

How to set presence in VoipNow

Applies to VoipNow 3 and higher!

The SIP Presence feature allows users to view the state of other users that belong to the same organization. To benefit from this feature, you must use a telephone with SIP presence/BLF support.

This article shows how to set up SIP presence, monitor another extension and publish presence on commonly used telephones supporting such features.

Presence

You can monitor the state of one or several extensions by means of a series of special settings in the phone interface. To identify the users that you would like to monitor, please use the full extension number. For example, if you want to monitor extension 0003*001, then you must fill in 0003*001 as the monitored extension number.

Presence types by content

Dialog (BLF)

- [Snom](#)
- [Grandstream](#)
- [Thomson](#)
- [Aastra](#)
- [Linksys](#)

Presence

- [X-lite/EyeBeam/Bria \(pdf\)](#)
- [Polycom phones \(xpdf\)](#)

An extension can publish its presence in any format, whereas the monitoring extension can subscribe for the presence status in any of the supported formats as well.

Presence types by publishing mode

Published by the server

The presence of each monitored extension is published by the server by default.

If you are monitoring an extension with the published server presence enabled, you will be aware of its state even if the phone doesn't publish its presence.

Based on actual call events, the server decides which state of the monitored extension gets published to you.

Published by the phone

Some phones choose to publish their own presence and you may choose to rely on it, rather than on the info generated by the server.

In this case, the phone used by the monitored extension must be able to send PUBLISH requests to publish its presence.

If this phone does not support presence publishing or its user does not wish to publish their presence, then you will not be able to monitor this extension.

Nevertheless, the extension state that gets communicated to you may not be the actual state of the extension (for example, the phone may be online, but the user may decide to publish its state as offline).

For more information on the particular use of this feature on your telephone, please view your phone user manual.

In order to [activate this feature](#) on the server you must follow the next steps:

1. In the VoipNow web interface, please select the extension you want to publish its own presence.
2. Then go to **Extension Management Provisioning and SIP** page.
3. Select the **Extension publishes its own state** option.

Snom

Snom 300/320/360/370

To set up SIP presence on Snom 300/320/360/370, take the following steps:

1. Log in to the Web Configuration Menu.
2. Click on **Setup Function Keys** Choose one of the Sx keys.
3. Pick the context associated to your account from the **Context** drop-down list.
4. From the **Type** drop-down list, select **BLF** (if this option is not available, please select **Extension** or **Destination**).
5. Enter the extension number you would like to monitor in the **Number** field.
6. Press the **Save** button to save your settings.

7. In the end, please reboot the phone.

The LED near the function key displays the following behavior, depending on the state of the monitored extension:

- When the extension is idle, the LED is OFF.
- When the extension is busy or connected, the LED is ON.
- When the extension is ringing, the LED blinks.

Grandstream GXP20xx

Grandstream GXP20xx supports presence watching and also has the ability to publish its presence.

To monitor an extension using SIP presence on Grandstream GXP20xx, take the following steps:

1. Log in to the Web Configuration Menu.
2. Click on **Basic Settings**.
3. Then choose the desired **Multipurpose Key**.
4. Click on **Key Mode** and select the **Asterisk BLF** option from the drop-down list.
5. Click on **Account** and choose the account number corresponding to your extension from the drop-down list.
6. Enter the **Name** and extension number for the user you would like to monitor.
7. Click the **Update** button to save your settings.
8. In the end, please reboot the phone.

The LED displays the following behavior, depending on the state of the monitored extension:

- When the extension is off-hook, in-use, or not registered, the LED turns RED.
- When the extension is ringing, the LED blinks RED.
- When the extension is idle, the LED turns GREEN.

To publish the presence of your own extension, take the following steps:

1. Log in to the Web Configuration Menu.
2. Click on the tab corresponding to your account.
3. Find the **PUBLISH for Presence** option, and set it to **Yes**.
4. Click the **Update** button to save your settings.
5. In the end, please reboot the phone.

Thomson ST2030

To set up SIP presence on Thomson ST2030, take the following steps:

1. Log in to the Web Configuration Menu.
2. Click on **Advanced Voice Settings Advanced** Locate the **Multiline** drop-down list.
3. Change the **Multiline** value to lower than 10, depending on how many line buttons you want (how many people you can put on hold and still get another call) and how many BLFs you want. For example, choose 5 - leaving the left set of 5 buttons for lines, and the right set of buttons for BLFs. Later in this article, we will refer to the number you chose as x.
4. Press the **Apply** button in the lower right corner and ignore the subsequent warning message reading that it might be necessary to reboot the phone at this point.
5. Click on **Advanced Voice Settings Advanced Call Feature Function Key Table**.
6. Do not fill in the first x **Function Keys** that you chose earlier (x is the value for **Multiline**).
7. From the **Type** drop-down list for Function Key no x+1, select **Supervised Line**.
8. Insert the extension number you would like to monitor in the **Destination** field on the right.
9. If you want to monitor more than one account, please do the same for Function Key no x+2, x+3 etc (until the end of the table).
10. When you're done, please reboot the phone.

