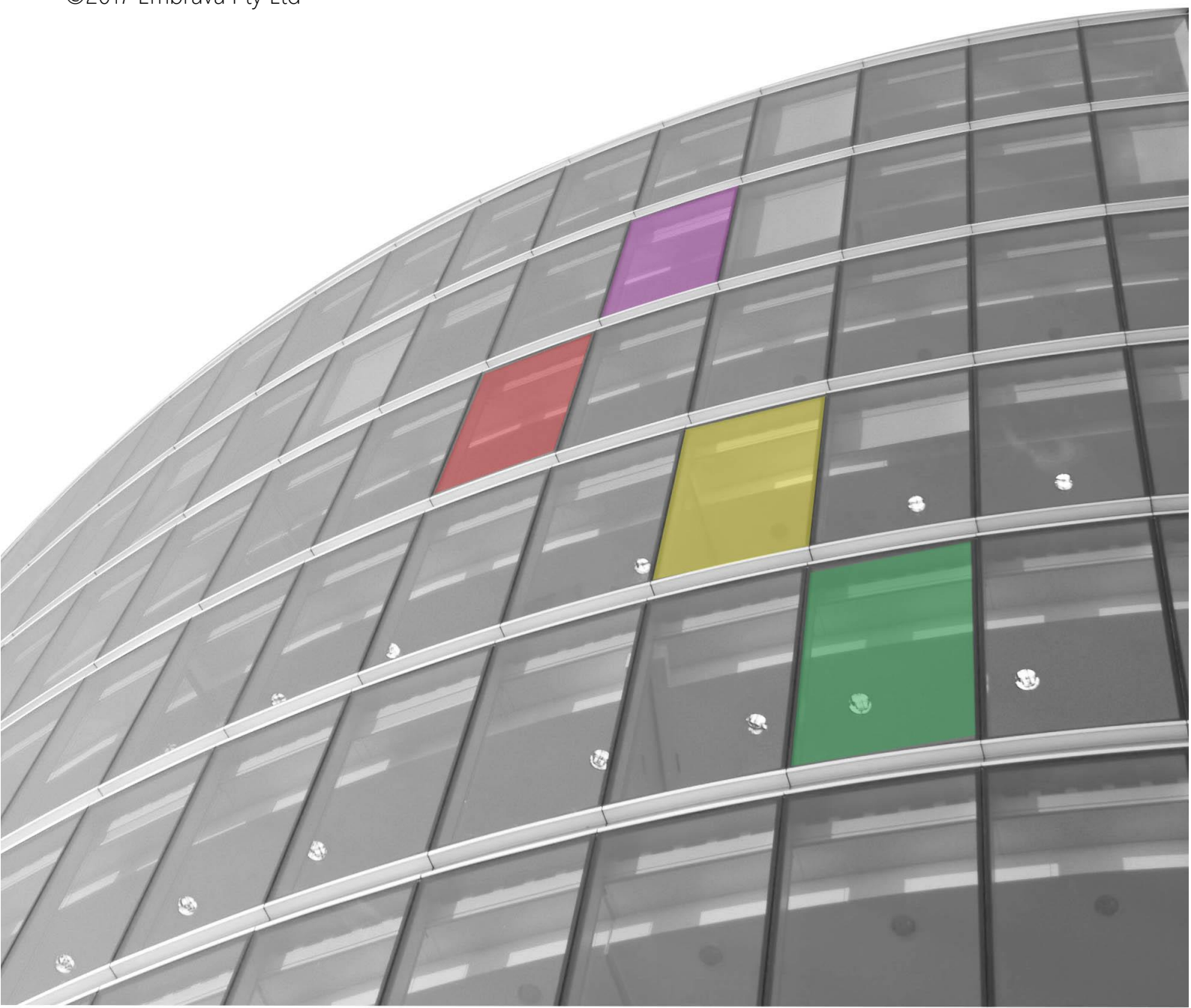


embrava

# User Guide

## Embrava Connect

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# Embrava Connect for Windows

## Installation

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

### Prerequisites

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

### Supported Applications

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

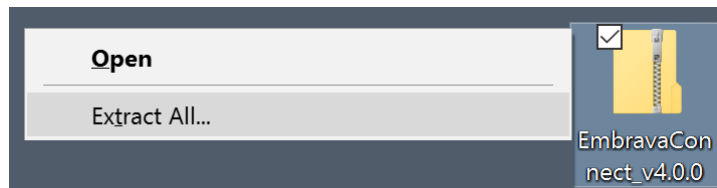
- Skype for Business 2016, 2015
- Microsoft Lync 2013, 2010
- Cisco Jabber for Windows 10, 11
- Skype v7 and above
- Google Hangouts (On-Call alerts only)

### Connect your Embrava Device

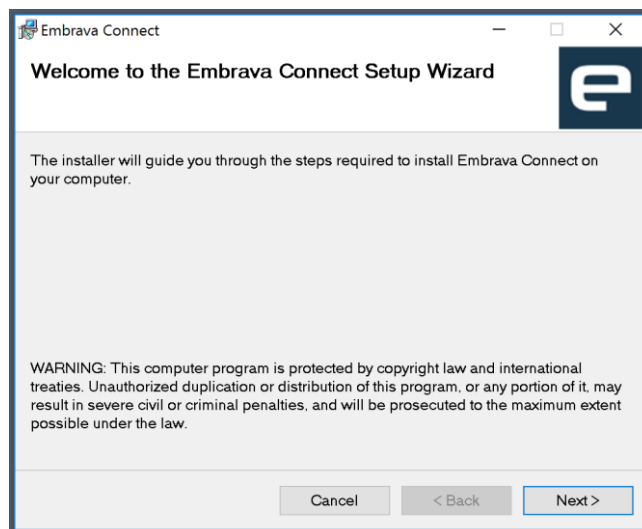
1. Unpack the device from its packaging.
2. Connect the USB cable from your device into an available USB port on your PC.
3. (Optional) Peel off the protective coating from one side of the mount adhesive and attach the adhesive to the bottom of the Blynclight device or mount. Ensure surfaces are cleaned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



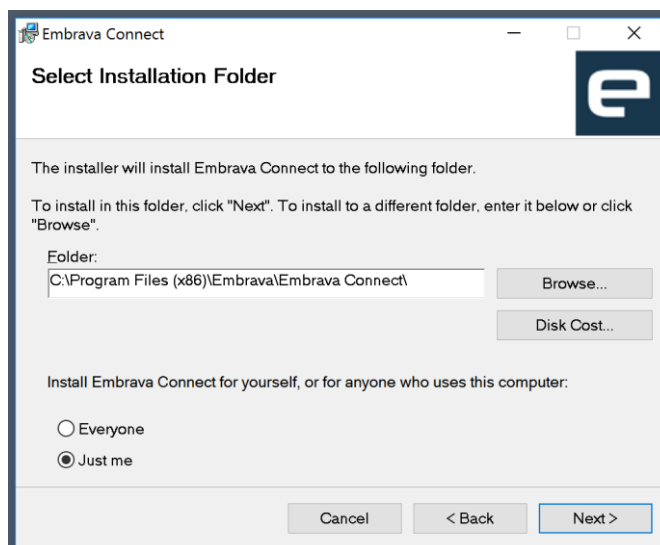
3. Double click the Embrava Connect installer to commence the installation process.



