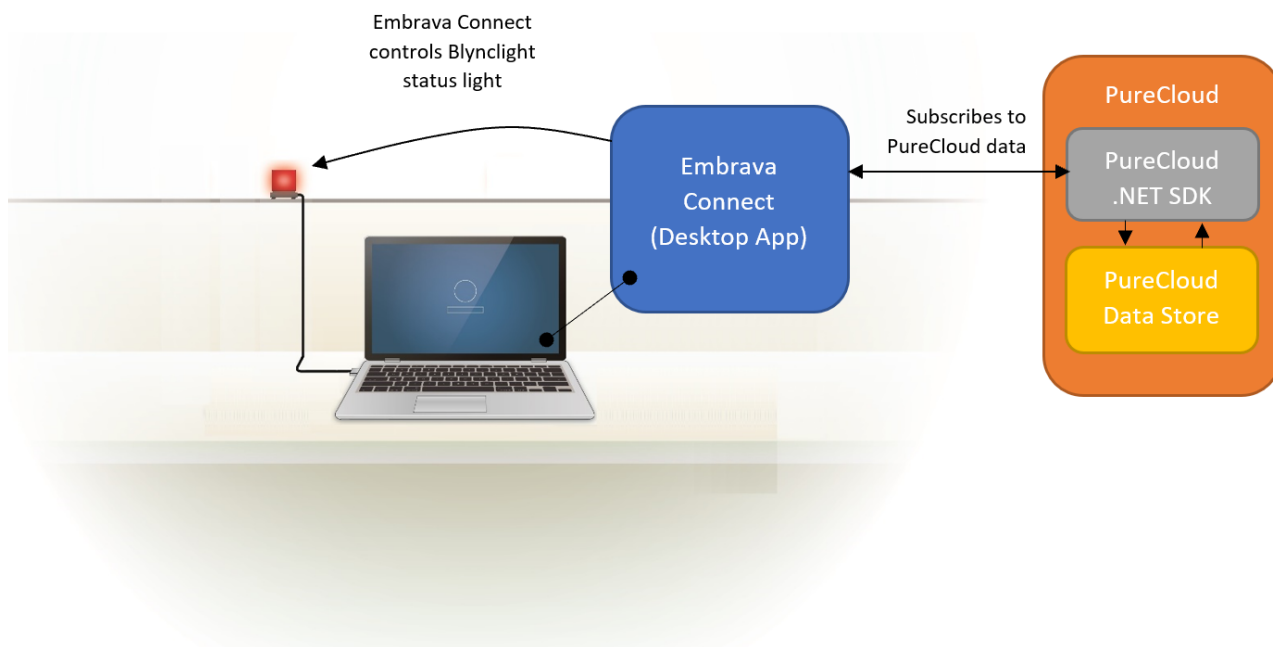


# Status Lights for PureCloud – Setup Guide

The purpose of this document is to detail the steps required to setup the **Status Lights for PureCloud** premium app for Genesys.

## Overview

The **Status Lights for PureCloud** solution is an advanced feature of Embrava Connect. The following diagram illustrates the different components that make up the solution.

