





Phone Manager Version 2 User Guide (without Instant Messaging)

CALL BANNER

The call banner appears as  on the right hand side of your screen when your phone is idle, whilst on a call the banner slides out.




If you right click on the sliding banner icon  you can change settings, such as colours, button appearance etc. You can also move the banner up and down the right hand side of the screen by clicking on it and dragging.

Dialling from Screen:

It is possible to use the Call Banner as a quick dial button. This can be achieved by highlighting a number in an application, such as Microsoft Word or Microsoft Outlook and then double-clicking on the Call Banner icon that is floating on the right hand side of the desktop

You can also enter a phone number in  on the main Phone manager window and then hit enter.

Or if you want to redial the last number click  at the top of the main Phone Manager window

Call Banner Icons:



Answer the ringing call



Hang up the current call in progress



Place the current call in progress on hold



Retrieve the current call that is on hold



Unannounced Transfer – Transfer the current call directly to the selected extension.



Announce Transfer – Transfer the current call and gives you the ability to speak to the person you are transferring to



Complete Transfer – This will transfer the call through when you are announce transferring



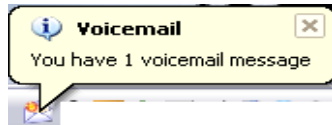
Cancel Transfer – This will cancel the current transfer in progress and you will get back the caller.



Add the current call as a Personal Speed Dial directory entry



VOICEMAIL MESSAGES




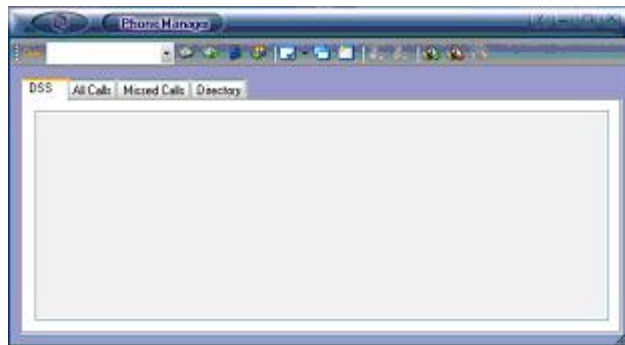
An envelope icon will display in the system tray in the bottom right showing how many voicemail messages you have waiting



You can right click on the envelope icon to hide the icon or listen to the messages.

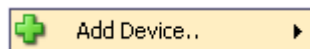
PHONE MANAGER WINDOW

This is the main Phone Manager window and can be accessed by double clicking the  icon or right clicking and selecting Phone Manager. This icon can be found in the bottom right hand corner of your screen.

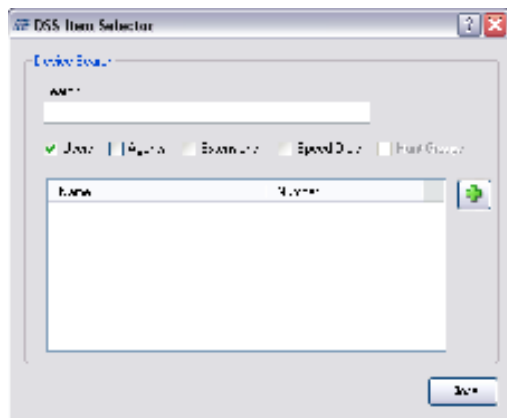


DSS: - You are limited to only 50 DSS icons maximum on the Standard version. Once a DSS device has been added you can double click the icon to call.

To add a DSS icon, right click in the grey area and select



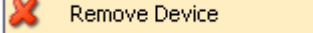
A new window will appear (DSS Item Selector)



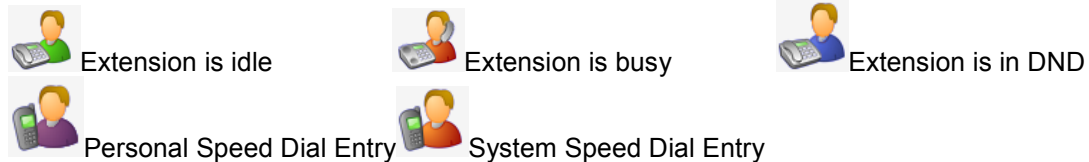
Select the type of icon you want to add. The extensions option is for internal users, or select Speed Dials for external numbers. You can then select the entries from the list and click the Add button on the right hand side.

You can also use the search box at the top to search by name or number.



To remove a DSS icon right click the device and select  or if the device is highlighted hit delete, you can highlight multiple devices at once and also delete.

