



# **Reception Console User Guide**

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## Document Revision History

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Release	Version	Reason for Change	Date	Author
6.0	1.0	Initial release	1/21/10	Guy Leon



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## 1 Summary of Changes

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This section is included for future use. It will be used to describe changes to this document for each release and document version.



## 2 About This Guide

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This guide provides step-by-step procedures and reference information for Reception Console SMB version (R14 sp6).

**NOTE:** NGT Reception Console is herein referred to as Reception Console or Reception Console SMB.

### 2.1 Audience

This document is intended for end users of the Reception Console application.

### 2.2 How This Guide is Organized

Section [3 Reception Console Overview](#) gives an overview of Reception Console and outlines the general functionality.

### 2.3 Additional Resources

For feature information, see the following NGT guide:

- *NGT End-User Web Interface Guide, Release 6.0*



### 3 Reception Console Overview

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Reception Console is a carrier class Internet Protocol (IP) Telephony Attendant Console, specifically developed for hosted environments. It is used by “front-of-house” receptionists or telephone attendants, who screen inbound calls for companies. Reception Console realizes the promise of IP Telephony by enhancing business processes and delivering rich services in a user-friendly way.

Reception Console delivers the following real benefits to users:

- An elegant design that is aesthetically pleasing
- An ergonomic design that follows the natural work “flow” of a call from the top to the bottom of the screen
- Improved business processes as only “valid” options are presented to the attendant
- Professional call handling as critical information is available in “real time”
- Accurate delivery of messages through a one-step process when people are unavailable

Along with this focus on design, Reception Console employs the latest technology platforms and communications facilities.

### 3.1 Reception Console SMB

The Reception Console SMB targeted at front office personnel in small and mid-sized organizations that do not require multiple directories, call queuing, or other advanced features. It supports a full set of call control functions and monitoring of up to 30 lines in the directory.

#### 3.1.1 User Interface

Figure 1 shows the main interface of Reception Console SMB.

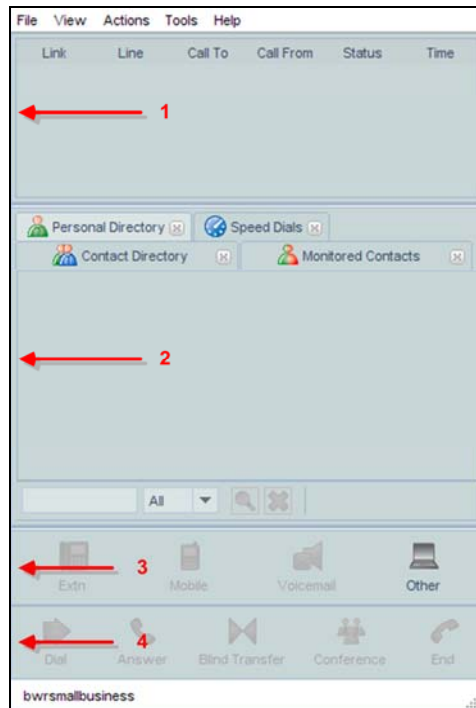


Figure 1 Reception Console SMB Main Interface

The interface contains the following areas:

1. Switchboard panel
2. Directory panel
3. Options panel
4. Control panel

For more information, see section [5 Reception Console Interface and Setup](#).

The Reception Console SMB interface also contains the following:

- Title bar – Displays the name of your version of Reception Console.
- Menu bar – Contains menu items used to configure various settings and provide information about Reception Console.

These menu items are described in section [6 Menu Bar](#).



The menu items that contain information specific to Reception Console SMB are as follows: Tools – Options, Tools – Call History, View – Company Information, and View – Directories. They are shown in the following figures.

Figure 2 shows the *Reception Console SMB Tools – Options* dialog box.

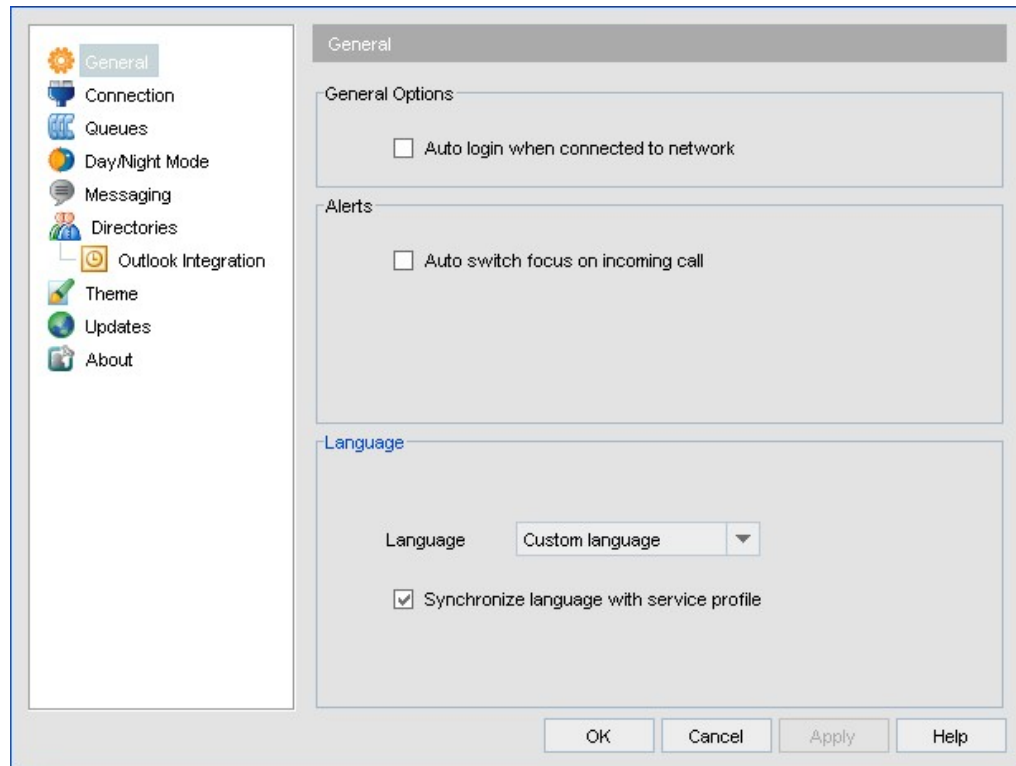


Figure 2 Reception Console SMB Tools – Options

The *Tools – Options* dialog box provides the following tabs:

- General
- Connection
- Day/Night Mode
- Directories
- Theme
- Updates
- About

For more information, see section [6.4.2 Tools – Options](#).

Figure 3 shows the *Reception Console SMB Tools – Call History* dialog box.

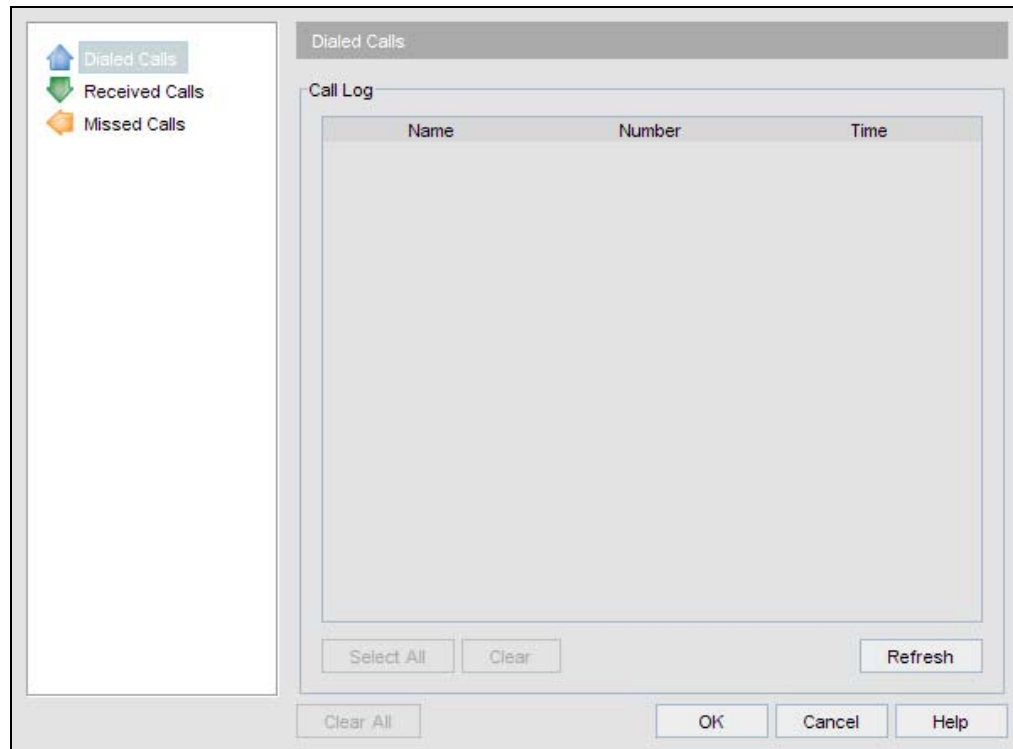


Figure 3 Reception Console SMB Tools – Call History

The *Tools – Call History* dialog box provides the following tabs:

- Dialed Calls
- Received Calls
- Missed Calls

For more information, see section [6.4.1 Tools – Call History](#).

Figure 4 shows the Reception Console SMB View menu.

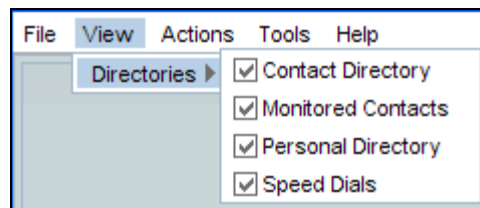


Figure 4 Reception Console SMB View Menu

The View menu allows you to select directories you want to access from the *Contact Directory* panel.

For more information on the View menu, see section [6.2 View Menu](#).



### 3.1.2 Call Management Functionality

This section lists call management functions of Reception Console SMB and provides you with pointers to sections of this document where they are described:

Function	Described in Section
Dial Contact	<a href="#">7.1.1 Dial Contact</a>
Dial Ad Hoc Number	<a href="#">7.1.2 Dial Ad Hoc Number</a>
Speed Dial	<a href="#">7.1.3 Speed Dial</a>
Answer Call	<a href="#">7.2 Answer Call</a>
Hold Call	<a href="#">7.3 Put Call on Hold</a>
Unhold Call	<a href="#">7.3.2 Unhold Call</a>
End Call	<a href="#">7.4 End Call</a>
Blind Call Transfer	<a href="#">7.5.1 Blind Transfer Call</a>
Supervised Call Transfer	<a href="#">7.5.2 Conduct Supervised Transfer</a>
Consulted Call Transfer	<a href="#">7.5.3 Conduct Consulted Transfer</a>
Transfer to Voice Mail	<a href="#">7.5.4 Transfer to Voice Mail</a>
Busy Camp On	<a href="#">7.5.5 Busy Camp On</a>
Directed Call Pickup	<a href="#">7.6 Conduct Directed Call Pickup</a>
Operator Call Barge-in	<a href="#">7.7 Conduct Operator Call Barge-in</a>
Start Conference Call	<a href="#">7.8.1 Start Conference Call</a>
Hold Conference Call	<a href="#">7.8.2 Hold Conference Call</a>
Unhold Conference Call	<a href="#">7.8.3 Unhold Conference Call</a>
Leave Conference Call	<a href="#">7.8.4 Leave Conference Call</a>
End Conference Call	<a href="#">7.8.5 End Conference Call</a>

Table 1 Reception Console SMB Call Management Functionality

## 4 Logging In

This section describes the login procedures for the Reception Console application.

### 4.1 First Time Login

When starting Reception Console for the first time, several items must be correctly configured or checked.

To start Reception Console on subsequent occasions, follow the procedure in section [4.2 Subsequent Logins](#).

To start Reception Console:

- 1) Navigate to the program group **Reception Console**, followed by **Reception Console**.
- 2) Click the **Reception Console** shortcut.



Figure 5 Start Menu

Reception Console starts and you are presented with the following login interface:

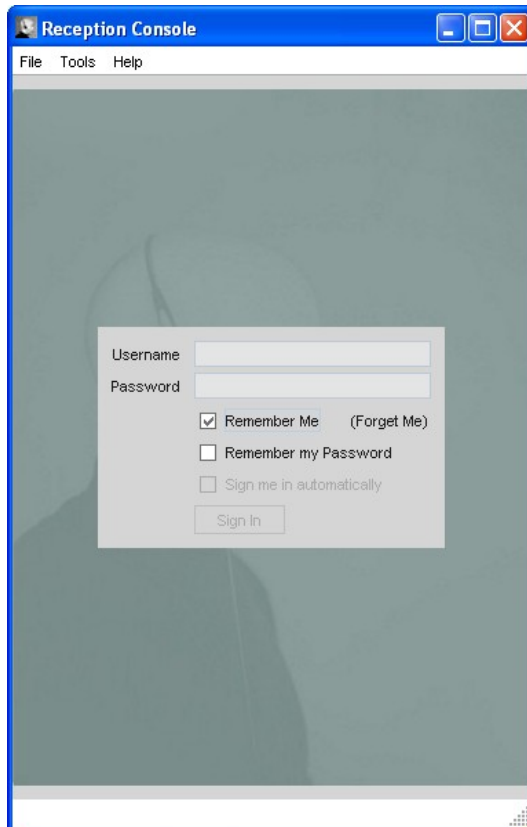


Figure 6 Login Interface



- 3) From the Tools menu, select *Options*. The *Reception Console – Options* dialog box opens.
- 4) Click on the *Connection* tab and enter the server's host name and port number for your service provider. To obtain this information, contact your service provider.

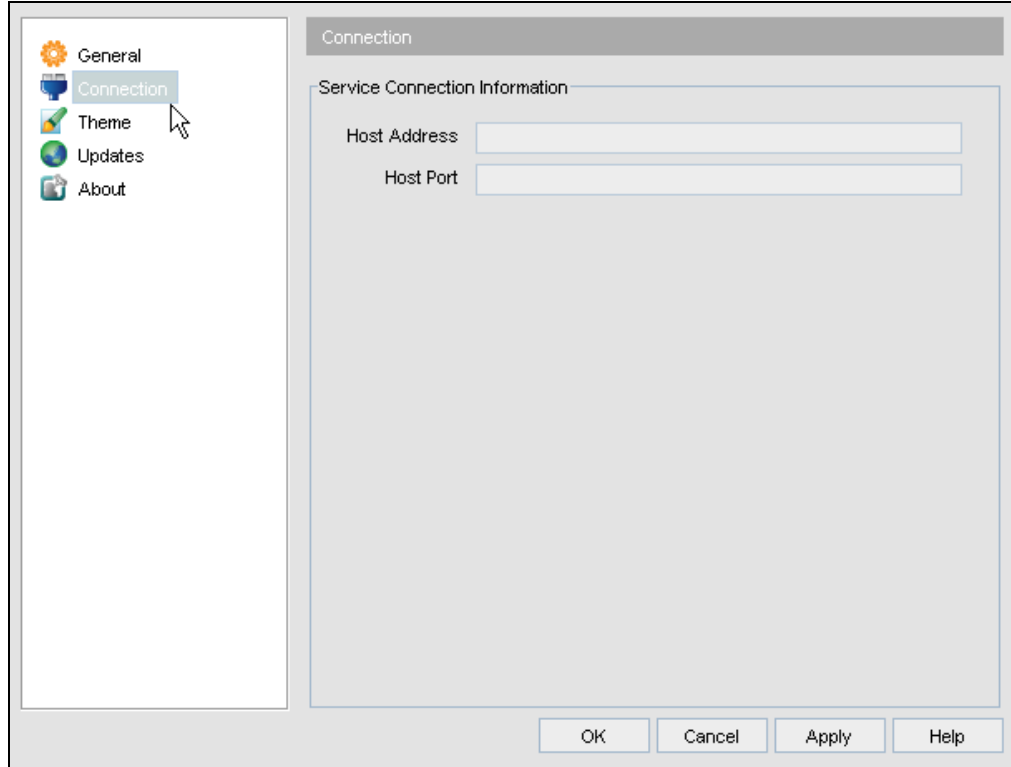


Figure 7 Options Dialog – Connection Page

- 5) Click on the *Update* tab and enter the proxy connection settings for your network, if it has a proxy server.