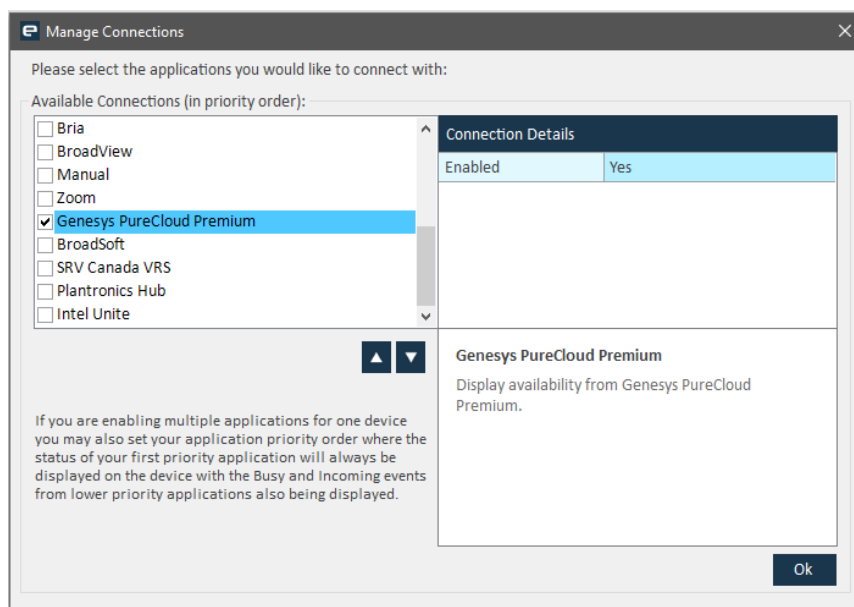


## Pre-Requisites

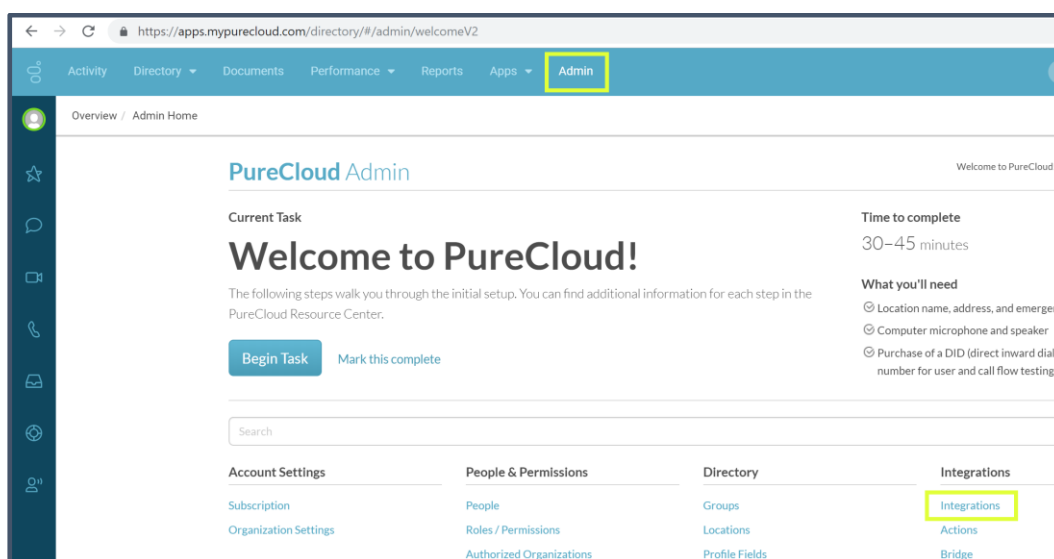
1. PC running Windows 7 and above.
2. Embrava Connect desktop application.
3. Blynclight v4 status light (Standard, Plus, Mini, Wireless, Nameplate).
4. Genesys PureCloud instance.

## Steps

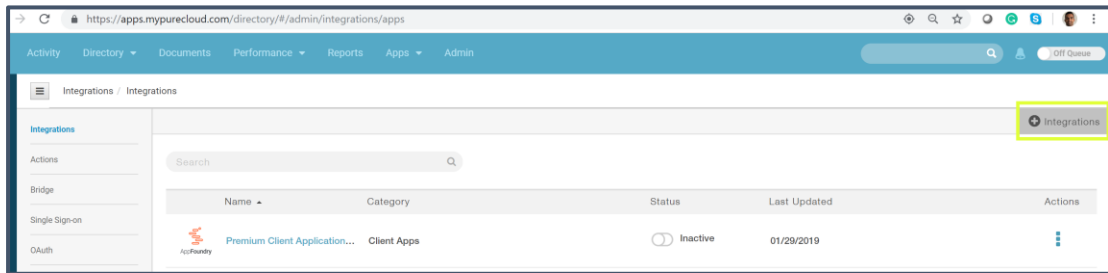
1. Connect your **Blynlight** to your PC.
2. Install the latest version of [Embrava Connect](#) on your PC.
3. Open **Embrava Connect** and from the menu click File -> Connections. The **Manage Connections** window will now be displayed.
4. Select the **Genesys PureCloud Premium** connection as shown below and click OK. Embrava Connect is now configured for PureCloud connectivity.



