embrava

User Guide Embrava Connect ©2020 Embrava Pty Ltd

9

.

Contents

Overview	4
Embrava Connect for Windows	5
Installation	5
Prerequisites	5
Supported Applications for Availability Display	5
Connect your Embrava Device	5
Install Software	6
Features	9
Configuring Alerts	9
Configuring the Blynclight Nameplate	10
Manual operation	12
Windows Deployment	13
Prerequisites	13
Install Software	13
Usage	16
Step 1: Select Configurations	16
Step 2: Select Organisational Unit	17
Step 3: Create Configuration	
Step 4: Deploy Configuration	19
Embrava Connect for Mac	
Installation	
Prerequisites	23
Supported Applications for Availability Display	23
Connect your Embrava Device	23
Install Software	24
Features	
Configuring Alerts	29
Manual operation	31
Mac Deployment	
Installation	32
	32

Configuration	32
Support	33
FAQ	33
Log a Support Call	33
Appendix A - Configuring Contact Center Optimization (CCO) for Cisco Finesse	34
Overview	34
Appendix B - Configuring Contact Center Optimization (CCO) for Genesys PureCloud	35
Download and Install Embrava Connect	35
Activate the Genesys PureCloud Connection within Embrava Connect	35
Appendix C - Configuring Desk Booking with EMS Software	38
Download and Install Embrava Connect	38
Configure EMS Software Platform Services and Embrava Connect Density Feature License	38
Appendix D - Configuring Embrava Connect for RingCentral	39
Download and Install Embrava Connect	39
Configure RingCentral Connection	39
Appendix E - Configuring Embrava Connect for Broadsoft	43
Enable API access on Broadsoft Communicator Server	43
Download and Install Embrava Connect	43
Configure Broadsoft Connection	43
Appendix F - Configuring Microsoft Teams	44
Appendix G - Configuring for Slack	47

Overview

This user guide has been developed to assist users to install and configure Embrava Connect for the following solutions:

• Availability Display

- Use our devices to let your colleagues know when you are on a call, busy with a task or available to chat.
- This solution has been developed for the following platforms:
 - Microsoft Teams
 - Skype for Business / Microsoft Lync
 - Cisco Jabber
 - RingCentral
 - Slack
 - CounterPath Bria

• Contact Center Optimization (CCO)

- Use our devices to streamline the communication between agents and supervisors to boost the performance of your contact center
- This solution has been developed for the following contact center platforms:
 - Cisco Finesse see Appendix A for configuration details
 - Genesys PureCloud see Appendix B for configuration details

This solution requires the **CCO Feature License**. Please <u>Contact Us</u> if you require this Feature License.

• Desk Booking & Workplace Analytics

- Use our devices to book and check into desks and provide workplace analytics in Hot Desking, Activity-based Working and Office Hoteling work environments.
- o This solution has been developed for the following platforms:
 - EMS Software see Appendix C for configuration details
 - 3rd party platforms our devices can send desk booking information to any platform with a REST API.

This solution requires the **Density Feature License**. Please <u>Contact Us</u> if you require this Feature License.

The following sections will illustrate how to install the basic version of Embrava Connect for availability display with Appendices used to configure the advanced Feature License options.

Embrava Connect for Windows

Installation

The purpose of this section is to describe what is required to successfully install Embrava Connect on your Windows PC.

Prerequisites

- Microsoft Windows Operating System supports following versions:
 - o 10
 - o 8
 - o 7
 - o Vista
 - o XP
- .NET Framework 4.5

Supported Applications for Availability Display

Embrava Connect will synchronize with the following applications to display your availability:

- Microsoft Teams see **Appendix F** for configuration details.
- Skype for Business 2016, 2015
- Microsoft Lync 2013, 2010
- Cisco Jabber for Windows 10, 11
- Slack see Appendix G for configuration details.
- Skype v7 and above
- RingCentral see Appendix D for configuration details.
- CounterPath Bria 4 and above. Embrava Connect for Windows supports Bria Teams and Enterprise plan accounts only and Bria Solo and Solo Free plan accounts are not supported.

Connect your Embrava Device

- 1. Unpack the device from its packaging.
- 2. Connect the USB cable from your device into an available USB port on your PC.
- 3. (Optional) Peel off the protective coating from one side of the mount adhesive and attach the adhesive to the bottom of the Blynclight device or mount. Ensure surfaces are cleaned and free of dust before applying adhesive.
- 4. (Optional) Peel off the protective coating from the other side of the mount adhesive and place your Blynclight device or mount in an appropriate position in view of your surrounding colleagues. Ensure surfaces are cleaned and apply approximately 10 seconds of pressure when attaching mount to a surface.

Install Software

- 1. Download the latest Embrava Connect software from http://www.embrava.com/install
- 2. Extract the Embrava Connect installer from the zip file downloaded in Step 1.

<u>O</u> pen	
Ex <u>t</u> ract All	
	nect_v4.0.0

3. Double click the Embrava Connect installer to commence the installation process.

Embrava Connect			_		×
Welcome to the Embrava	Connect Se	tup Wizaro	ł	6	Â
The installer will guide you through the your computer.	ne steps required	l to install Emb	rava C	onnect o	n
WARNING: This computer program i treaties. Unauthorized duplication or result in severe civil or criminal pena possible under the law.	s protected by co distribution of this lties, and will be	opyright law and s program, or a prosecuted to t	d interr iny por the ma	national tion of it ximum e	, may extent
	Cancel	< Back		Next	:>

4. After you have read the License Agreement and agree to the terms select 'I Agree' and click 'Next'.

Embrava Connect		_	
License Agreement			P
Please take a moment to rea click "I Agree", then "Next". C	d the license agreement now therwise click "Cancel".	v. If you accept th	ne terms below,
This End-User License agreement betwee single entity) at Ltd) of this S identified above and may include and "online" or PRODUCT").	Agreement for EMD: icense Agreement en you (either an nd the mentioned a Software for the e, which includes associated media, electronic documen	(EULA) is individua uthor (Emb software computer printed ma ntation ("	a legal al or a rava Pty product software terials, SOFTWARE
◯ I <u>D</u> o Not Agree			
	Cancel	< <u>B</u> ack	<u>N</u> ext >

5. Select the Installation folder for your Embrava Connect software and if you will be the only user of the software on this particular machine.