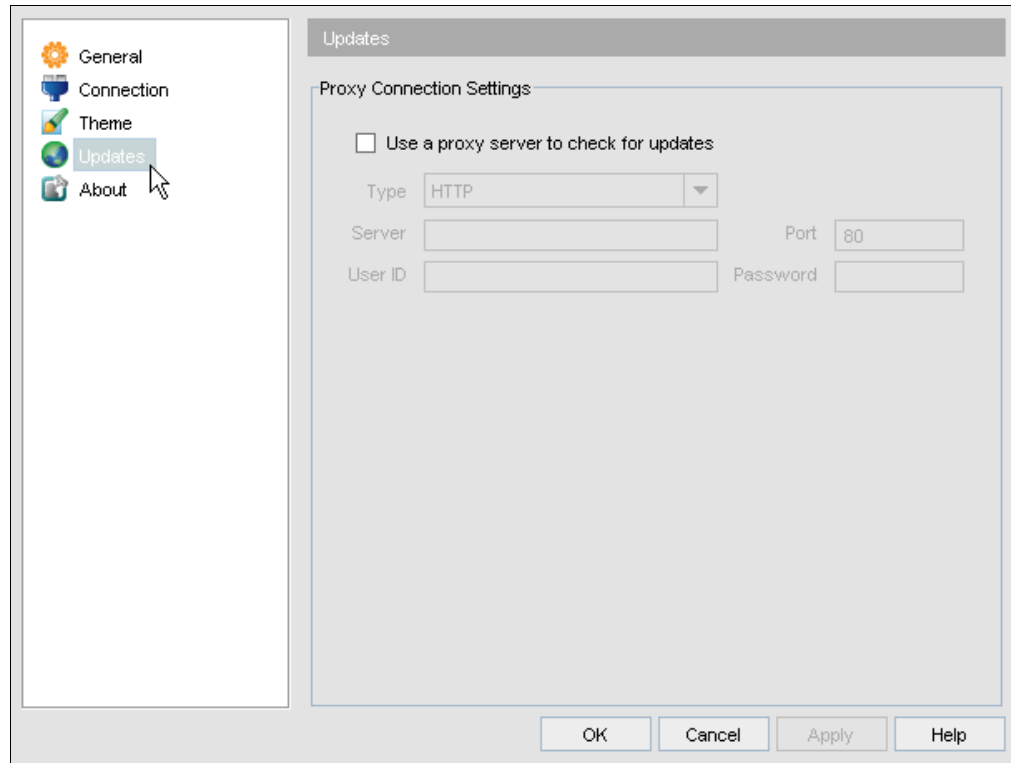


Figure 8 Options Dialog – Updates Page

- 6) Click **OK**.
- 7) On the *Login* screen, enter your username and password and click **Sign In**.

## 4.2 Subsequent Logins

- 1) Navigate to the program group **Reception Console**, followed by **Reception Console**.
- 2) Click the **Reception Console** shortcut.



Figure 9 Start Menu

- 3) Click **Sign In**.

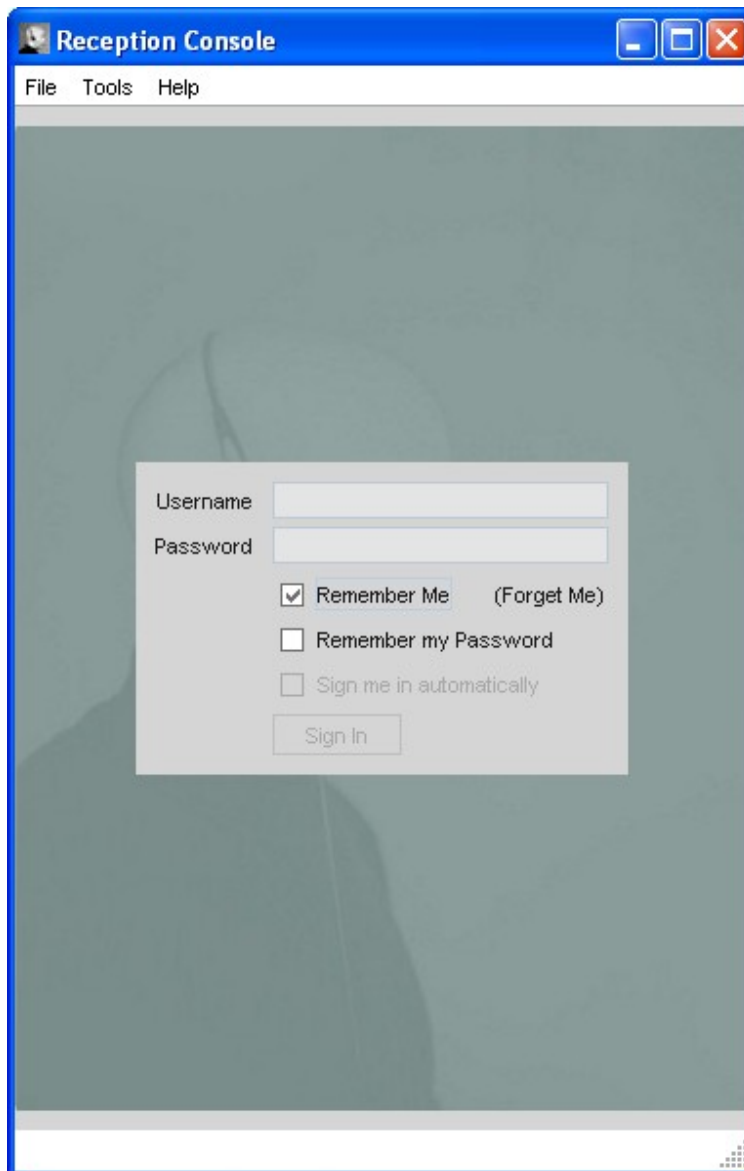


Figure 10 Login Interface

## 5 Reception Console Interface and Setup

This section provides a detailed description of the Reception Console interface. The elements that are available only for a specific version of the Reception Console are identified as such.

### 5.1 Switchboard Panel

The *Switchboard* panel is located at the top of the Reception Console work area and shows all the ongoing calls.

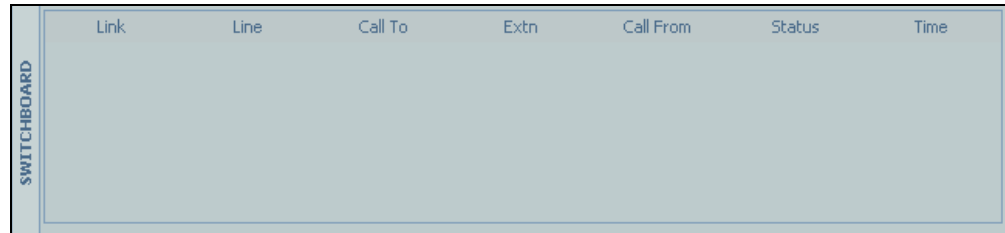


Figure 11 Switchboard Panel

The *Switchboard* panel has the following components (from left to right):

- The *Link* column lets you select the calls to be linked for a Consulted Transfer and Three-Way Conference. You can select the calls to link by clicking in the *Link* column cell for the required call record row.

The appearance of a chain link symbol  indicates the activation of this option. Clicking in the cell toggles the link option again.

- The *Line* column shows the order that phone calls come in. They start from 1 and continue.
- The *Call To (Called Party)* column identifies the name of the party being called by the operator. A name is typically displayed when the operator dials an internal number that is in the *Contact* directory. For more information, see [7.1.1 Dial Contact](#). A number is displayed for calls made to persons not in the Contact directory as well as most external calls.
- The *Extn (Extension)* column displays the actual number dialed by the operator for internal calls.
- The *Call From (Calling Party)* column identifies the person calling the operator. For internal calls, this is the contact name assigned to the extension number in the *Contact* directory or the extension number, if no name has been assigned. For external calls, the caller's number is displayed unless the number is blocked (private) or the name is unavailable.
- The *Status* column shows the state of calls on the operator switchboard (phone) and is color-coded as follows:

Call State	Display Status
Active	Active
Held	On Hold (00:00) (blinks after 45 seconds)
Camp On	Camped (00:00) (blinks after 45 seconds)



Call State	Display Status
Remote Held	Active
Ringing In (Remote)	Incoming
Ringing In (Local)	Incoming
Ringing Out	Outgoing

- The *Time* column displays the duration of the call, including the Ring Time, Hold Time, and Talk Time.

## 5.2 Contact Directory Panel

The *Contact Directory* panel is located as the third panel of the main interface and provides a listing of all contacts available to the operator.

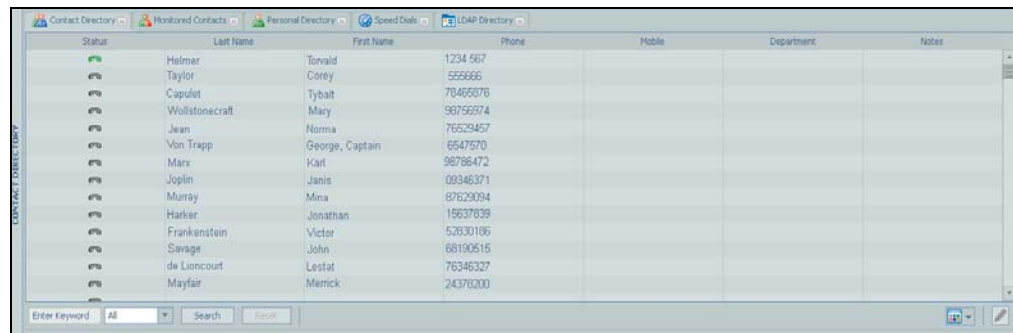


Figure 12 Contact Directory Panel

### 5.2.1 Capabilities

You are provided with the following capabilities:

- Contact information
- Convenient access to contact extension numbers and voice mail
- Ability to view contact status
- Ability to search contacts using a keyword
- Ability to add, delete, and edit speed dial contacts
- Call Management

### 5.2.2 Directory Management Interface

At the bottom of the *Contact Directory* panel there are several dialog boxes and buttons that assist you in managing directories:

- The *Keyword Search Filter* text area allows you to enter a string you want to use to search for contacts, typically a contact’s name or phone number or part thereof. The search returns all contacts containing the string as part of the selected directory field. For example, entering “Ann” and selecting “First Name” from the *Keyword Search Filter List* returns all contacts with the first name “Ann”, but it also returns all contacts with first names such as “Anne”, “Marianne”, “Marie Ann”, “Ann Marie”, and so on.

**NOTE:** The keyword search is NOT case sensitive; the search for “Ann” or “ann” returns the same results.

- The *Keyword Search Filter* drop-down list allows the operator to choose a directory field for a keyword search. The value selected from this filter drop-down list is the column in which Reception Console searches for the keyword entered in the *Search* field, as well as the directory.

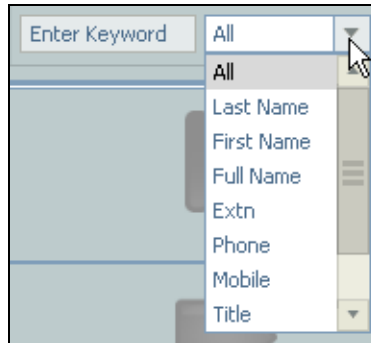


Figure 13 Keyword Search Filter List

- The Keyword Search Filter button, when clicked, enacts a keyword search based on the keyword and the *Search* fields.
- The Reset button, when clicked, displays the full list of contacts, removing the effects of previous searches and filters.
- The Add button allows you to add an entry to the directory currently displayed in the *Contact Directory* panel. This button is only enabled for the Speed Dial directory.
- The Edit button allows you to edit the entry currently selected in the *Contact Directory* Panel. This button is only enabled for directories in which you have the ability to edit *contact* fields, such as the Speed Dial directory.
- The Delete button lets you remove the entry currently selected in the *Contact Directory* panel. This button is only enabled for the Speed Dial directory.

For information about managing directories, see section [8 Managing Directories](#).

### 5.3 Directories

The directory tabs at the top of the *Contact Directory* panel allow you to choose the directory you want to appear in the panel.



Figure 14 Directory Heading Tabs

The list of directories you can choose from depends on your version of Reception Console and your setup. *Table 2* lists the directories available for Reception Console.

Directory Name	Contents
Contact Directory	Other subscribers in your softswitch contact directory
Personal Directory	All contacts in your personal directory on the softswitch web portal
Speed Dials Directory	All numbers configured for you or by you for your Speed Dial service
Monitored Contacts (previously called Phone Status Monitoring)	A list of users, configured by the administrator, whose phone status you are currently monitoring (Monitoring limited to 30 users company- wide)

Table 2 Reception Console Directories

To show or hide directories tabs in the *Contact Directory* panel, select *View* and then *Directories* from the menu bar, and then select or deselect directory names.

#### 5.3.1 Contact Status Information

The *Call Status* icon, available in some directories, in both *List* and *Details* view, shows the contact’s phone *on-hook/off-hook* state. The color of the icon is customizable through the *Tools – Options – Themes* dialog box. The following colors represent the default definitions:








Call Status	Icon	Description
Green Handset Down		Contact phone is on-hook (available to receive a call).
Red Handset Up		Contact phone is off-hook (on a call, busy).
Orange Handset Down		Contact phone is ringing (previously this was a blue triangle).
Do Not Disturb		Contact phone has status set to “DND”.
Grey Handset Down		Contact phone state is currently unavailable or unknown.
Private		Contact phone state is set to “private”.
Call Forwarding Always		Contact has the Call Forwarding Always service turned on. By hovering your mouse over the Call Forwarding Always contact, you can see the number the contact has set the Call Forwarding Always to.

Figure 15 Call Status Legend



### 5.4 Options Panel

The *Options* panel is located as the fourth panel of the main interface. When the Reception Console interface is resized (full screen or otherwise), the *Options* panel size remains unchanged. This allows for the *Contact Directory* panel to display a maximum number of contacts. However, the size can be changed manually.



