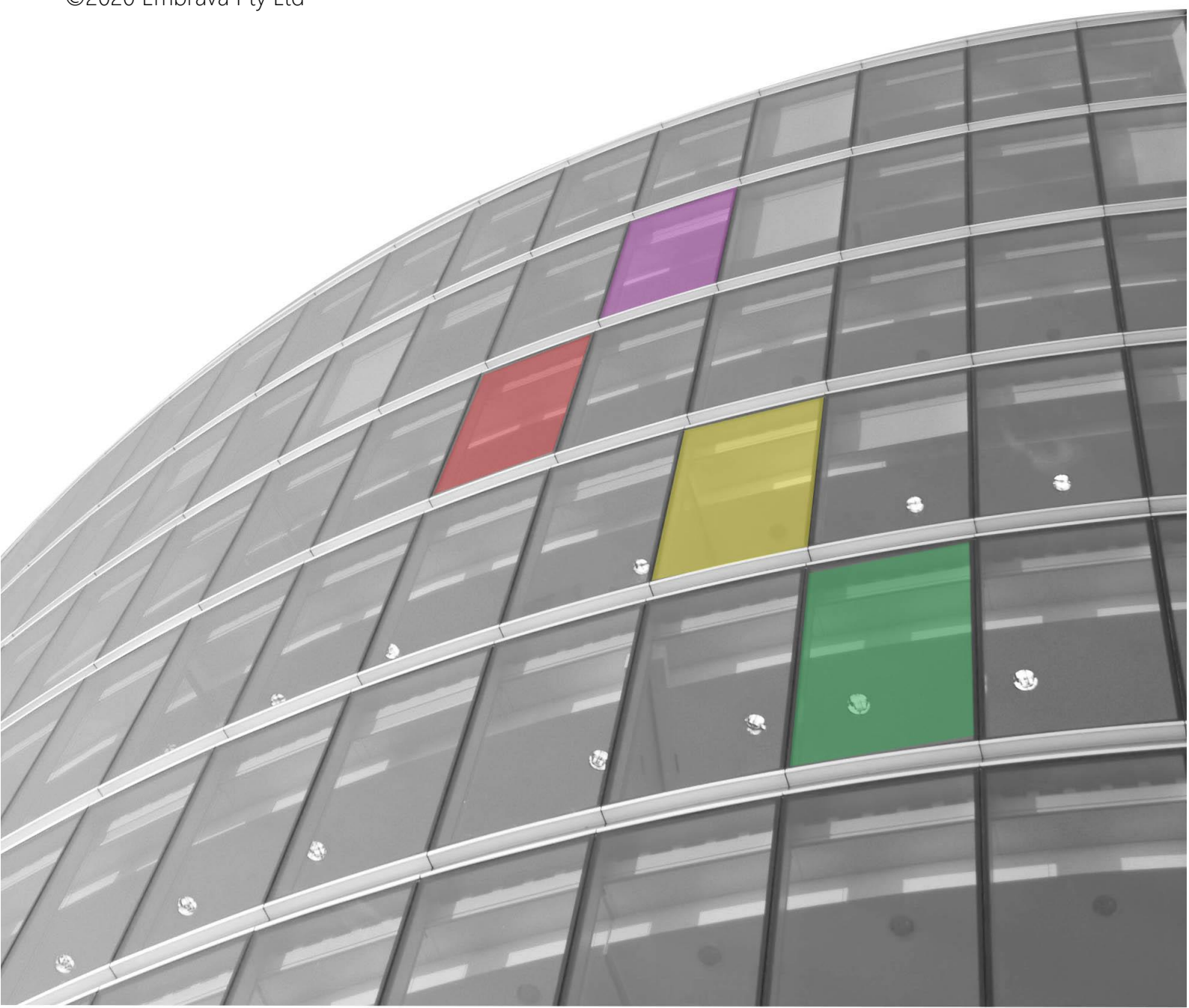


embrava®

User Guide

Embrava Connect

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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 [Contact Us](#) 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.
- 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 [Contact Us](#) 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:
 - 10
 - 8
 - 7
 - Vista
 - XP
- .NET Framework 4.5

Supported Applications for Availability Display

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

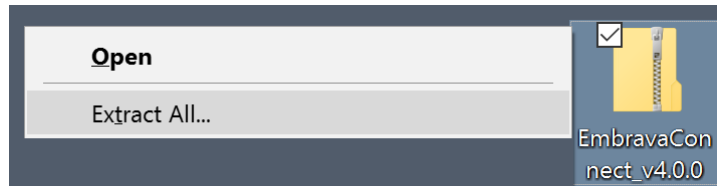
- Microsoft Teams – see **Appendix F** for configuration details.
- Skype for Business 2016, 2015
- Microsoft Lync 2013, 2010
- Cisco Jabber for Windows 10, 11
- Slack – see **Appendix G** for configuration details.
- Skype v7 and above
- RingCentral – see **Appendix D** for configuration details.
- CounterPath Bria 4

Connect your Embrava Device

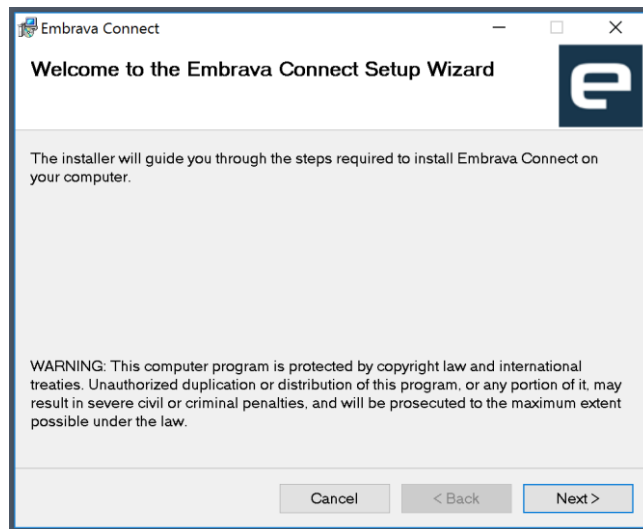
1. Unpack the device from its packaging.
2. Connect the USB cable from your device into an available USB port on your PC.
3. (Optional) Peel off the protective coating from one side of the mount adhesive and attach the adhesive to the bottom of the Blynclight device or mount. Ensure surfaces are cleaned 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

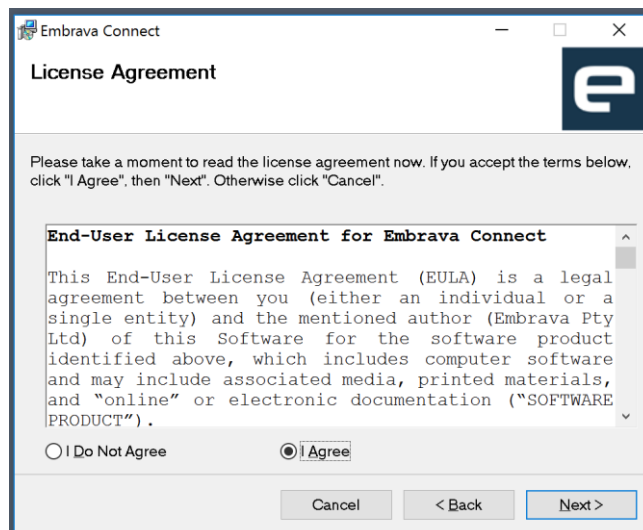
1. Download the latest Embrava Connect software from <http://www.embrava.com/install>
2. Extract the Embrava Connect installer from the zip file downloaded in Step 1.



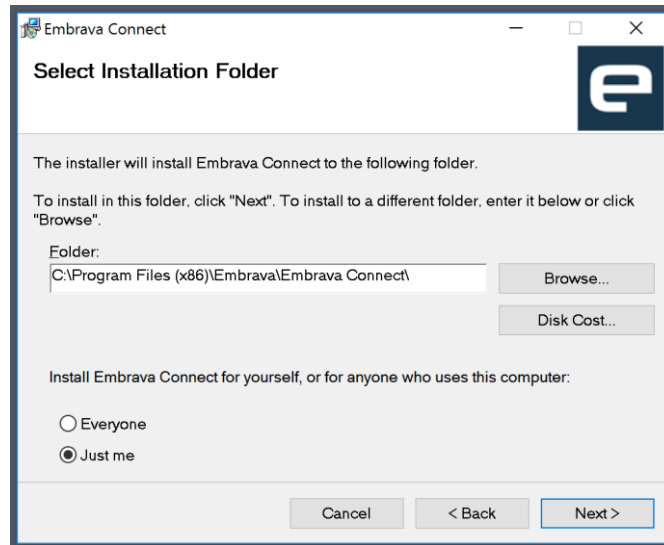
3. Double click the Embrava Connect installer to commence the installation process.



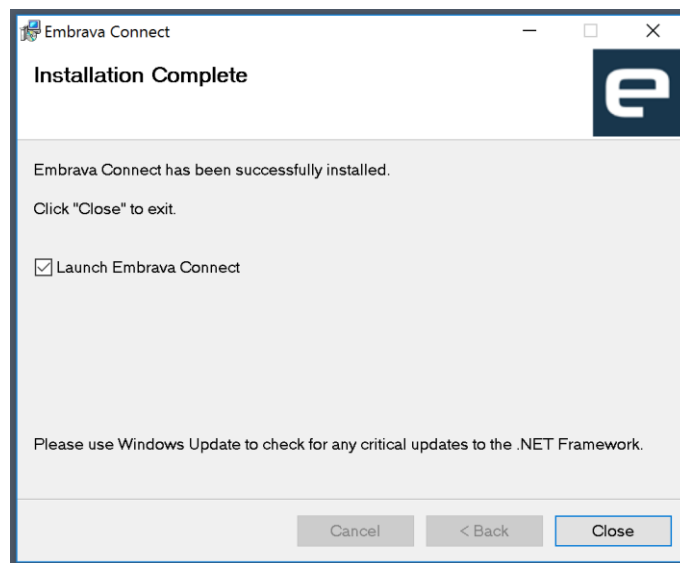
4. After you have read the License Agreement and agree to the terms select 'I Agree' and click 'Next'.



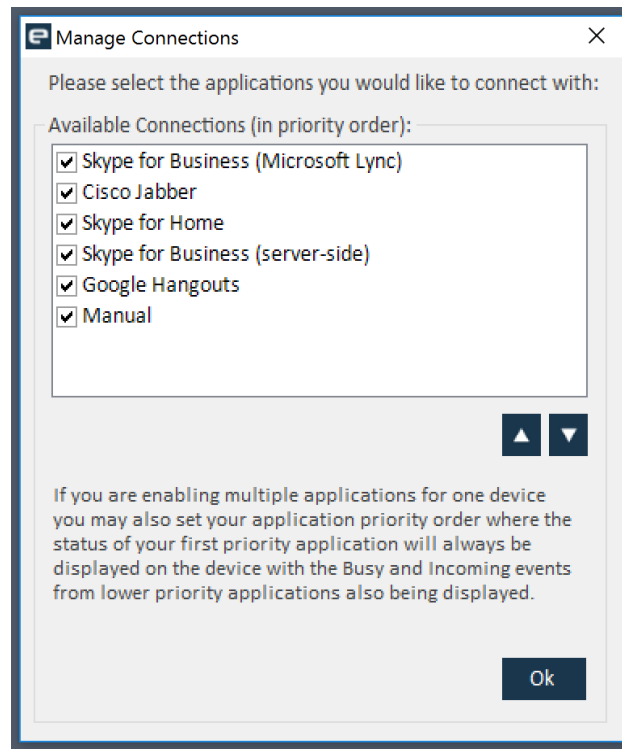
5. Select the Installation folder for your Embrava Connect software and if you will be the only user of the software on this particular machine.



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.

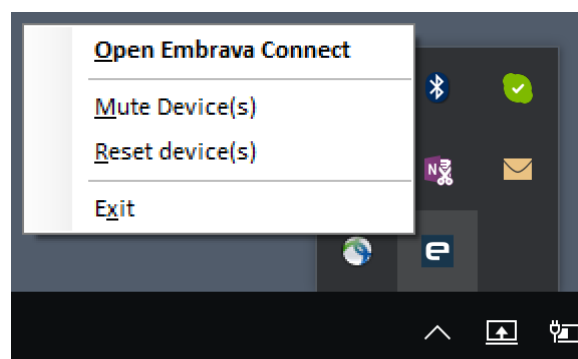


8. When Embrava Connect first runs you will be asked to select which applications you would like your Embrava devices to connect to as illustrated below.