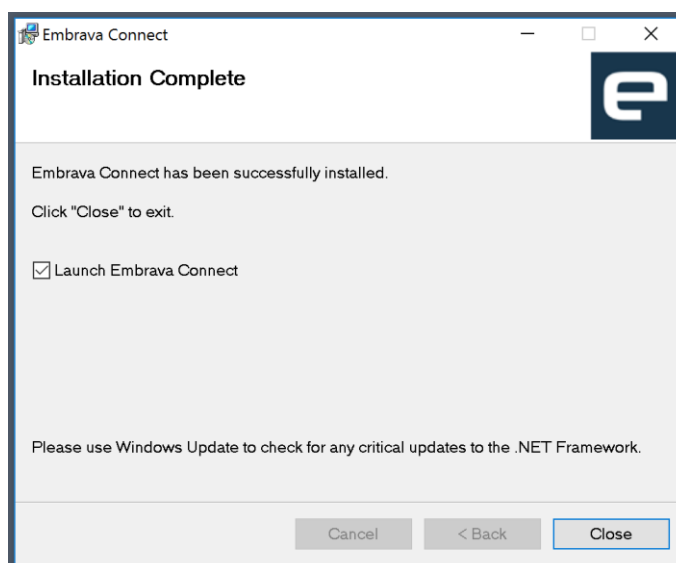
4. After you have read the Licence Agreement and agree to the terms select 'I Agree' and click 'Next'.



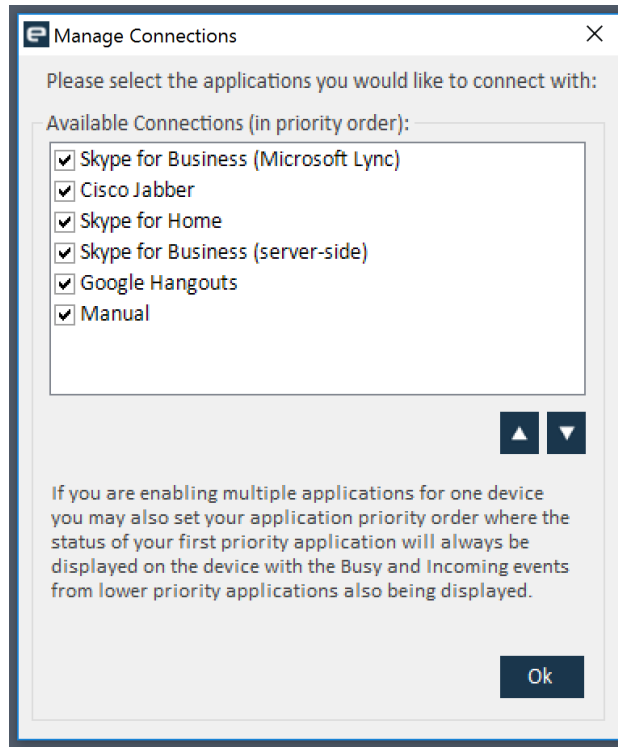
5. Select the Installation folder for your Embrava Connect software and if you will be the only user of the software on this particular machine.



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.

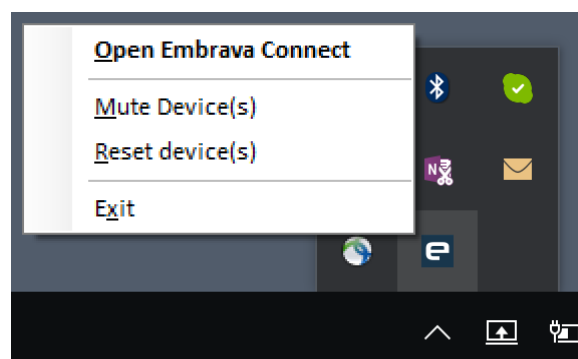


- When Embrava Connect first runs you will be asked to select which applications you would like your Embrava devices to connect to as illustrated below.



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.

- 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

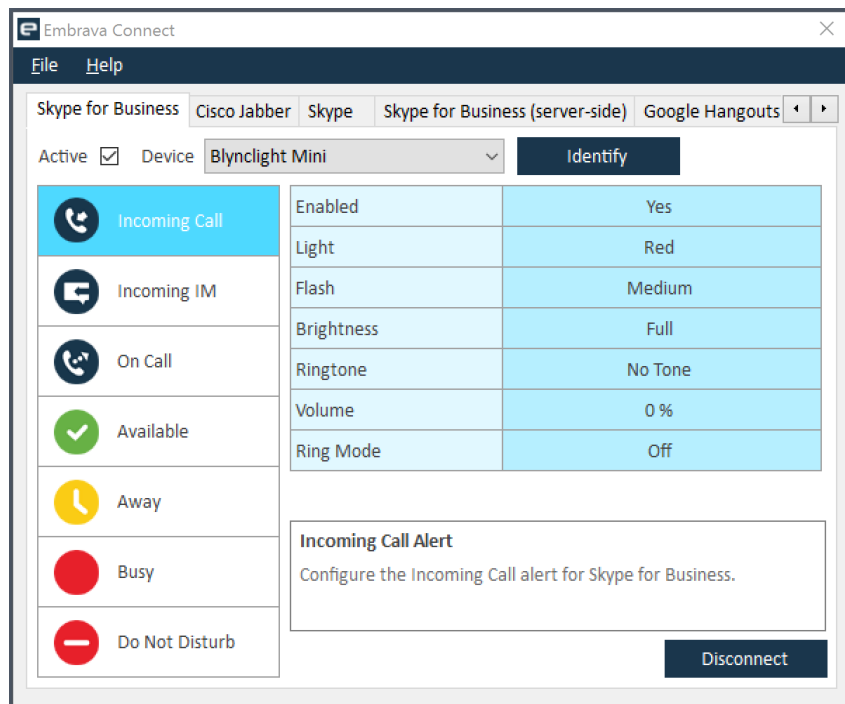
The Activities that Embrava Connect can be configured to provide Alerts for depend on the UC applications you have selected to connect to (Skype for Business, Cisco Jabber etc.). A full list of Activities include:

- **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).