Figure 16 Options Panel

The *Options* panel is used to select call managing options and has the following components:

- The **Extn** button allows you to transfer a call or make a call to the selected contact's extension. If this icon is grayed out, the contact does not have an extension number associated with the contact's name in the Contact Directory. Only the group/system administrator can modify this number.
- The **Phone** button allows you to transfer a call or make a call to the selected contact's phone number. It is assigned to the same button as **Extn** and becomes visible when calling a phone number. Only the group/system administrator can modify this number.
- The **Mobile** button allows you to transfer a call or make a call to the selected contact's mobile phone. If this icon is grayed out, the contact does not have a mobile number associated with the contact's name in the computer database. Only the group/system administrator can modify this number.
- The **Voicemail** button allows you to transfer a call to the selected contact's voice mail. If this icon is dull or subdued in appearance, the contact does not have voice mail configured. Only the group/system administrator can modify this number.
- The **Other** button, when clicked, displays a dial pad used to enter an ad hoc number. It allows you to transfer a call or make a call to another number.

**NOTE:** The look of the buttons on the *Options* panel changes as they become available or unavailable. If an option is available in a given context or operation, the corresponding button is active (colorful or highlighted); otherwise, it is grayed out or invisible.

### 5.5 Control Panel

The *Control* panel is used to execute call actions. Call actions can also be performed by clicking Actions on the Menu bar and selecting the desired function. When the Reception Console interface is resized (full screen or otherwise), the *Control* panel size remains unchanged. This allows for the *Contact Directory* panel to display a maximum number of contacts. However, the size can be changed manually.



Figure 17 Control Panel



**NOTE:** The look of the buttons on the *Control* panel changes as call actions become available or unavailable. Several actions can be assigned to the same button. When an action is active, the button changes to reflect that function. When no action assigned to the button is active, the button is grayed out.

The *Control* panel is used to execute call actions, and contains the following components, grouped by display button:

- **Dial** button group:
  - The **Dial** button is used to start the dialing process to the number you have selected. You can make a call to a contact when a contact is highlighted and you can make a call to another number when the dial pad has been used. This button is subdued or muted in appearance when this action is not an option.
  - The **Send** button is used to send messages. When messaging, the **Dial** button changes to **Send**.
- **Answer** button group allows you to perform a variety of functions depending on the context of the active call. The following dynamics change the button based on the call context:
  - The **Answer** button is enabled for incoming calls and allows you to answer a call.
  - The **Hold Conference** button is enabled when the selected call is in a conference and allows you to put the call on hold.
  - The **Unhold Conference** button is enabled when a conference is on hold and allows you to return it to the *Active* state.
  - The **Hold** button is enabled when a call is active and allows you to put it on hold.
  - The **Unhold** button is enabled when a call is on hold and allows you to unhold it.
- **Transfer** button group allows you to perform a variety of functions depending on the context of the active call. The following dynamics change the button based on the call context:
  - The **Camp** button allows you to camp the selected contact when the contact is in a *Busy Call* state.
  - The **Uncamp** button is enabled when the call is camped.
  - The **Blind Transfer** button is enabled when the contact selected is in an *Available Call* state.
  - The **Voicemail** button is enabled when the contact selected is in an *Available Call* state.
  - The **Consulted Transfer** button is enabled when two call parties are linked using the switchboard.
  - The **Leave Conference** button is enabled when a conference is in an *Active* state and you want to exit it.
- The **Conference** button group allows you to perform a variety of control functions, depending on the context of the active call. The following dynamics change the button based on the call context:
  - The **Conference** button is enabled when two call parties are linked on the switchboard and allows you to start a conference call.



- The **End Conference** button is enabled when a conference is active and allows you to end the conference call.
- The **Call Pick-Up** button is enabled when the contact selected is in a *Ringling Call* state.
- The **Call Barge-in** button is enabled when the selected contact is in a *Busy Call* state and allows you to barge in on the call.
- The **End** button allows you to disconnect the selected switchboard call.

For more information on call management functions, see section [7 Managing Calls](#).

## 6 Menu Bar

The Menu bar is located at the top of the Reception Console main page. It has the following menu items, described in the following sections: File, View, Actions, Tools, and Help.

### 6.1 File Menu

The File menu allows you to sign out or exit Reception Console.

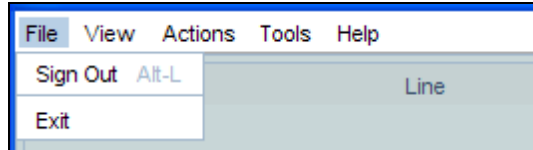


Figure 18 Reception Console File Menu

The File menu items are as follows:

- *Sign Out* signs you out of Reception Console and displays the Login menu so that you can login again (possibly as a different user).
- *Exit* signs you out and closes Reception Console.

### 6.2 View Menu

The View menu allows you to select which information you want to be visible in Reception Console.

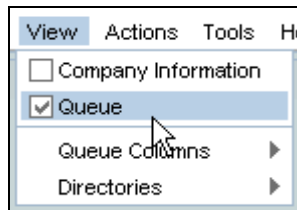


Figure 19 Reception Console View Menu

The View menu items are as follows:

- The *Directories* item allows you to select which directories you want to be visible in Reception Console. The selected directories are displayed as tabs at the top of the *Contact Directory* panel.

**NOTE:** Directories listed on this menu depend on your Reception Console setup.

### 6.3 Actions Menu

The *Actions* menu lists all the phone management actions of Reception Console. Only actions applicable at any given moment are active (highlighted). All other menu items are grayed out.

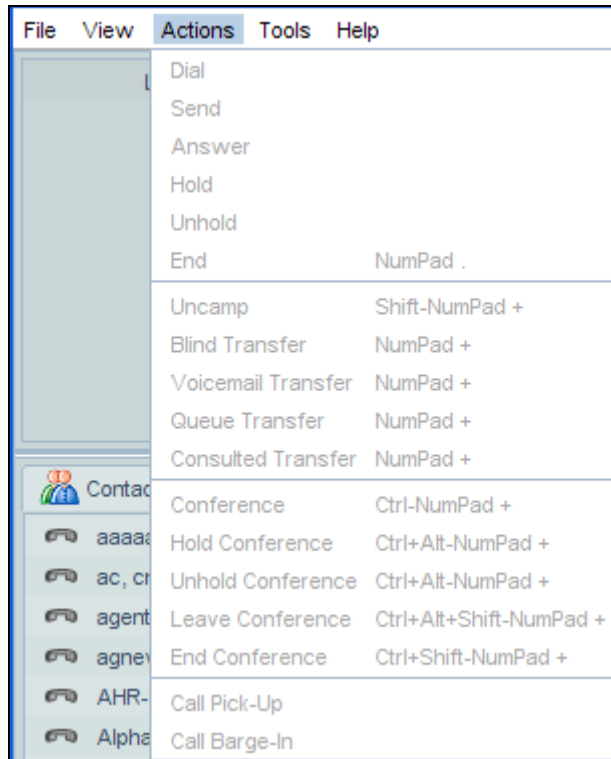


Figure 20 Reception Console Actions Menu

The use of actions is explained in context in the appropriate subsections in section [7 Managing Calls](#).

## 6.4 Tools Menu

The Tools menu contains various tools that help you set up and manage Reception Console.

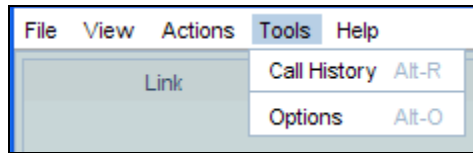


Figure 21 Reception Console Tools Menu

The tools are *Call History* and *Options*. They are described in the following sections.

### 6.4.1 Tools – Call History

The *Call History* dialog box is used to view and delete the user's call logs. The dialog box can be displayed from the Menu bar by selecting *Tools – Call History*.

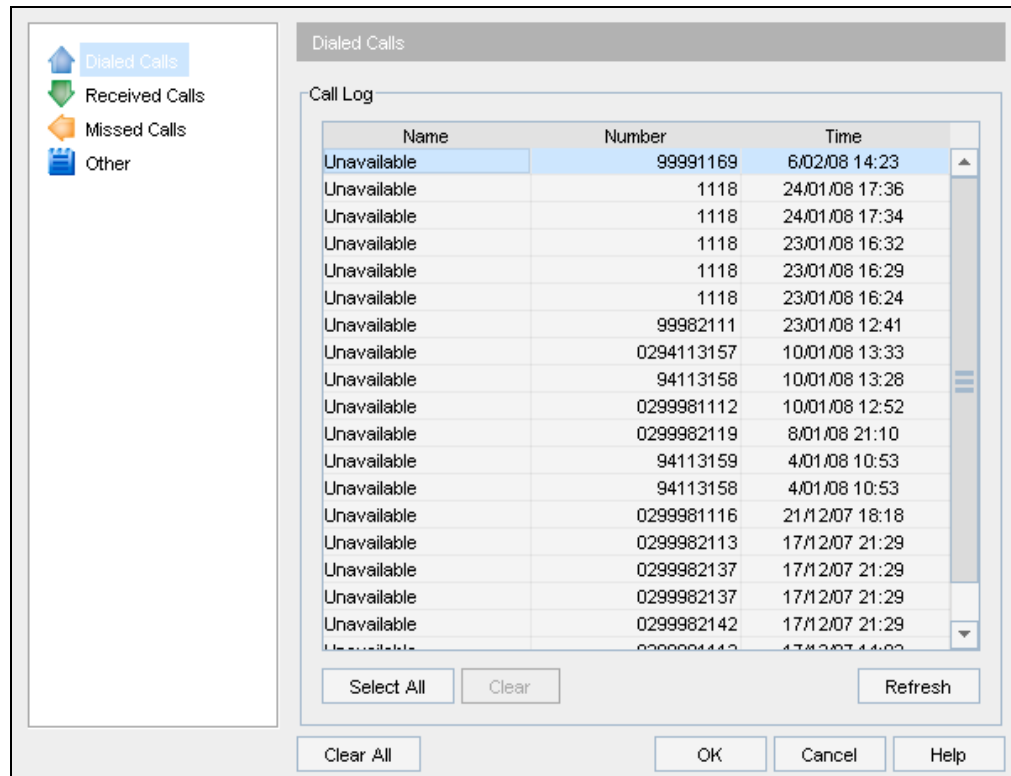


Figure 22 Tools – Call History

The dialog box in *Figure 22* shows all possible call history tabs. Depending on your version of Reception Console, some tabs may be unavailable to you.

The following sections describe all the tabs, with those available only in some versions of the Reception Console clearly identified.

6.4.1.1 Dialed Calls Tab

To see dialed calls, click the *Dialed Calls* tab.

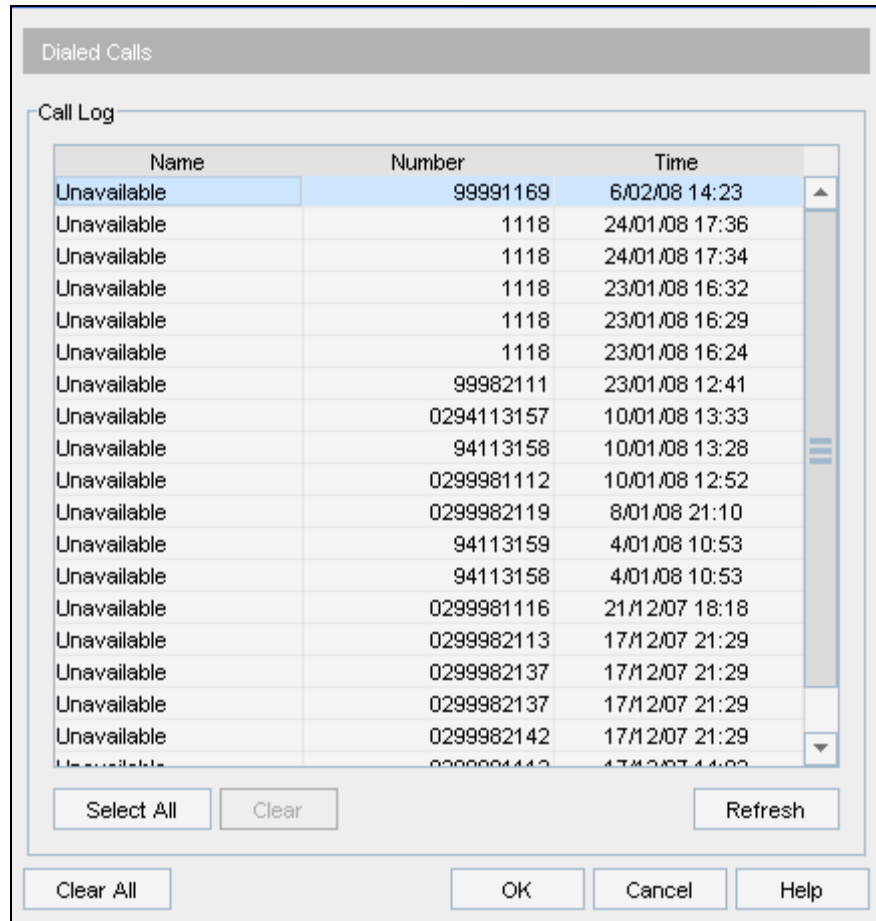


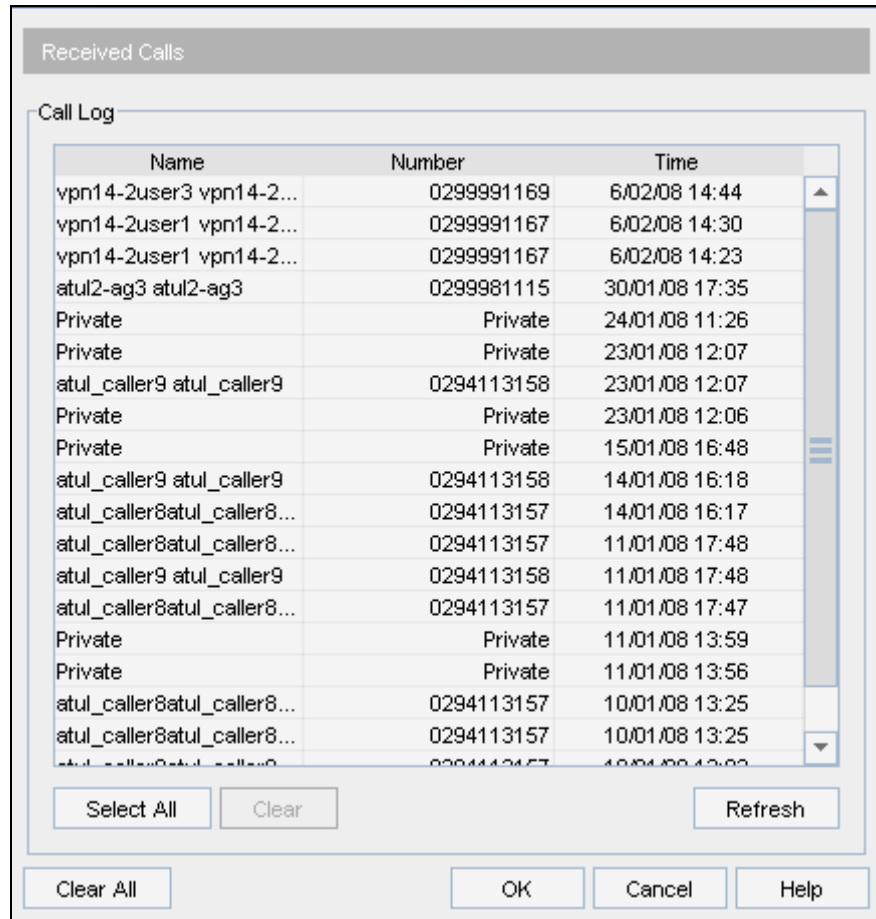
Figure 23 Call History – Dialed Options

The records contain the following information:

- *Name* is the name of the call recipient for internal numbers (where available from the company directory). It can also be the number of the call recipient for external numbers or for internal numbers when no name is available.
- *Number* is the number of the call recipient.
- *Time* is the time of the call.