🕵 Embrava Connect	-	
Select Installation Folder		e
The installer will install Embrava Connect to the following folder.		
To install in this folder, click "Next". To install to a different folder, en "Browse".	nter it	below or click
Eolder:		
C:\Program Files (x86)\Embrava\Embrava Connect\		Browse
		Disk Cost
Install Embrava Connect for yourself, or for anyone who uses this	comp	outer:
⊖ Everyone		
● Just me		
Cancel < Back		Next >

- 6. Click 'Next' and the installation will begin.
 - a. You may be prompted by a User Access Control dialog to confirm you wish to install the software. Click 'Yes' to confirm the installation.
- 7. The installation process will now complete and Embrava Connect will run immediately.
 - a. If you had connected the Embrava devices correctly, as described in the 'Connect Device' section above, and you have your Microsoft Lync client signed in you should see your status automatically display on the Blync device.

💏 Embrava Connect		-	□ ×
Installation Complete			e
Embrava Connect has been success	fully installed.		
Click "Close" to exit.			
☑ Launch Embrava Connect			
Please use Windows Update to chec	ck for any critical up	odates to the .NET	Γ Framework.
	Cancel	< Back	Close

8. When Embrava Connect first runs you will be asked to select which applications you would like your Embrava devices to connect to as illustrated below.

Manage Connections	<
Please select the applications you would like to connect with:	
Available Connections (in priority order):	
Skype for Business (Microsoft Lync)	
Skype for Home	
Skype for Business (server-side)	
Google Hangouts	
If you are enabling multiple applications for one device you may also set your application priority order where the status of your first priority application will always be displayed on the device with the Busy and Incoming events from lower priority applications also being displayed.	
Ok	

Uncheck any applications you do not wish to use. If you are using one device to display your status from multiple applications, you can set the order of which application should get priority over the device.

9. Once Embrava Connect is installed and running the application can be configured by clicking the Embrava icon in your System Tray.



Features

The Embrava Connect software controls all Embrava devices by configuring Alerts for a set of defined Activities. This section will describe how these Alerts are configured for each Activity and provides some example Alert configurations.

Configuring Alerts

The Activities that Embrava Connect can be configured to provide Alerts for depend on the UC applications you have selected to connect to (Skype for Business, Cisco Jabber etc.). A full list of Activities include:

- Incoming IM when an Instant Message is received.
- Incoming Call when a Call is incoming
- On Call when you are on a Call.
- Available when your status becomes Available.
- Busy when your status becomes Busy.
- Do Not Disturb when your status becomes Do Not Disturb.

For each Activity, you can define the characteristics of the Alert you would like once that Activity occurs. The Alert characteristics you can configure are:

- Light the color of the light to be displayed on your Embrava device.
- Brightness if you would like the light to be dimmed (available for v3.0 devices only).
- Flash the speed the light should flash at.
- Tone the ringtone to be played (available for Blynclight Plus and Mini devices only).
- Volume the volume at which the selected ringtone should be played (available for Blynclight Plus and Mini devices only).
- Incoming Caller ID display the name/number of the caller (for Nameplate only).

To configure Activity Alerts, select the 'Open Embrava Connect' menu item when clicking the Embrava icon in your system tray. The 'Embrava Connect' screen is displayed below.

😑 Embrava Connect		×
<u>F</u> ile <u>H</u> elp		
Skype for Business Cisco Jabbe	r Skype Skype for Busin	ess (server-side) Google Hangouts • •
Active 🗹 Device Blynclight	t Mini V	Identify
	Enabled	Yes
	Light	Red
Incoming IM	Flash	Medium
	Brightness	Full
On Call	Ringtone	No Tone
Availabla	Volume	0 %
Available	Ring Mode	Off
C Away		
Busy	Incoming Call Alert Configure the Incoming Call alert for Skype for Business.	
Do Not Disturb Disconnect		

The functionality of the above interface is described below:

- 1. **Connection tabs** each tab represents the configuration of your selected UC application (eg. Skype for Business, Cisco Jabber etc.)
- 2. Active checkbox enable/disable this UC application from connecting to any Embrava device.
- 3. Device dropdown select the device you would like this UC application to connect to.
- 4. Activities the list of activities supported by your UC application from which you can configure alerts.
- 5. Alert definition select the characteristics of the alert you wish to invoke for the selected Activity
- 6. Connect button connect/disconnect this UC application from the selected device.

For example, the configuration above illustrates that the Blynclight Mini device will display a Medium-paced flashing Red light at full brightness with no sound for Incoming Calls on Skype for Business.

Configuring the Blynclight Nameplate

The Blynclight Nameplate can display the name of the user from 3 different sources:

- 1. Connection here the Display Name from Skype for Business or Cisco Jabber can be automatically displayed on the Nameplate.
- 2. Windows Display Name when selected, the Nameplate can display the Windows Display Name of the person logged into the PC.
- 3. Manual the Nameplate can display text manually entered into Embrava Connect.

To configure the Name Source of the Nameplate:

1. Click 'Devices' from 'File' menu within Embrava Connect. The listing of devices is shown as below:



- 2. Select the Nameplate device and click 'Configure'
- 3. Choose your Name Source and click 'Ok'

Configure Nameplate	×
Name Source Sync with Connection (Skype for Business, Cisco Jab Windows Display Name Manual	ber)
Name Display Font Calibri ~ Size 18Pt ~	
Ok	

4. The Nameplate will now display the name from the selected source.

Manual operation

Many users who do not have the provided UC applications installed or simply do not wish to have their Embrava device replicate their UC application status can have their devices controlled manually. To achieve this simply check the Active box on the Manual connection tab and click 'Connect' as shown below:

ၔ Embrava Conne	ect			×
File Help				
Manual				
Active 🗹 De	evice Blynclight Mini	~	Identify	
Light RGB	0,150,0	Hotkeys Name	Light	Hotkey (Ctrl+Alt+)
Light	Green	Available	Green ~	A
Flash	No Flash	Name	Light	Hotkey (Ctrl+Alt+)
Duichturan		Busy	Red \sim	В
Brightness	Full	Name	Light	Hotkey (Ctrl+Alt+)
Ringtone	No Tone		~	
Volume	0 %	Name	Light	Hotkey (Ctrl+Alt+)
Ring Mode	Off		~	
]		Save Hotkeys
Available Aler	t			
Configure the	- Manual Δvailable alert			
compare the	Manaal Available alert.			
				Disconnect

Note: Checking the Active checkbox will deactivate all other UC application connections. Unchecking the Active checkbox here will re-activate your previous UC application connections.