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:

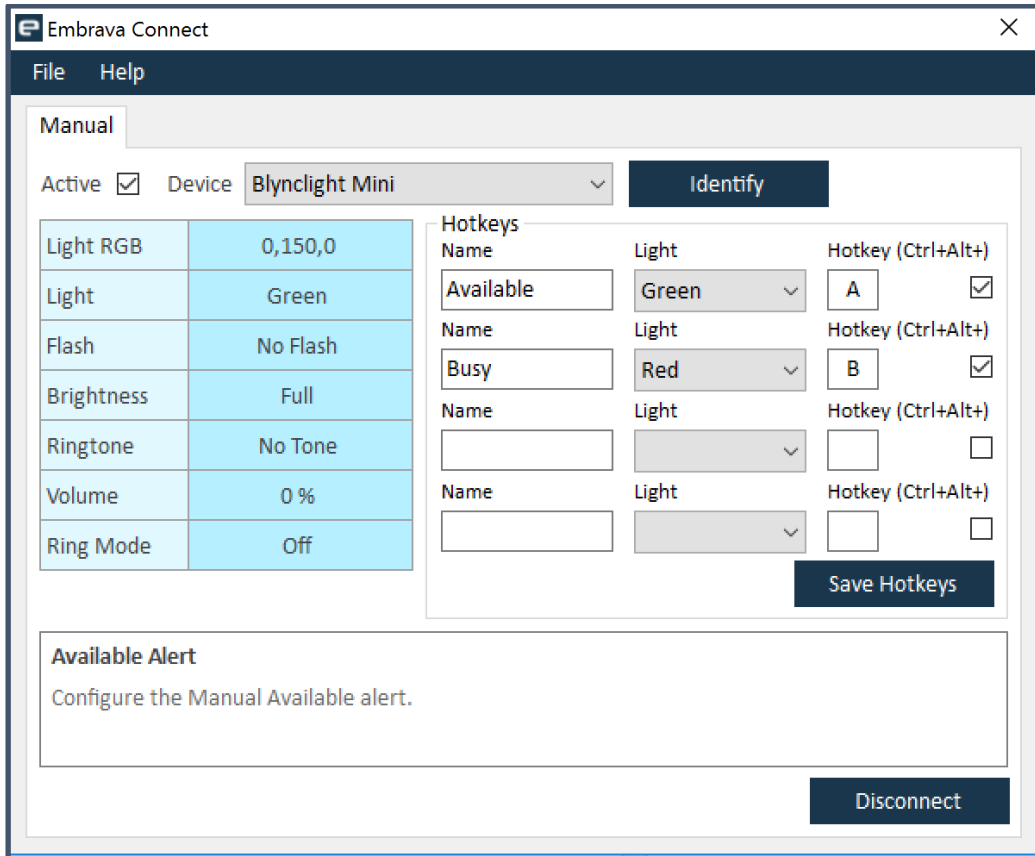
1. **Connection tabs** – each tab represents the configuration of your selected UC application (eg. Skype for Business, Cisco Jabber etc.)
2. **Active checkbox** – enable/disable this UC application from connecting to any Embrava device.
3. **Device dropdown** – select the device you would like this 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.



## 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.

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.

# 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 10.11 – 10.9

### Supported Applications

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

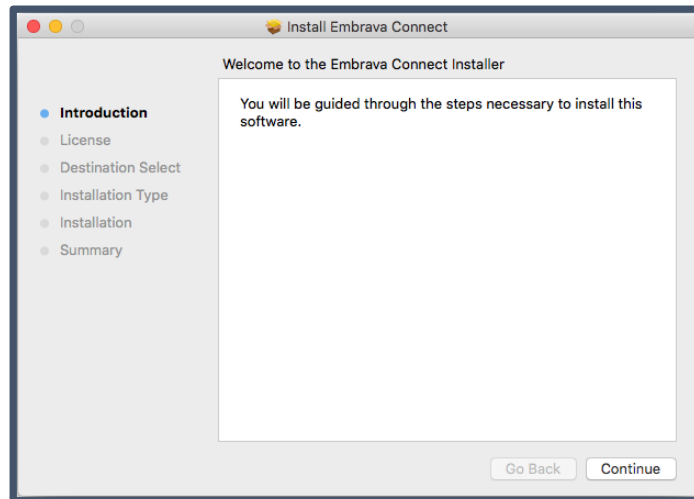
- Skype for Business Server 2015
- Microsoft Lync Server 2013
- Cisco Unified Presence Server (CUPS)

### Connect your Embrava Device

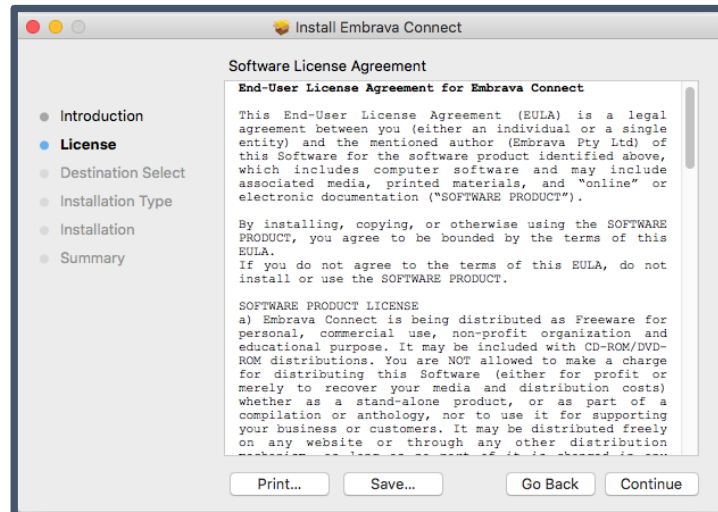
1. Unpack the device from its packaging.
2. Connect the USB cable from your device into an available USB port on your PC.
3. (Optional) Peel off the protective coating from one side of the mount adhesive and attach the adhesive to the bottom of the Blynclight device or mount. Ensure surfaces are cleaned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

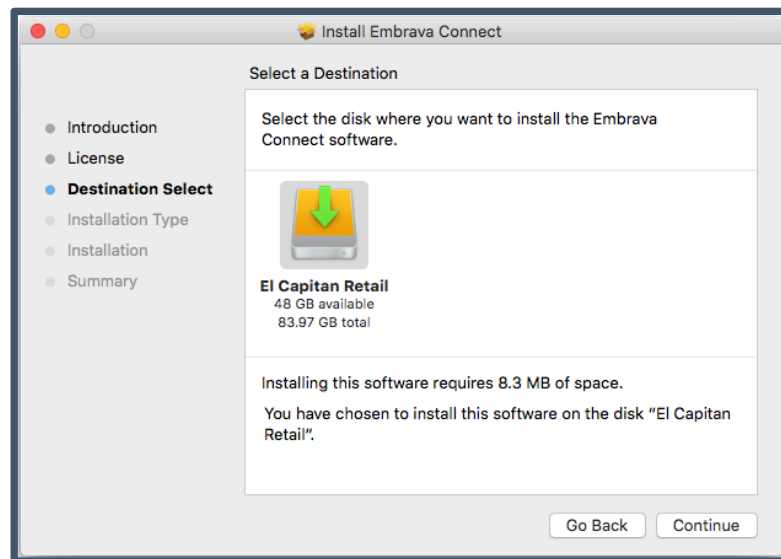
1. Download the latest Embrava Connect for Mac software from <http://www.embrava.com/install>
2. Double click the Embrava Connect installer to commence the installation process.



