AVAYA

IP Office
Phone Manager User Guide

Table of Contents

Getting Started

Introduction

This guide covers Phone Manager Pro, Phone Manager PC Softphone and Phone Manager Lite applications. Which version you are running is indicated in the title bar of the program. All versions use the same software which runs as Phone Manager Lite unless suitable licenses are entered on the telephone system.

Phone Manager Pro
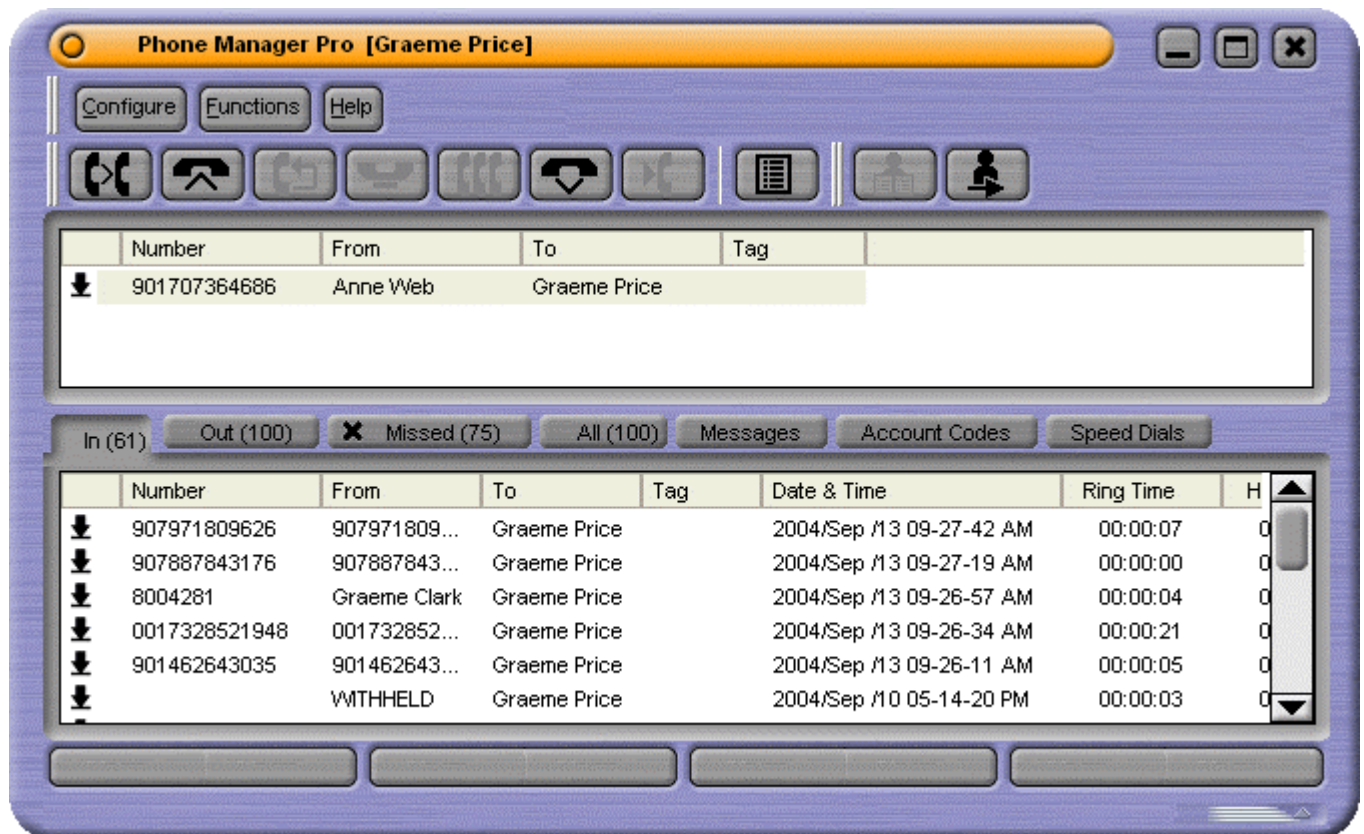
- Can be used in conjunction with a normal telephone, a caller display telephone or a hands-free phone, telephone/headset combination or PC based soft IP phone (VoIP extension). Note: Not available in Phone Manager Lite.

