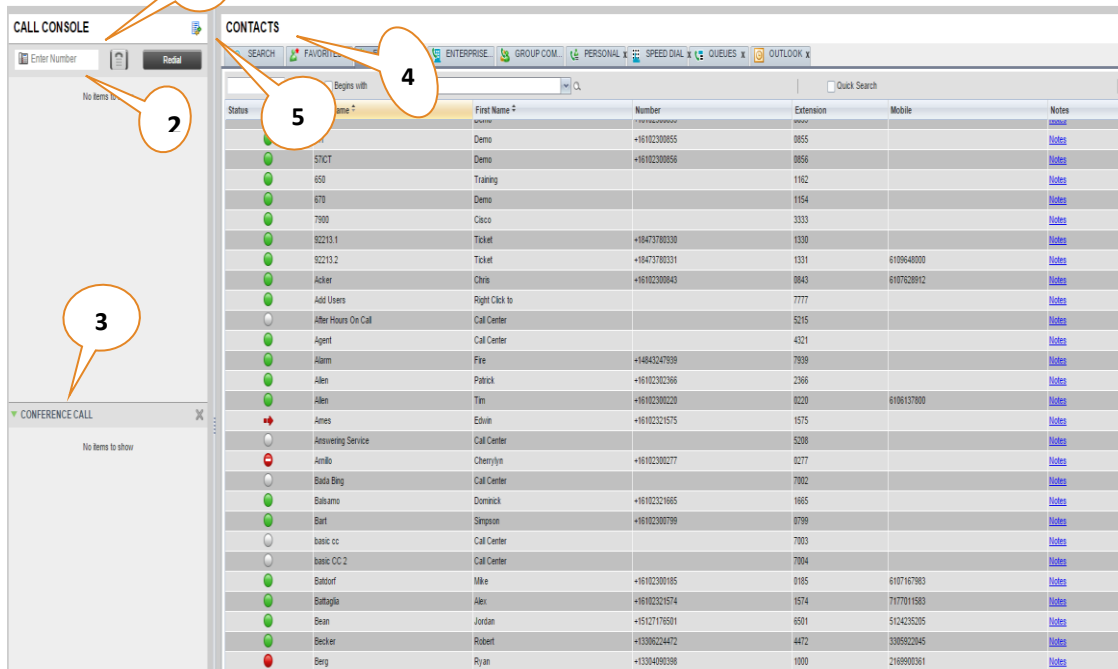


Evolved Office Web Receptionist Small Business



Function Key:

- 1. Call Console
- 2. Dialer
- 3. Conference Call Panel
- 4. Contact Directories
- 5. Call History

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** .
- 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;

-  Available
-  Phone is ringing
-  DND Activated
-  On a call or busy
-  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.

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”**

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*.

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*