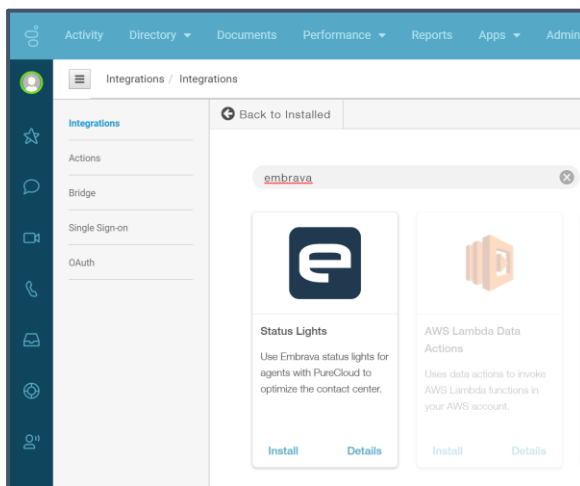
5. Now we must activate the Status Lights for PureCloud app within your PureCloud instance. Login to PureCloud and from the main menu click Admin and then Integrations as highlighted below:



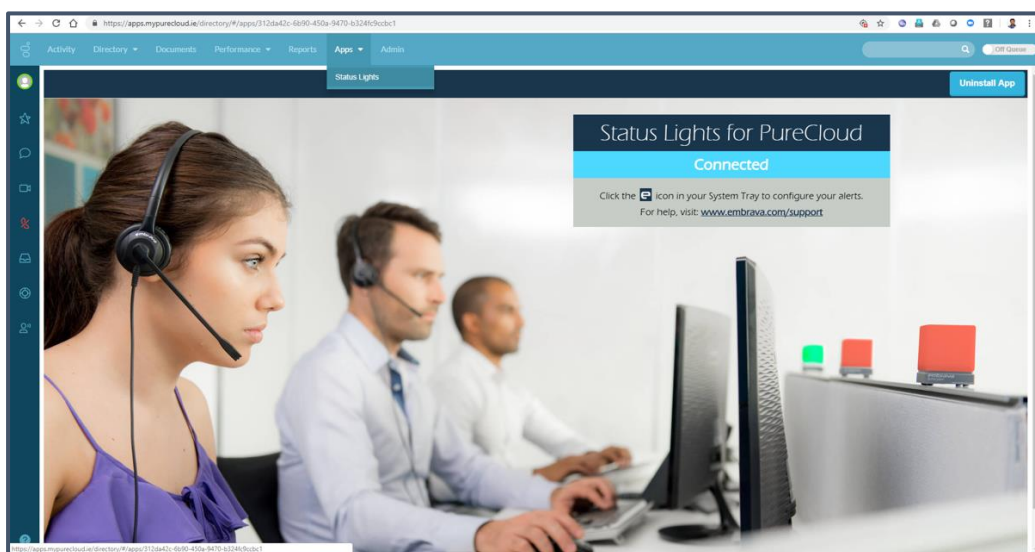
- Now click the **+ Integrations** button as shown below:



- Search for “embrava” and click **Install** on the **Status Lights** app as shown below.

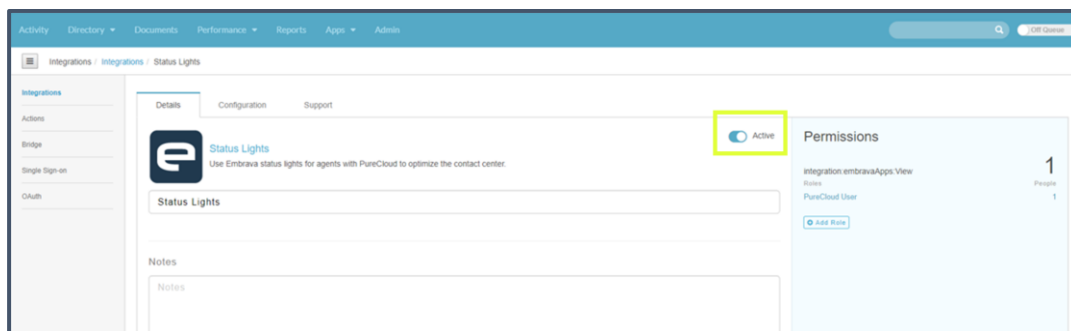


- Once installed, you should now see the Status Lights app by clicking Apps -> Status lights as shown below:

