUD VOICE
powered by **Blueface**

BUSY LAMP
FIELD GUIDE

BUSY LAMP FIELD

Busy Lamp Field (BLF) monitors a line on another user's device and allows them to see when that line is on or receiving a call through a lamp indication on the sidecar of their phone.
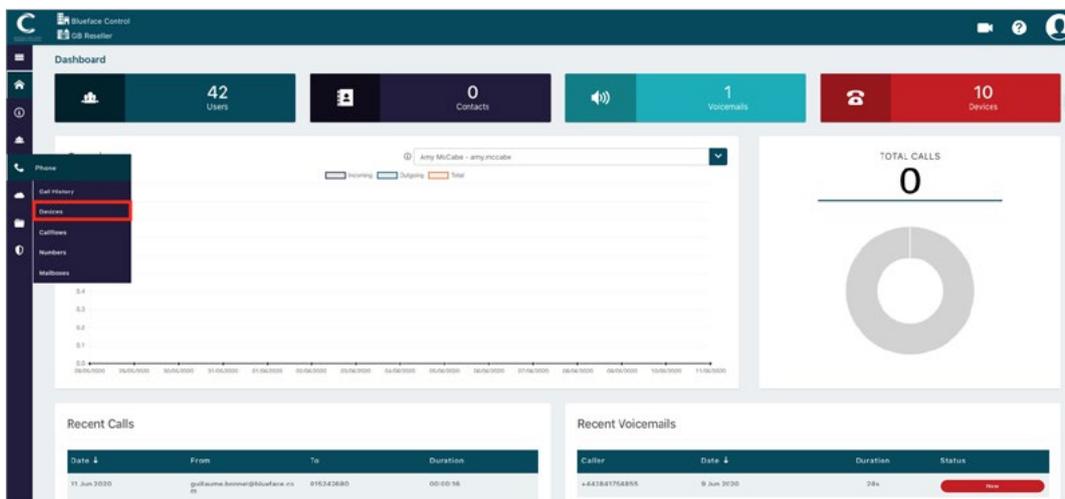
Prior to beginning configuration, be aware of the following:

- BLF is only available for configuration on devices such as the HDV230, HDV330, HDV20, UT133, UT136 and UT248, that have integrated function keys or an added sidecar. Device button functions will not appear for incompatible devices.
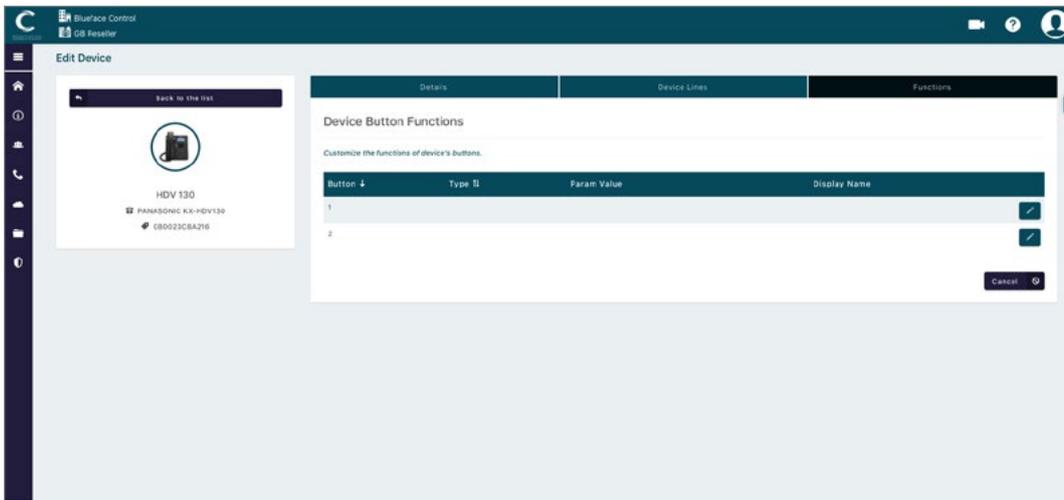
BLF can also be used to monitor a parked call to identify if a call is held with a parked room.
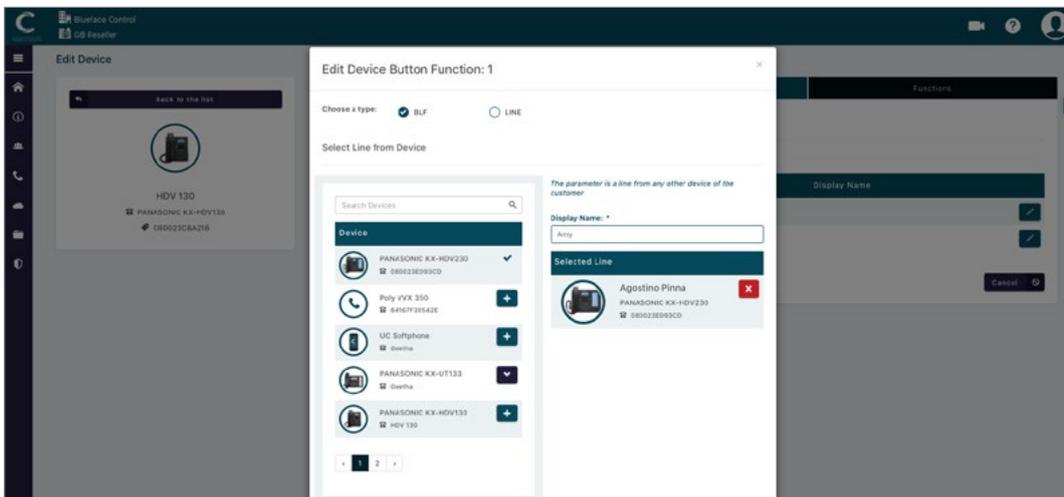
CONFIGURING BLF

1 Click on the **Phone** icon on the left navigation bar, followed by **Devices**.

2 Once you have done so, the Devices menu will populate. From here, click on the **'Edit'** button, denoted by a pencil, beside the device you wish to configure to show the Edit Device section.

3 From here, select the **'Functions'** tab to begin configuring BLF.

4 Leave lines 1–4 for sending and transferring calls and begin configuring your device functions from line 5. Click on the **'Edit'** button beside the line you wish to configure.

Clicking the **'Edit'** button beside the line you wish to configure displays the
Edit Device Button Functions screen.

1. Select the type of function you wish to configure; in this instance select BLF.

2. Select a device or line you wish to add as a BLF to the device you are configuring.

3. Enter the name you wish to display for this BLF on your sidecar.

5. Click the **'Save >'** button to confirm and apply the BLF settings to your sidecar.

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USEFUL CONTACTS

To set up partner or customer accounts on
Westcoast Cloud Voice portal please email:
admin@westcoastcloud.co.uk

For sales info: **voice@westcoastcloud.co.uk**,
or support: **support@westcoastcloud.co.uk**