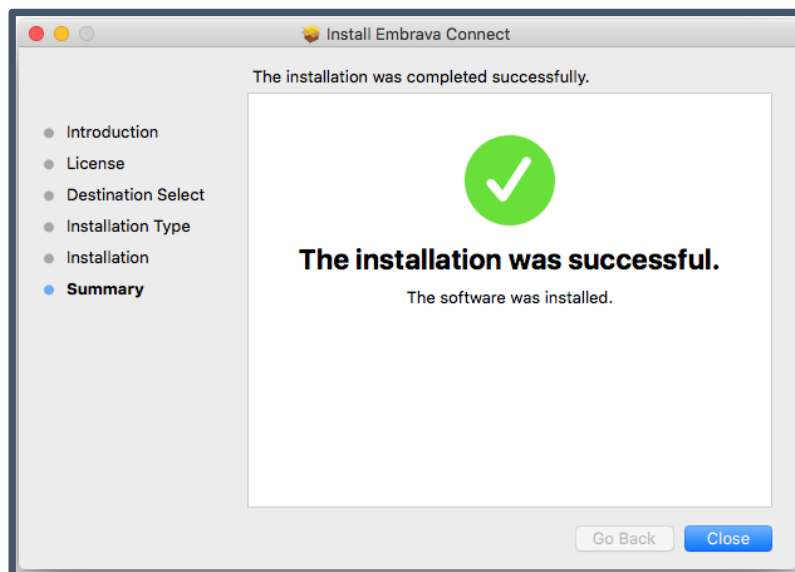
3. After you have read the Licence Agreement and agree to the terms click 'Continue' and select 'Agree'.



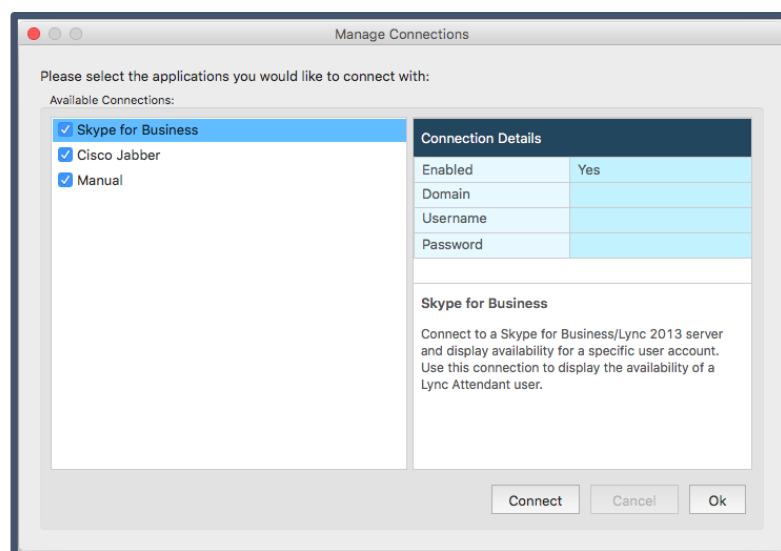
4. Select a Destination for your Embrava Connect for Mac software.



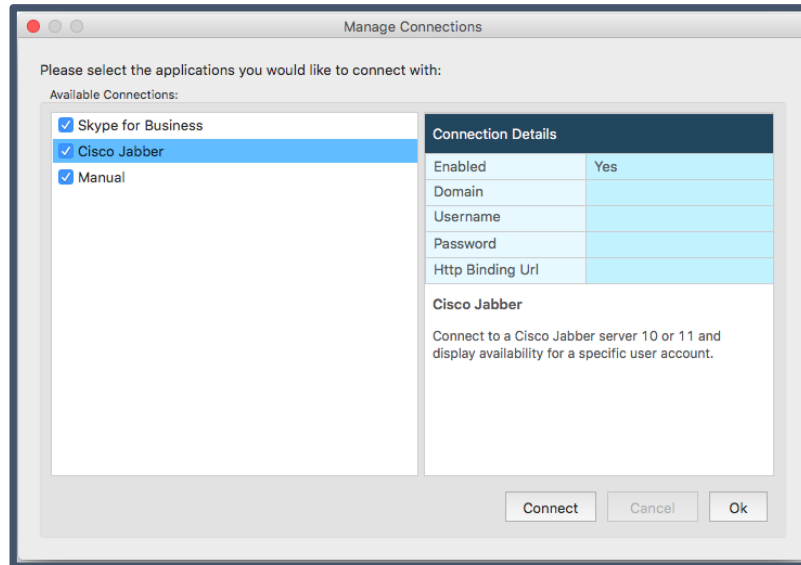
5. Click 'Continue' and the installation will begin. Once the installation is complete the following screen will be displayed.



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. You can select Skype for Business. The following parameters are required for the Skype for Business Connection:
    - i. **Domain** – Fully Qualified Domain Name (FQDN) of Skype for Business Server 2015 or Microsoft Lync Server 2013. E.g. lyncweb.acme.net
    - ii. **Username** – Skype for Business or Lync username in the format Domain\Username. E.g. ACME\jcitizen
    - iii. **Password** – password of the user account specified by the Username above.



- b. You can select 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

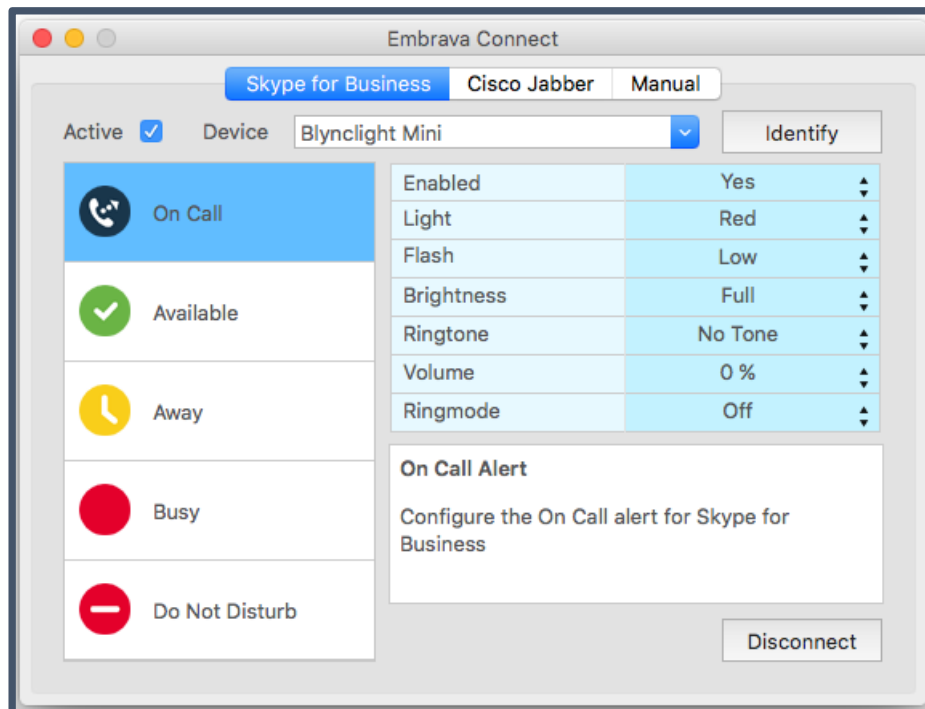
The Activities that Embrava Connect for Mac can be configured to provide Alerts for depend on the UC applications you have selected to connect to (Skype for Business, Cisco Jabber etc.). A full list of Activities includes:

- **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:

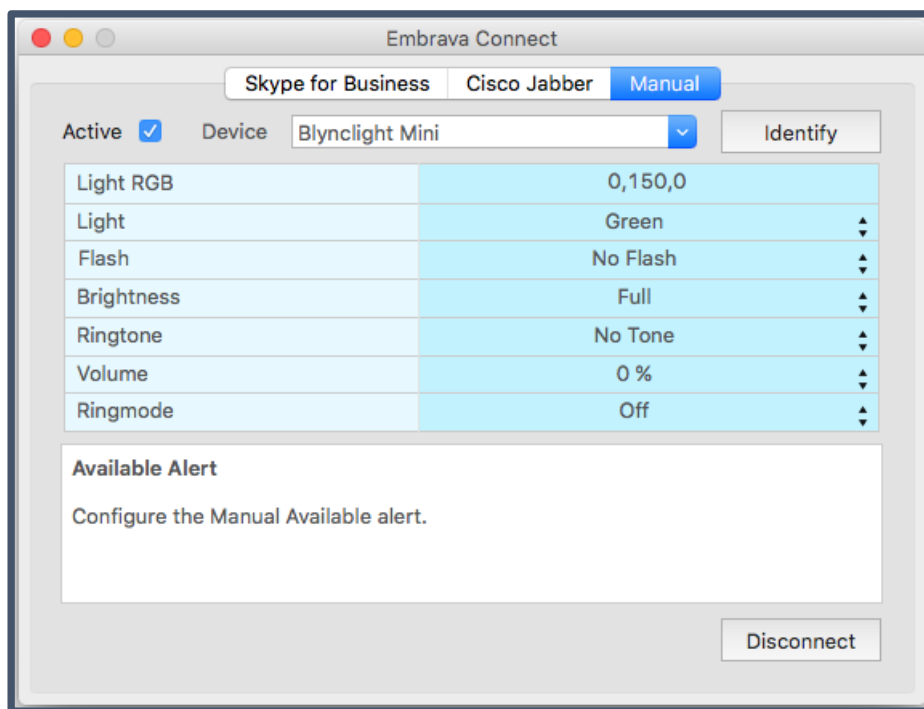
1. **Connection tabs** – each tab represents the configuration of your selected UC application (eg. Skype for Business, Cisco Jabber and Manual)
2. **Active checkbox** – enable/disable this UC application from connecting to any Embrava device.
3. **Device dropdown** – select the device you would like 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.

# 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 Embrava Connect for Cisco Finesse

Embrava Connect uses a Cisco Finesse Gadget to display status alerts from the Cisco Finesse Desktop. This section illustrates how to configure Cisco Finesse to work with Embrava Connect.

## Download the Embrava Connect Cisco Finesse Gadget files

1. Download the appropriate Embrava Connect Cisco Finesse Gadget files based on your deployed Cisco Finesse version below:

[Cisco Finesse Version 10.6 and above](#)

[Cisco Finesse Version 11.0 and above](#)

## Add the Embrava Connect Gadget to Cisco Finesse Desktop

1. **Update Embrava Connect Gadget files**

The following files downloaded from the step above define the Embrava Connect for Finesse Gadget application.

- EmbravaConnect.xml
- embravaconnect.js
- embrava.png

The gadget specification is defined by the EmbravaConnect.xml

Open EmbravaConnect.xml and edit the following lines:

```
<script type="text/javascript" src="https://<FinesseServer>/desktop/assets/js/jquery.min.js"></script>
```

```
<script type="text/javascript" src="https://<FinesseServer>/desktop/assets/js/finesse.js"></script>
```

For Finesse Desktop version 10.6:

Replace <FinesseServer> with your Finesse server name with port number (if port number is applicable), so that jquery.min.js and finesse.js should be accessible on a browser.

For Finesse Desktop version 11.0:

Use the following:

```
<script type="text/javascript" src="/desktop/assets/js/jquery.min.js"></script>
```

```
<script type="text/javascript" src="/desktop/assets/js/finesse.js"></script>
```

If the gadget failed to load use the following lines:

```
<script type="text/javascript" src="https://<FinesseServer>/desktop/assets/js/jquery.min.js"></script>
```

```
<script type="text/javascript" src="https://<FinesseServer>/desktop/assets/js/finesse.js"></script>
```

Replace <FinesseServer> with your finesse server name with port number (if port number is applicable), so that jquery.min.js and finesse.js should be accessible on a browser.

2. Host the Embrava Connect for Finesse gadget files

Host the Embrava Connect gadget files on your Finesse server using the 3rd party gadget account.

Please refer the following link to upload the gadget xml file EmbravaConnect.xml to the Finesse server using 3rdPartyGadget user account.

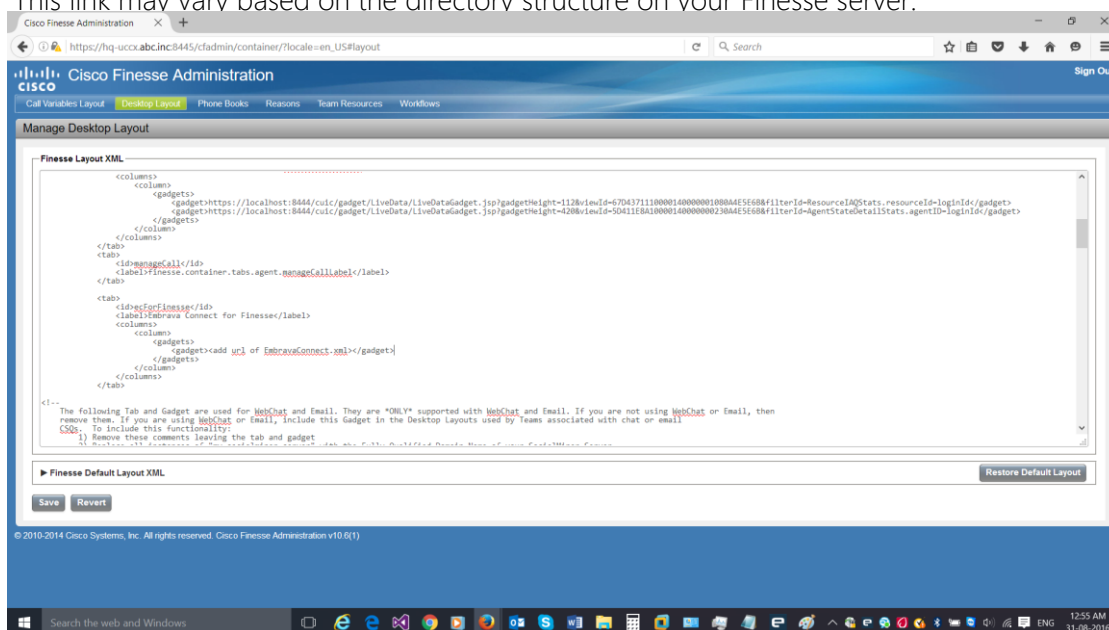
[http://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cust\\_contact/contact\\_center/finesse/1001/user/guide/CFIN\\_BK\\_CF7BB5C7\\_00\\_cisco-finesse-administration-1001/CFIN\\_BK\\_CF7BB5C7\\_00\\_cisco-finesse-administration-1001\\_chapter\\_01110.html](http://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cust_contact/contact_center/finesse/1001/user/guide/CFIN_BK_CF7BB5C7_00_cisco-finesse-administration-1001/CFIN_BK_CF7BB5C7_00_cisco-finesse-administration-1001_chapter_01110.html)