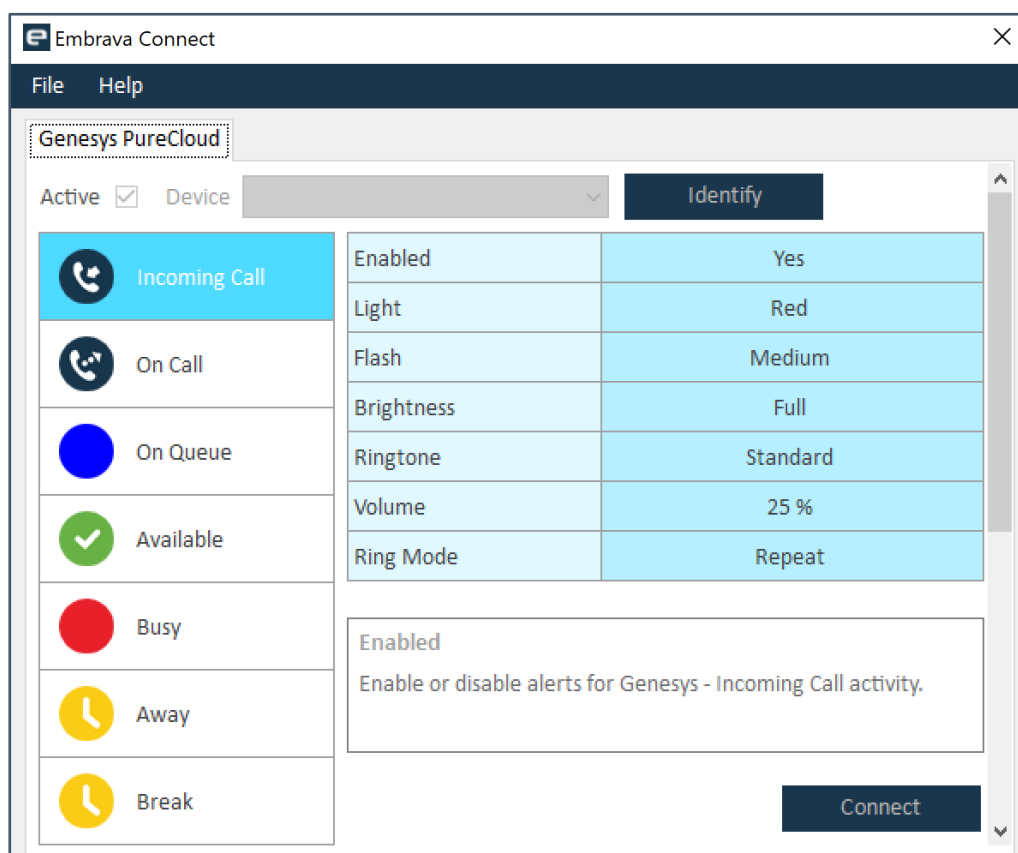


You should now see the “Connected” message on the app page as shown above and your Blynclight should now display the status of the logged in user.

- a. If you are unable to see the Status Lights app from the Apps menu in PureCloud, you may need to activate the integration by toggling Active in the Status Lights app details screen as shown below:



9. Now that your Blynclight is working, use the **Genesys PureCloud** configuration screen in **Embrava Connect** to customize your alerts as shown below:
  - a. This screen is used to configure the different alerts by selecting the event on the left-hand side and then configuring the action on the right hand side.



- b. Scroll down within the **Genesys PureCloud** tab to set **Call Duration alerts** and **Call Supervisor** hotkeys.

<b>Call Supervisor Hotkey</b>					
Enabled	<input checked="" type="checkbox"/>	Hotkey (Ctrl+Alt+)	<input type="text" value="S"/>	Light	<input type="text" value="Red"/>
				Flash	<input type="text" value="Medium"/>
<b>Call Duration Alerts</b>					
Enabled	<input checked="" type="checkbox"/>	Duration (mins)	<input type="text" value="5"/>	Light	<input type="text" value="Orange"/>
				Flash	<input type="text" value="Medium"/>
Enabled	<input checked="" type="checkbox"/>	Duration (mins)	<input type="text" value="10"/>	Light	<input type="text" value="Red"/>
				Flash	<input type="text" value="Medium"/>

10. Change the **status** of your PureCloud account and go **On Queue** to demonstrate how the Embrava Blynclight displays the PureCloud agent status.  
Hit the specified **hotkey** to show how an agent flags a supervisor for assistance.

The screenshot shows the Embrava Blynclight interface. At the top, there are tabs for 'Activity', 'Directory', 'Documents', and 'F'. On the left, there is a vertical menu with icons for a person, a star, a speech bubble, and a video camera. The main area displays a status menu with the following options: 'Available' (selected with a green checkmark), 'Busy' (with a red dot), 'Away', 'Break', 'Meal', 'Meeting', and 'Training'. To the right of the status menu is a large circular profile picture placeholder. At the bottom, there is a speech bubble that says 'What's on your mind?'.

END OF DOCUMENT.