

Phone Manager Quick Reference Guide

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QUICK REFERENCE GUIDE



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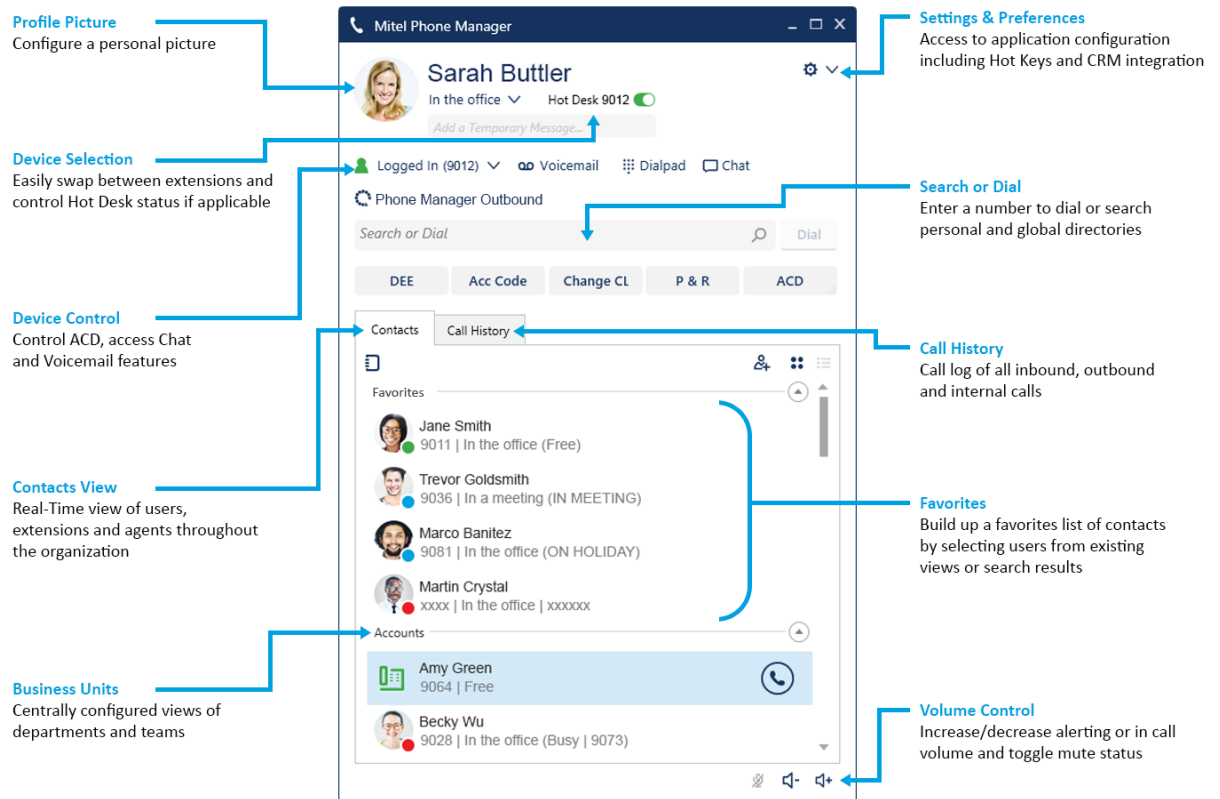
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Quick Start

The guide provides information for frequently used features. For more information about these and other features, refer to the user guide.

Phone Manager UI with Presence Profiles



Phone Manager UI without Presence Profiles

Profile Picture
Configure a personal picture

Settings & Preferences
Access to application configuration including Hot Keys and CRM integration

Device Selection
Easily swap between extensions and control Hot Desk status if applicable

Search or Dial
Enter a number to dial or search personal and global directories

Device Control
Control ACD, access Chat and Voicemail features

Call History
Call log of all inbound, outbound and internal calls

Contacts View
Real-Time view of users, extensions and agents throughout the organization

Favorites
Build up a favorites list of contacts by selecting users from existing views or search results

Business Units
Centrally configured views of departments and teams

Volume Control
Increase/decrease alerting or in call volume and toggle mute status

Phone Manager Call Banner

Call Banner
Visible whenever a call is in progress or ringing an extension

Dial Pad
Use this icon to access the dial pad if you need to enter DTMF Tones on call












Call Control
Use the call control function to clear, hold/retrieve or transfer the call.

Call Details
The main body of the toaster shows details about the current call

Using the Call Banner

If there are any calls at the extension then the Call Banner will appear, this provides control for features such as Hold/Retrieve, Transferring, Answering and Clearing calls. If there is more than one call at the extension the banner will expand to display the different calls and provide a means to swap between them.