The LED displays the following behavior, depending on the state of the monitored extension:

- When the extension is either off-hook or not registered, the LED is ON.
- When the extension is ringing, the LED blinks.
- When the extension is idle, the LED is OFF.

Aastra

Astra 480i/480i CT

To set up SIP presence on these Aastra phones, take the following steps:

1. Log in to the Web Configuration Menu.
2. Click **Operation Softkeys and XML**.
3. Select a softkey to configure.
4. In the **Type** field, select **BLF**.
5. In the **Label** field, enter the name of the person whose extension you are monitoring.
6. In the **Value** field, enter the extension you want to monitor.
7. Make sure to select the **Idle**, **Connected**, **Incoming**, and **Outgoing** options.
8. In the **Line** field, select the line number corresponding to your extension.

9. Click **Save Settings**, then reboot the phone.

The busy and idle indicators will appear on the IP phone screen display next to the softkey programmed for BLF functionality. The indicators display the following behavior, depending on the state of the monitored extension:

- When the extension is idle, an icon with the handset on-hook is displayed next to the BLF softkey.
- When the extension is in use, a small telephone icon with the handset off-hook is displayed.

Astra 6753i/9133i

To set up SIP presence on these Aastra phones, take the following steps:

1. Log in to the Web Configuration Menu.
2. Click **Operation Programmable Keys**.
3. Select a programmable key to configure.
4. In the **Type** field, select **BLF**.
5. In the **Value** field, please enter the extension you want to monitor.
6. In the **Line** field, please select the line number corresponding to your extension.
7. Click **Save Settings**, then reboot the phone.

The LEDs next to each BLF programmable key display the following behavior, depending on the state of the monitored extension:

- When the extension is either off-hook or not registered, the LED is OFF.
- When the extension is ringing, the LED blinks.
- When the extension is idle, the LED is ON.

Linksys phones

Linksys 942

Software Version needs to be 6.1.3(a) or higher.

To set up SIP presence on Linksys SPA942, take the following steps:

1. Log in to the Web Configuration Menu.
2. Click **Admin Advanced Phone**.
3. Please scroll down and look for **Line Key Extended Function** under the **Line Key 4** section.
4. Select **Asterisk** from the **Server Type** drop-down list.
5. For each extension or user that you want to monitor using the SPA942, you must setup a separate configuration in one of the Line Key fields:
 - Change the **Extension** to **Disabled**.
 - Enter a **Short Name**; it will appear as the text next to the button on the phone.
 - Change **Share Call Appearance** to **Shared**.
 - In the **Extended Function** field, you must enter the line: "`fnc=blf;sub=monitored_name`" in which you need to replace the **monitored_extension**, **your_server_ip** (the ip/hostname of your VoipNow server) and **monitored_name** fields with your custom values. For example, if you want to monitor John Smith's extension no. 0003*001, on a VoipNow server with the IP address 192.168.100.1, you should enter `fnc=blf;sub=0003*001@192.168.100.1;nme=JohnS`
6. Click **Submit**, then reboot the phone.

The LED displays the following behavior, depending on the state of the monitored extension:

1. When the extension is idle, the LED turns GREEN.
2. When the extension is in use, the LED turns RED.
3. When the extension is ringing, the led turns RED and blinks.

Linksys 962 or 932

The presence feature is available only for Linksys SPA962 with the SPA932 programmable buttons.

Linksys SPA962

To set up SIP presence on Linksys SPA962, take the following steps:

1. Log in to the Web Configuration Menu.
2. Click **Admin Advanced SPA932**. If you do not see the **SPA932** tab, please check your firmware version and upgrade, if necessary.
3. Select **Yes** from the **Unit 1 Enable** drop-down list. If you have installed two SPA932 units, please also select **Yes** from the **Unit 2 Enable** drop-down list.
4. Then, select "Asterisk" from the "Server Type" drop-down list.
5. Select "No" from the "Test Mode Enable" drop-down list.
6. For each extension or user that you want to monitor using the SPA932, you must enter a configuration script in one of the key fields.

The configuration script consists in the line: "`fnc=blf;sub=monitored_name`" where you need to replace the **monitored_extension**, **your_server_ip** (the ip/hostname of your VoipNow server) and **monitored_name** fields with your custom values. For example, if you want to monitor John Smith's extension no 0003*001, on a VoipNow server with the IP address 192.168.100.1, you should enter the following line: `fnc=blf;sub=0003*001@192.168.100.1;usr=0003*001@192.168.100.1;nme="John Smith"`
7. Click **Submit** and reboot the phone.