6.4.1.2 Received Calls Tab

To see received calls, click the *Received Calls* tab.



Name	Number	Time
vpn14-2user3 vpn14-2...	0299991169	6/02/08 14:44
vpn14-2user1 vpn14-2...	0299991167	6/02/08 14:30
vpn14-2user1 vpn14-2...	0299991167	6/02/08 14:23
atul2-ag3 atul2-ag3	0299981115	30/01/08 17:35
Private	Private	24/01/08 11:26
Private	Private	23/01/08 12:07
atul_caller9 atul_caller9	0294113158	23/01/08 12:07
Private	Private	23/01/08 12:06
Private	Private	15/01/08 16:48
atul_caller9 atul_caller9	0294113158	14/01/08 16:18
atul_caller8atul_caller8...	0294113157	14/01/08 16:17
atul_caller8atul_caller8...	0294113157	11/01/08 17:48
atul_caller9 atul_caller9	0294113158	11/01/08 17:48
atul_caller8atul_caller8...	0294113157	11/01/08 17:47
Private	Private	11/01/08 13:59
Private	Private	11/01/08 13:56
atul_caller8atul_caller8...	0294113157	10/01/08 13:25
atul_caller8atul_caller8...	0294113157	10/01/08 13:25
atul_caller8atul_caller8...	0294113157	10/01/08 13:25

Figure 24 Call History – Received Calls

The records contain the following information:

- *Name* is the name of the caller for internal numbers (where available from the company directory). It can also be the number of the caller for external numbers or for internal numbers when no name is available.
- *Number* is the number of the caller.
- *Time* is the time of the call.

6.4.1.3 Missed Calls Tab

To see missed calls, click the *Missed Calls* tab in the Calls History dialog box.

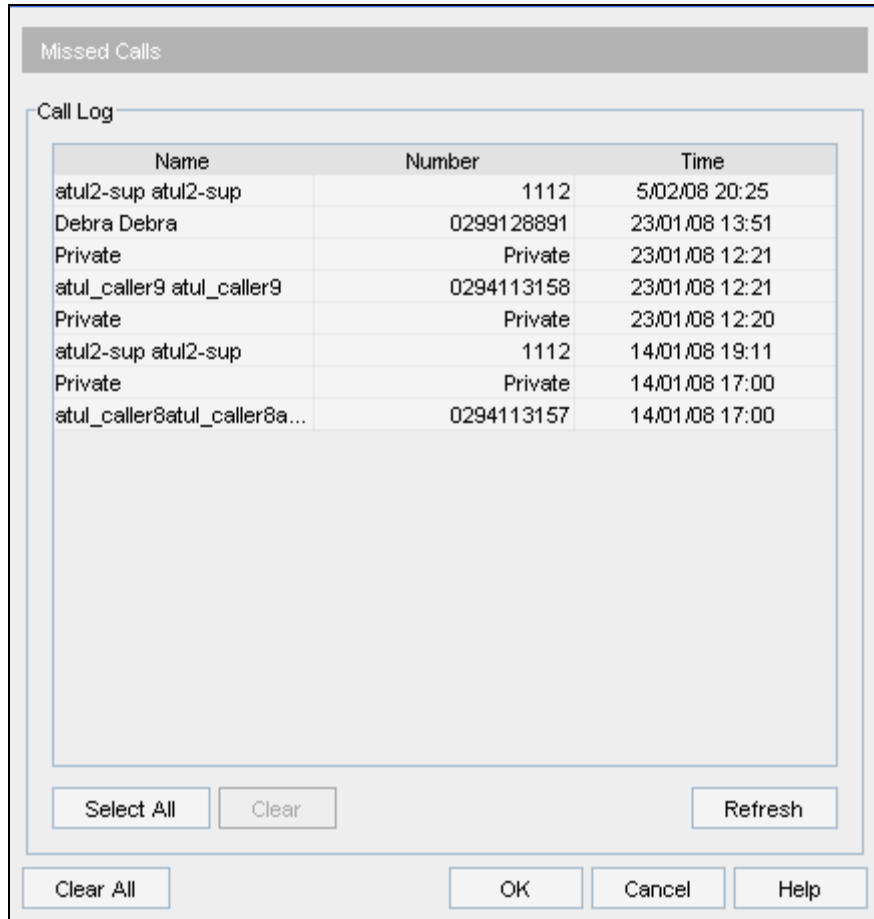


Figure 25 Call History – Missed Calls

The records contain the following information:

- *Name* is the name of the caller for internal numbers (where available from the company director). It can also be the number of the caller for external numbers or for internal numbers when no name is available.
- *Number* is the number of the caller.
- *Time* is the time of the call.



### 6.4.1.4 Delete Call History Logs

You can delete one entry, multiple entries, or all entries in the *Call History* tab. To delete the call logs, do the following:

- 1) Select the call entry by clicking on it with the mouse or holding down TAB and using the arrow keys. For selecting consecutive entries, hold down SHIFT while selecting the calls. If you want to select multiple calls that are not together, hold down CTRL and select the desired calls. To select all the calls in the open dialog, whether that includes the dialed, received, or missed calls, click **Select All**.

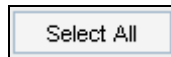


Figure 26 Select All Button

Alternatively, if you want to delete all of the call history entries, click the **Clear All** button.

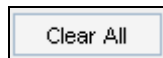


Figure 27 Clear All Button

- 2) A warning message asks for your confirmation. Select **Yes**.

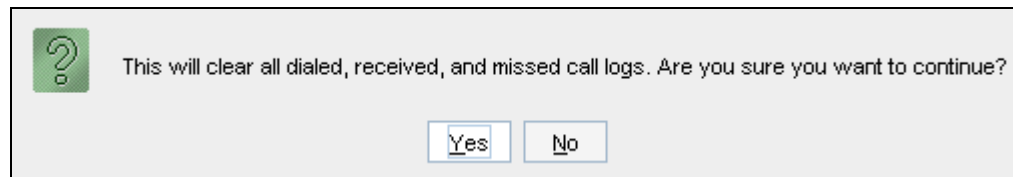


Figure 28 Call History Confirmation Message

The entries are now cleared.

**NOTE:** This functionality is only available if you have been assigned this feature by your system administrator. If you do not have sufficient permission to perform this action, a service error message informs you of this.

### 6.4.2 Tools – Options

The *Tools* dialog box is used to configure user/service provider settings and preferences. The dialog box can be displayed from the Menu bar by selecting *Tools* and then *Options*. It is available on both the login and main interface pages.

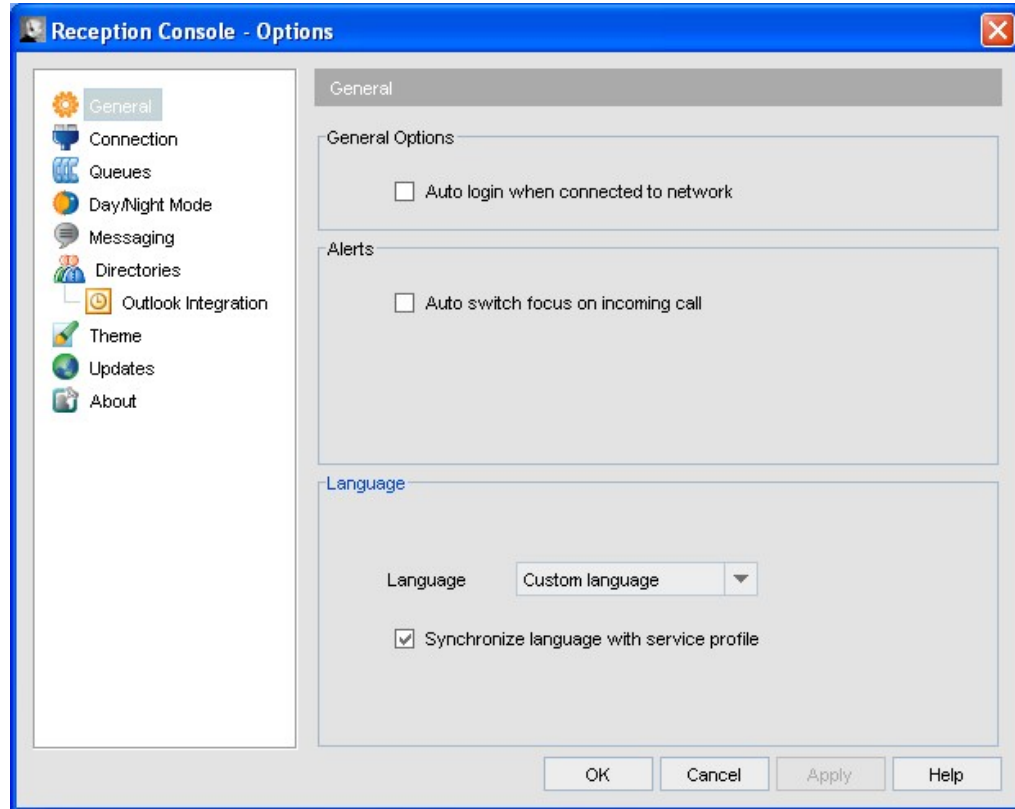


Figure 29 Tools – Options

The dialog box in *Figure 29* displays all Reception Console options. Depending on your version of Reception Console, some options may be unavailable to you. The following sections describe all the options, with options available only to some versions of the Reception Console clearly identified.



## 6.4.2.1 General Tab

The *General* tab contains miscellaneous features that improve the usability of Reception Console.

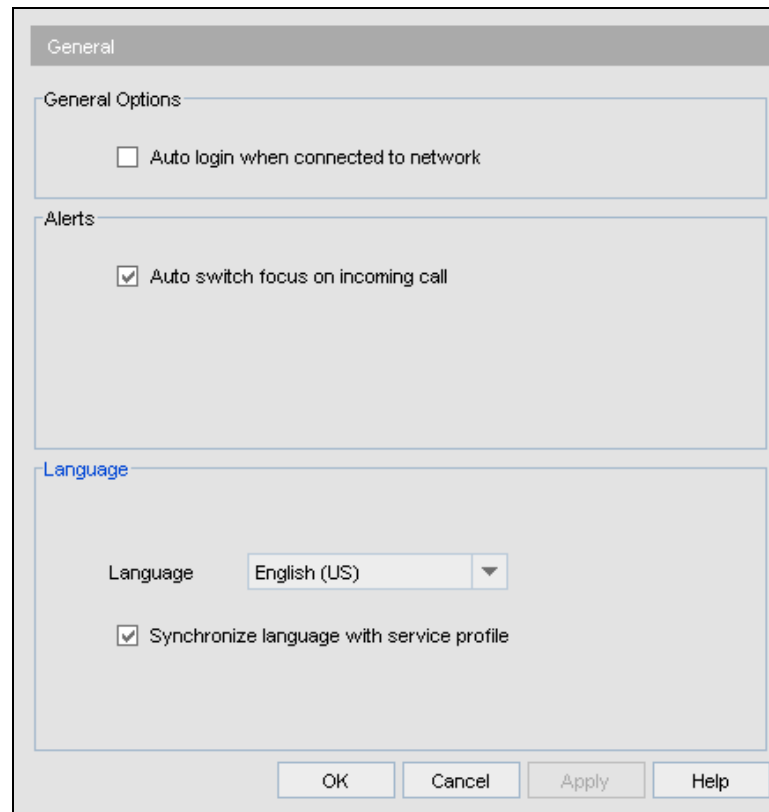


Figure 30 Options – General

The *General Options* are as follows:

- *Auto login when connected to network* enables Reception Console to automatically connect and log in to the server when it detects a network connection.

The *Alerts* are as follows:

- *Auto switch focus on incoming call* enables Reception Console to automatically take window focus over other applications when a new incoming call is received.

*Language* option:

- The *Language* available is the default, English (U.S.). The language option is:
  - English (U.S.)

Selecting the desired language, click **OK** and restart Reception Console for the changes to take place.

- *Synchronize language with service profile*, when checked, enables Reception Console to automatically match the application language to the language set within the softswitch subscriber's profile after signing in.

**NOTE:** If no profile match is found, the language remains set to the current language.



### 6.4.2.2 Connection Tab

Click on the *Connection* tab to configure the connection information required to connect to your service provider.

The screenshot shows a dialog box titled "Connection". Inside, there is a section labeled "Service Connection Information". This section contains two text input fields. The first is labeled "Host Address" and contains the text "190.11.1.1". The second is labeled "Host Port" and contains the text "2208". At the bottom of the dialog box, there are four buttons: "OK", "Cancel", "Apply", and "Help".

Figure 31 Options – Connection

The *Server Connection Information* is as follows:

- The *Host Address* is the host name/IP address for service. This is compulsory and can be obtained from the service provider.
- The *Host Port* is the port number for service. This is compulsory and can be obtained from the service provider.



### 6.4.2.3 Day/Night Mode Tab

The *Day/Night Mode* tab configures day/night mode call settings. This is useful to turn on at the end of your work day when you want to forward calls either to another number or to your voice mail. This tab is only configured once you have logged in.