From this screen, the user can select any color, flash speed, brightness, ringtone or volume and it will be displayed on the selected device immediately.

The user can also configure Hotkeys to quickly change the color of their status light to display their availability. For example, if a user is about to answer the phone they can press Ctrl+Alt+B and the light will change to the Busy Red color letting colleagues know the user is Busy.

Windows Deployment

Embrava Connect has been designed so that it can be easily deployed and configured within the enterprise.

The Embrava Connect installation package can be used with all major Windows deployment tools such as SCCM, GPO, etc.

Once Embrava Connect is installed on all client PCs a standard configuration is also required on each PC.

On Windows, the Enterprise Admin Tool is used to create, push out and lock down a standard Embrava Connect configuration on client PCs.

The following steps describe the use of the Enterprise Admin Tool.

Prerequisites

- Microsoft Windows Server:
 - o 2012 R2
 - o 2012
- .NET Framework 4.0

Install Software

- 1. Download the latest Enterprise Admin software from <u>http://www.embrava.com/install</u>
- 2. Extract the Enterprise Admin installer from the zip file downloaded in Step 1.



3. Double click the Enterprise Admin installer to commence the installation process.



4. Select 'I Agree' and click 'Next' once you accept the Licence Agreement.

ß	Embrava Connect Enterprise Admin 🛛 🗕 🗖 🗙
License Agre	ement
Please take a mome Agree", then "Next". (nt to read the license agreement now. If you accept the terms below, click "I Dtherwise click "Cancel".
End-User I This End-U agreement single en Pty Ltd) o identified and may materials, documentat	Jicense Agreement for Embrava Connect
🔵 I Do Not Agree	 I Agree
	Cancel <back next=""></back>

5. Select the Installation folder for your Enterprise Admin software and if you will be the only user of the software on this particular machine.

ъ Е	mbrava Connect Enterprise Admin 🛛 🗕 🗖 🗙
Select Installatio	n Folder
The installer will install Em	orava Connect Enterprise Admin to the following folder.
To install in this folder, clic	<"Next". To install to a different folder, enter it below or click "Browse".
Eolder: C\Program Files (x86)\	
[-+, -3,	Disk Cost
Install Embrava Connec	t Enterprise Admin for yourself, or for anyone who uses this computer.
OEveryone	
 Just me 	
	Cancel < Back Next >

- 6. Click 'Next' and the installation will begin.
 - a. You may be prompted by a User Access Control dialog to confirm you wish to install the software. Click 'Yes' to confirm the installation.
- 7. The installation process will now complete and the Enterprise Admin shortcut will be added to your desktop.



Usage

This section will describe how to use the Enterprise Admin to deploy a standard Embrava Connect configuration across your organisation.

Step 1: Select Configurations

To begin developing a standard Embrava Connect configuration, double-click the Enterprise Admin shortcut on your desktop. The following screen is then displayed:



Now, select the Configurations from which you would like to develop standard Embrava Connect configurations.

Once complete the following screen will be displayed:

P Embrava Connect Enterprise Admi	n	– 🗆 X
Configurations		
Configure Embrava Devices Select Organizational Unit		Browse
Skype for Business Cisco Jabber	Cisco Finesse Nameplate	
Incoming Call	Enabled	Yes
	Light	Red
Incoming IM	Flash	Medium
	Brightness	Full
On Call	Ringtone	Standard
Austichie	Volume	25 %
Available	Ring Mode	Repeat
Away	Display Caller ID	Enabled
Busy	Enabled Enable or disable alerts for activity.	Skype for Business - Incoming Call
Do Not Disturb	nfiguration	Garata
Don't allow user to change co	mguration	Créate Deploy

An Configuration tab will be displayed for each application selected.

Step 2: Select Organisational Unit

From your selected Configuration tab, click the 'Browse' button to select the Organisation Unit (OU) of the client machines you would like the configuration to be deployed.

Clicking the 'Browse' button - will open the Organizational Units dialog, select an OU under your particular domain name as shown below. Here in this example we have selected the "Software Development" OU under the domain "EMBRAVA.COM"

P	Embrava Connect Enterprise Admin	_ 🗆 X
Con	figurations	
-Co Si	Organizational Units	_ D X
	Select an Organizational Unit	
	Enderse EMBRAVA.com Software Development	
		ок
	Don't allow user to change configuration Create	Deploy

Click OK once complete and the selected OU will be displayed within the Configuration tab and the button 'Create' will now be enabled as shown on the following page.

😑 Embrava Connect Enterprise Admin		–
Configurations		
Configure Embrava Devices		
Select Organizational Unit		
Software Development		Browse
Skype for Business Cisco Jabber	Cisco Finesse Nameplate	
	Enabled	Yes
	Light	Red
Incoming IM	Flash	Medium
	Brightness	Full
On Call	Ringtone	Standard
Austhalia	Volume	25 %
Available	Ring Mode	Repeat
Away	Display Caller ID	Enabled
	Enabled	
Busy	Enable or disable alerts for activity.	Skype for Business - Incoming Call
Do Not Disturb	.1.	
Don't allow user to change con	figuration	Create Deploy

Step 3: Create Configuration

The Enterprise Admin Console can be used to configure alerts for the following Activities on your client machines:

- Incoming IM when an Instant Message is received. (Skype for Business Only)
- Incoming Call when a Call is incoming
- On Call when you are on a Call.
- Available when your status becomes Available.
- Busy when your status becomes Busy. (Skype for Business Only)
- Do Not Disturb when your status becomes Do Not Disturb.

For each Activity, you can define the characteristics of the Alert you would like once that Activity occurs. The Alert characteristics you can configure are:

- Light the color of the light to be displayed on the device.
- Brightness if you would like the light to be dimmed (available for v3.0 devices only).
- Flash the speed the light should flash at.
- Tone the ringtone to be played (available for Blynclight Plus/Mini devices only).
- Volume the volume at which the selected ringtone should be played (available for Blynclight Plus/Mini devices only).
- **Ring mode** the tone can be configured to play once or repeated (available for Blynclight Plus/Mini devices only).