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

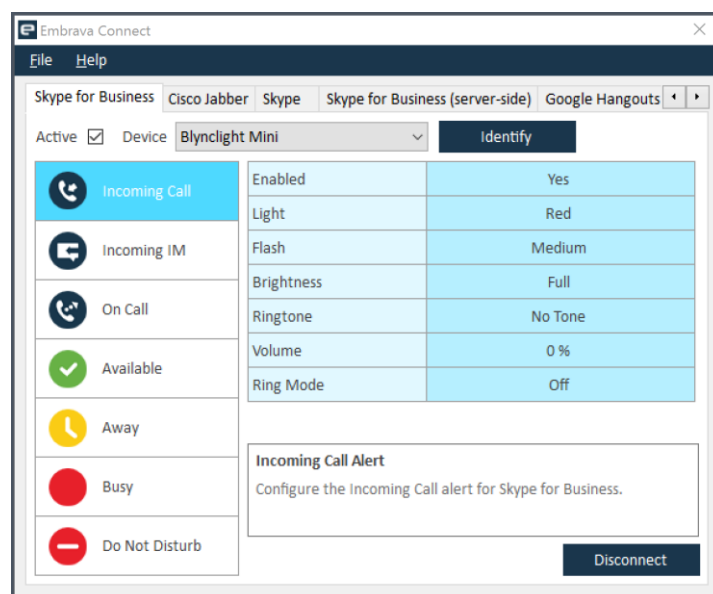
The Activities that Embrava Connect can be configured to provide Alerts for depend on the UC applications you have selected to connect to (Skype for Business, Cisco Jabber etc.). A full list of Activities include:

- **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.



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.

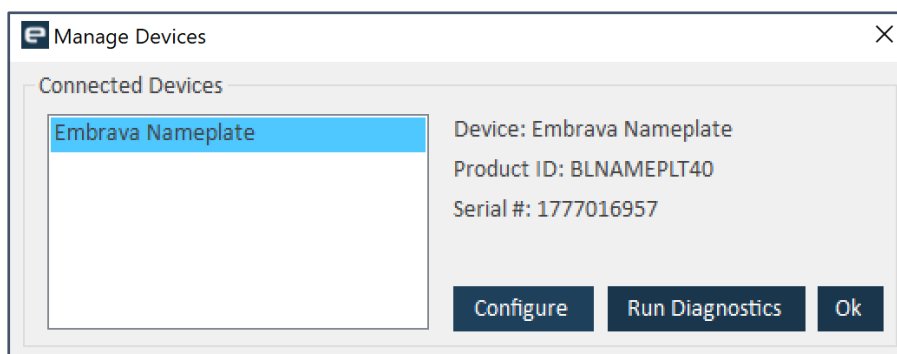
Configuring the Blynclight Nameplate

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

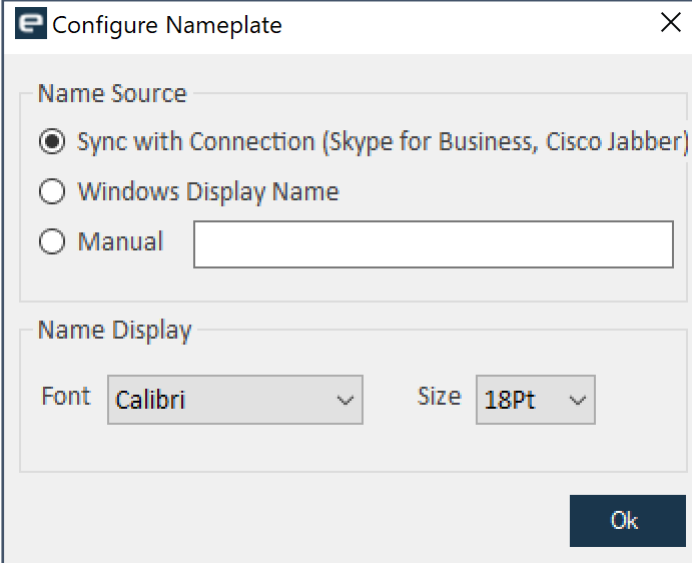
1. Connection – here the Display Name from Skype for Business or Cisco Jabber can be automatically displayed on the Nameplate.
2. Windows Display Name – when selected, the Nameplate can display the Windows Display Name of the person logged into the PC.
3. Manual – the Nameplate can display text manually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

Name Display

Font: Size:

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:

The screenshot shows the 'Embrava Connect' application window with the 'Manual' tab selected. The interface includes a menu bar with 'File' and 'Help'. Below the menu bar, there is a section with 'Active' checked and 'Device' set to 'Blynclight Mini'. An 'Identify' button is present. A table displays various settings for the device, and a 'Hotkeys' section allows for configuring light colors and hotkeys. At the bottom, there is an 'Available Alert' section and a 'Disconnect' button.

Light RGB	0,150,0
Light	Green
Flash	No Flash
Brightness	Full
Ringtone	No Tone
Volume	0 %
Ring Mode	Off

Name	Light	Hotkey (Ctrl+Alt+)
Available	Green	A <input checked="" type="checkbox"/>
Busy	Red	B <input checked="" type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

Available Alert
Configure the Manual Available alert.

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.

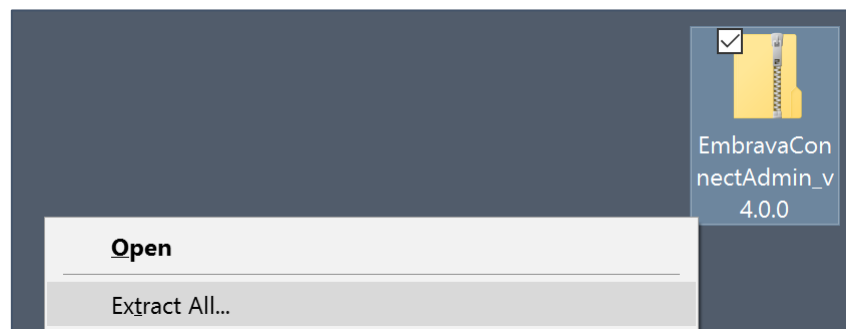
The following steps describe the use of the Enterprise Admin Tool.

Prerequisites

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

Install Software

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



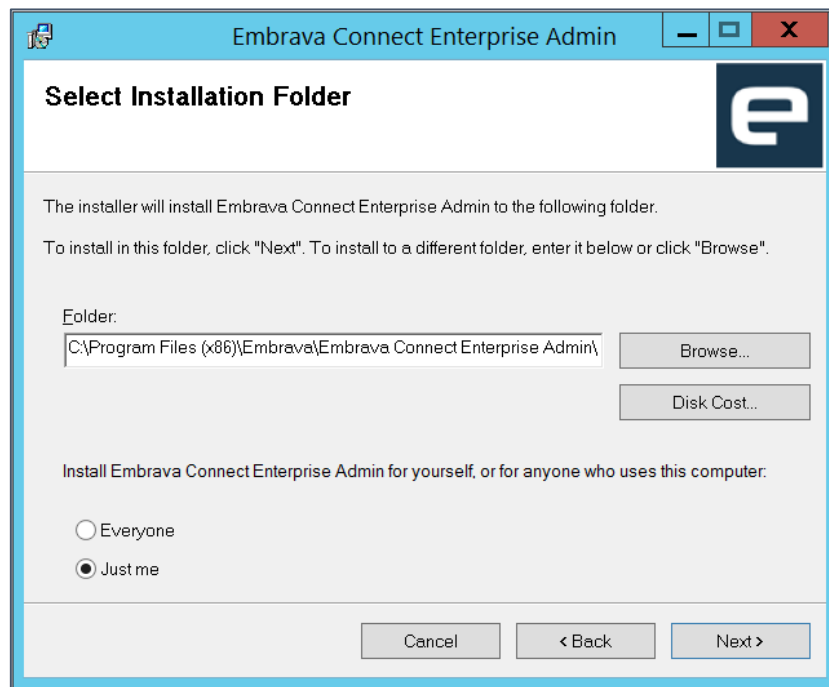
3. Double click the Enterprise Admin installer to commence the installation process.



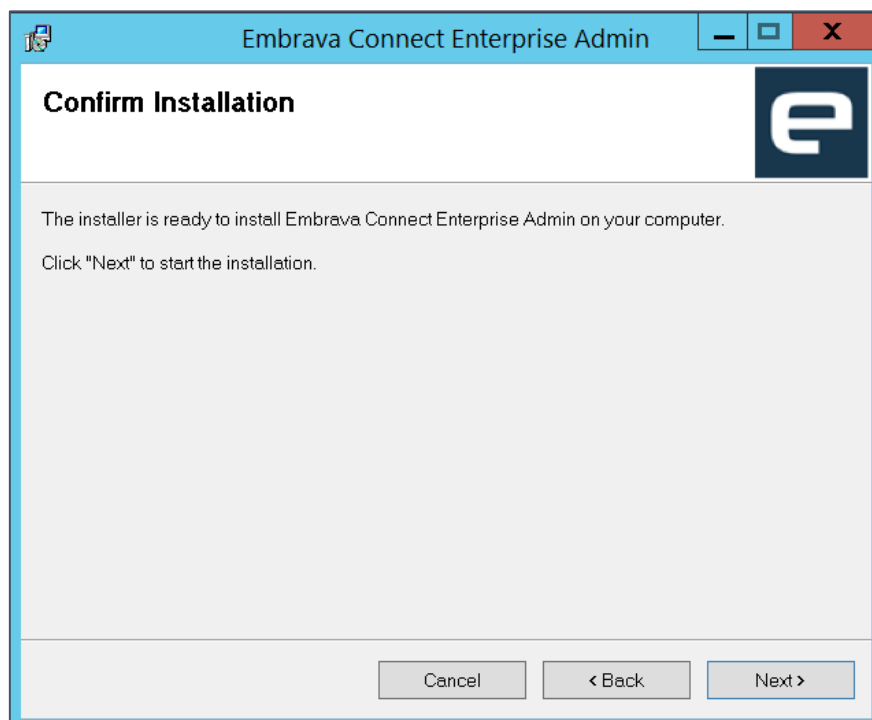
4. Select 'I Agree' and click 'Next' once you accept the Licence Agreement.



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.



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.

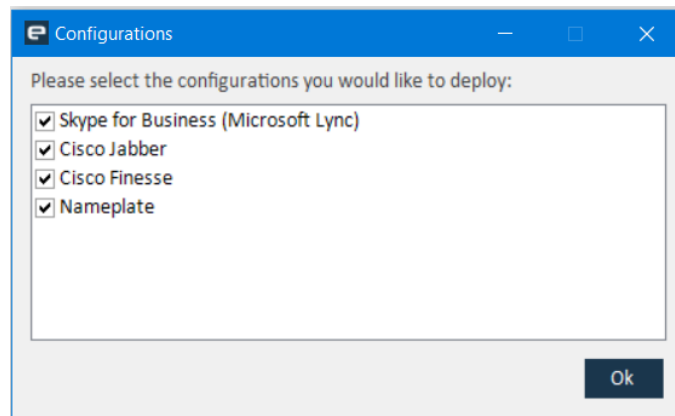


Usage

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

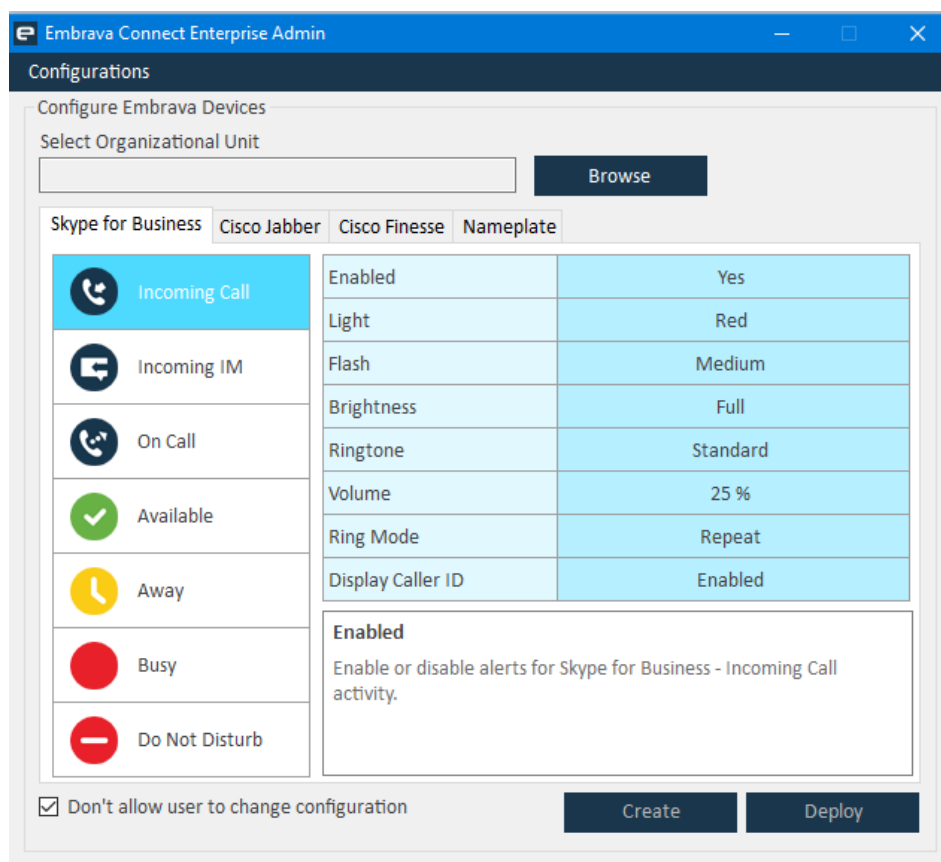
Step 1: Select Configurations

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:

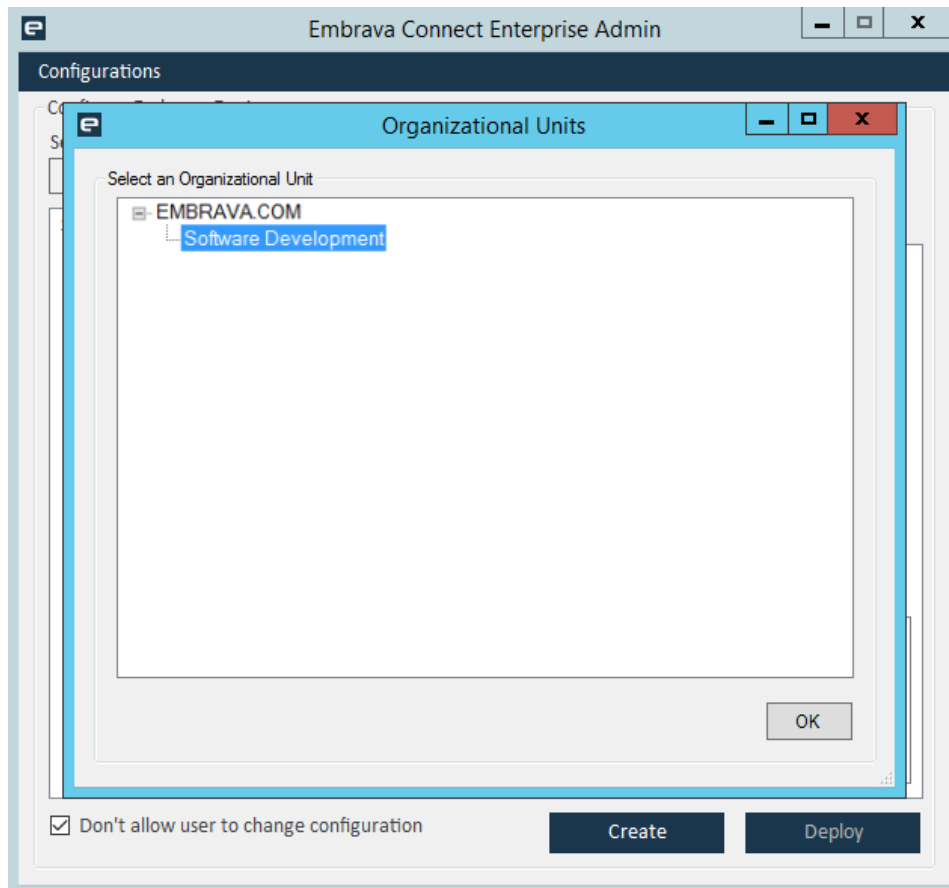


An Configuration tab will be displayed for each application selected.

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"



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.

The screenshot shows the 'Embrava Connect Enterprise Admin' window. The 'Configurations' section is active, and the 'Configure Embrava Devices' tab is selected. Under 'Select Organizational Unit', 'Software Development' is chosen. The 'Skype for Business' tab is active, showing a list of activities on the left: Incoming Call (selected), Incoming IM, On Call, Available, Away, Busy, and Do Not Disturb. The right pane shows configuration options for the selected activity. A table lists settings like Enabled, Light, Flash, Brightness, Ringtone, Volume, Ring Mode, and Display Caller ID. Below the table, there is a section for 'Enabled' alerts with a description. At the bottom, there is a checkbox for 'Don't allow user to change configuration' and 'Create' and 'Deploy' buttons.

Activity	Enabled	Light	Flash	Brightness	Ringtone	Volume	Ring Mode	Display Caller ID
Incoming Call	Enabled	Yes	Red	Medium	Full	Standard	25 %	Repeat
Incoming IM								
On Call								
Available								
Away								
Busy								
Do Not Disturb								

Enabled
Enable or disable alerts for Skype for Business - Incoming Call activity.

☒ Don't allow user to change configuration

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:

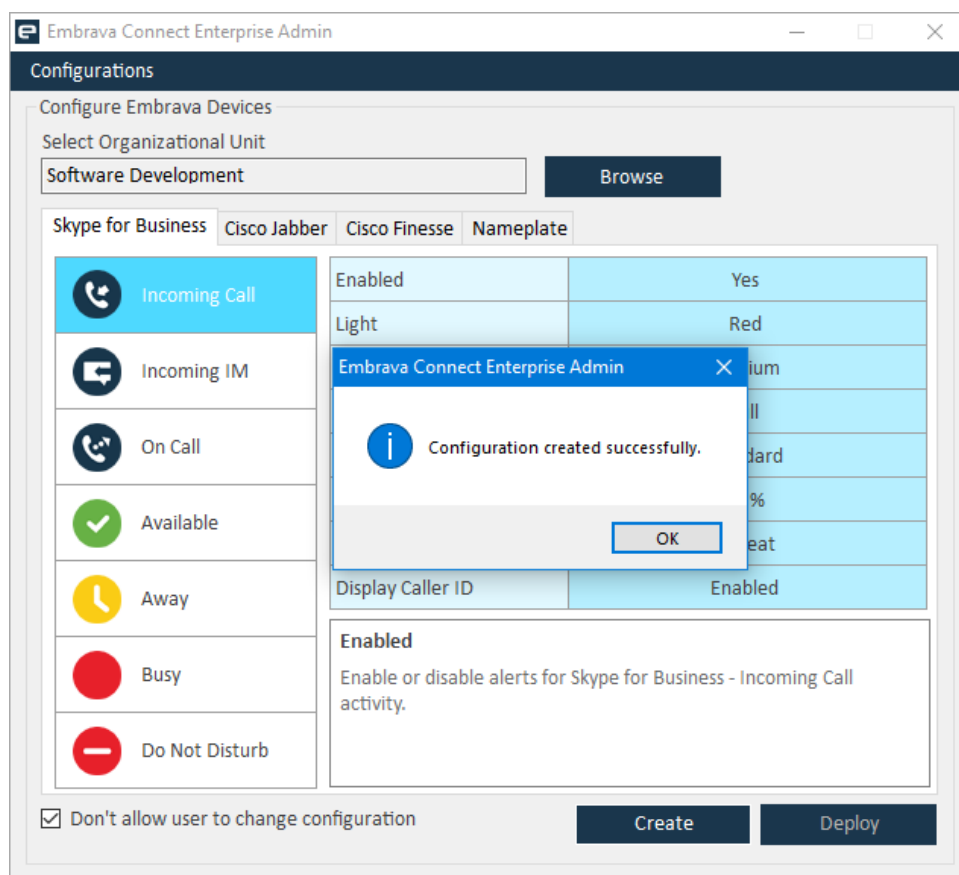
- **Light** – the color of the light to be displayed on the device.
- **Brightness** – if you would like the light to be dimmed (available for v3.0 devices only).
- **Flash** – the speed the light should flash at.
- **Tone** – the ringtone to be played (available for Blynclight Plus/Mini devices only).
- **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.



Step 4: Deploy Configuration

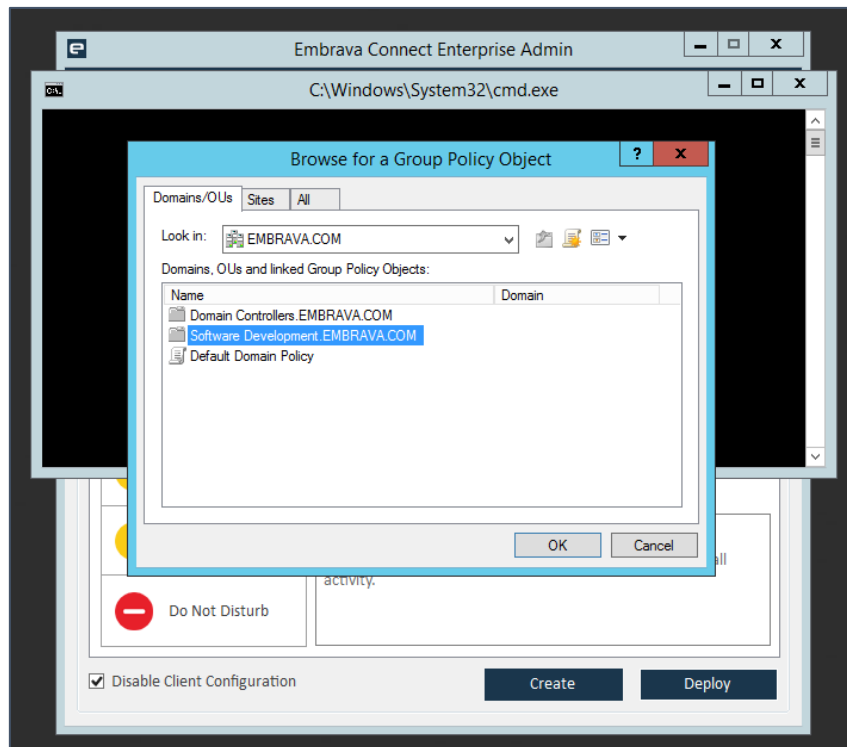
Once your desired configuration has been created in Step 3, the 'Deploy Configuration' button will now be enabled.

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.)

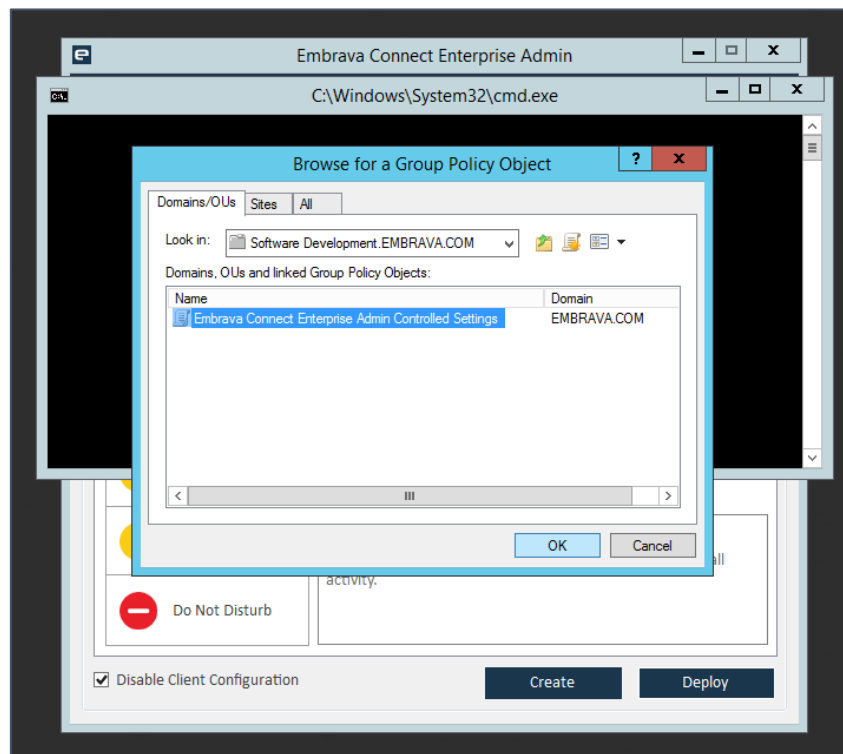
Follow these steps to validate the GPO:

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

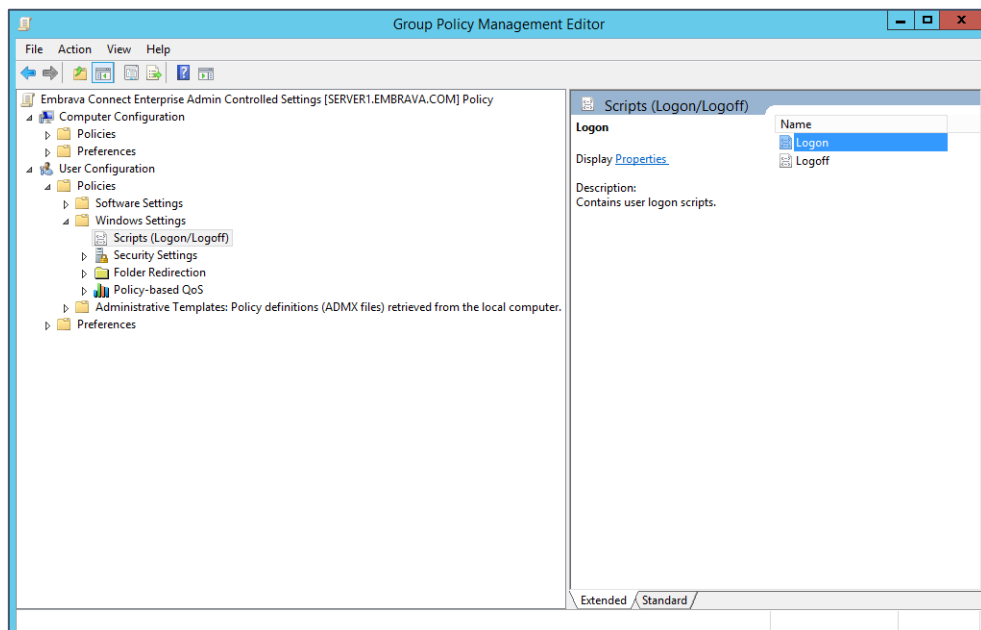


In the 'Domains/OUs' tab, select the Domain name in the 'Look In' dropdown and select the OU that you have selected in Step One: Select Organisational Unit and click 'OK'. (We have selected Software Development.EMBRAVA.COM in the example above).

