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	670	Demo		1154		Notes	
	900	Cisco		3333		Notes	3. Conference Call Pane
	92213.1	Ticket	+18473780330	1330		Notes	
	92213.2	Ticket	+18473780331	1331	6109648000	Notes	4. Contact Directories
	Acker	Chris	+16102300843	0843	6107628912	Notes	5. Call History
3	Add Users	Right Click to		7777		Notes	5. Call History
	After Hours On Call	Call Center		5215		Notes	
	Acent	Call Center		4321		Notes	
	Alarm	Fire	+14843247939	7939		Notes	
	Alen	Patrick	+16102302366	2366		Notes	
/	Alen	Tim	+16102300220	0220	6106137800	Notes	
ERENCE CALL X	Arres	Edwin	+16102321575	1575		Notes	
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No lema to show	Amilo	Cherrylyn	+16102300277	0277		Notes	
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	Balsamo	Dominick	+16102321665	1665		Notes	
	Bart	Simpson	+16102300799	0799		Notes	
	D basic cc	Call Center		7003		Notes	
	D basic CC 2	Call Center		7004		Notes	
	Batdorf	Mike	+16102300185	0185	6107167983	Notes	
	Battagía	Alex	+16102321574	1574	7177011583	Notes	
	Bean	Jordan	+15127176501	6501	5124235205	Notes	
	Becker	Robert	+13306224472	4472	3305922045	Notes	
	Berg	Ryan	+13304090398	1000	2169900361	Notes	

Call Console

The Call Console is where you manage your current calls. It contains the following:

- a) The main area of the Call Console lists your current calls
- **b)** Dialer allows you to make ad hoc calls and redial up to 10 of the most recently dialed numbers.
- c) Conference Panel This lists call legs of your current conference call

Note: For each call, the name and the phone number of the remote party (if available), the call state, duration of the call, and for held calls, the time the call has been on hold, are displayed.

Dial

To dial someone you may do 1 of 4 things...

- a) In the Contacts pane, expand the target directory, click on the contact and then click **Call** for that contact (Click **EXT** to dial extension or **MOB** to dial a mobile number)
- **b)** In the Dialer, enter the number and click **Dial [11]**.
- **c)** Up to 10 previously dialed numbers are available: In the *Dialer*, click **Redial.** A list of recently called numbers will appear, click the number you wish to redial.
- d) Click Call History, In dialog-box, select *Placed, Received, or Missed Calls* from drop-down list. Click a call log and the click Call.

Contact Directories

The Contact Directory allows users to view employees within your company, call state, as well as any hunt groups that were created during the implementation process.

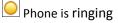
The Pane lists available contact directories:

- a) Group/Enterprise Contacts in your enterprise or location
- b) Personal Contacts in your Personal directory
- c) Favorites Contacts whose status you are monitoring, which are configured on the web portal
- d) Speed Dial Speed dial numbers configured for your Speed Dial 8 and/or Speed Dial 100

Note: The *Contacts Pane* also contains the Search feature, which you use to search for contacts, and the *Directories Panel*, which consolidates the contacts from several directories.

The Icons underneath the "**Status**" row will change color depending on the employees call state. These are as follows;





On a call or busy

DND Activated

Call Forward Activated

Answer/Hold

- a) In the Call Console, click ANS icon on incoming call.
- b) Click HOLD icon on call.
- c) To retrieve the call, click ANS icon.

Conferencing

Multiple parties can be joined in an ad-hoc conference. When one call is active, to initiate a 3-Way Conference:

- a) Put the first party on hold in the control panel
- **b)** Click *Call* on the employee (located in the contact directory)
- c) Once third party picks up, click on the **CONF** icon next to the original callers name.
- d) The calls are moved to the *Conference Call* Panel.
- e) To hold/resume Conference Call select "Hold" and "ANS", in the Conference Panel.
- f) To hold/resume a conference participant, select "Hold" and "ANS" on the conference participant.
- g) To leave the conference, select the Leave icon on the Conference Call panel header. The other parties stay connected but the calls are removed from the Conference Call panel.
- **h)** To end the conference, select the **End** icon in the *Conference Call* panel header. Conference Call is terminated.

Transferring

When on an active call, users can transfer the call to an employee in the Contact Directory.

To initiate a transfer

There are 3 types of transfer: Blind, Consulted, and Voicemail.

- a) Blind Transfer: *Transfers a call without consultation*. In the *Call Console*, select the call to transfer. To transfer to an ad hoc number enter the number in the *Dialer and then click Transfer*. *To transfer a call to a contact, click a contact in one of the Contact* directories and click **TRF** for that contact.
- b) Consulted Transfer: Allows users to consult with the third party before completing the transfer. Dial the number or employee to transfer the call over to. When Call Is answered, speak with the third party. In the Call Console, select the call to transfer and click TRF.
- c) Voicemail Transfer: *Transfers a call straight into voicemail.* Select the employee you wish to transfer to and click VM.

Directed Call Pickup

You can answer a call on behalf of another person:

- a) In the *Contacts* pane, expand the *Group/Enterprise* or *Favorites* directory.
- **b)** Click a ringing contact and click **ANS**. The call appears in the *Call Console*.

Call History

- a) Select Call History
- b) The Call History screen will show 3 options;
 - 1) Placed Calls
 - 2) Received Calls
 - 3) Missed Calls
- c) Select which option of callers list you wish to see.
- d) To leave the callers list press "OK"

Camp On

Allows user to camp a caller on an employee's extension if they are currently on the phone.

• User must be busy or on a call

Camp On:

a) To camp a call, click on a busy contact and then click the CAMP icon for that contact. The call is camped and removed from the *Call Console*. If the call timer expires before the call is answered the is recalled to your device and reappears in the *Call Console*