As illustrated above, the alert for Cisco Jabber Incoming Calls is to display a **Red** light, flashing at a **Medium** pace, **Full** brightness, playing the **Standard** ringtone at **25%** volume in **Repeat** mode.

Select the other Activity buttons on the left of the screen to configure alerts for all the other activities.

Use the 'Disable Client Configuration' checkbox to prevent users from modifying the configuration on their machines.

Once complete, click on 'Create Configuration' button to generate the configuration information to be added to the selected OU through group policy.

e Embrava Connect Enterprise Admir	n		_		\times
Configurations					
Configure Embrava Devices					
Select Organizational Unit					
Software Development		Browse			
Skype for Business Cisco Jabber	Cisco Finesse Name	plate			
Incoming Call	Enabled		Yes		
	Light		Red		
	Embrava Connect Ente	rprise Admin	× <mark>ium</mark>		
On Call	Configurati	on created successfully.	ll Jard		
Available		ОК	% eat		
Away	Display Caller ID	E	Enabled		
Busy	Enabled Enable or disable aler activity.	ts for Skype for Busines	s - Incoming C	all]
Do Not Disturb					
Don't allow user to change co	nfiguration	Create	D	eploy	

Step 4: Deploy Configuration

Once your desired configuration has been created in Step 3, the 'Deploy Configuration' button will now be enabled.

Clicking the 'Deploy Configuration' button will do the following:

- 1. Create a new group policy object (GPO) with your Embrava Connect configuration settings contained within this GPO as Logon/Logoff scripts.
- 2. Link the GPO to your selected OU.
- 3. Execute the Group Policy Management Editor (GPME) to enable the GPO. (The GPO must be opened within the GPME to make the GPO valid.)

Follow these steps to validate the GPO:

1. Once the GPO editor dialog appears, you will see the dialog "Browse for a Group Policy Object" as shown below.

	Embrava Connect Enterprise Admin
C14.	C:\Windows\System32\cmd.exe
	Browse for a Group Policy Object ? × Domains/OUs Stes Look in: EMBRAVA.COM Domain Controllers. EMBRAVA.COM ? * Domain Controllers. EMBRAVA.COM Software Development. EMBRAVA.COM Software Development. EMBRAVA.COM OK Cancel II Do Not Disturb activity. able Client Configuration Create Deploy

In the 'Domains/OUs' tab, select the Domain name in the 'Look In' dropdown and select the OU that you have selected in Step One: Select Organisational Unit and click 'OK'. (We have selected Software Development.EMBRAVA.COM in the example above).

2. Once done, the GPOs in the selected OU will now be displayed. Select the GPO named 'Embrava Connect Enterprise Admin Controlled Settings' and click 'OK' as shown below.

	Embrava Connect Enterprise Admin
	Browse for a Group Policy Object ? X
	Look in: Stes All Look in: Software Development.EMBRAVA.COM Comparins, OUs and linked Group Policy Objects:
	Name Domain Embrava Connect Enterprise Admin Controlled Settings EMBRAVA.COM
	OK Cancel
	Do Not Disturb
✓ Disa	able Client Configuration Create Deploy

 The Group Policy Management Editor dialog will now appear. Select 'User Configuration' -> 'Policies' -> 'Windows Settings' -> 'Scripts (Logon/Logoff)' -> 'Logon' as shown in below.

J Group Policy Management F	Editor		- 🗆 X
File Action View Help			
Finder and the field of the	Scripts (Logon/Logoff) Logon Display Properties. Description: Contains user logon scripts.	Name Logon Cogoff	

4. Double click on 'Logon' and the Logon Properties dialog will be displayed as illustrated below. Just click OK and the GPO will now be validated. This completes the Embrava Connect Configuration Settings Deployment to the selected OU. You may close the Group Policy Management Editor at this point.

<u>.</u>	Group Policy Management Editor	- 🗆 X
File Action View Help		
🗾 Embrava Connect Enterprise Admin Controlled Sett	ings [SERVER1.EMBRAVA.COM] Policy	
4 👰 Computer Configuration	Logon Properties ? X Name	
Policies		
Preferences	Scripts PowerShell Scripts	
Solution		
Software Settings	Logon Scripts for Embrava Connect Enterprise Admin	
Windows Settings	Controlled Settings	
Scripts (Logon/Logoff)		
B Security Settings	Name Parameters	
Folder Redirection	regedit.exe 7s Ecsettlings.reg Up	
Policy-based QoS	Down	
Administrative Templates: Policy definiti		
Preferences	Add	
	Edit	
	Bemove	
	To view the script files stored in this Group Policy Object, press	
	the button below.	
	Show Files	
	OK Cancel Annly	
	тару	
		I
	Estandard (Standard /	

The GPO is now active and the Embrava Connect configuration will be applied to each machine in the selected OU next time someone logs into that machine.

Embrava Connect for Mac

Installation

The purpose of this section is to describe what is required to successfully install Embrava Connect for Mac.

Prerequisites

- Mac OS 10.15 10.9.
- If using Skype for Business Online, please follow the steps outlined in Appendix F Configuring Authentication App for Skype for Business Online before proceeding to allow Embrava Connect to gather status updates from Skype for Business Online.

Supported Applications for Availability Display

Embrava Connect for Mac will connect to the following servers to display your availability:

- Microsoft Teams
- Skype for Business Online
- Skype for Business Server 2015 and above
- Microsoft Lync Server 2013
- Cisco Unified Presence Server (CUPS)

Connect your Embrava Device

- 1. Unpack the device from its packaging.
- 2. Connect the USB cable from your device into an available USB port on your PC.
- 3. (Optional) Peel off the protective coating from one side of the mount adhesive and attach the adhesive to the bottom of the Blynclight device or mount. Ensure surfaces are cleaned and free of dust before applying adhesive.
- 4. (Optional) Peel off the protective coating from the other side of the mount adhesive and place your Blynclight device or mount in an appropriate position in view of your surrounding colleagues. Ensure surfaces are cleaned and apply approximately 10 seconds of pressure when attaching mount to a surface.

Install Software

- 1. Download the latest Embrava Connect for Mac software from http://www.embrava.com/install
- 2. Double click the Embrava Connect installer to commence the installation process.



3. After you have read the License Agreement and agree to the terms click 'Continue' and select 'Agree'.



4. Select a Destination for your Embrava Connect for Mac software.



5. Click 'Continue' and the installation will begin. Once the installation is complete the following screen will be displayed.