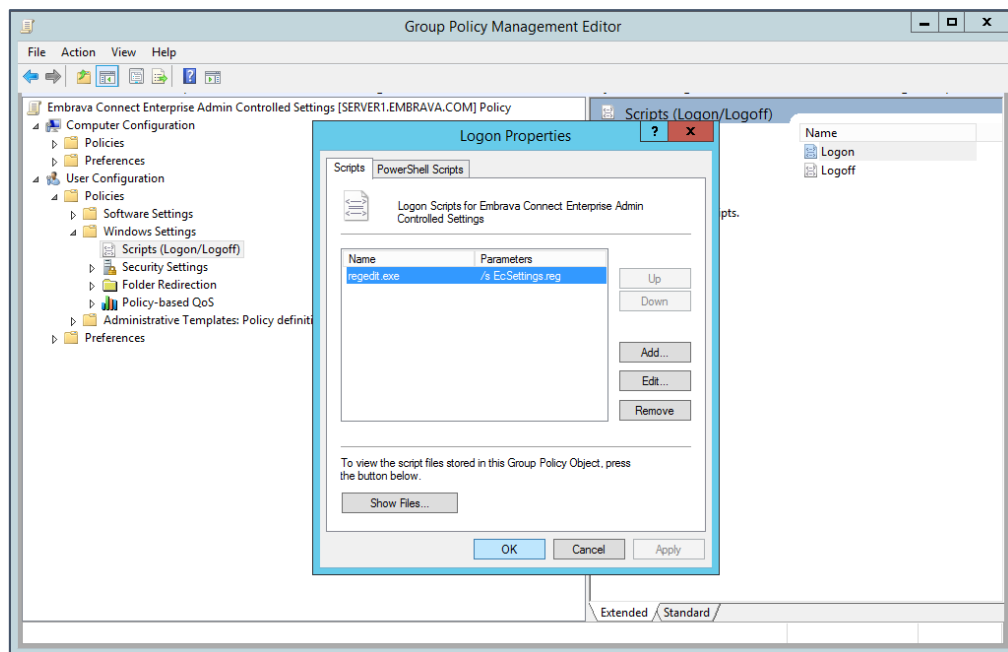
2. Once done, the GPOs in the selected OU will now be displayed. Select the GPO named 'Embrava Connect Enterprise Admin Controlled Settings' and click 'OK' as shown below.



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



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.



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:

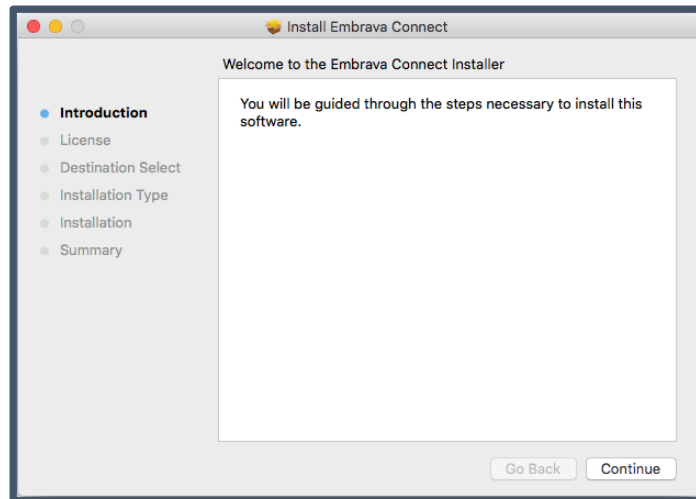
- Microsoft Teams
- Skype for Business Online
- Skype for Business Server 2015 and above
- Microsoft Lync Server 2013
- Cisco Unified Presence Server (CUPS)

Connect your Embrava Device

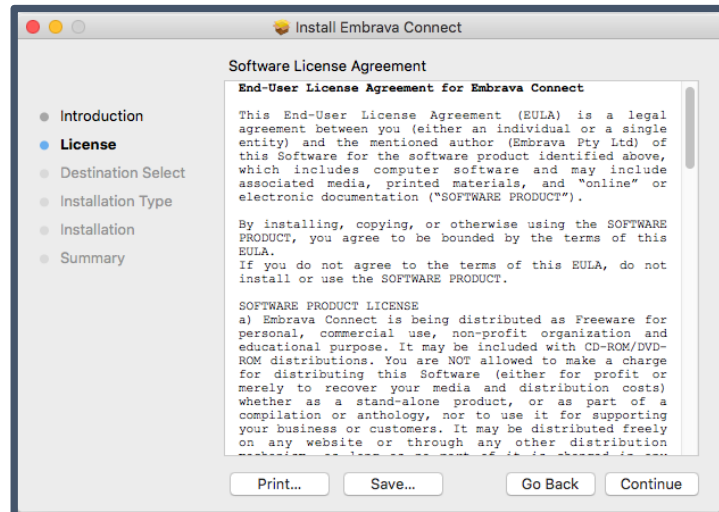
1. Unpack the device from its packaging.
2. Connect the USB cable from your device into an available USB port on your PC.
3. (Optional) Peel off the protective coating from one side of the mount adhesive and attach the adhesive to the bottom of the Blynclight device or mount. Ensure surfaces are cleaned 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

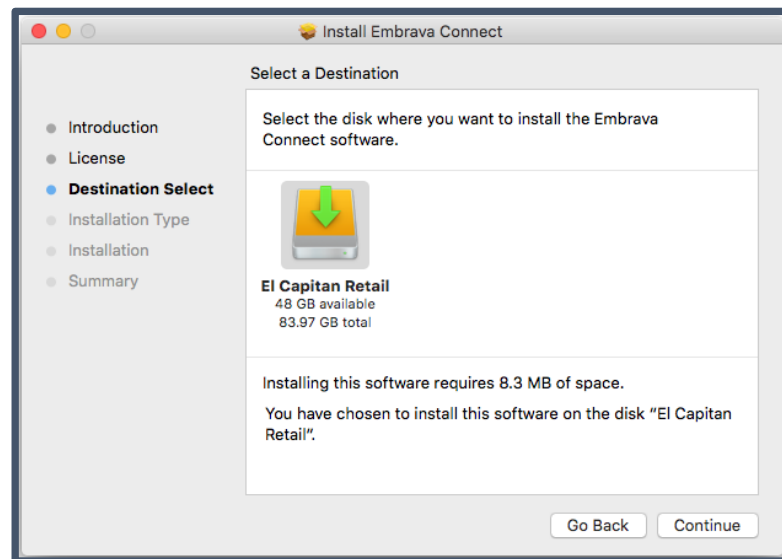
1. Download the latest Embrava Connect for Mac software from <http://www.embrava.com/install>
2. Double click the Embrava Connect installer to commence the installation process.



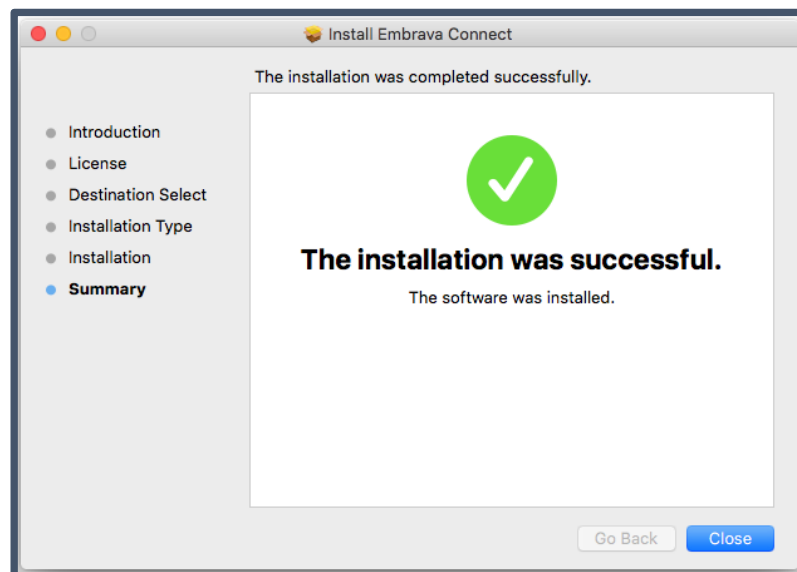
3. After you have read the License Agreement and agree to the terms click 'Continue' and select 'Agree'.



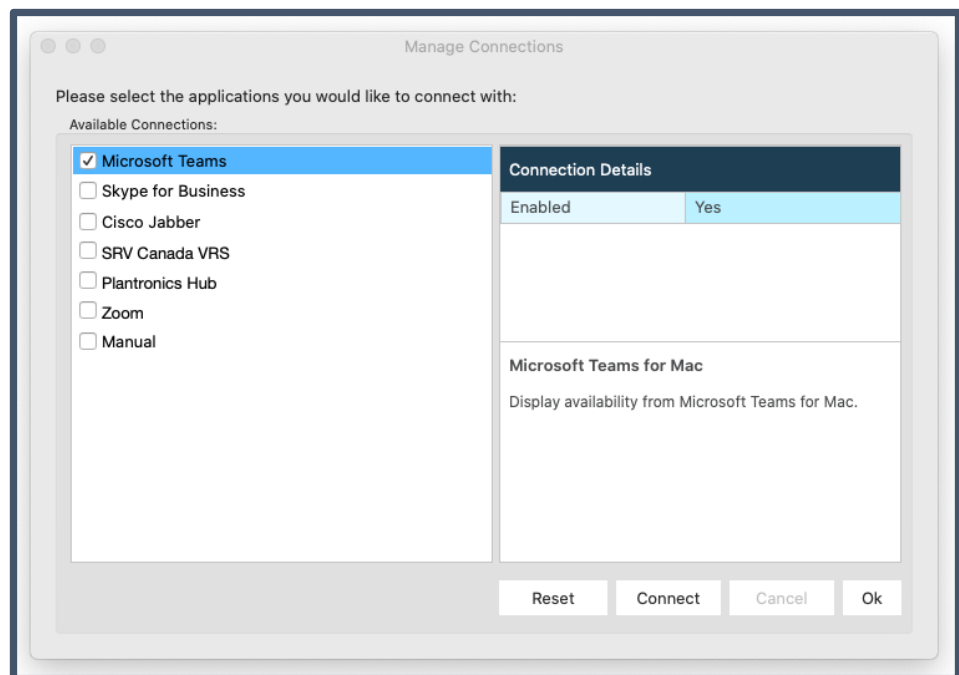
4. Select a Destination for your Embrava Connect for Mac software.



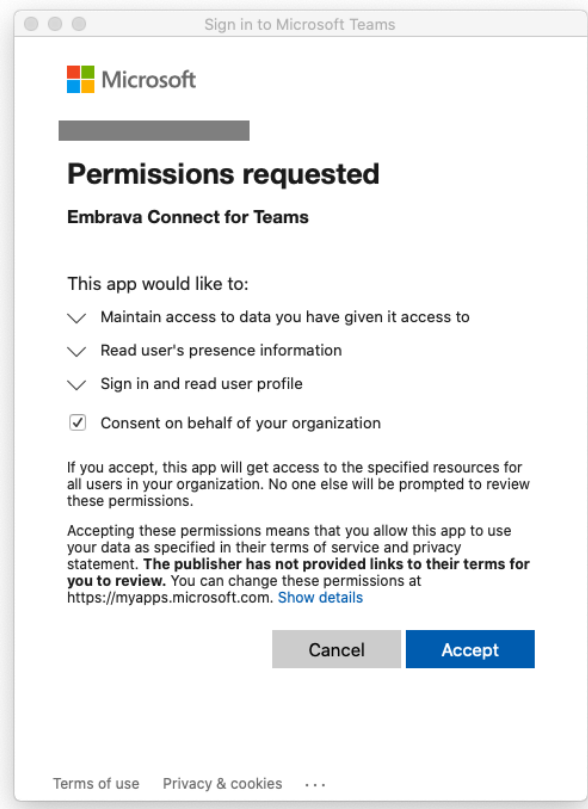
5. Click 'Continue' and the installation will begin. Once the installation is complete the following screen will be displayed.