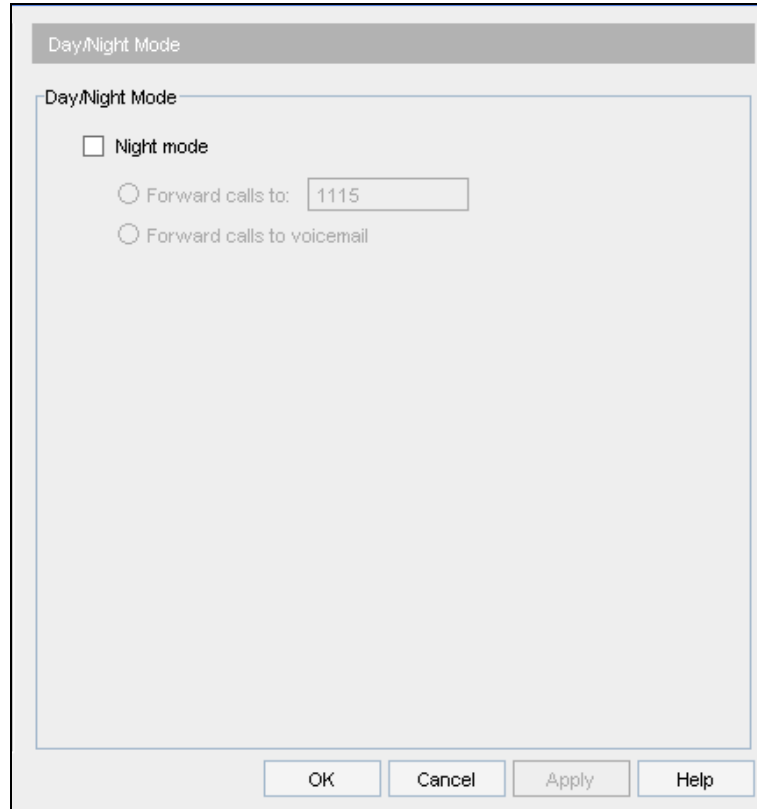


Figure 32 Options – Day/Night Mode

The *Day/Night Mode* options are as follows:

- The *Night mode* option turns the night mode on and off.
  - *Forward calls to* forwards incoming calls to the specified phone number. All calls to your extension are directly forwarded to this number.
  - *Forward calls to voice mail* option forwards incoming calls to your voice mail. All calls to your extension are directly forwarded to your voice mail. Your voice mail must be set up properly for this to work.

### 6.4.2.4 Directories Tab

Click on the *Directories* tab to configure which directory is visible on startup of Reception Console.

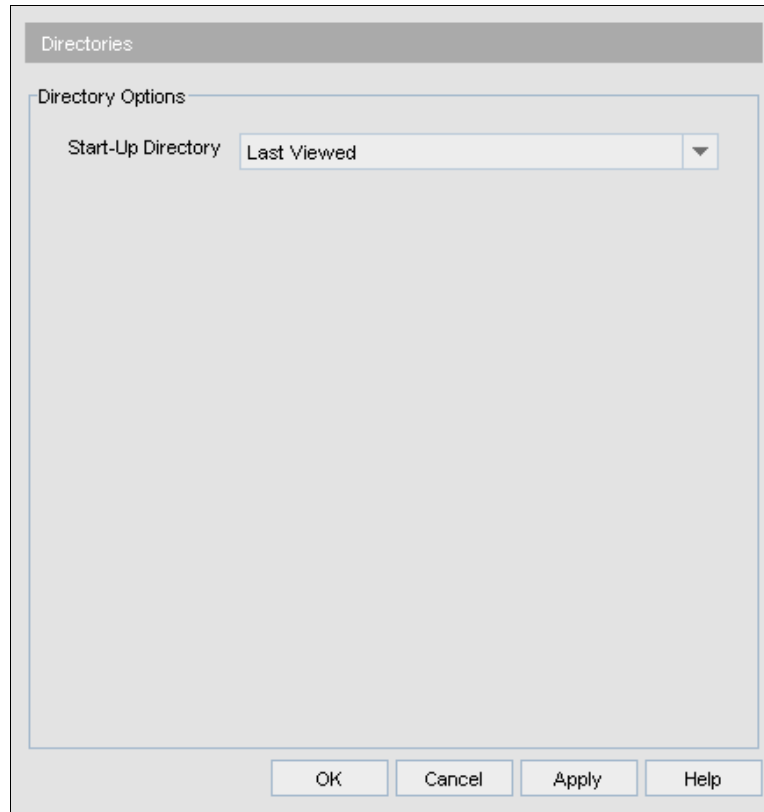


Figure 33 Options – Directories

The *Directory Options* allows you to select the directory you want to appear in the *Contact Directory* panel at startup.

Click on the *Start-Up Directory* drop-down list to select the “Last viewed” directory or any other directory available to you.



#### 6.4.2.5 Theme Tab

Click on the *Theme* tab to modify the look and feel of Reception Console.

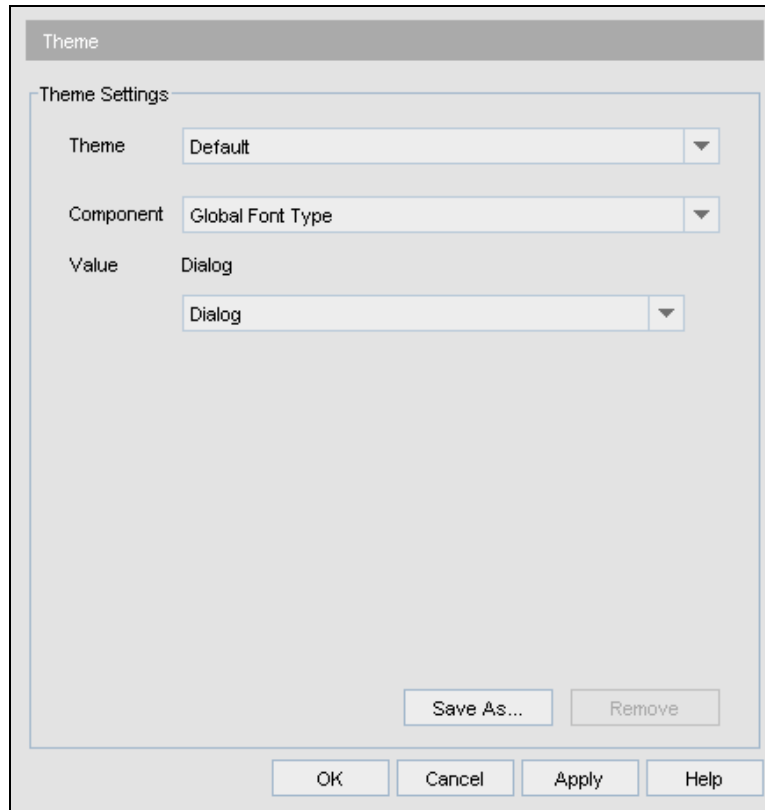


Figure 34 Options – Theme

The configuration of the look and feel of Reception Console is categorized as follows:

- Global font type
- Standard control font style
- Panel header font style
- Slide panel header font style
- Login panel color
- Login panel font color
- Login panel logo
- Login panel background image
- Switchboard panel color
- Switchboard panel font color
- Contact directory panel color
- Contact directory panel font color
- Contact status icon for “unknown”
- Contact status icon for “on hook”

- Contact status icon for “off hook”
- Contact status icon for “call incoming”
- Contact status icon for “do not disturb”
- Contact status icon for “call forward always”
- Contact status icon for “private”
- Option panel color
- Option panel font color
- Option panel button font style
- Dial pad font style
- Control panel color
- Control panel font color
- Control button font style

For a selected item, the components may be chosen from the *Component* drop-down menu.

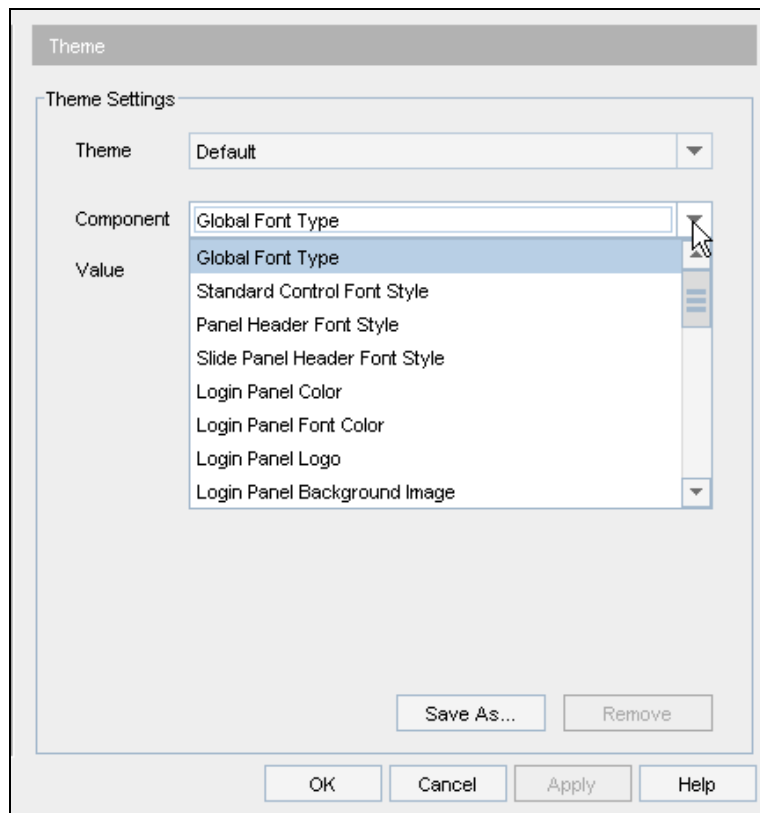


Figure 35 Options – Component Selection

**Global font type**

Altering this theme component enables you to change the font of all of the text used in Reception Console. This includes numerals and menu items.



### **Standard control font style**

Altering this theme component changes the size and font style of the text throughout Reception Console. The size ranges from 8 through 16. The different types are plain, bold, and italic.

### **Panel header font style**

Altering this theme component changes the size and type of the text on all the main screen panel headers situated to the left of the panels. The affected panels are the *Switchboard* panel, the *Queue* panel, the *Contact Directory* panel, the *Options* panel, and the *Control* panel. The size ranges from 8 through 16 and the different types are plain, bold, and italic.

### **Slide panel header font style**

Altering this theme component changes the size and type of the text on all main screen slide panel headers. The affected components are the Company Notes, the Company profile, and the Alphabetical Index slide panel headers. The size ranges from 8 through 16 and the different types are plain, bold, and italic.

### **Login panel color**

Altering this theme component enables you to change the color of the Login screen background. This is a standard grey unless modified.

### **Login panel font color**

Altering this theme component changes the color of the font located on the Login screen. The user name, password, and check boxes change to the chosen color.

The text would ideally be changed to white for darker title bar panel colors or black for lighter title bar panel colors. All you must do is make sure that the color combination you decide on does not render the text illegible.

### **Login panel logo**

Altering this theme component enables you to change the logo located at the bottom right-hand corner of the login interface. This component can only be modified with a GIF, JPEG, or PNG graphic file that is approximately 180 x 64 pixels in size.

### **Login panel background image**

Altering this theme component enables you to change the login interface background image. This component can only be modified with a GIF or JPEG graphic file that is approximately 269 x 272 pixels wide. The interface automatically scales graphics that are smaller or larger than needed.

### **Switchboard panel color**

Altering this theme component enables you to modify the background color of the *Switchboard* panel, *Company Notes and Profile*, and *Queue* panel. All other components within this panel are set to “black” or “white” percentage transparencies of this panel color. When modifying this component, make sure it is of a color depth that allows for legibility of the text and other elements within this panel.

### **Switchboard panel font color**

Altering this theme component changes the color of the font located on the *Switchboard* panel, *Company Notes and Profile*, and *Queue* panel. The text would ideally be changed to white for darker title bar panel colors or black for lighter title bar panel colors. All you must do is make sure that the color combination you decide on does not render the text illegible.



### **Contact directory panel color**

Altering this theme component enables you to modify the background color of the *Contact Directory* panel. All other components within this panel are set to “black” or “white” percentage transparencies of this panel color. When modifying this component, make sure it is of a color depth that allows for legibility of the text and other elements within this panel.

### **Contact directory panel font color**

Altering this theme component changes the color of the font located on the *Contact Directory* panel, *Alphabetical Index*, and *Directory* tabs. The text would ideally be changed to white for darker title bar panel colors or black for lighter title bar panel colors. All you must do is make sure that the color combination you decide on does not render the text illegible.

### **Contact status icon – “Unknown”**

Altering this theme component changes the image used to show an “unknown” or unavailable call. The standard image is a grey phone. This component can only be modified with a GIF or JPEG graphic file that is approximately 7 x 16 pixels wide.

### **Contact status icon – “On Hook”**

Altering this theme component changes the image used to show an “on hook” or available call. The standard image is a green phone. This component can only be modified with a GIF or JPEG graphic file that is approximately 7 x 16 pixels wide.

### **Contact status icon – “Off Hook”**

Altering this theme component changes the image used to show an “off-hook” call. An “off-hook” call means the contact is already on a call or is busy. The standard image is a red phone. This component can only be modified with a GIF or JPEG graphic file that is approximately 7 x 16 pixels wide.

### **Contact status icon – “Call Incoming”**

Altering this theme component changes the image used to show a “Call incoming” call. The standard image is an orange phone. This component can only be modified with a GIF or JPEG graphic file that is approximately 7 x 16 pixels wide.

### **Contact status icon – “Do Not Disturb”**

Altering this theme component changes the image used to show a “Do Not Disturb” call. “Do Not Disturb” is set by the contact. The standard image is a stop sign. This component can only be modified with a GIF or JPEG graphic file that is approximately 7 x 16 pixels wide.

### **Contact status icon – “Call Forwarding Always”**

Altering this theme component changes the image used to illustrate a “Call Forwarding Always” call. “Call Forwarding Always” is set by the contact. The standard image is a stop sign. This component can only be modified with a GIF or JPEG graphic file that is approximately 7 x 16 pixels wide.

### **Contact status icon – “Private”**

Altering this theme component changes the image used to illustrate a “Private” call. A “private call” means the contact has chosen to withhold their number. The standard image is a red circle with a white dash through it. This component can only be modified with a GIF or JPEG graphic file that is approximately 7 x 16 pixels wide.



### **Options panel color**

Altering this theme component enables you to modify the background color of the *Options* panel. All other components within this panel are set to “black” or “white” percentage transparencies of this panel color. When modifying this component, make sure it is of a color depth that allows for legibility of the text and other elements within this panel.

### **Options panel font color**

Altering this theme component changes the color of the font located on the *Options* panel and the buttons. Inactive buttons are a greyer shade of the color chosen. The text would ideally be changed to white for darker title bar panel colors or black for lighter title bar panel colors. All you must do is make sure that the color combination you decide on does not render the text illegible.

### **Options panel button font style**

Altering this theme component changes the size and type of the text on the *Options* panel buttons. The size ranges from 8 through 16 and the different types are plain, bold, and italic.

### **Dial pad font style**

Altering this theme component changes the size and type of the text on the dial pad for the *Other* button. This comes in to view when *Other* is clicked once. The size ranges from 8 through 16 and the different types are plain, bold, and italic.

### **Control panel color**

Altering this theme component enables you to modify the background color of the *Control* panel. All other components within this panel are set to “black” or “white” percentage transparencies of this panel color. When modifying this component, make sure it is of a color depth that allows for legibility of the text and other elements within this panel.

### **Control panel font color**

Altering this theme component changes the color of the font located on the *Control* panel and the buttons. Inactive buttons are a greyer shade of the color chosen. The text would ideally be changed to white for darker title bar panel colors or black for lighter title bar panel colors. All you must do is make sure that the color combination you decide on does not render the text illegible.

### **Control panel button font style**

Altering this theme component changes the size and type of the text on *Control* panel buttons. The size ranges from 8 through 16 and the different types are plain, bold, and italic.