Call Banner Buttons

Button	Action
 Answer call	Answers an inbound ringing call
 Clear call	Clears a connected call
 Hold Retrieve	Toggles a connected call between hold and connected state
 Send to Divert voicemail	Offers the ability to divert an inbound call to voicemail or chosen destination
 Transfer	Provides the ability to setup an announced transfer
 Add Call Merge	Provides the ability to setup an ad hoc conference
 Complete Cancel	When performing a consultation transfer, these buttons can be used to complete or cancel the transfer
 Mute	Used to toggle the mute state of a connected call
 Pull Call	This button can be used to pull back a call that has routed through the telephone system to an external number (Home, Mobile etc..)
	This button can be used to push a connected call out to another one of your devices
	This icon will display when making outbound calls and the phone system is ringing multiple devices to find the person you are calling

Making Calls

Making calls using Phone Manager is a simple process and can be achieved in a number of different ways:

- Dial a number you know by entering it into the Search or Dial box and press enter
- Dial a user or device from the Contacts window by double clicking or pressing the dial icon next to it
- Search the directory by entering a name in the Search or Dial box to find a number to dial
- Highlight a number in a different application and double click the Highlight & Dial icon which can be found on the right hand side of you screen

Transferring Calls

Calls can be transferred by using the buttons on the call banner. The main Phone Manager Search or Dial or the Contacts Window should be used for choosing the transfer destination. After pressing Transfer on the Call Banner the main Phone Manager window will be brought into focus ready for you to enter a number to dial.

Alternatively, dialing a number using any of the make call methods described above when a call is in progress will automatically setup a consultation transfer without having to first press a button on the Call Banner.






When performing a consultation transfer it can be completed or cancelled using the relevant buttons on the Call Banner or simply hand up to complete.



Contacts View

The contacts tab within Phone Manager provides a real-time view of information about other devices including users, extensions, agents, speed dials and hunt groups. This gives an overview of the status of these devices and call control features such as single click to dial.


















The views available include a personal favorites view and centralized business units that have been configured on the server. Use the binder icon to hide or show different views.

Icons	Description
	<p>User icon, This icon appears on the Large view of the contact screen. The users status shows in the circle in the bottom right-hand corner. The user profile image will display in the large circle.</p> <p>If the user has no profile picture then the icons below will be used.</p>
	<p>User icon, an outlined icon means the user does not have Phone Manager running</p>
	<p>Extension icon</p>
	<p>Agent icon</p>
	<p>Directory Contacts (Global or Personal Directory, Phone System Directory, Outlook Directory)</p>

Color Key: Gray - Offline, Green - Available, Red - Busy, Blue - Do not disturb, Yellow - Wrap up

A user who has privacy enabled may show xxxx in the extension and Caller ID fields.

Application Buttons

Button	Action
	Highlight & Dial, this icon can be found attached the right hand side of the desktop and can be used to dial numbers from other applications. Highlight a number to dial in another application and double-click the icon
 **	DND, provides control of do not disturb status and displays the current status
 **	ACD*, provides control of ACD Hunt Group status and displays the current status
 **	UCD*, provides control of UCD Hunt Group status and displays the current status
	Voicemail, provides access to voicemail boxes that notify the local extension and indicates how many messages are waiting
	Dial Pad, provides access to the Dial Pad which can be used to initiate calls or more commonly to dial DTMF Tones over an existing call
 **	Forward, provides control of the forward state of the local extension and displays the current status
	Provides access to the Chat window and to see existing conversations
	Binder, controls visibility of different Contact views
	Can be used to add new contacts to personal or global directories
	Used to switch the view on the Contact window between large icon and details view
	Mute, controls the mute status of the local extension when a call is in progress
	Volume controls, used to change the alerting volume when idle and the call volume when a call is in progress
	Settings, provides access to the setting area of the application to change things like Hot Keys, CRM integration and personal preferences
	Hot Desking Toggle, if the associated extension is a Hot Desk Profile then this toggle switch will display to control and display Hot Desk status
	Toolbars*, launch one or more centrally assigned toolbars to help perform common telephony tasks
	Phone Manager Outbound*, launch the client UI for MiContact Centre Phone Manager Outbound to make and disposition outbound dialer calls

* This icon will only appear when licensed and/or when configured to appear by an administrator.

** These icons only appear when NOT using Presence Profiles.

Call History

The Call History window shows all internal, external and missed calls on all of your assigned devices.

When the Call History window is not open, any missed calls will be notified with a red circle on the tab. Calls can be returned by pressing the handset icon.

A history of any calls made to or by any of the devices associated with your user account will be displayed. To see additional information regarding calls expand the Phone Manager application to full screen.

Right clicking on a history line allows you to add the contact to your directory.

	Number	Time	Talk Time
	Seymore Skinner	13:18	00:00
	Hank McCoy	13:18	00:00
	Nelson Munce	13:18	00:00
	Jack Sparrow	13:03	00:01
	Bruce Wayne	13:03	00:09
	Jamie Lannister	13:03	00:07
	John Snow	13:03	00:24
	Clark Kent	12:59	01:35
	Peter Parker	12:47	00:00

Icons

Button	Action
	Inbound call that was answered (<i>This includes calls answered by voicemail and in the case of DEE calls answered by other devices in the DEE group</i>)
	Inbound call that was missed
	Outbound call
	Redial, used to call back a number on the call history. If this icon is grayed out there is no number available to redial
	Playback**, used to playback a recording of external calls

** Only available in conjunction with a MiVoice Office Call Recorder or Xarios Call Recorder



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