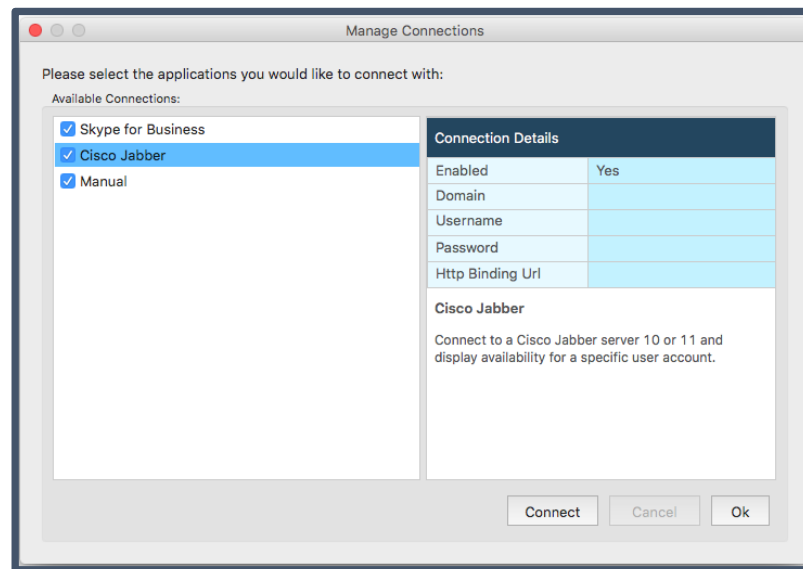
6. Run the Embrava Connect for Mac application by double-clicking the application icon within your Launchpad screen.
7. When Embrava Connect first runs you will be asked to select which applications you would like your Embrava devices to connect.
 - a. **Microsoft Teams:** The following steps are required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



- 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.



- 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 [here](#) for more information in determining your BOSH URL.



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

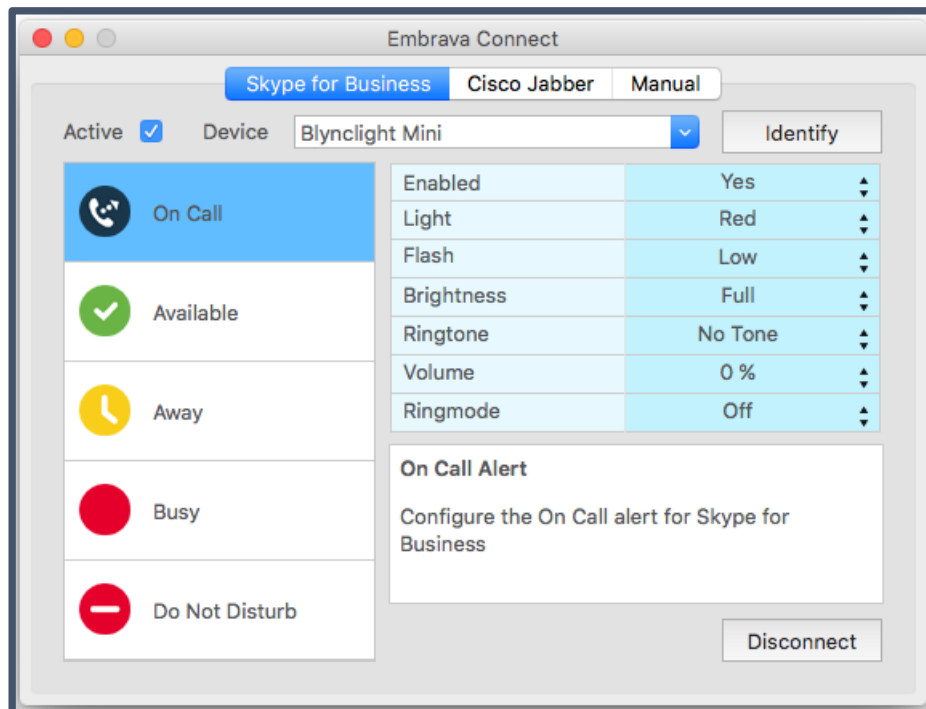
The Activities that Embrava Connect for Mac can be configured to provide Alerts for depend on the UC applications you have selected to connect to (Skype for Business, Cisco Jabber etc.). A full list of Activities includes:

- **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.



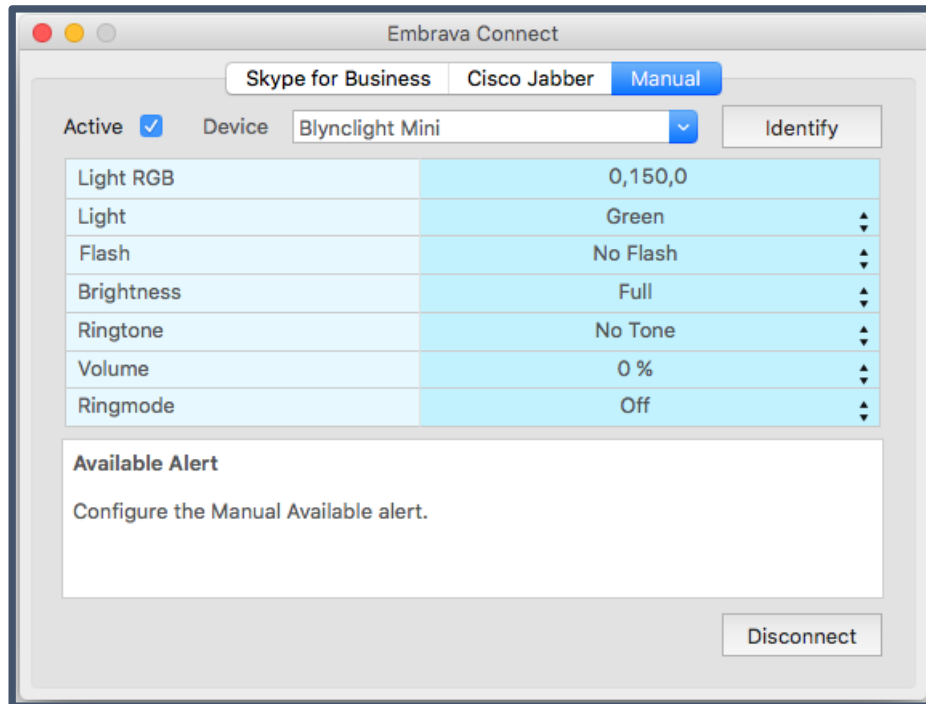
The functionality of the above interface is described below:

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 Low-paced 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:



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 [Apple Remote Desktop](#) 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.EmbravaConnect.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.

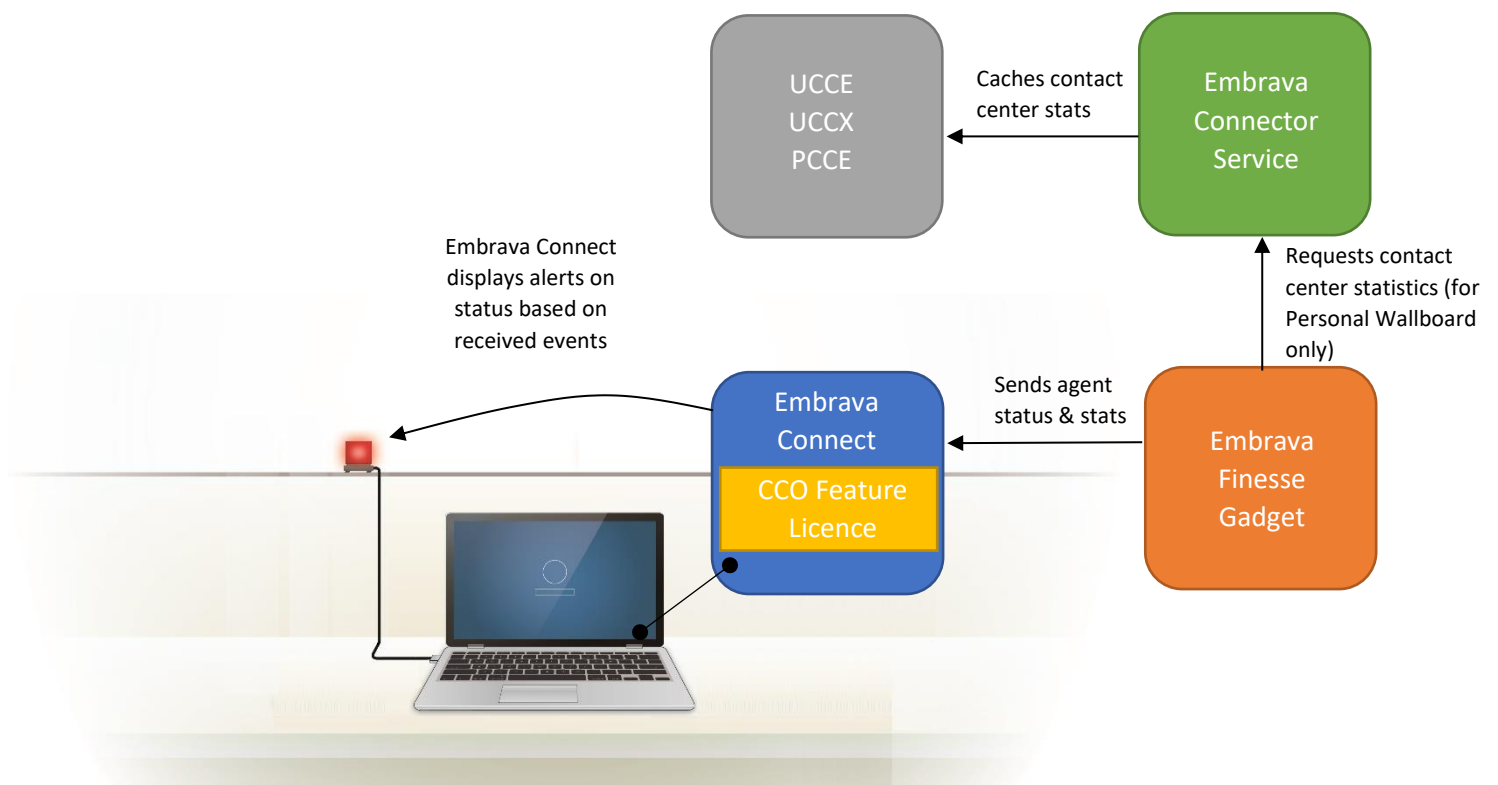
To log a support call please visit the URL below:

<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>

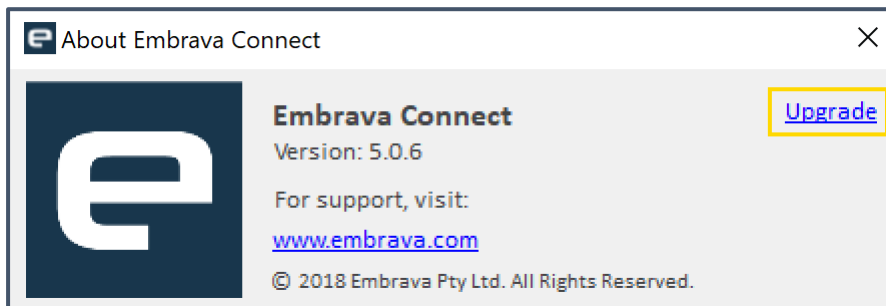
Appendix B - Configuring Contact Center Optimization (CCO) for Genesys PureCloud

Download and Install Embrava Connect

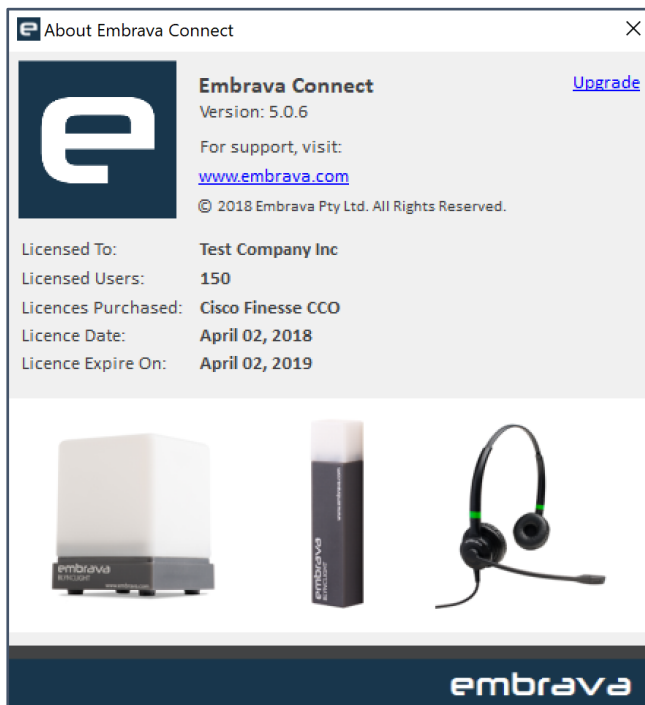
1. Download and Install Embrava Connect as described on page 3 of this User Guide.