If you use a third-party gadget account on the Finesse server to upload the gadget file, then the gadget link would look similar to the following:

```
<gadget>/3rdpartygadget/files/EmbravaConnect.xml</gadget>
```

This link may vary based on the directory structure on your Finesse server.

3.



- c. Add the following Tab XML entity to the XML displayed. The XML in the frame contains Tab entities for other gadgets. Add the Embrava Connect for Finesse tab into the <tabs> </tabs> entity of <role>Agent</role> as well as in to the <tabs> </tabs> entity of <role>Supervisor</role>, so that the Embrava Connect for Finesse gadget tab will be visible on both Agent as well as on the Supervisor login roles.

**Embrava Connect for Finesse gadget Tab:**

```
<tab>
  <id>ecForFinesse</id>
  <label>Embrava Connect for Finesse</label>
  <columns>
    <column>
      <gadgets>
        <gadget><add url of EmbravaConnect.xml</gadget>
      </gadgets>
    </column>
  </columns>
</tab>
```

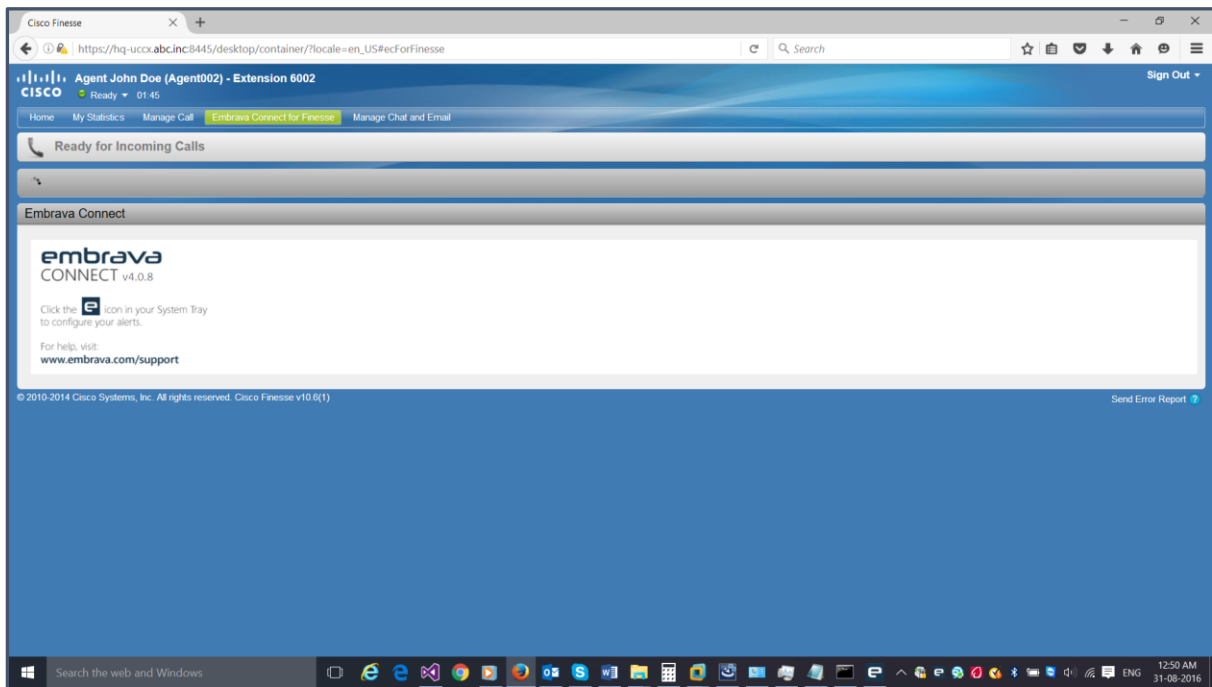
- d. In the above XML Tab entity replace this text "add url of EmbravaConnect.xml" between <gadget> </gadget> with the URL of the EmbravaConnect.xml where it is hosted. If you use a 3rd party gadget account it would be as follows:

```
<gadget>/3rdpartygadget/files/EmbravaConnect.xml</gadget>
```

If you use a 3rd party file hosting server then it would be as follows:

```
<gadget>https://servername/EmbravaConnect.xml</gadget>
```

This finishes the deployment of the Embrava Connect gadget application to the Finesse Desktop. Your loaded Embrava Connect gadget should look as follows.



With Embrava Connect running on your client machine, you may now connect your Embrava device to the client machine and have Cisco Finesse status alerts displayed on the device.