	💝 Install Embrava Connect
 Introduction License Destination Select Installation Type Installation Summary 	The installation was completed successfully.
	Go Back Close

- 6. Run the Embrava Connect for Mac application by double-clicking the application icon within your Launchpad screen.
- 7. When Embrava Connect first runs you will be asked to select which applications you would like your Embrava devices to connect.
 - a. **Microsoft Teams:** The following steps are required when synchronizing with Microsoft Teams
 - i. Select Microsoft Teams connection as shown below and click Connect.

Manage Co Please select the applications you would like to connect w Available Connections:	nnections /ith:
 ✓ Microsoft Teams Skype for Business Cisco Jabber SRV Canada VRS Plantronics Hub Zoom Magual 	Connection Details Enabled Yes
	Microsoft Teams for Mac Display availability from Microsoft Teams for Mac.
	Reset Connect Cancel Ok

- ii. A sign-in dialog will be displayed. Login using your user credentials.
- iii. The first time the application is run within your organization, you will be asked to provide consent for Embrava Connect to access presence information. Please check the "Consent on behalf of your organization" checkbox (as shown below) to allow Embrava Connect to read presence information for all users in your organization so their status can be displayed on the status light. An administrator account is required to provide this consent.

	Sign in to Microsoft Teams
Micro	rosoft
Permi	ssions requested
Embrava	Connect for Teams
This app w	would like to:
✓ Maintai	ain access to data you have given it access to
✓ Read u	user's presence information
✓ Sign in	n and read user profile
 Conser 	nt on behalf of your organization
If you accept all users in y these permis	t, this app will get access to the specified resources for your organization. No one else will be prompted to review issions.
Accepting th your data as statement. T you to revie https://myap	hese permissions means that you allow this app to use s specified in their terms of service and privacy The publisher has not provided links to their terms for ew. You can change these permissions at pps.microsoft.com. Show details
	Cancel Accept
Terms of use	Privacy & cookies ····

- iv. Once this consent has been given for your organization, your users will no longer require giving consent and the status light will immediately display the users Teams status.
- b. **Skype for Business:** The following parameters are required for the Skype for Business Connection:
 - i. Username Skype for Business or Lync sign-in address E.g. jcitizen@acme.net
 - ii. **Password** password of the user account specified by the Username above.
- c. **Cisco Jabber:** The following parameters are required for the Cisco Jabber Connection:
 - i. **Domain** Domain name of the CUPS in format domain.com. E.g. acme.net
 - ii. Username Cisco Jabber Sign-in Name (without @domain.com). E.g. If Cisco Jabber Sign-in ID is jcitizen@acme.net, the Username field to be entered is jcitizen.
 - iii. **Password** password of the user account specified by the Username above.
 - iv. **Http Binding URL** BOSH URL of the CUPS. The BOSH URL is usually in the format http(s)://server.[domain]:7335/httpbinding. See <u>here</u> for more information in determining your BOSH URL.

🗸 Skype for Business	Connection Details
🗸 Cisco Jabber	Exchange Vec
🗸 Manual	Domain
	Username
	Password
	Http Binding Url
	Cisco Jabber Connect to a Cisco Jabber server 10 or 11 and display availability for a specific user account.

Uncheck any Connections you do not wish to use and then click 'Ok' to begin using the application.

Features

The Embrava Connect for Mac software controls all Embrava devices by configuring Alerts for a set of defined Activities. This section will describe how these Alerts are configured for each Activity and provides some example Alert configurations.

Configuring Alerts

The Activities that Embrava Connect for Mac can be configured to provide Alerts for depend on the UC applications you have selected to connect to (Skype for Business, Cisco Jabber etc.). A full list of Activities includes:

- On Call when you are on a Call.
- Available when your status becomes Available.
- Away when your machine is in Sleep/Standby mode.
- In a Meeting when you are in a Cisco Jabber or WebEx meeting.
- **Busy** when your status becomes Busy.
- Do Not Disturb when your status becomes Do Not Disturb.

For each Activity, you can define the characteristics of the Alert you would like once that Activity occurs. The Alert characteristics you can configure are:

- Light the color of the light to be displayed on your Embrava device.
- Brightness if you would like the light to be dimmed (available for v3.0 devices only).
- Flash the speed the light should flash at.
- Tone the ringtone to be played (available for Blynclight Plus and Mini devices only).
- Volume the volume at which the selected ringtone should be played (available for Blynclight Plus and Mini devices only).

To configure Activity Alerts, double click the Embrava Connect for Mac icon held in the dock. The 'Embrava Connect' screen is displayed below.

	Embra	va Connect		
Skype for E	Business	Cisco Jabber	Manual)
Active 🗹 Device Blync	light Mini		~	Identify
	Enab	led		Yes 🛟
On Call	Light			Red 🛟
	Flash	1		Low 🛟
Available	Brigh	tness		Full 🛟
Available	Ring	Ringtone		o Tone 📫
	Volu	ne		0% 🛟
Away	Ring	mode		Off 🛟
Busy	On C Confi Busir	On Call Alert Configure the On Call alert for Skype for Business		kype for
Do Not Disturb				Disconnect

The functionality of the above interface is described below:

- 1. **Connection tabs** each tab represents the configuration of your selected UC application (eg. Skype for Business, Cisco Jabber and Manual)
- 2. Active checkbox enable/disable this UC application from connecting to any Embrava device.
- 3. Device dropdown select the device you would like this UC application to connect to.
- 4. Activities the list of activities supported by your UC application from which you can configure alerts.
- 5. Alert definition select the characteristics of the alert you wish to invoke for the selected Activity
- 6. Connect button connect/disconnect this UC application from the selected device.

For example, the configuration above illustrates that the Blynclight Mini device will display a Lowpaced flashing Red light at full brightness with no sound for when on a call using Skype for Business.

Manual operation

Many users who do not have the provided UC applications installed or simply do not wish to have their Embrava device replicate their UC application status can have their devices controlled manually. To achieve this simply check the Active box on the Manual connection tab and click 'Connect' as shown below:

0		Emb	rava Connect		
	Sky	pe for Business	Cisco Jabber	Manual	
Active 🗹 D)evice	Blynclight Mi	ni	~	Identify
Light RGB				0,150,0	
Light				Green	÷
Flash			N	o Flash	\$
Brightness				Full	\$
Ringtone			N	lo Tone	\$
Volume				0 %	ŧ
Ringmode				Off	\$
Available Alert	t Manual	Available alert.			
					Disconnect

Note: Checking the Active checkbox will deactivate all other UC application connections. Unchecking the Active checkbox here will re-activate your previous UC application connections.