#### 6.4.2.5.1 Theme Loading and Saving

The theme refers to how the interface appears, which includes the colors in which the various panels, buttons, logos, and text are displayed, the size of each component, and the manner in which they are displayed in terms of spacing and size.

The default theme such as “standard.thm” is used for the visual display of Reception Console, and this theme is automatically loaded when the application is turned on.

If you, as a user, want to apply a different theme to the application, do the following:

- 1) Select a theme from the *Theme* drop down menu.

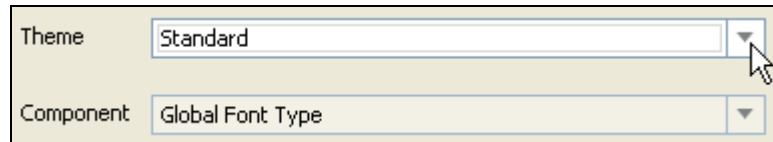


Figure 36 Theme Selection

- 2) Click on **Apply** at the bottom right of the *Options/Theme* dialog box. The settings of the selected theme take effect.
- 3) You can create a new theme file by clicking on **Save As** at the bottom of the *Options/Theme* dialog box. This brings up a new dialog box prompting you to enter a name for your new theme file.

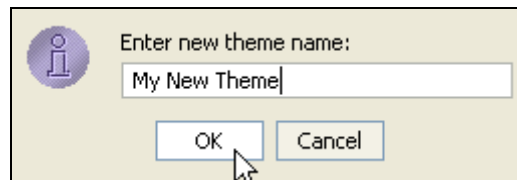


Figure 37 Theme – Save As

- 4) After entering the name, click **OK**. The theme file is saved.
- 5) If you would like to apply this new theme file as your default, select it as explained above.

6.4.2.5.2 Theme Component Modification

**Color Components**

To make a change to any component, click **Change** and make your new selection. When you click Change to change a color component, a dialog box is displayed allowing you to select a color. The only exception to this is the Title Bar Icon Color component, for which only two alternatives are available, black and white.

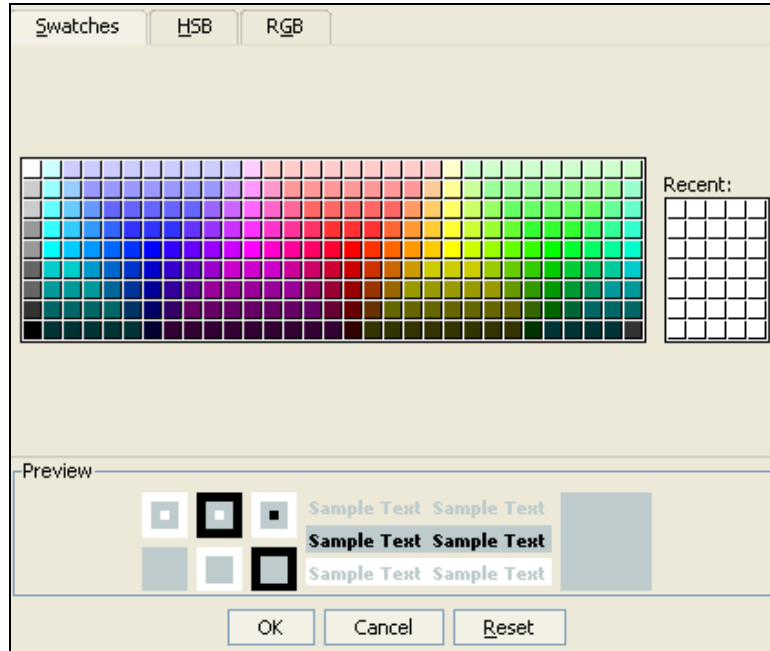


Figure 38 Theme Color Chooser

There are three color choice tabs available. The *Swatches* tab allows you to pick a particular color, *HSB* allows you to change the depth of that color, and *RGB* allows you to further alter that color by changing the percentage of red, green, and blue shades.

### Image/Graphic Components

- 1) Click **Change** to change an image component. A dialog box is displayed allowing you to select an image/graphic file from your computer.

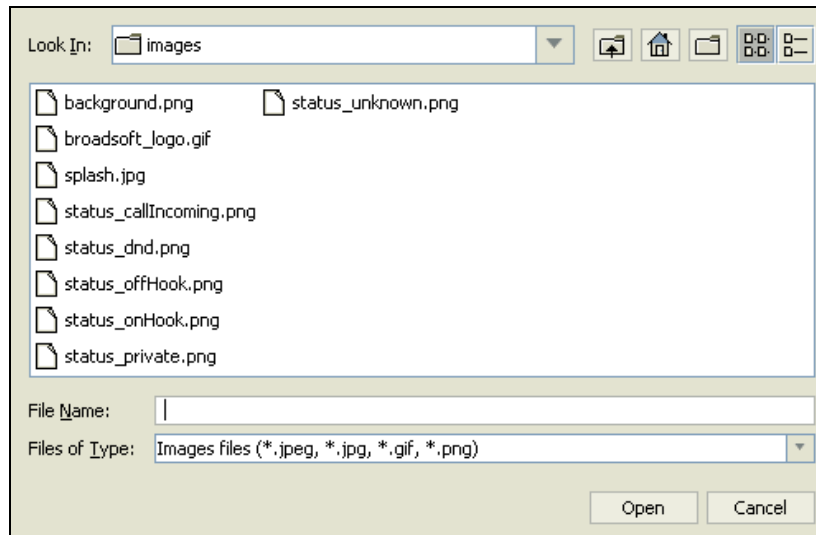


Figure 39 Theme File Chooser

- 2) Select a file that you want and click **Open**. The selected image file replaces the component image being changed. Updates Tab

Click on the *Updates* tab to configure the proxy information required to connect to a proxy server.

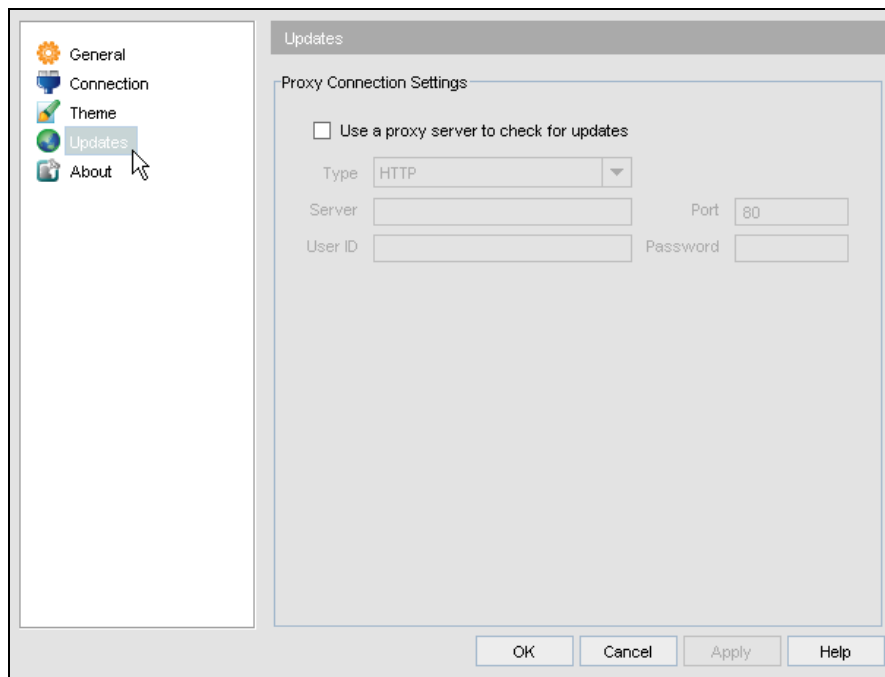


Figure 40 Options – Updates

The *Proxy Connection Settings* options are as follows:

- *Use a proxy server to check for updates* check box ensures that updates are checked by a proxy server automatically.
- *Type* is the compulsory proxy server type. HTTP is the accepted form.
- *Server* is the compulsory proxy server URL and can be obtained from the network administrator.
- *Port* is the proxy server connection port number. It is compulsory and can be obtained from the network administrator.
- *User ID* is the authentication user ID that is required if user authentication is required by the proxy server.
- *Password* is the authentication password that is required if user authentication is required by the proxy server.

#### 6.4.2.6 About Tab

Click the *About* tab in the *Call History* dialog box to find version information and read the general disclaimer for Reception Console.

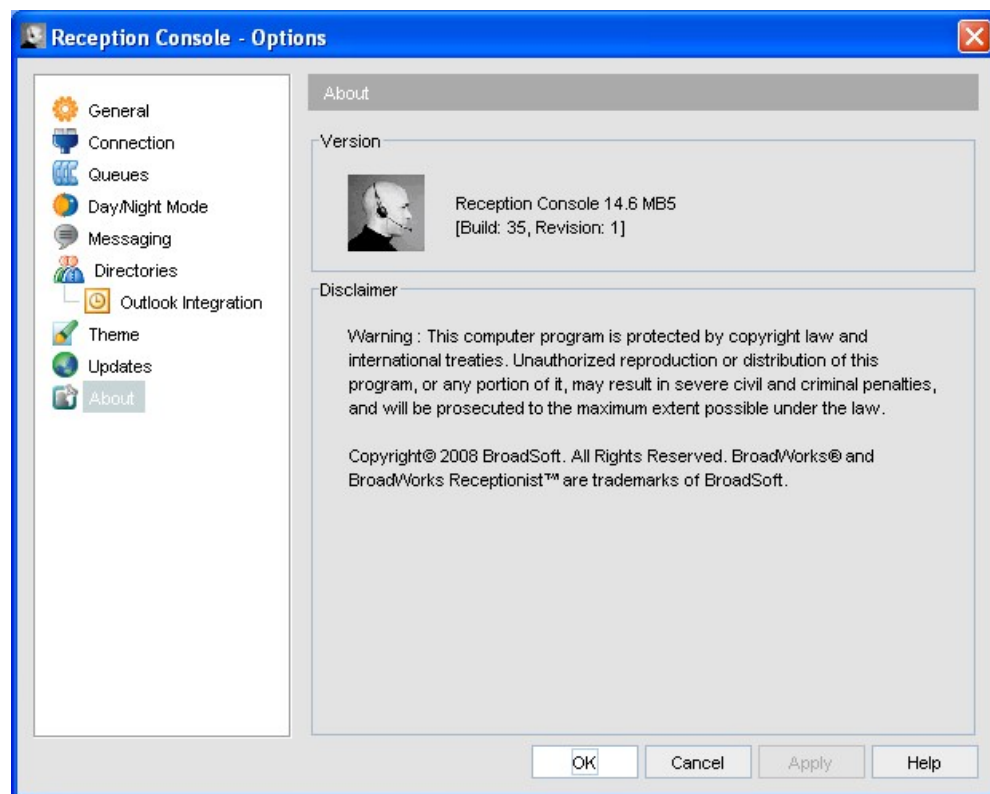


Figure 41 Options – About

The information displayed is as follows:

- Reception Console Version
- Reception Console Disclaimer

The *About* tab is important in providing information for the purpose of technical support.

## 6.5 Help Menu

The Help menu contains the following items:

- User Guide – A link to a PDF version of this guide.
- About Reception Console HIS – The same information as the *Tools – Options About* tab. For more information, see section [6.4.2.6 About Tab](#).



Figure 42 Reception Console – Help Menu

## 7 Managing Calls

You manage calls using a combination of the panels in a top to bottom workflow style. You should be able to distribute calls typically using this workflow for most of the activities in the following subsections.

The following subsections describe the call management functions available in Reception Console. Functions available only in certain versions of Reception Console are identified as such.

### 7.1 Dialing

Dialing allows you to make calls to contacts in a variety of ways.

#### 7.1.1 Dial Contact

To make a call to a contact:

- 1) Find and select the contact you want to call by searching the Contact Directory or any other directory where the contact may be listed.

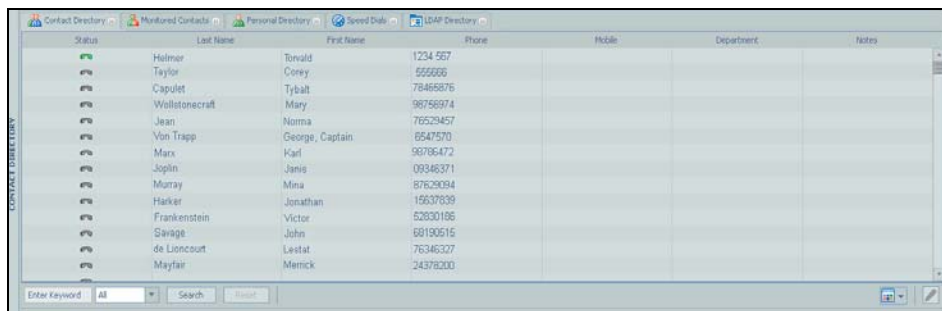


Figure 43 Contact Directory Panel

- 2) In the *Options* panel, select the option you want to use for this contact. Possible options include the extension, mobile, or voice mail. In most cases, an option (usually the contact's extension) is selected by default. To change the selected option, simply click another option once. Unavailable options are dull or subdued in appearance.
- 3) In the *Control* panel, click **Dial**. Alternatively, click **Actions** on the Menu bar, and select *Dial* from the drop-down list.



Figure 44 Dial Button

**NOTE:** The contact's extension is dialed in preference to the number field when both are populated. If there is no extension field provided, Reception Console attempts to dial using the number field.



The called party phone rings, and the call appears on the *Switchboard* panel as “Outgoing”. When the call is answered by the destination number, the call is connected and you talk to the contact at that number.

**NOTE:** Alternatively, you can double-click a contact to dial the contact's default call option (automatically selects extension, mobile, voice mail, in order of availability).

### 7.1.2 Dial Ad Hoc Number

To make a call to an ad hoc number (a person not listed in your Contact Directory):

- 1) In the *Options* panel, click **Other**. The dial pad appears.

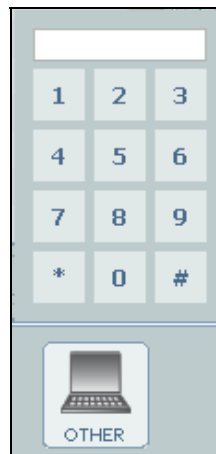


Figure 45 Other Button

- 2) Enter the number you want to call either by typing the number on the keyboard or by selecting each number in turn from the dial pad using your mouse.
- 3) Click the **DIAL** button on the *Control* panel. Alternatively, click **Actions** on the *Menu* panel, and select *Dial* from the drop-down list.



Figure 46 Dial Button

The called party phone rings, and the call appears on the *Switchboard* panel as “Outgoing”. When the call is answered by the destination number, the call is connected and you talk to the contact at that number.

### 7.1.3 Speed Dial

To make a call via Speed Dial, perform the following steps:

- 1) In the *Contact Directory* panel, select the *Speed Dial* tab. This displays the Speed Dials directory.