## Sample Finesse Desktop Layout

The following illustrates a sample Finesse Desktop Layout that has Embrava Connect for Finesse Tab added to Agent and Supervisor roles:

```
<finesseLayout xmlns="http://www.cisco.com/vtg/finesse">
  <layout>
    <role>Agent</role>
    <page>
      <gadget>/desktop/gadgets/CallControl.jsp</gadget>
    </page>
    <tabs>
      <tab>
        <id>home</id>
        <label>finesse.container.tabs.agent.homeLabel</label>
        <columns>
          <column>
            <gadgets>
              <gadget>https://localhost:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=76D964AD10000140000000830A4E5E6F&filterId=AgentCSQStats.csqName=CL&compositeFilterId=AgentCSQStats.AgentIds.agentId=loginId</gadget>
            </gadgets>
          </column>
        </columns>
      </tab>
    </tabs>
  </layout>
</finesseLayout>
```

```
<gadget>https://localhost:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=5C626F9C10000140000000600A4E5B33&filterId=ResourceIAQStats.resourceId=CL</gadget>
```

```
</gadgets>
</column>
</columns>
</tab>
<tab>
  <id>myStatistics</id>
  <label>finesse.container.tabs.agent.myStatisticsLabel</label>
  <columns>
    <column>
      <gadgets>
```

```
<gadget>https://localhost:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=112&viewId=67D4371110000140000001080A4E5E6B&filterId=ResourceIAQStats.resourceId=loginId</gadget>
```

```
<gadget>https://localhost:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=420&viewId=5D411E8A10000140000000230A4E5E6B&filterId=AgentStateDetailStats.agentID=loginId</gadget>
```

```
</gadgets>
</column>
</columns>
</tab>
<tab>
  <id>manageCall</id>
  <label>finesse.container.tabs.agent.manageCallLabel</label>
</tab>
```

```
<tab>
  <id>ecForFinesse</id>
  <label>Embrava Connect for Finesse</label>
  <columns>
    <column>
      <gadgets>
        <gadget><add url of EmbravaConnect.xml></gadget>
      </gadgets>
    </column>
  </columns>
</tab>
```

```
</tabs>
</layout>
<layout>
  <role>Supervisor</role>
  <page>
    <gadget>/desktop/gadgets/CallControl.jsp</gadget>
```

```

</page>
<tabs>
  <tab>
    <id>manageTeam</id>
    <label>finesse.container.tabs.supervisor.manageTeamLabel</label>
    <columns>
      <column>
        <gadgets>
          <gadget>/desktop/gadgets/TeamPerformance.jsp</gadget>
        </gadgets>
      </column>
    </columns>
  </tab>
  <tab>
    <id>teamData</id>
    <label>finesse.container.tabs.supervisor.teamDataLabel</label>
    <columns>
      <column>
        <gadgets>
          <gadget>https://localhost:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=7291DCB410000140000000890A4E5B33&filterId=ResourceIAQStats.resourceId=CL</gadget>
          <gadget>https://localhost:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=728283C210000140000000530A4E5B33&filterId=ResourceIAQStats.resourceId=CL</gadget>
        </gadgets>
      </column>
    </columns>
  </tab>
  <tab>
    <id>queueData</id>
    <label>finesse.container.tabs.supervisor.queueDataLabel</label>
    <columns>
      <column>
        <gadgets>
          <gadget>https://localhost:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=C8E2DB1610000140000000A60A4E5E6B&filterId=VoiceIAQStats.esdName=CL</gadget>
          <gadget>https://localhost:8444/cuic/gadget/LiveData/LiveDataGadget.jsp?gadgetHeight=310&viewId=9A7A14CE10000140000000ED0A4E5E6B&filterId=VoiceCSQDetailsStats.agentId=CL&compositeFilterId=VoiceCSQDetailsStats.AgentVoiceCSQNames.agentVoiceCSQName=CL</gadget>
        </gadgets>
      </column>
    </columns>
  </tab>

```



```
<tab>
  <id>manageCall</id>
  <label>finesse.container.tabs.supervisor.manageCallLabel</label>
</tab>

<tab>
  <id>ecForFinesseForSupervisor</id>
  <label>Embrava Connect for Finesse</label>
  <columns>
    <column>
      <gadgets>
        <gadget><add url of EmbravaConnect.xml</gadget>
      </gadgets>
    </column>
  </columns>
</tab>

</tabs>
</layout>
</finesseLayout>
```

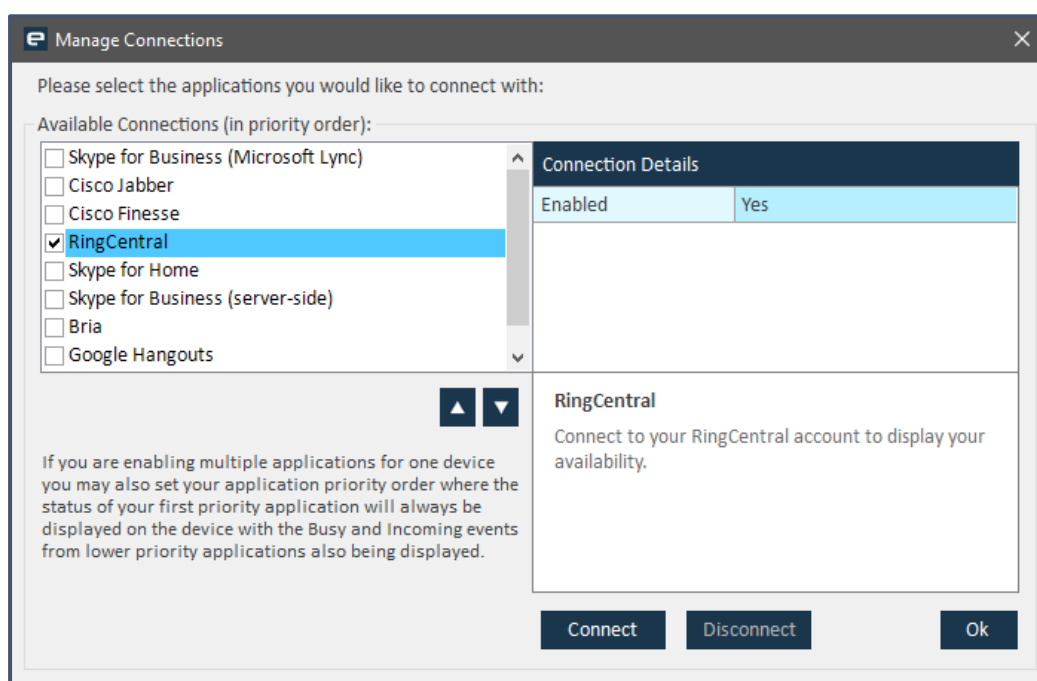
# Appendix B - Configuring Embrava Connect for RingCentral

## Download and Install Embrava Connect

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

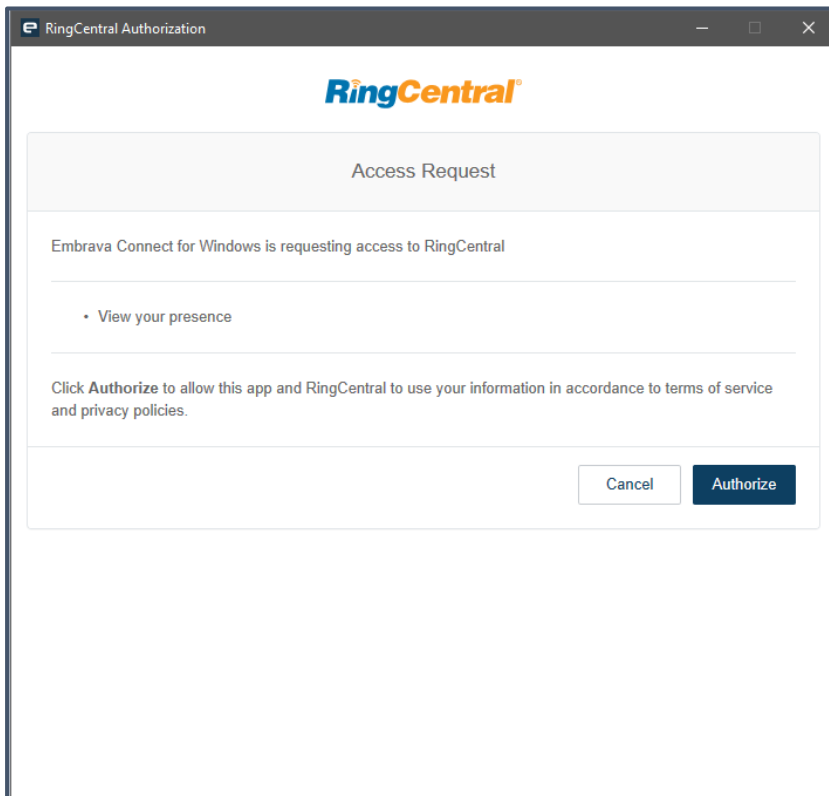
## Configure RingCentral Connection

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.