Activate the Genesys PureCloud Connection within Embrava Connect

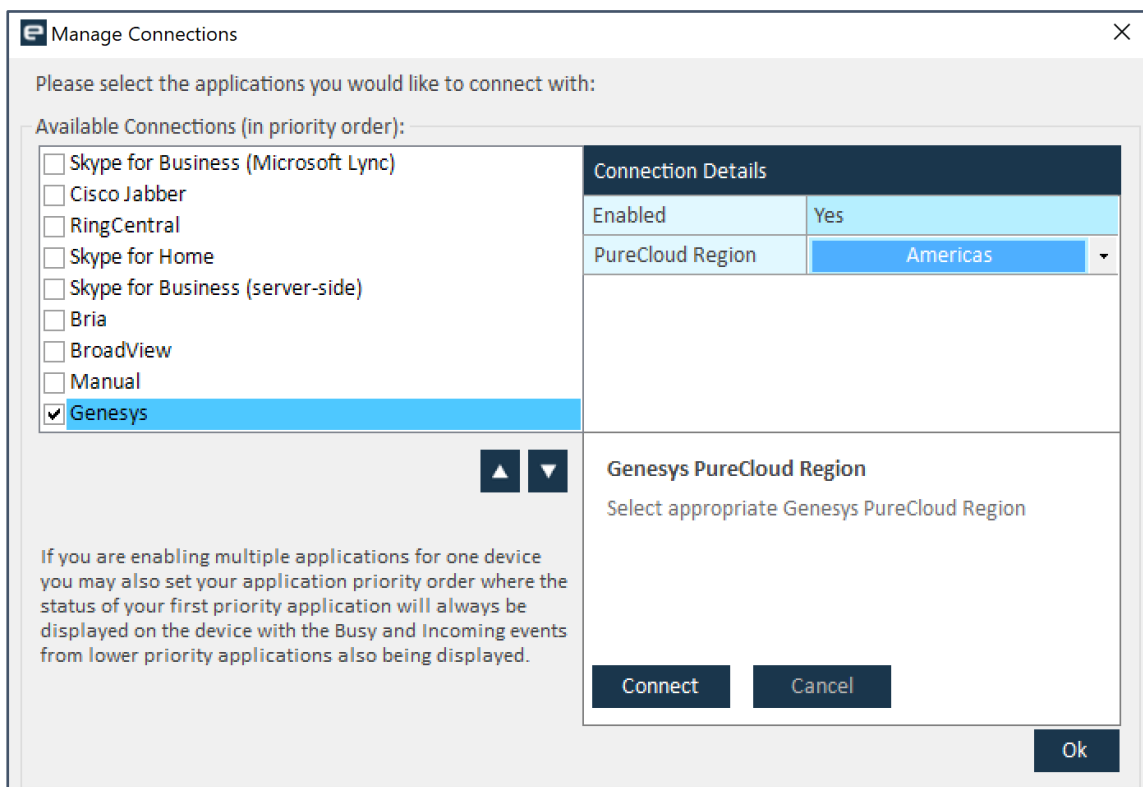
1. Enter your CCO for Genesys PureCloud License key by opening Embrava Connect and selecting 'About Embrava Connect' from the 'Help' menu and click 'Upgrade' as shown below:



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:

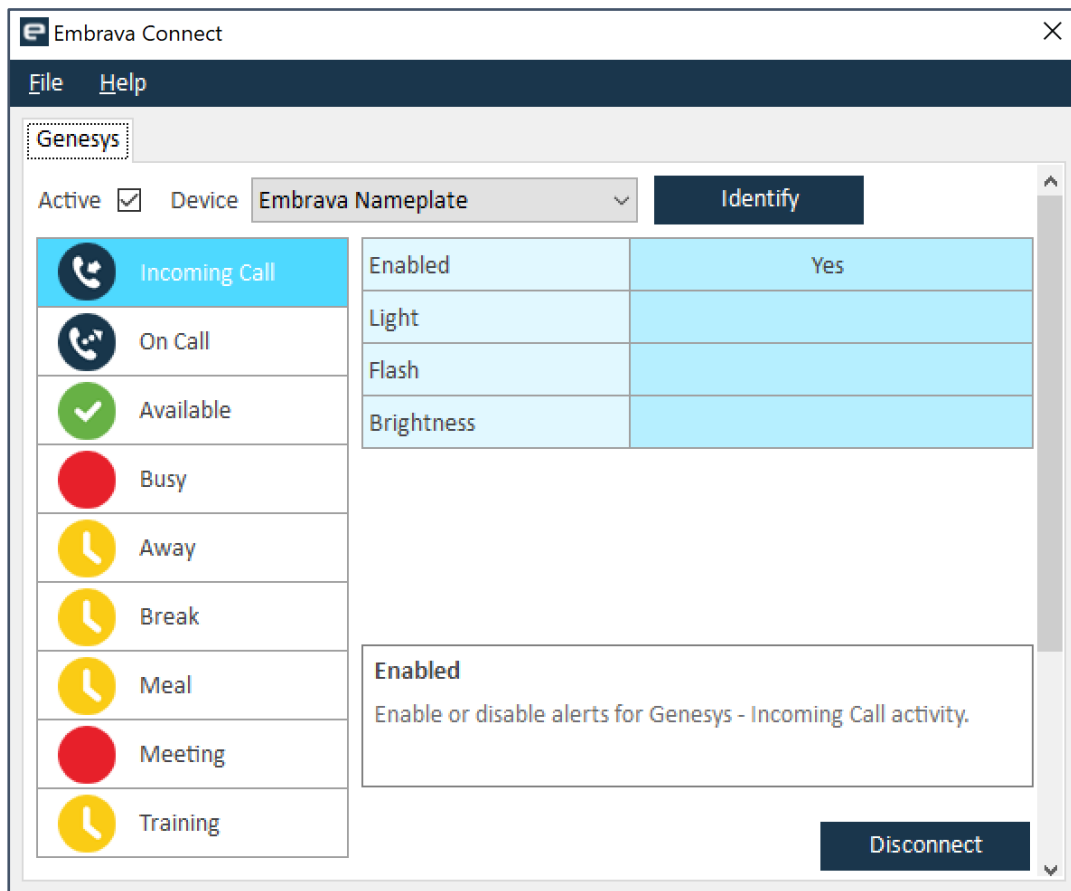


- Now the license has been applied, the Genesys option will now appear within the Connections dialog. The Connections dialog can be accessed from the 'File' menu within Embrava Connect. Check the Genesys connection option and click 'Connect' as shown below.



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

- 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 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 [Desk Booking with EMS Software Configuration Guide](#) for full details.

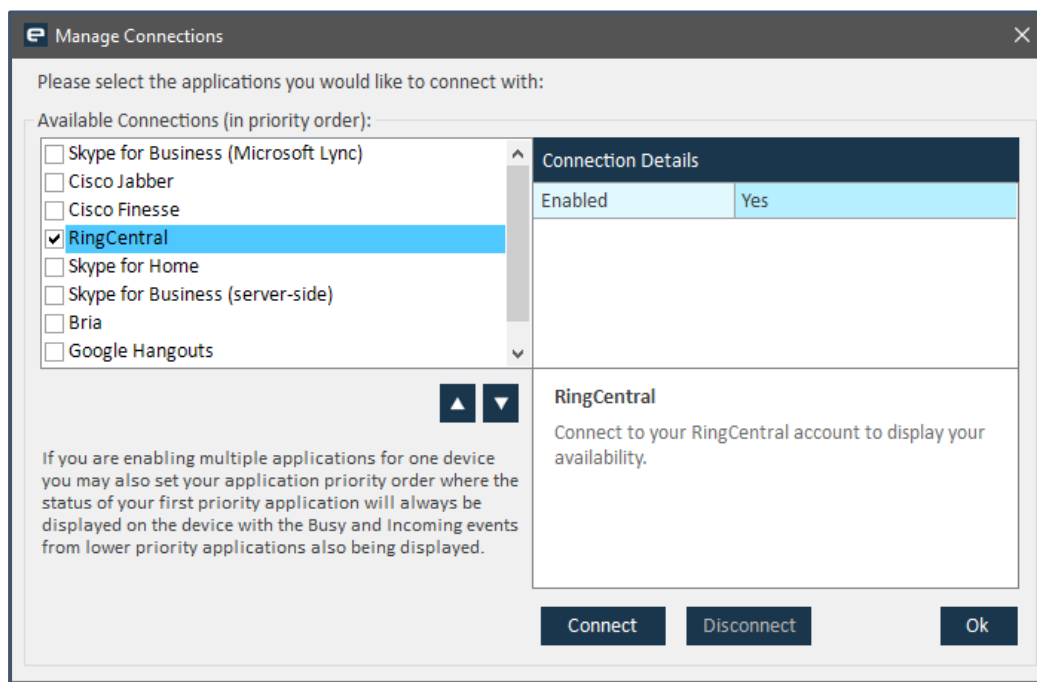
Appendix D - Configuring Embrava Connect for RingCentral

Download and Install Embrava Connect

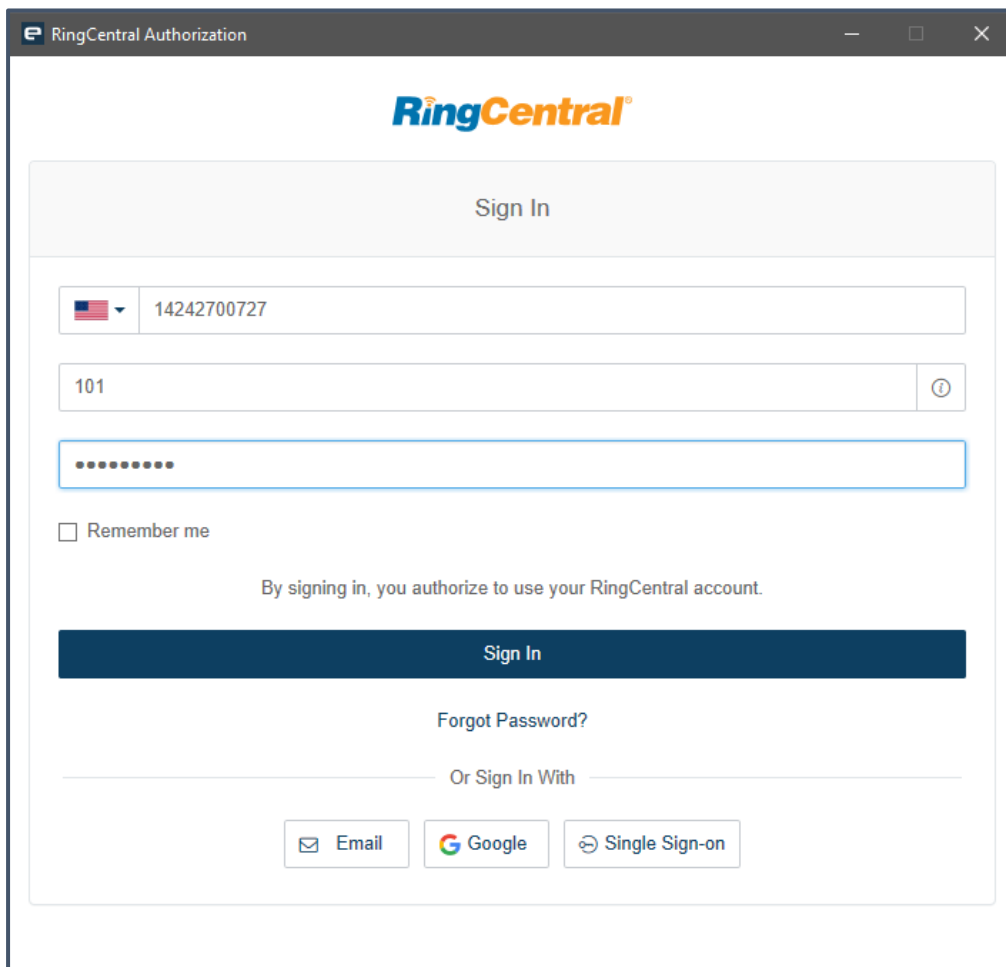
1. Download and Install Embrava Connect as described on page 3 of this User Guide.

Configure RingCentral Connection

1. 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.