From this screen, the user can select any color, flash speed, brightness, ringtone or volume and it will be displayed on the selected device immediately.

Mac Deployment

Embrava Connect for Mac has been designed so that it can be easily deployed and configured within the enterprise.

Installation

Using the <u>Apple Remote Desktop</u> software, administrators can easily install Embrava Connect for many Mac clients across an organization.



Configuration

Embrava Connect for Mac uses a preferences file to store its configuration. This preferences file can be distributed to other Mac machines within the organization.

Perform the following steps to deploy an Embrava Connect configuration to Mac machines within an organization:

- 1. Install Embrava Connect for Mac on a machine and configure the alerts (light, color, sounds) for your connections within Embrava Connect as required.
- 2. Once configured, exit Embrava Connect by clicking File -> Quit in the main navigation menu.
- 3. Now navigate to the following folder /Users/<UserName>/Library/Containers/com.embrava.EmbravaConnec t.v413/Data/Library/Preferences (Note: the version - v413- might vary in the path based on version you have installed.)
- 4. The preference file is a Plist file usually named in the following format com.embrava.EmbravaConnect.v413.plist
- 5. Use Apple Remote Desktop or other enterprise management tools to copy this plist file to the same path on other Mac machines within your organization.

Support

This section details the different areas you can utilize to get help with your implementation of your Embrava devices.

FAQ

Our Frequently Asked Questions (or FAQ) lists the responses to all of our commonly received questions.

This should be your first point of support as 9 out of 10 queries are usually resolved by the FAQ.

You can access the FAQ at the URL below:

http://www.embrava.com/faq

Log a Support Call

If you are unable to resolve your query via the FAQ please log a call with our support team.

To log a support call please visit the URL below:

http://www.embrava.com/support-call

Appendix A - Configuring Contact Center Optimization (CCO) for Cisco Finesse

Overview

The CCO for Cisco Finesse solution is an advanced feature of Embrava Connect. The following diagram illustrates the different components that make up the solution.



To get started with CCO for Cisco Finesse please contact us using the form below:

https://embrava.com/pages/wants-more-information

Appendix B - Configuring Contact Center Optimization (CCO) for Genesys PureCloud

Download and Install Embrava Connect

1. Download and Install Embrava Connect as described on page 3 of this User Guide.

Activate the Genesys PureCloud Connection within Embrava Connect

1. Enter your CCO for Genesys PureCloud License key by opening Embrava Connect and selecting 'About Embrava Connect' from the 'Help' menu and click 'Upgrade' as shown below:

C About Embrava C	onnect	×
P	Embrava Connect Version: 5.0.6 For support, visit: <u>www.embrava.com</u> © 2018 Embrava Pty Ltd. All Rights Reserved.	<u>Upgrade</u>

- 2. Enter your license key in the dialog displayed and click 'Add License'. You may be asked to restart Embrava Connect once the license has been added.
 - a. Alternatively, you may apply a license key to your version of Embrava Connect by running the Embrava Connect MSI with the license key contained in a text file called license.txt. The MSI will pickup and apply the license key from the file during installation.
- 3. Once the license has been applied you will see the details of the license within the About Embrava Connect dialog as shown below:

About Embrava Co	nnect	×
9	Embrava Connect Version: 5.0.6 For support, visit: www.embrava.com © 2018 Embrava Pty Ltd. All Rights Reserved.	<u>Upgrade</u>
Licensed To: Licensed Users: Licences Purchased: Licence Date: Licence Expire On:	Test Company Inc 150 Cisco Finesse CCO April 02, 2018 April 02, 2019	
embrava Rissor Reserve		-
	embra	ava

4. Now the license has been applied, the Genesys option will now appear within the Connections dialog. The Connections dialog can be accessed from the 'File' menu within Embrava Connect. Check the Genesys connection option and click 'Connect' as shown below.

P Manage Connections			×
Please select the applications you would like to connect with:			
Available Connections (in priority order):			
Skype for Business (Microsoft Lync)	Connection Details		
Cisco Jabber	Enabled	Yes	
	DuroCloud Pogion	Amoricas	_
Skype for Home	Pureciouu Region	Americas	<u> </u>
BroadView			
Manual			
Genesys			
	Genesys PureCloud	Region	
	Select appropriate Ge	enesus PureCloud Region	
		enesys r are cloud negion	
If you are enabling multiple applications for one device			
status of your first priority application will always be			
displayed on the device with the Busy and Incoming events			
from lower priority applications also being displayed.	Connect C	ancel	
		Ok	

5. A Genesys PureCloud authorization screen will now be displayed. Enter your PureCloud credentials and click 'Log In'.

6. Once authorized, the Genesys PureCloud connection will now be active. You may configure the alerts for different agent states and call duration as shown below.

🗨 Embrava Connect			×
<u>F</u> ile <u>H</u> elp			
Genesys			
Active 🗹 Device Embrava	Nameplate ~	Identify	^
Incoming Call	Enabled	Yes	
On Call	Light		
	Flash		
Available	Brightness		
Busy			
Away			
Break			
Neal	Enabled		
Meeting	Enable or disable alerts to	r Genesys - Incoming Call activity.	
C Training		Disconnect	
			\vee

7. Embrava Connect is now ready to receive data from Genesys PureCloud and display alerts.

Appendix C - Configuring Desk Booking with EMS Software

Download and Install Embrava Connect

1. Download and Install Embrava Connect as described on page 3 of this User Guide.

Configure EMS Software Platform Services and Embrava Connect Density Feature License

1. View the <u>Desk Booking with EMS Software Configuration Guide</u> for full details.

Appendix D - Configuring Embrava Connect for RingCentral

Download and Install Embrava Connect

1. Download and Install Embrava Connect as described on page 3 of this User Guide.

Configure RingCentral Connection

- If you are running Embrava Connect for the first time, the Manage Connections window will be displayed. If you have configured Embrava Connect previously, please open the Embrava Connect main panel from the System Tray Embrava icon -> Open Embrava Connect. Now select from Menu File -> Connections and the Manage Connections window will be displayed.
- 2. On the Manage Connections dialog select the connection RingCentral.