DSS Icon Status:



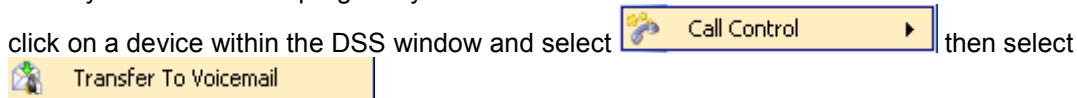
Call Pickup:

To pickup a call ringing at another extension right click the DSS device then select





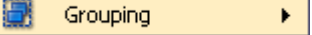
Transferring to Voicemail

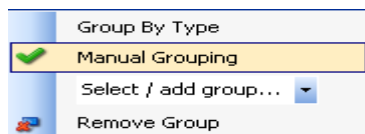
When you have a call in progress you can transfer the call direct to that user Voicemail. Right click on a device within the DSS window and select



Layout and Grouping:

To change the DSS layout right click and select  or select the 

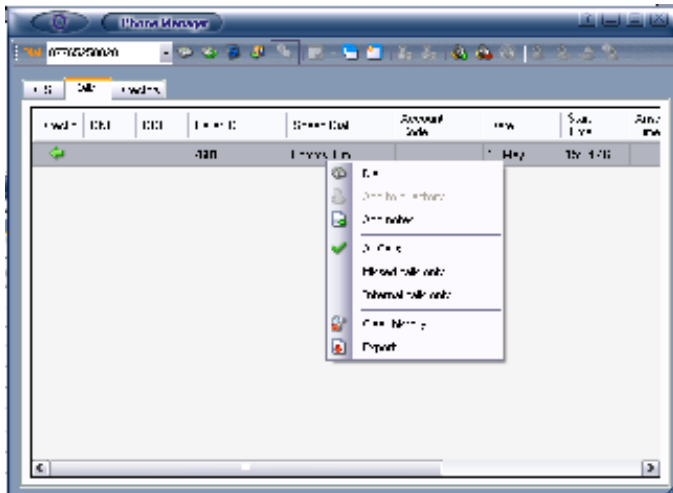
To setup grouping within the DSS window, right click and select  then choose manual grouping. You can add multiple groups, the first group you create everyone is added to. Once you have created the groups you can drag the DSS icons around the window to move them to the appropriate group or right click a device and select Grouping then from the drop down box select which group you want them to be part of.



Note: The grouping option does not work if you are running on Windows 2000

Calls List

All Calls will show all your received and dialled calls, where as Missed calls will only show the calls you have not answered. If you right click on an entry in the list of calls you will have the following options:




- Dial – This will make a call to the number
- Add to Directory – If the number is an external number this will bring up a new box where you can add a name and this will add the number to your personal directory
- Add Notes – You can add notes to this call
- All Calls – This will shows all your missed, received and dialled calls
- Clear History – Clears the call list
- Export – This will let you export your call list to a text or CSV file

Directory and Quick Directory:

From the Directory tab you can search names/numbers within the directory using the Name and Number fields on the left then click Search. The matches will appear on the right hand side. If you right click on an entry in the right hand side you will have the following options:




- Dial – You can select the number to dial from the contact
- Add Personal Entry – You can add your own entries to the Directory
- Edit Personal Entry – if you already have Personal Entries you can edit them
- Delete Personal Entry

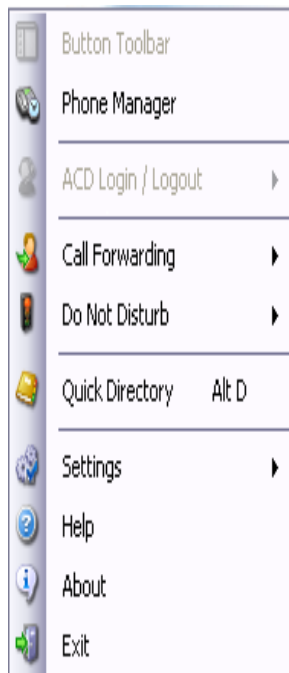
You can also access the Quick Directory by pressing ALT-D at any time whilst using your PC or right clicking the Phone Manager icon  then selecting Quick Directory. In the bottom right of the screen you will be presented with the following window for you to start typing the contacts name or select from the drop down box





PHONE MANAGER SETTINGS and OPTIONS

To display the Phone Manager Options right click the  icon in the bottom right of your screen



Phone Manager:

This will bring up the main Phone Manager window

Call Forwarding:

When you select Call Forwarding you will have 4 options

- All Calls
- When Busy
- No Answer
- No Answer and Busy

Once selected you can then enter the destination in the box or choose a recently used number from the drop down box

Do Not Disturb:

When you select Do Not Disturb you will be presented with the 20 DND messages you can select one from the list by left clicking or if you right click you can add additional text to the DND message i.e. you select ON HOLIDAY 'TIL then add 28-09-07 in the additional box that appears.

Quick Directory:

This will bring up the quick directory window for you to search for a contact

Pop Phone Manager Window When Phone Rings:


To set your Phone Manager to automatically pop when a call is made or received click the



button at the top of the main Phone Manager window. If the button has an orange surround then it is activated without then it is deactivated.

DIAL PAD



You can bring up a small dial pad on the screen by clicking  at the top of the main Phone Manager window, this can be used to dial from or enter digits whilst you are on a call such as when you are in an automated system that requires options to be pressed.