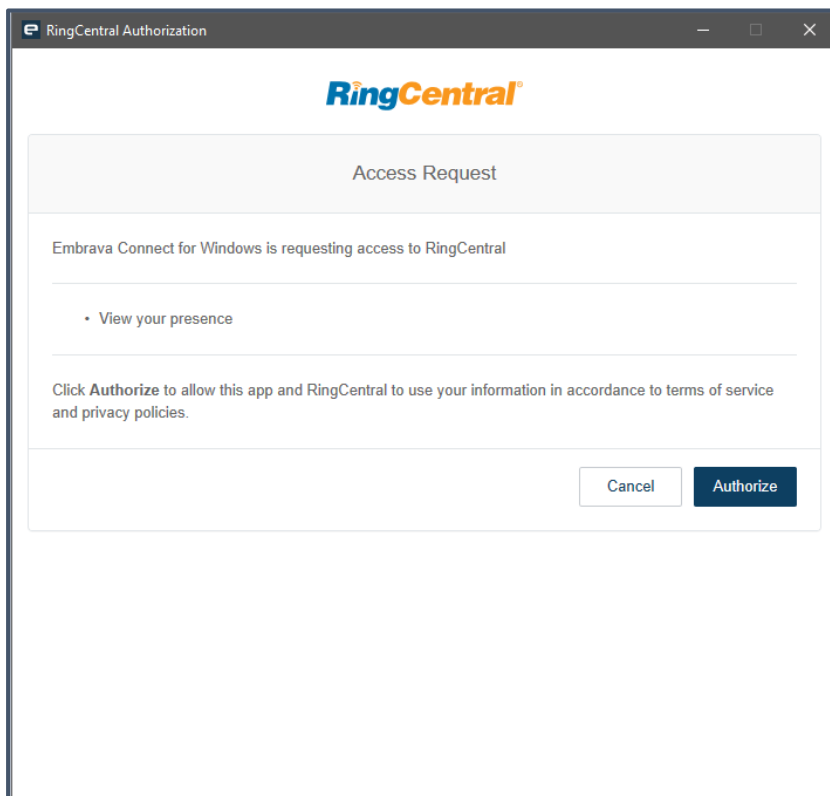


3. Now click on the Connect button, a browser window called "RingCentral Authorization" will be displayed. Sign-in to your production RingCentral account – Enter Phone number, password (extension is optional but mandatory when using your main company number) and click the Sign-In button

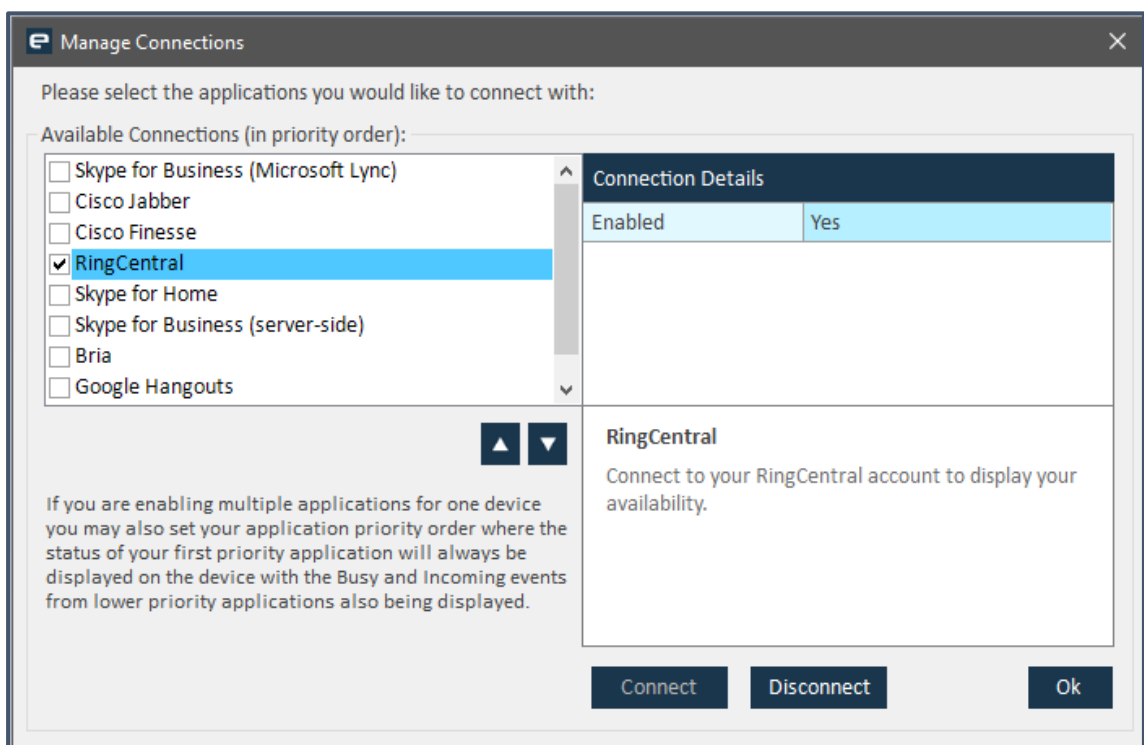


The screenshot shows a browser window titled "RingCentral Authorization". The page features the RingCentral logo at the top. Below the logo is a "Sign In" header. The main form contains a country dropdown menu (showing the US flag) and a phone number field with "14242700727". Below this is a field for the area code "101" with an information icon. The password field is masked with dots. There is a "Remember me" checkbox. A message states: "By signing in, you authorize to use your RingCentral account." Below this is a large "Sign In" button. Further down is a "Forgot Password?" link. At the bottom, there is a section "Or Sign In With" with three buttons: "Email", "Google", and "Single Sign-on".

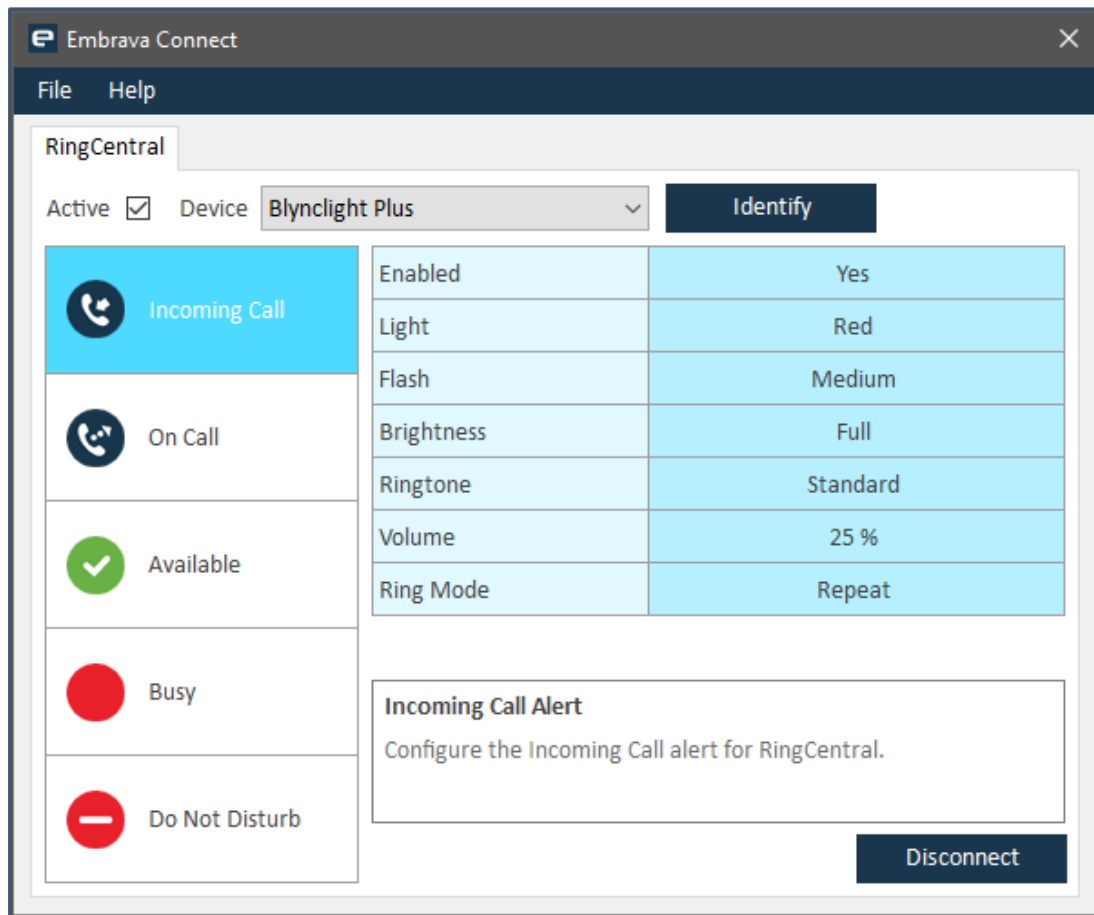
4. The browser window will now go to next page displaying "Access Request" – Embrava Connect for Windows is requesting access to RingCentral – "View your presence". Click the Authorize button.



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.



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



- 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

1. 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 [UC-One for Desktop – Configuration Guide](#) for more details.

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

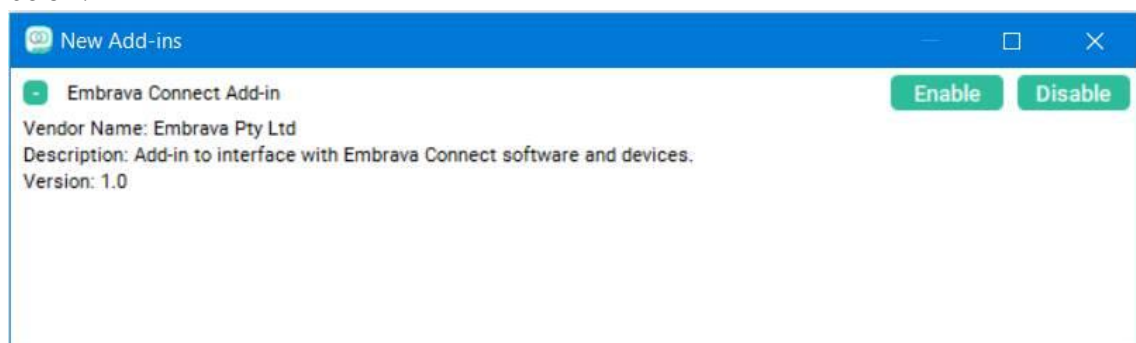
2. Once the "api-provider" value has been set to true, users should restart their Communicator application.

Download and Install Embrava Connect

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

Configure Broadsoft Connection

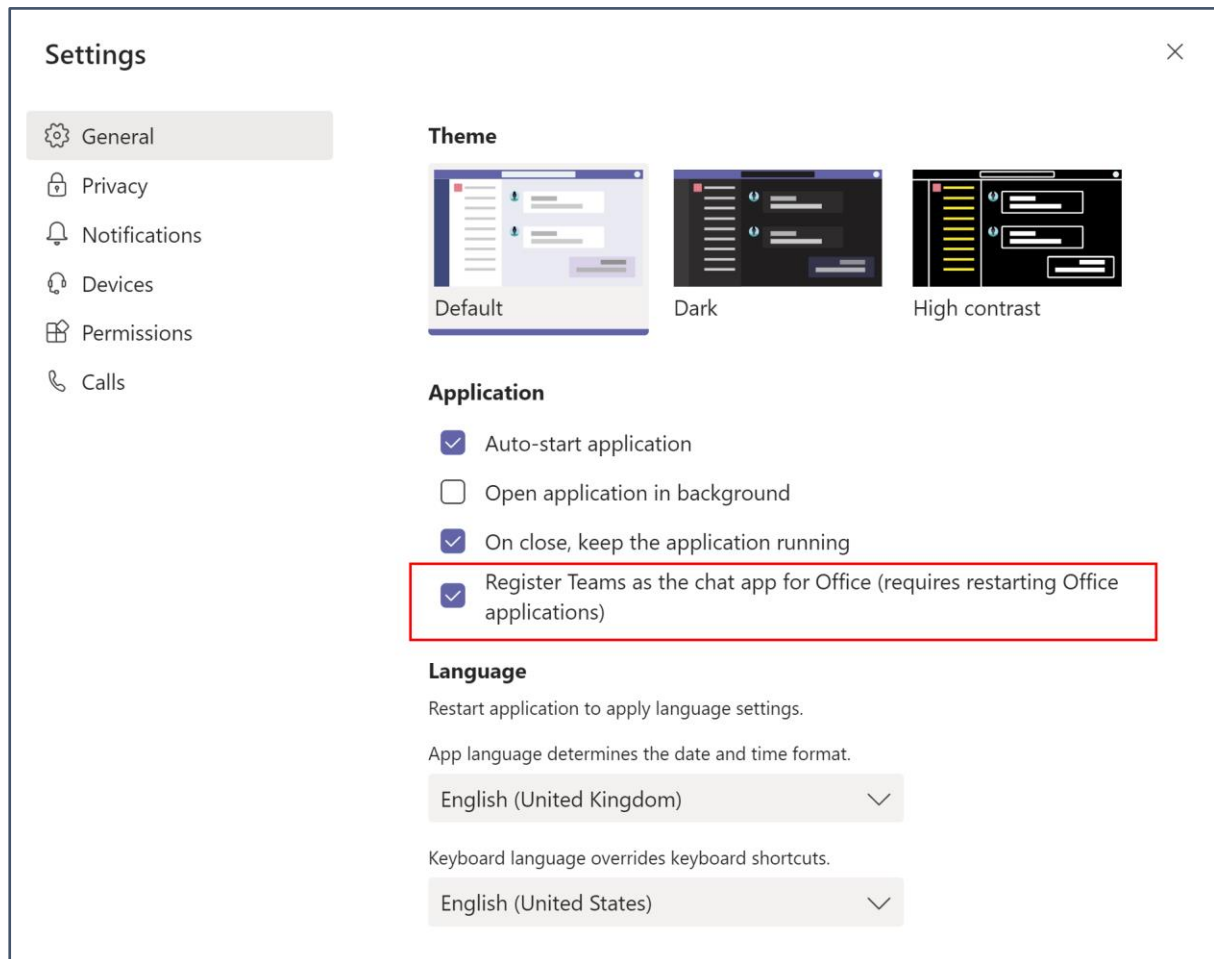
1. If you are running Embrava Connect for the first time, the Manage Connections window will be displayed. If you have configured Embrava Connect previously, please open the Embrava Connect main panel from the System Tray Embrava icon -> Open Embrava Connect. Now select from Menu File -> Connections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