The LED displays the following behavior, depending on the state of the monitored extension:

1. When the extension is idle, the LED turns GREEN.
2. When the extension is in use, the LED turns RED.
3. When the extension is ringing, the LED turns RED and blinks.

Yealink

Yealink T22P

To enable presence watching, take the following steps:

1. Log in to the web configuration menu.
2. Go to **Phone DSS key**.
3. Please choose one line you want to use to monitor another one.
4. In the **Type field**, please select BLF.
5. Please enter the number you want to monitor in the **Value field**.
6. In the **Line field**, please select a line for which you wish to apply this key.
7. Press the **Confirm key**.

In order to have the Presence feature on your Yealink phone you need to use a firmware version v51 or newer.

The LED displays the following behavior, depending on the state of the monitored extension:

- When the extension is not active as BLF or offline, the LED is OFF.
- When the extension is idle, the LED turns GREEN.
- When the extension receives an incoming call, the LED blinks GREEN fast.
- When the extension is in a conversation, the LED blinks GREEN slowly.

Polycom

Polycom phones support presence watching.

Polycom 30x

To set up SIP presence on Polycom 30x, take the following steps:

1. Press the **Menu** button on your telephone keyboard.
2. Select **Features Contact List**.
3. Press **Add** to enter another contact into the phone database.
4. In the **Contact number field**, please enter the extension number that you would like to monitor. This field is mandatory and must be unique (it cannot be already in the list).
5. You can leave the **Speed Dial Index**, **Ring Type**, and **Divert Contact** fields blank.
6. Scroll to the **Watch Buddy** field, then switch this field to **Enabled**.
7. Press **Save** to confirm, then reboot the phone.

To see the status of your monitored buddies, select the **Buddies** option on the lower right corner of your main display screen.

Polycom 320/330

To set up SIP presence on Polycom 320/330, take the following steps:

1. Press the **Dir** soft key.
2. Add a new entry to the list.
3. In the **Contact number field**, please enter the extension number that you would like to monitor. This field is mandatory and must be unique (it cannot be already in the list).
4. You can leave the **Speed Dial Index**, **Ring Type**, and **Divert Contact** fields blank.
5. Scroll to the **Watch Buddy** field, then switch this field to **Enabled**.
6. Save the contact entry, then reboot the phone.

To see the status of your monitored buddies, check the buddy list on your telephone.

Polycom 50x/550/560/650

To set up SIP presence on Polycom 50x/550/560/650, take the following steps:

1. Press the **Directories** button on your telephone keyboard.
2. Select **Contact Directory**.
3. Press **More** if necessary and then **Add** to enter another contact into the phone database.
4. In the **Contact number field**, please enter the extension number that you would like to monitor. This is a required field and it must be unique (it cannot be already in the list).
5. You can leave the **Speed Dial Index**, **Ring Type**, and **Divert Contact** fields blank.
6. Scroll to the **Watch Buddy** field, then switch this field to **Enabled**.
7. Press **Save** to confirm, then reboot the phone.

To see the status of your monitored buddies, check the buddy list on your telephone.

X-Lite/EyeBeam/Bria

The present X-Lite/EyeBeam/Bria softphones support presence watching.

To **set up SIP presence** on X-Lite/EyeBeam/Bria, take the following steps:

1. In the main window, right-click and choose **SIP Account Settings**.
2. Then select your contact and click **Properties**.
3. Choose the **Presence** tab, click on **Mode** and choose: **Peer-to-Peer** if you only wish to see the status of other extensions, without publishing your own status; or **Presence agent**, if you wish to see the status of other extensions and publish your own status at the same time.
4. Click on **OK** and then **Close**.
5. Open the **Contacts** window.
6. Right-click one of your groups and click **Add Contact**.
7. Then enter the name of the person whose extension you are monitoring.
8. In the **Contact Methods** list, please click **Type** and choose **Softphone**.
9. In the **Phone/Address** field, please enter the extension you want to monitor.
10. Tick the **Show this contact's Availability** checkbox.
11. Click on **OK**.

The Contacts will show the state of your monitored contact.

To **publish** the presence of your own extension, take the following steps:

1. Make sure you choose the **Presence** agent when setting up **Presence** agent in the previous steps.
2. If you are using Bria, you can choose your status using the drop-down box right under the **File** menu.
3. If you are using X-Lite or EyeBeam, you can choose your status using the drop-down box which appears at the top of your **Contacts** window.

The Buddy icon displays the following behavior, depending on the state of the monitored extension:

- If the extension is not registered, the icon is OFF (grayish) with an OFFLINE status.
- If the extension is ringing or busy/in-call, the icon turns RED with a BUSY status.
- If the extension is idle, the icon turns GREEN with an ONLINE status.

Related articles

- [Understanding and blocking ghost calls](#)
- [How to monitor VoipNow with Homer](#)
- [How to use Homer capture agents with VoipNow](#)
- [How SIP forking works in VoipNow](#)
- [Understanding codec negotiation](#)