Key	Phone	Description
2		
3		
4		
5		
6		
7		
8		
9		
#00	5551110000	in-group
#01	5551111111	out-of-group
#02	5551112222	off-net
#03	5551113333	PSTN1
#04	5551114444	PSTN2

Figure 47 Speed Dial Directory

- 2) From the directory, select the Speed Dial number you want to use.
- 3) In the *Control* panel, click **DIAL**. Alternatively, click **Actions** on the *Menu* panel, and select *Dial* from the drop-down list.



Figure 48 Dial Button

The called party’s phone rings, and the call appears on the *Switchboard* panel as “Outgoing”. When the call is answered by the destination number, the call is connected and you talk to the contact at that number.

**NOTE:** Double-click the Speed Dial entry to make a call to the saved number. For more information, see section [8.5 Manage Speed Dial Entries](#).

## 7.2 Answer Call

**NOTE:** You must have a phone from the supported phone’s list; otherwise, undesirable behavior may occur. For further information, contact your service provider.

To answer a call:

- 1) Select the call you want to answer from the *Switchboard* panel.

Link	Line	Call To	Extn	Call From	Status	Time
	1		1021	Mary Shelley	Incoming	00:53
	2			Guy Fawkes	Incoming	00:05

Figure 49 Linked Switchboard



- 2) In the *Control* panel, click **Answer**. Alternatively, click **Actions** on the *Menu* panel, and select *Answer* from the drop-down list.



Figure 50 Answer Button

**NOTE:** You can answer the longest waiting incoming call by clicking the space bar key. Consecutive presses of the space bar place the previous active call on hold and answer the oldest incoming call. This does not work if you are clicking on a text field.

### 7.3 Put Call on Hold

You put call on hold using the Hold button. The call must be already in progress.

#### 7.3.1 Hold Call

To place a call on hold:

- 1) Select the call you want to put on hold from the *Switchboard* panel.

Link	Line	Call To	Extn	Call From	Status	Time
	1	Mary Sh...	1021		Active	00:19

Figure 51 Switchboard – Active Call

- 2) Click **HOLD** on the *Control* panel to hold the call. Alternatively, click **Actions** on the *Menu* panel, and select *Hold* from the drop-down list.



Figure 52 Hold Button



### 7.3.2 Unhold Call

To take a call off hold:

- 1) Select the call you want to take of hold from the *Switchboard* panel.

Link	Line	Call To	Extn	Call From	Status	Time
	1	Mary Sh...	1021		On Hold (00:20)	00:19

Figure 53 Switchboard – Held Call

- 2) Click **UNHOLD** on the *Control* panel. Alternatively, click **Actions** on the Menu bar, and select *Unhold* from the drop-down list.



Figure 54 Unhold Button

The call becomes active and the call status on the *Switchboard* panel changes from “On Hold” to “Active”.

**NOTE:** Alternatively, double-click on the held call on the switchboard panel.

### 7.4 End Call

To end a call:

- 1) Select the call you want to end from the *Switchboard* panel.

Link	Line	Call To	Extn	Call From	Status	Time
(32)	1		1021	Mary Shelley	Incoming	00:53
(32)	2			Guy Fawkes	Incoming	00:05

Figure 55 Linked Switchboard

- 2) Disconnect the calling party by clicking **End** on the *Control* panel. Alternatively, click **Actions** on the *Menu* panel, and select *End* from the drop-down list.



Figure 56 End Button

The calling party is disconnected when the End button is clicked.

## 7.5 Transferring Calls

There are a number of ways in which you can transfer a call to another contact.

### 7.5.1 Blind Transfer Call

A blind transfer occurs when a call is transferred without an introduction. Calls may be blind transferred while active, held, or ringing (in) on your phone. If a call is ringing (in), the blind transfer activity allows the call to be redirected before it is answered. This can be done via “drag and drop” or through the *Control* panel.

To conduct a blind transfer using drag and drop:

- 1) Click the call you want to transfer from the *Switchboard* panel with your left mouse button. Your cursor changes to a hand grip to indicate the call is moveable.



Figure 57 Hand Grip Cursor

- 2) To scroll up or down a list, move the cursor over the corresponding corner of the contact directory. To cancel the move at any time, press **Esc**.
- 3) Drag the call to the target contact in your Contact Directory or Customized Directory, and let go of the left mouse button. The call is now transferred. If the target contact is busy, the call is camped.

To conduct a blind transfer:

- 1) Select the call you want to transfer from the *Switchboard* panel.
- 2) Select the option to which you want to blind transfer the call. This number may be the option for a contact from the Contact Directory, a speed dial, or another number of your choice entered using the *Other* dial pad.
- 3) Click **BLIND TRANSFER** highlighted on the *Control* panel. If the BLIND TRANSFER button is not highlighted, click **Actions** on the *Menu* panel, and then select *Blind Transfer*.



Figure 58 Blind Transfer Button

The call is now transferred and then removed from the *Switchboard* panel.

### 7.5.2 Conduct Supervised Transfer

When you have an active inbound call that you want to transfer to another contact, do the following:

- 1) Make sure that the first call is answered and active.
- 2) Dial the number you want to transfer the call over to.  
The first call is automatically held.
- 3) Click on the **CONSULTED TRANSFER** button on the *Control* panel to conduct the transfer. If the Consulted Transfer button is not highlighted, click **Actions** on the *Menu* panel, and then select *Consulted Transfer*.



Figure 59 Consulted Transfer Button

**NOTE:** If the dialed contact is busy, you can retry or dial another contact. The call is transferred to the first available dialed contact.

### 7.5.3 Conduct Consulted Transfer

A consulted transfer allows the operator to announce or introduce the call to the called party. A call may be consult-transferred while active, held, or ringing (out).

To conduct a consulted transfer:

- 1) Dial the contact you want to transfer the call to.
- 2) When the call is connected, consult with the called contact.
- 3) Link the two calls to be transferred together by clicking in the *Link* column on the *Switchboard* panel. You must do this for both calls, thereby identifying the calls to link.



Link	Line	Call To	Extn	Call From	Status	Time
	1			Mary Shelley	On Hold (00:21)	07:42
	2	Guy Fawkes			Outgoing	00:08

Figure 60 Linked Switchboard

- 4) To transfer the calls, click **CONSULTED TRANSFER** highlighted on the *Control* panel. Alternatively, click **Actions** on the *Menu* panel, and select *Consulted Transfer* from the drop-down list.



Figure 61 Consulted Transfer Button

The calls are now transferred and removed from the *Switchboard* panel.



**NOTE:** If you have an active call and place another call, these two callers are automatically linked on the *Switchboard* panel.

### 7.5.4 Transfer to Voice Mail

To transfer a call to voice mail:

- 1) Select the call you want to transfer from the *Switchboard* panel.

Link	Line	Call To	Extn	Call From	Status	Time
	1	Mary Sh...	1021		Active	00:19

Figure 62 Switchboard

- 2) From the contact directory, select the name of the contact containing the Voice Mail you want to transfer the call to. Select yourself if you want to transfer the call to your voice mail.

**NOTE:** This option is only available if the contact you would like to transfer the voice mail to has the Voice Messaging service assigned and enabled.

- 3) Select the call option by clicking **VOICEMAIL** on the *Options* panel.
- 4) Transfer the call to voice mail by clicking **VOICEMAIL TRANSFER** on the *Control* panel. Alternatively, click **Actions** on the *Menu* panel, and select *Voicemail Transfer* from the drop-down list.



Figure 63 Voice Mail Button

### 7.5.5 Busy Camp On

Busy Camp On can only work if the user has Camp On activated and the party the user wants to transfer to is busy. It allows the operator to hold and automatically transfer a call to a contact when the contact is available to take the call. A call can be camped on a contact only if the call is active or held and if the status of the destination contact is either "Busy" or "Ringing". The call can be camped via drag and drop or by using control buttons.

**NOTE:** Busy Camp On is provisioned through the softswitch web portal.

### 7.5.5.1 Application Managed Mode

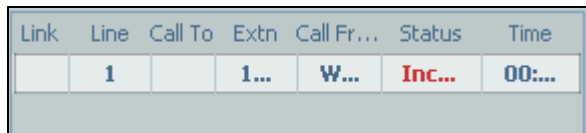
This mode ensures the call stays on the user's line. Thus, the user has the option of taking a camped call off hold. To find out which mode you have, contact your group/system administrator.

To camp a call using drag and drop:

- 1) Click the call you want to transfer from the Switchboard panel with your left mouse button. Your cursor changes to a hand grip to indicate the call is moveable.
- 2) To cancel the move at any time, press **Esc**.
- 3) Drag the call to the target busy contact in your Contact Directory or Customized Directory and let go of the left mouse button. The call is now camped at the contact's extension and shows Camped status against the call on the *Switchboard* panel. The calling party is muted while camped and hears the Music On Hold. Once the contact is ready to take the call (contact status becomes "Online"), the call is automatically transferred and is removed from the *Switchboard* panel.

To camp a call:

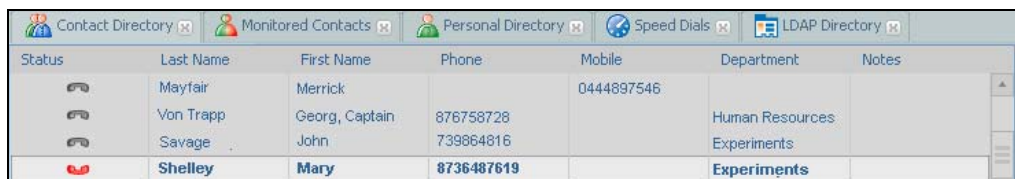
- 1) On the switchboard, select the call that you want to camp.
- 2) Open a directory in the *Contact Directory* panel and click the contact that you want to camp the call on.



Link	Line	Call To	Extn	Call Fr...	Status	Time
	1		1...	W...	Inc...	00:...

Figure 64 Switchboard View

- 3) Click **Extn** on the *Options* panel.



Status	Last Name	First Name	Phone	Mobile	Department	Notes
	Mayfair	Merrick		0444897546		
	Von Trapp	Georg, Captain	876758728		Human Resources	
	Savage	John	739864816		Experiments	
	Shelley	Mary	8736487619		Experiments	

Figure 65 Directory Panel

- 4) Click **CAMP ON** highlighted on the *Control* panel. Alternatively, click **Actions** on the *Menu* panel, and select *Camp-On* from the drop-down list.



Figure 66 Camp On Button

The call is now camped at the contact's extension and shows *Camped* status against the call on the *Switchboard* panel. The calling party is muted while camped and hears the Music On Hold. Once the contact is ready to take the call (contact status becomes *Online*), the call is automatically transferred and is removed from the *Switchboard* panel.

- 5) If you want to uncamp the call, select it on the *Switchboard* panel if you have not done this. Click **UNCAMP**, which should be highlighted on the *Control* panel. Alternatively, click **Actions** on the *Menu* panel, and select *Uncamp* from the drop-down list.



Figure 67 Uncamp Button

The call is now uncamped from the destination contact and shows *On Hold* status on the *Switchboard* panel. This is useful if, for any reason, you want to retrieve a call from being camped.

### 7.5.5.2 Service Managed Mode

This mode ensures the softswitch service manages the camped call. This functionality is only available if you have been assigned this service by your group/system administrator.

To transfer a call to a busy user:

- 1) Select the call from the switchboard.

Link	Line	Call To	Extn	Call Fr...	Status	Time
	1		1...	W...	Inc...	00:...

Figure 68 Switchboard View

- 2) Select a busy contact from the Contact Directory.

Status	Last Name	First Name	Phone	Mobile	Department	Notes
	Mayfair	Merrick		0444897546		
	Von Trapp	Georg, Captain	876758728		Human Resources	
	Savage	John	739864816		Experiments	
	Shelley	Mary	8736487619		Experiments	

Figure 69 Directory Panel

- 3) Click the **CAMP ON** button. Alternatively, click **Actions** on the *Menu* panel, and select *Camp-On* from the drop-down list. Once the call is camped, it is removed from the switchboard.



Figure 70 Camp On Button

The call is transferred after the receiving party becomes available and they are alerted.

If the camped call reaches the designated expiration timer, the call is recalled to your device and flagged on the switchboard as "Recalled".



## 7.6 Conduct Directed Call Pickup

Directed Call Pickup allows the operator to pick up a call that is incoming on a contact. This is useful when you want to answer a call on the contact's behalf or if the contact is currently not on hand to answer the call. This functionality is only available if you have been assigned this service by your group/system administrator.

To conduct a Directed Call Pickup:

- 1) Select a contact who you want to pick up the call for. The contact's status must be "Ringing".
- 2) Click **CALL PICKUP** highlighted on the *Control* panel. Alternatively, click **Actions** on the *Menu* panel, and select *Call Pick-Up* from the drop-down list.
- 3) You answer the call on the contact's behalf and the *Switchboard* panel shows a new "Active" line representing this call.

## 7.7 Conduct Operator Call Barge-in

Operator Call Barge-in allows the operator to barge in on a contact's call. This is useful when you want to enter an already established call between two other people. This functionality is only available if you have been assigned this service by your group/system administrator.

To conduct a call barge-in:

- 1) Select a contact who you want to barge in on. The contact's status must be "Busy".
- 2) Click **CALL BARGE-IN** highlighted on the *Control* panel. Alternatively, click **Actions** on the *Menu* panel, and select *Call Barge-in* from the drop-down list.



Figure 71 Call Barge-in Button

You enter an ongoing call, thereby establishing a Three-Way Conference.

## 7.8 Managing Conference Calls

Click **Conference** so you are allowed to participate in Three-Way Conference calls. The button is dull or subdued in appearance when this action is not an option. Alternatively, click **Actions** on the *Menu* panel, and select *Conference* from the drop-down list.



Figure 72 Conference Button

### 7.8.1 Start Conference Call

To start a conference:

- 1) Select the calls. Choose both parties with whom you want to conduct a conference from the *Switchboard* panel.

- 2) Link the two calls by clicking on both their "LINK" entries. One chain link should appear in each respective entry.

Link	Line	Call To	Extn	Call From	Status	Time
	1			Shelley, Mary	On Hold (00:20)	06:03
	2	Fawkes, G			Active	00:42

Figure 73 Linked Switchboard Panel

- 3) On the *Control* panel, click **Conference**. Alternatively, click **Actions** on the Menu bar, and select *Conference* from the drop-down list.



Figure 74 Conference Button

Both calls become *Active*.

### 7.8.2 Hold Conference Call

To hold an active conference, click **HOLD CONFERENCE** on the *Control* panel. Alternatively, click **Actions** on the *Menu* panel, and select *Hold Conference* from the drop-down list.



Figure 75 Hold Conference Button

Link	Line	Call To	Extn	Call From	Status	Time
	2		333	Mary Shelley	Active	04:45
	2			Guy Fawkes	Active	03:31

Figure 76 Held Conference Switchboard Panel

The conference link icon changes when this button is pressed. The conference is held.

Link	Line	Call To	Extn	Call From	Status	Time
	2		333	Mary Shelley	Active	09:49
	2			Guy Fawkes	Active	08:35

Figure 77 Active Conference Switchboard Panel



### 7.8.3 Unhold Conference Call

To reactivate a held conference:

When a conference is held, the call status for the parties involved shows *On Hold*.