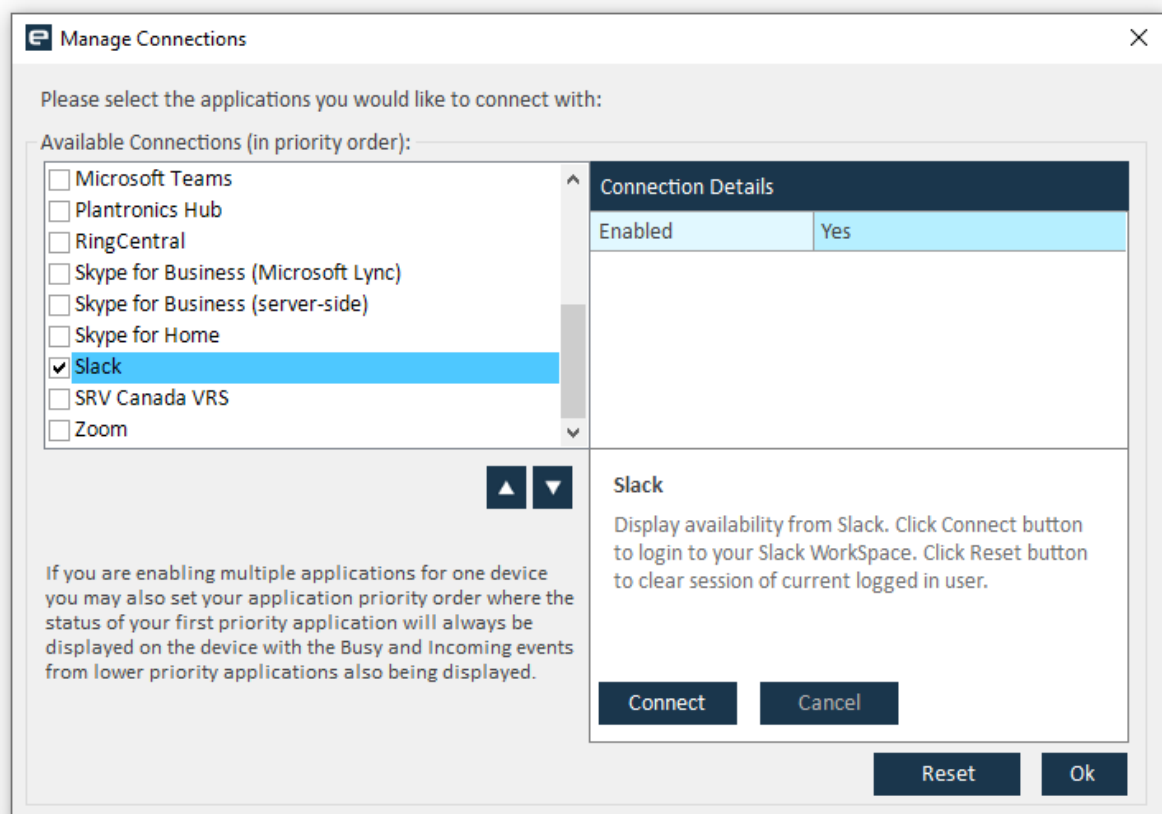
Embrava Connect integrates with Microsoft Teams using the Office UC Collaboration interface when running Microsoft Teams in **Teams Only** mode. To allow Embrava Connect to subscribe to status changes from Microsoft Teams please check the 'Register Teams as the chat app for Office' checkbox from the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



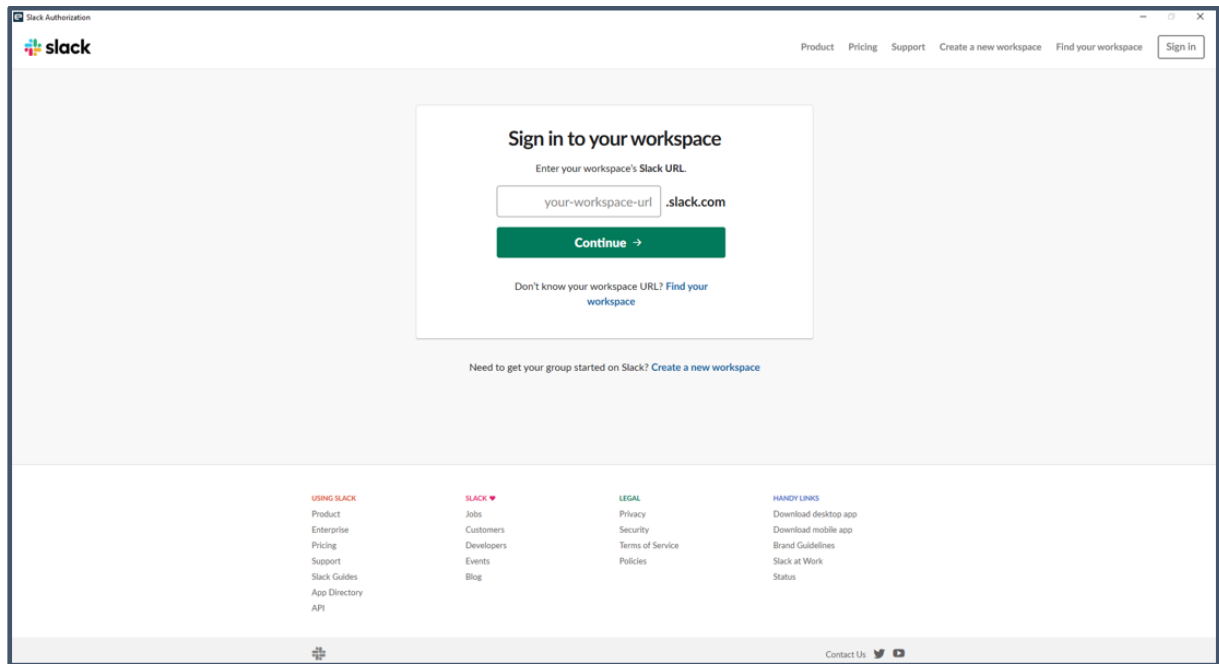
You may need to restart Embrava Connect or your PC once this change has been made.

Appendix G - Configuring for Slack

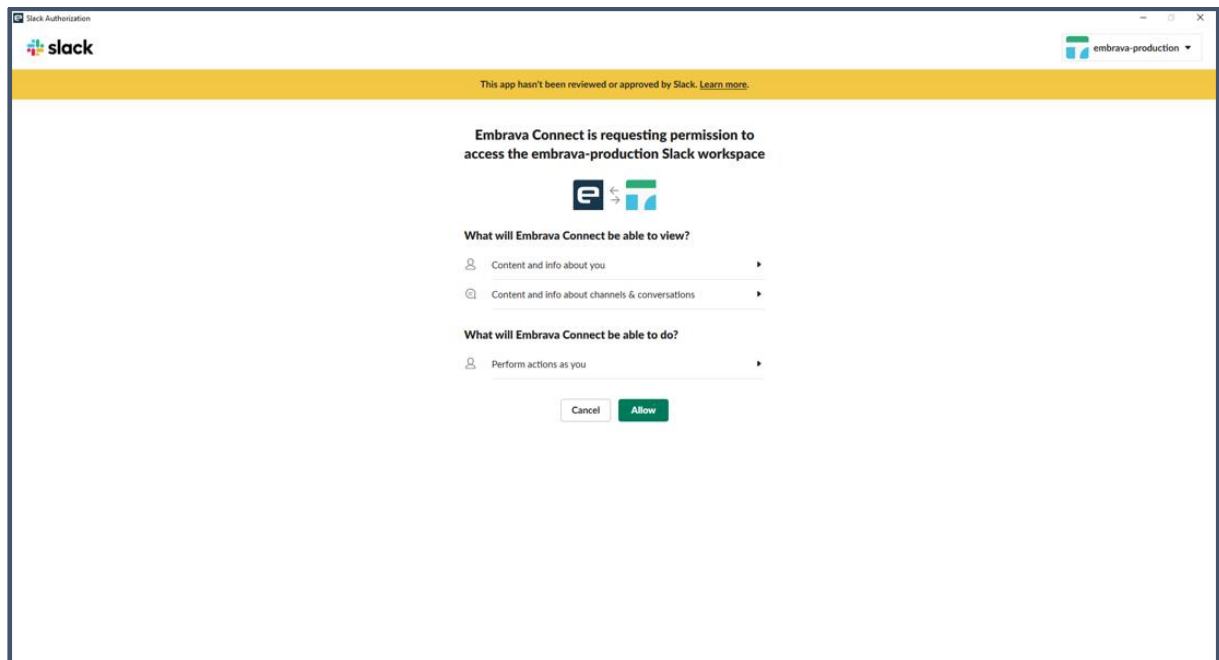
1. Once Embrava Connect is installed, run Embrava Connect by clicking on the Embrava Connect icon on the system tray and selecting **Open Embrava Connect**.
2. From the menu, click **File -> Connections** to open the **Manage Connections** window as shown below. Select the **Slack** connection and then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



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.

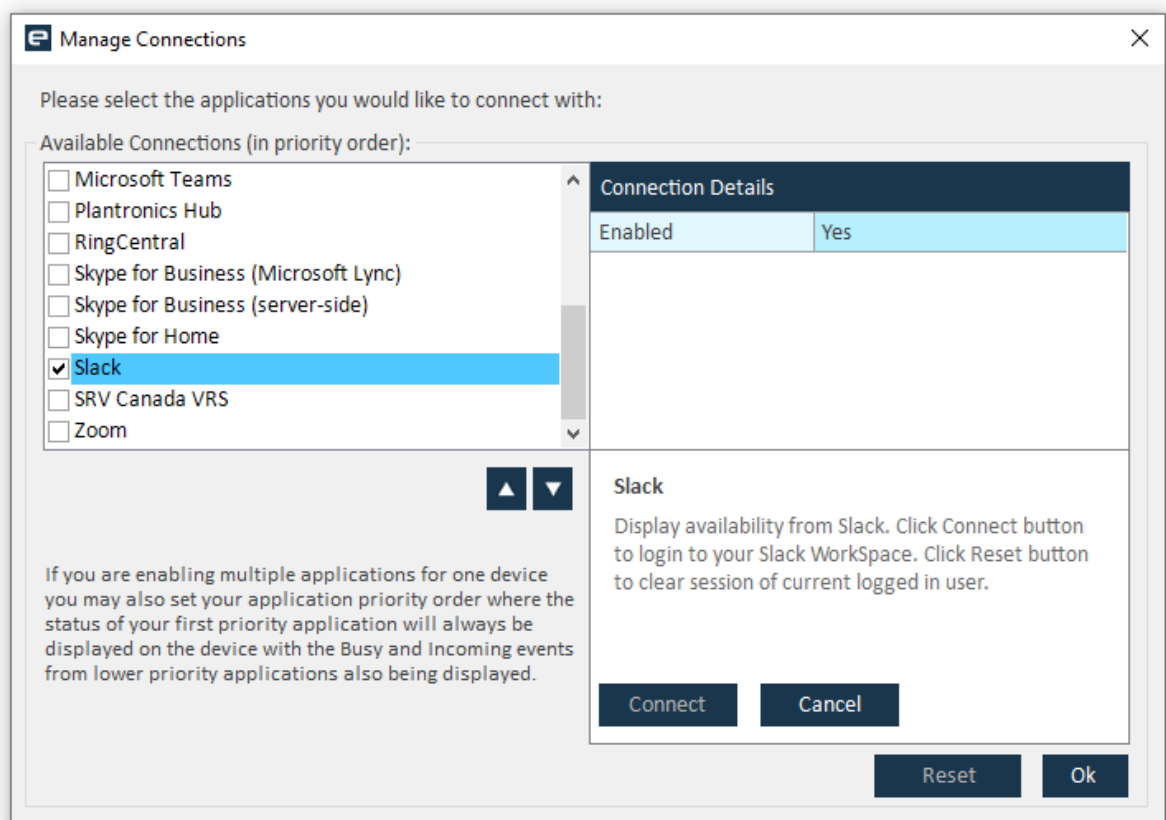


- Once signed-in the Permissions screen will be displayed as shown in the screenshot below. Accept the permissions by clicking on the **Allow** button.



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.

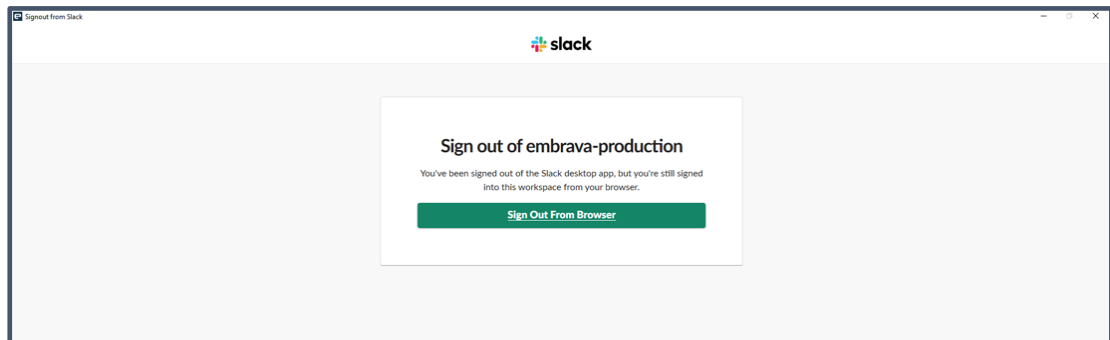
- Once the app permissions are accepted, the Sign-In window will close. The Connect button in Embrava Connect will be greyed out and the Cancel button will be enabled on the Manage Connections window as shown below.



- 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.



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