3. Now click on the Connect button, a browser window called "RingCentral Authorization" will be displayed. Sign-in to your production RingCentral account – Enter Phone number, password (extension is optional but mandatory when using your main company number) and click the Sign-In button

	×
RingCentral [®]	
Sign In	
■ 14242700727	
101	
•••••	
 Remember me By signing in, you authorize to use your RingCentral account. 	
Sign In	
Forgot Password? Or Sign In With ☑ Email G Google ⓒ Single Sign-on	_

4. The browser window will now go to next page displaying "Access Request" – Embrava Connect for Windows is requesting access to RingCentral – "View your presence". Click the Authorize button.

<u>NB:</u> Our Embrava Connect for Windows software supports RingCentral MVP Premium and Ultimate plans. Our RingCentral integration does not support RingCentral Essentials or Standard accounts since RingCentral does not support developer platform APIs and custom integrations for the Essentials or Standard plan accounts.

E RingCentral Authorization - X
RingCentral
Access Request
Embrava Connect for Windows is requesting access to RingCentral
View your presence
Click Authorize to allow this app and RingCentral to use your information in accordance to terms of service and privacy policies.
Cancel Authorize

5. If you have entered the correct credentials, the browser window will be closed and authorization completed silently. The Manage Connections window will then be displayed again with 'Connect' button disabled and 'Disconnect' button enabled.

P Manage Connections				×
Please select the applications you would like to connect	wit	h:		
Available Connections (in priority order):				
Skype for Business (Microsoft Lync)	^	Connection Details		
Cisco Jabber		Enabled	Voc	
Cisco Finesse		Lindbieu	105	_
RingCentral				
Skype for Home				
Skype for Business (server-side)				
If you are enabling multiple applications for one device you may also set your application priority order where t status of your first priority application will always be displayed on the device with the Busy and Incoming ever from lower priority applications also being displayed.	he	RingCentral Connect to your Ring availability.	Central account to display your	
		Connect Dis	connect Ok	

6. Now click on the OK button on the Manage Connections window. Then you should see RingCentral tab added to the Embrava Connect UI.

🕒 Embrava Connect			×
File Help			
RingCentral			
Active 🗹 Device Blynclight	: Plus 🗸 🗸	Identify	
	Enabled	Yes	
Incoming Call	Light	Red	
	Flash	Medium	
On Call	Brightness	Full	
	Ringtone	Standard	
Availabla	Volume	25 %	
Available	Ring Mode	Repeat	
Busy	Incoming Call Alert]
	Configure the Incoming Ca	Il alert for RingCentral.	
Do Not Disturb			
		Disconnect	

7. Please ensure that you have connected your Embrava device to the PC. Now if the 'Connect' button is displayed on the RingCentral tab, click on the Connect button and your Embrava device will display the color as per the status of your RingCentral account.

Appendix E - Configuring Embrava Connect for Broadsoft

Enable API access on Broadsoft Communicator Server

 On the Broadsoft Communicator Server, update the config.xml to set the "api-provider" value to 'true' to allow Embrava Connect to access Broadsoft user presence. See Section 10.21 - API for Third-Party Applications in <u>UC-One for Desktop – Configuration Guide</u> for more details.

NB: The api-provider value should be set to true for v22 and above.

2. Once the "api-provider" value has been set to true, users should restart their Communicator application.

Download and Install Embrava Connect

3. Download and Install Embrava Connect as described on page 3 of this User Guide.

Configure Broadsoft Connection

- If you are running Embrava Connect for the first time, the Manage Connections window will be displayed. If you have configured Embrava Connect previously, please open the Embrava Connect main panel from the System Tray Embrava icon -> Open Embrava Connect. Now select from Menu File -> Connections and the Manage Connections window will be displayed.
- 2. On the Manage Connections dialog select the connection Broadsoft connection and click OK.
- 3. A 'New Add-in' dialog will be displayed on the Communicator application as shown below:



4. Click 'Enable' and your presence and call events will now be displayed on your status light.

Appendix F - Configuring Microsoft Teams

Microsoft Team (client-side) Connection

Embrava Connect integrates with Microsoft Teams using the Office UC Collaboration interface when running Microsoft Teams in **Teams Only** mode. To allow Embrava Connect to subscribe to status changes from Microsoft Teams please check the '**Register Teams as the chat app for Office'** checkbox from the **Settings** menu within Microsoft Teams as shown below:

Settings	×
🖏 General	Theme
Privacy	
Q Notifications	
Devices	
🕆 Permissions	Default Dark High contrast
& Calls	Application
	Auto-start application
	Open application in background
	On close, keep the application running
	Register Teams as the chat app for Office (requires restarting Office applications)
	Language
	Restart application to apply language settings.
	App language determines the date and time format.
	English (United Kingdom)
	Keyboard language overrides keyboard shortcuts.
	English (United States)

You may need to restart Embrava Connect or your PC once this change has been made.

Microsoft Team (server-side) Connection

- 1. Open Embrava Connect -> Manage Connections window.
- 2. From the Connections list, select Microsoft Teams.

3. Click the Connect button on the Manage Connections window. It will open the Microsoft Teams account login page in your PC's default web browser as shown below.

Sign in	
Email address or phone	e number
Can't access your account	?
Sign in with Windows Hell	o or a security key 🕥
	Next

a. Embrava Connect also open a pop-up named "Microsoft Teams Authorization" as shown below. You don't need to close this pop-up. This pop-up will be closed automatically once you complete signing-in on the browser.

	ioney order).						
Intel Unite		^	Connection Details				
Microsoft Teams		_ [Enabled		Yes		
Plantronics Hub RingCentral Skype for Business Skype for Business Slack	Sign-in on the browser with your Microsoft Teams account. Once signed-in, click on Open Embrava Connect when prompted. Please wait until this popup window closes automatically.						
If you are enabling mu						Teams. Click icrosoft Teams	
you may also set your appli status of your first priority displayed on the device with	cation priority order where th application will always be the Busy and Incoming event	e s	current logged	d in use	r.	ear session of	

- 4. Enter your Microsoft Teams account credentials on the sign-in page opened in your browser and complete signing-in to your account.
- 5. A user consent message or admin consent message will now be displayed in the browser. If it is a user consent message, please consent. If you see the Admin consent message,

please send the following URL to your Teams admin to accept the consent. Once the Admin provides consent, repeat the sign-in process again by closing the authorization pop-up and click the Connect button again on Manage Connections window of Embrava Connect.