Figure 78 Unhold Conference Button

Click **UNHOLD CONFERENCE** on the *Control* panel. Alternatively, click **Actions** on the *Menu* panel, and select *Unhold Conference* from the drop-down list. Both call states change to *Active* when the action is complete.

Link	Line	Call To	Extn	Call From	Status	Time
	2		333	Mary Shelley	Active	09:49
	2			Guy Fawkes	Active	08:35

Figure 79 Active Conference Switchboard Panel

### 7.8.4 Leave Conference Call

To exit from a conference, click **LEAVE CONFERENCE** on the *Control* panel.

Alternatively, click **Actions** on the *Menu* panel, and select *Leave Conference* from the drop-down list.



Figure 80 Leave Conference button

This removes the user from the conference call although the two other parties involved in the conference call are still connected. The two parties are removed from the *Switchboard* panel.

### 7.8.5 End Conference Call

To end a conference call, click **END CONFERENCE** on the *Control* panel. Alternatively, click **Actions** on the *Menu* panel, and select *End Conference* from the drop-down list.










Figure 81 End Conference Button

The calls are removed from the switchboard and terminated.

## 8 Managing Directories

The *Contact Directory* panel in Reception Console allows you to view, search, and edit a variety of different types of directories.

The *Status* column of the Contact Directory and any custom contact directory shows the contact's phone *on-hook/off-hook* state. The color of the state is customizable through the *Tools – Options – Themes* dialog box. The following colors represent the different automated states:

Status	Icon	Description
Green Handset Down		Contact phone is on-hook (available to receive a call) (previously this was a green triangle).
Red Handset Up		Contact phone is off-hook (on a call, busy) (previously this was a red triangle).
Orange Handset Down		Contact phone is ringing (previously this was a blue triangle).
Do Not Disturb		Contact phone has status set to "DND" (previously this was an orange triangle).
Grey Handset Down		Contact phone state is currently unavailable or unknown (previously there was no triangle or it was blank).
Private		Contact phone state is set to "private".
Call Forwarding Always		Contact has the Call Forwarding Always service turned on. By hovering your mouse over the contact, the user can see the phone number the contact has set the Call Forward to.

### 8.1 View Directory

To view a directory, click **View** in the *Menu* panel.

From the *Directories* drop-down list, check the directory you want visible. This includes custom contact directories.

### 8.2 Hide Directory

To hide a directory, click **View** in the *Menu* panel.

From the *Directories* drop-down list, uncheck the directory you want invisible.

Alternatively, click the **x** on the *Directory* tab.

### 8.3 Select Directory

Use the *Contact Directory* tab list to select the directory displayed in the *Contact Directory* panel.



Figure 82 Directory Heading Tabs



## 8.4 Search Directory

The keyword search feature is located below the Contact Directory list area.

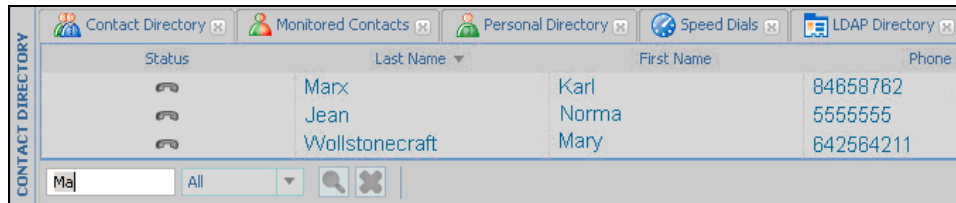


Figure 83 Search Directory

To conduct a keyword search:

- 1) Select the search by clicking inside the *Text Search* area of the Contact Directory.
- 2) Enter a keyword (or part of a keyword).

**NOTE:** The keyword search is NOT case sensitive; the search for “Ann” or “ann” returns the same results.

- 3) Select the directory from the *Contact Directory* drop-down list.
- 4) Select the search criteria filter from the *Keyword Search Filter* drop-down list section of the Contact Directory. Available criteria filters are All (default), Full Name – a combination of the first and last name, First Name, Last Name, Title, Department, Extension, Phone Number, and Notes.
- 5) Click **Search**.

Reception Console returns all the contacts in the Contact Directory that contain the entered keyword as any part of the selected filter (directory column(s)). For example, entering “Ann” and selecting “First Name” from the *Keyword Search Filter* drop-down list returns all contacts with the first name “Ann”, but it also returns also all contacts with first names such as “Anne”, “Marianne”, “Marie Ann”, “Ann Marie”, and so on.

- 6) To return to the full directory, click **Reset**.


## 8.5 Manage Speed Dial Entries

There are two types of speed dial entries: Speed Dial 8 and Speed Dial 100.

- **Speed Dial 8.** With Speed Dial 8, Reception Console provides eight predefined empty slots, numbered 2 through 9. Speed Dial 8 entries cannot be added or deleted; they can only be edited. You can assign dialing information to a Speed Dial 8 entry and change or delete dialing information by editing the corresponding slot.
- **Speed Dial 100.** With Speed Dial 100, you can add up to 100 entries. You can also modify or delete existing Speed Dial 100 entries.

### 8.5.1 Edit Speed Dial 8 Entry

You can assign, modify, or remove dialing information from a Speed Dial 8 entry using the

Edit  button, located at the bottom right-hand corner of the *Contact Directory* panel.



### 8.5.1.1 Assign Dialing Information to Speed Dial 8 Slot

- 1) In the Speed Dials directory, select an empty Speed Dial 8 slot.
- 2) Click **Edit**.

Phone

Description

OK Cancel

Figure 84 Assign Dialing Information to Speed Dial 8 Slot

- 3) In the dialog box that appears, enter the phone number and description.
- 4) To save the entry, click **OK**. Click **Cancel** to exit without saving your changes.

### 8.5.1.2 Modify or Delete Assigned Speed Dial 8 Entry

- 1) In the Speed Dials directory, select an assigned Speed Dial 8 slot.
- 2) Click **Edit**.

Reception Console opens a dialog box in which you can edit the information.

Phone

Description


OK Cancel

Figure 85 Edit Speed Dial 8 Entry

- 3) Modify or delete information as desired. Note, however, that you cannot delete the phone number and leave the description. If you try to do that, an error message appears.
- 4) To save the entry, click **OK**. Click **Cancel** to exit without saving your changes.

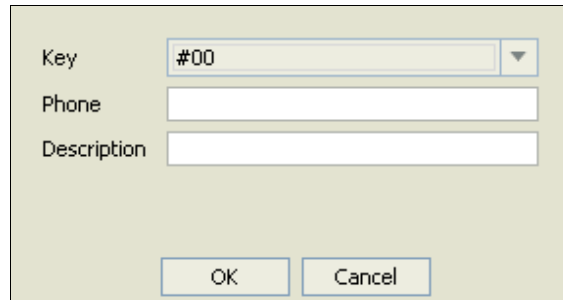


### 8.5.2 Add Speed Dial 100 Entry

You add a Speed Dial 100 entry using the Add button  located at the bottom right-hand corner of the *Contact Directory* panel.

- 1) Select the *Speed Dials Directory* tab.
- 2) Click **Add**.

Reception Console opens a window in which you enter the information.



The dialog box contains three input fields: 'Key' with a dropdown menu showing '#00', 'Phone' with an empty text box, and 'Description' with an empty text box. At the bottom are 'OK' and 'Cancel' buttons.

Figure 86 Add Speed Dial Dialog Box

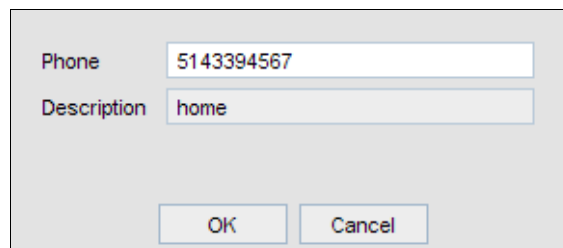
- 3) Select a key value from the drop-down list. The key value determines what numbers you have to press on your phone to dial this Speed Dial entry.
- 4) Enter the phone and description.
- 5) To save the new entry, click **OK**. Click **Cancel** to exit without creating the new entry.

### 8.5.3 Edit Speed Dial 100 Entry

You can edit an existing Speed Dial 100 entry using the Edit button  located at the bottom right-hand corner of the *Contact Directory* panel.

- 1) Select the Speed Dials Directory tab.
- 2) Click the desired Speed Dial 100 entry.
- 3) Click **Edit**.

Reception Console opens a dialog box in which you can modify the information.



The dialog box contains two input fields: 'Phone' with the value '5143394567' and 'Description' with the value 'home'. At the bottom are 'OK' and 'Cancel' buttons.

Figure 87 Edit Speed Dial 100 Entry

- 4) Change the displayed values as desired.
- 5) To save the entry, click **OK**. Click **Cancel** to exit without saving your changes.

### 8.5.4 Delete Speed Dial 100 Entry

You can delete an existing Speed Dial 100 entry using the Delete button  located at the bottom right-hand corner of the *Contact Directory* panel.

- 1) Select the *Speed Dials Directory* tab.
- 2) Click the desired Speed Dial 100 entry.
- 3) Click **Delete**.
- 4) Click **Yes** to confirm your action.

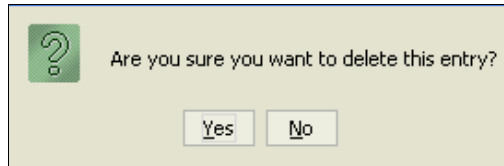


Figure 88 Confirmation Dialog Box



## 9 Glossary

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Name	Description
Active Call	This is the call you are currently talking to or dealing with.
Ringling (In)	This is the equivalent to a phone ringing locally.
Calling Party	This is the party who you are receiving a call from.
Called Party	This is the party that you have dialed.
Music on Hold	This is music that is streaming from the service provider for a held call.
Ringling (Out)	This is equivalent to a phone ringing on the called party's phone.



## 10 Keyboard Shortcuts

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The following is a listing of keystrokes (shortcut keyboard entries) that are available in Reception Console.

### 10.1 General Control Keys

Key Strokes	Equivalent Mouse Action	Function
ESCAPE	Click <b>OK/CANCEL/EXIT</b> .	Exits from the active window.

### 10.2 Menu Bar Control Keys

Key Strokes	Equivalent Mouse Action	Function
Alt + O	Click on <b>Tools</b> and then <b>Options</b> .	Displays <i>Options</i> dialog box.
Alt + R	Click on <b>Tools</b> and then <b>Call History</b> .	Displays <i>Call History</i> dialog box.
Alt + H	Click on <b>Help</b> and then <b>User Guide</b> .	Opens <i>NGT Reception Console User Guide</i> .
Alt + L	Click on <b>File</b> and then <b>Logout</b> .	Logs out current user from Reception Console and returns to login screen.

### 10.3 Switchboard Control Keys

Key Strokes	Equivalent Mouse Action	Function
Ctrl + F1...F10	Click on the <i>Link</i> column for a call on the switchboard.	Displays the link symbol in the <i>Link</i> column for the call. F1 links the first call, F2 links the second call, and so on. Two calls must be selected for a successful link.
Shift + F1...F10	Click on a call on the switchboard.	Select the call. F1 selects the first call, F2 selects the second call, and so on.



## 10.4 Contact Directory Control Keys

Key Strokes	Equivalent Mouse Action	Function
Ctrl + F	Click on text entry space for keyword search.	Cursor appears in text entry space for entry of search keyword.
Ctrl + R	Click on <b>Reset</b> .	Resets the search filter and shows the current directory.
Ctrl + Shift + <alpha>	Enter a single alphabetical character in the <i>Search</i> field and then select a filter from the search filter drop-down list.	Apply filter on sorted column.
Ctrl + UP/DOWN	Select a filter from the Search filter.	Traverses through the Search filter values.
UP/DOWN/RIGHT/LEFT ARROW	Click on each contact on the <i>Contact</i> panel in <i>List</i> view.	Selects the contacts on the list.
Page UP/DOWN	Scroll through the contact list.	Pages through the contacts on the list.

## 10.5 Option Control Keys

Key Strokes	Equivalent Mouse Action	Function
<Number Pad />	Click on <b>Extension</b> .	Selects the extension number of the selected contact.
<Number Pad *>	Click on <b>Mobile</b> .	Selects the mobile number of the selected contact.
<Number Pad ->	Click on <b>Voice Mail</b> .	Selects the voice mail number of the selected contact.
<Number Pad 0,1...9>	Click on <b>Number Pad 0, 1,...9</b> .	Enters the corresponding number in the dialing pad.



## 10.6 Control Keys

Key Strokes	Equivalent Mouse Action	Function
ENTER	Click <b>Dial</b> .	Dials the selected number.
<Number Pad +>	Click <b>Transfer</b> .	Transfers the selected call.
Shift + <Number Pad +>	Click <b>Camp On/Camp Off</b> .	Camps on/off the selected call.
<Number Pad .>	Click <b>End</b> .	Ends the selected call.
Space Bar	Click <b>Answer</b> after selecting a call on the switchboard, or double-click an incoming call on the <i>Switchboard</i> panel.	Answers the longest waiting incoming call. Multiple presses of the space bar answers the next call while placing the previous active call on hold.
F1...F10	Click <b>Answer</b> after selecting a call on the switchboard, or double-click an active call on the <i>Switchboard</i> panel.	Sets a call to "Active" from "Ringing". F1 applies to the first call listed on the switchboard; F2 applies to the second call, and so on.
F1...F10	Click <b>Hold</b> after selecting a call on the switchboard, or double-click an active call on the <i>Switchboard</i> panel.	Sets a call to "On Hold" from "Active". F1 applies to the first call listed on the switchboard; F2 applies to the second call, and so on.
F1...F10	Click <b>Unhold</b> after selecting a call on the switchboard, or double-click a held call on the <i>Switchboard</i> panel.	Sets a call to "Active" from "On Hold". F1 applies to the first call listed on the switchboard; F2 applies to the second call, and so on.
Shift + Ctrl + F1...F10 OR <Number Pad/Del>	Click a call on the switchboard to select it and then click on <b>End</b> to end the call.	Ends the call. F1 ends the first call; F2 ends the second call, and so on.
<Number Pad +>	Click <b>Blind Transfer/Consult Transfer/Queue Transfer/Voice Mail Transfer</b> .	Blind Transfer/Consultative Transfer/Queue Transfer/Voice Mail Transfer to selected call or call option.
Ctrl + <Number Pad +>	Click <b>Conference/Call Pickup/Barge-in</b> .	Initiates a conference with linked call lines. Performs Pickup/Barge-in on selected contact.
Ctrl + Alt + <Number Pad +>	Click <b>Conference Hold/Conference Unhold</b> .	Toggles a conference from <i>Held</i> to <i>Active</i> state.
Ctrl + Shift + <Number Pad +>	Click <b>End Conference</b> .	Ends a conference. Releases all parties from the conference.
Ctrl + Alt + Shift + <Number Pad +>	Click <b>Exit Conference</b> .	Exits a conference. Other parties remain connected.



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