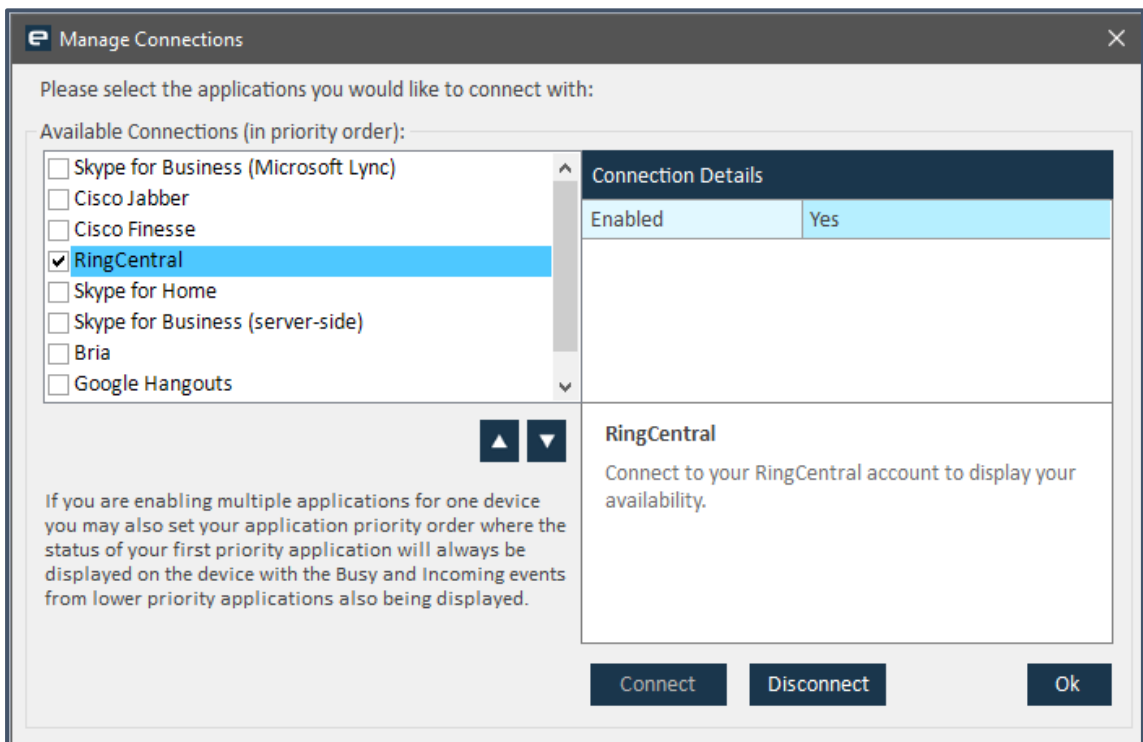


3. Now click on the Connect button, a browser window called "RingCentral Authorization" will be displayed. Sign-in to your production RingCentral account – Enter Phone number, password (extension is optional but mandatory when using your main company number) and click the Sign-In button

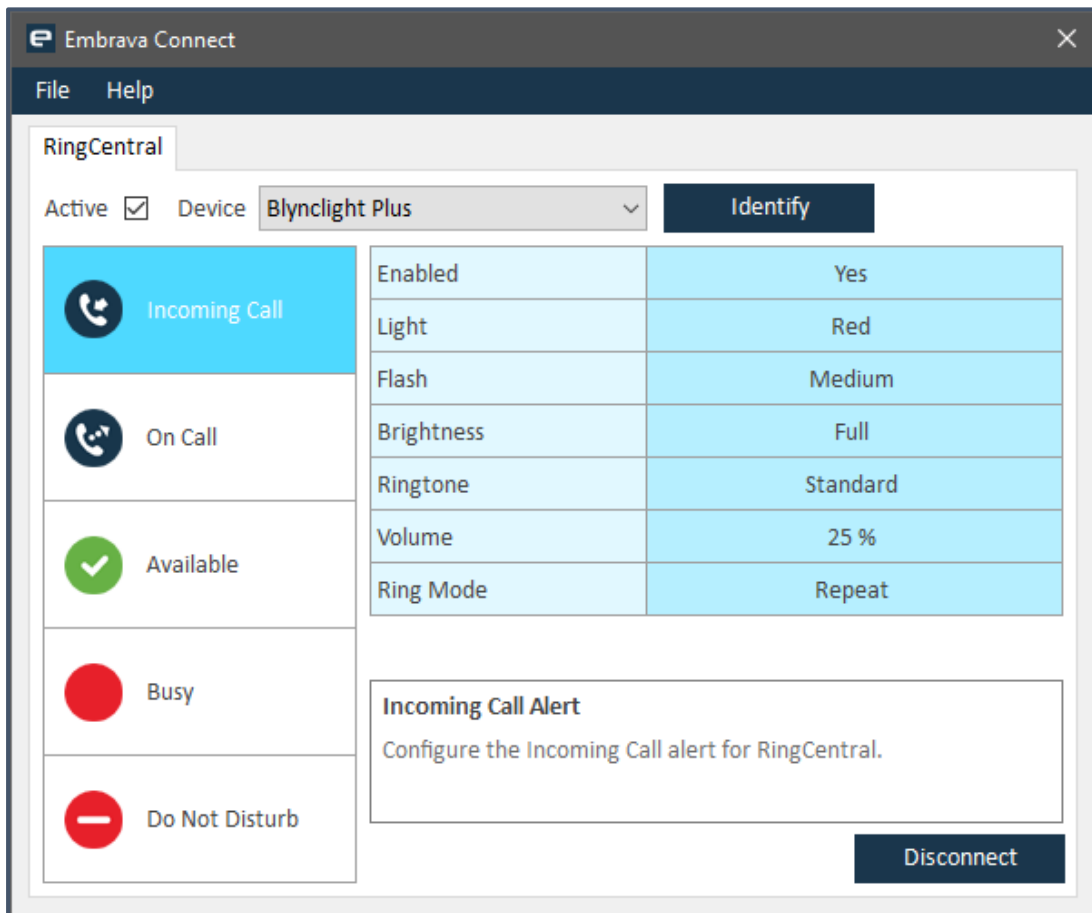
4. The browser window will now go to next page displaying "Access Request" – Embrava Connect for Windows is requesting access to RingCentral – "View your presence". Click the Authorize button.



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.

END OF DOCUMENT