- Admin Consent url <u>https://login.microsoftonline.com/common/adminconsent?client_id=965e190f-</u> <u>6cfb-47c9-8d52-</u> <u>b3c8aeb54f3c&redirect_uri=https://embrava.github.io/embrava/graph/index.html</u>
- 6. Once you have signed-in, the following message will be displayed within your browser:



7. While the above page is being displayed, the browser will pop-up a dialog and prompt you to open the link – "Open Embrava Connect". Here you must click on the "Open Embrava Connect" button on the pop-up as shown below. If you click Cancel or close the browser window without clicking the "Open Embrava Connect" button, then Embrava Connect will not be able to complete the authentication process and will not be able to sync with Microsoft Teams.



- 8. Once you click "Open Embrava Connect", all pop-up dialogs will be closed.
- 9. Now click OK on the Manage Connections window of Embrava Connect and you will now see your Blynclight display your Microsoft Teams presence status.

Appendix G - Configuring for Slack

- 1. Once Embrava Connect is installed, run Embrava Connect by clicking on the Embrava Connect icon on the system tray and selecting **Open Embrava Connect**.
- 2. From the menu, click File -> Connections to open the Manage Connections window as shown below. Select the Slack connection and then click Connect.

Please select the applications you would like to con	nect with	1:			
Available Connections (in priority order):					
Microsoft Teams	^	Connection Details			
Plantronics Hub		Enabled	Vor		
RingCentral		LIIADIEU	163		
Skype for Business (Microsoft Lync)					
Skype for Business (server-side)					
	_				
SRV Canada VRS	_				
Zoom	~				
If you are enabling multiple applications for one device you may also set your application priority order where the status of your first priority application will always be displayed on the device with the Busy and Incoming events from lower priority applications also being displayed.		Slack Display availability from Slack. Click Connect button to login to your Slack WorkSpace. Click Reset button to clear session of current logged in user. Connect Cancel			

3. The Slack workspace sign-in window is now displayed as shown below. Sign in to the workspace using your Slack workspace and user id credentials.

Slack Authorization						-	o x
💤 slack			Product Pricing	Support	Create a new workspace	Find your workspace	Sign in
	Sign in to your Enter your workspace your-workspace Continue Don't know your workspace workspace	workspace s Slack URL urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • urlslack.com • • • • • •					
UBING BLACK Product Enterprise Pricing Support Stack Guides App Directory API	SLACE UD Jobs Prin Customers See Developers In Events Pol Blog	AL FAMOLY accy Downlo unity Downlo ms of Service Brand G Status Status	NNCS ki desktop app ki mobile app aidellines Work				
-19- 			Contact Us 🍯	0			

4. Once signed-in the Permissions screen will be displayed as shown in the screenshot below. Accept the permissions by clicking on the **Allow** button.

Slack Authorization		-
💤 slack		embrava-producti
	This app hasn't been reviewed or approved by Slack. Learn more.	
	Embrava Connect is requesting permission to access the embrava-production Slack workspace	
	What will Embrava Connect be able to view?	
	S Content and info about you	
	Content and info about channels & conversations	
	What will Embrava Connect be able to do?	
	Perform actions as you	
	Cancel Allow	

NB: Embrava Connect for Slack is using Slack's Real Time Messaging (RTM) API to connect with the Slack workspace to get the presence events, call events, IM events and custom status events. Because Embrava Connect uses the RTM API and does not add functionality to the Slack application (only provides functionality to Embrava Connect), Slack cannot approve the application to be listed on the Slack App Directory. Because of this you will see the yellow banner mentioning that this application has not been approved by Slack. We assure that Embrava Connect does not and will not store or communicate any personal information and will not store or communicate any direct message/channel message data of the Slack user/workspace. Embrava Connect uses the RTM API purely to gather the users presence change events (Active and Away), status change events, call events (Incoming Call and On Call) and Instant Messaging events and using these events to display the appropriate notification on our status light.

5. Once the app permissions are accepted, the Sign-In window will close. The Connect button in Embrava Connect will be greyed out and the Cancel button will be enabled on the Manage Connections window as shown below.

weilable Connections (in priority order)				
Microsoft Teams				
Plantronics Hub		Connection De	tails	
RingCentral		Enabled	Yes	
Skype for Business (Microsoft Lync)				
Skype for Business (server-side)				
Skype for Home				
✓ Slack				
SRV Canada VRS				
Zoom	~			
		Slack		
		Display availa	hility from Slack, Click Copy	act button
		to login to vo	ur Slack WorkSpace, Click R	eset button
If you are enabling multiple applications for one device		to clear session	on of current logged in user	r.
you may also set your application priority order w status of your first priority application will alway	/here the s be			
displayed on the device with the Busy and Incomin	ng events			
from lower priority applications also being displa	yed.			
		Connect	Cancel	

6. Click Ok to add Slack as a connection to the Embrava Connect main tab. Immediately Embrava Connect will gather status, call and IM events from Slack and display the appropriate notifications on the status light.

Signing in as a different user

If you would like the status light to show the status of a different Slack user, click the **Cancel** button for the Slack connection in the **Manage Connections** screen as shown above. Click the **Reset** button to open the Slack Sign-out window as shown below. Click on the **Sign Out From Browser** button to sign out. Follow steps 2-6 above to sign in as a different user.

C Signant from Sack	🕂 slack	- 0 X
	Sign out of embrava-production You've been signed out of the Slack deaktop app, but you're still signed into this workspace from your browser. Sign Out From Browser	

Configuring Custom Statuses

By default, Embrava Connect displays the Orange color for all of the Custom Status events. You can add up to 5 Custom Statuses so that each custom status can be configured to display a different alert.

To add a Custom Status, click on the "Custom Status" activity on the left side panel of Embrava Connect Slack tab. Click on the "Manage Slack Status" button and click on Add button. Enter the text as displayed on the Slack workspace. For example, if the status value on the Slack Workspace is "In a meeting", enter exactly the same string (case sensitive) on the "Add Slack Custom Status" window and click OK.

Now select custom status from the Custom Status combo box and configure the alert light/flash/brightness/tone values.

END OF DOCUMENT