- Can be used in conjunction with a conventional telephone to give Caller Display Telephone facilities.

- Can be used to enable/disable certain extension features without having to remember the specific Short Codes.

- Provides a display of your current extension feature settings.

- Provides a display of all incoming and outgoing calls to your extension.

- Provides Speed Dials.

- Provides information on the status of the current call.

- Displays the number of messages waiting to be collected from your Voicemail.

- Displays the number of messages waiting to be collected for any Hunt Group of which you are a member.

- Provides details of calls waiting.

Phone Manager PC Softphone:

Phone Manager PC Softphone has almost all the same features as Phone Manager Pro. Phone Manager PC Softphone communicates with the IP Office system via the wireless LAN. The conversation takes place via a sound card or USB headset/handset connected to the PC and not via a physical terminal.

> **Note**: Any reference in the manual that indicates a feature is only available for Phone Manager Pro then the feature is also available for Phone Manager PC Softphone. Throughout the manual any reference to Phone Manager Pro includes Phone Manager PC Softphone.

Phone Manager Lite:

Phone Manager Lite requires no license key on the PBX to operate. It will allow employees to take control of their phone calls from their PC. To see the features that are available, please refer to the comparison table.

Phone Manager Feature Comparison

The following table highlights the difference between the three applications. Each of the items are described in detail in the following sections.

Feature	Phone Manager Lite	Phone Manager Pro	Phone Manager PC Softphone
Make and receive calls via the application	Yes	Yes	Yes
Configure phone preferences	Yes	Yes	Yes
Configure keyboard shortcuts	Yes	Yes	Yes
Show the CLI (ANI) / Name display	Yes	Yes	Yes
Create Speed dials	Yes - 15 max	Yes -1000 max	Yes -1000 max
Create Busy Lamp fields (via speed dial)	Yes - 15 max	Yes -1000 max	Yes -1000 max
Create multiple speed dial tabs (to group busy lamp field icons)	No	Yes - 10 tabs max (100 speed dials per tab)	Yes - 10 tabs max (100 speed dials per tab)
View internal users' status e.g. online*	Yes	Yes	Yes
Send Instant Messages (IM) to internal users *	Yes	Yes	Yes
View the application in Compact Mode	No	Yes	Yes
Create a local Phone Directory	No	Yes - 1000 max	Yes- 1000 max
View the Call history log for all and missed messages	Yes	Yes	Yes
View a separate incoming/outgoing call log	No	Yes	Yes
Collect new voicemail messages	Yes	Yes	Yes
Have Voicemail box control from the application. (Intuity and IP Office modes)	No	Yes	Yes
Create Personal Distribution List (Intuity Mode only)	No	Yes	Yes
Assign incoming call scripting	No	Yes	Yes
Show the length of time spent on a call	No	Yes	Yes
Door opening control	No	Yes	Yes
Be able to monitor Queues	No	Yes	Yes
Conference Control Display	Yes	Yes	Yes
Conferencing Center action buttons	Yes	Yes	Yes
Screen Pop contacts	No	Yes	Yes
Simple Outlook contact record creation	No	Yes	Yes
Agent Mode	No	Yes	Yes
Distinctive Ringing (.WAV file)	No	Yes	Yes

Advice of charge indication (only supported in Greece and Germany)	No	Yes	Yes
Post Connect Dial (sending DTMF whilst connected to another party)	Yes	Yes	Yes
Requires licence key on PBX to operate	No	Yes	Yes
Identify a call by giving it a descriptive tag	Yes	Yes	No
Compact Mode	No	Yes	Yes
Amend the audio codec	No	No	Yes

* These features are only available when Microsoft Live Communications Server (LCS) is also available.

Getting Started

After Phone Manager is installed the Phone Manager application should start automatically. If the Phone Manager does not automatically start you can navigate to the Phone Manager by navigating from the Start manu.

Start | Programs| IP Office| Phone Manager

Logging In

1. In the **Configure** menu, select **PBX**

2. Enter the information into the **PBX Configuration Information** dialogue box.
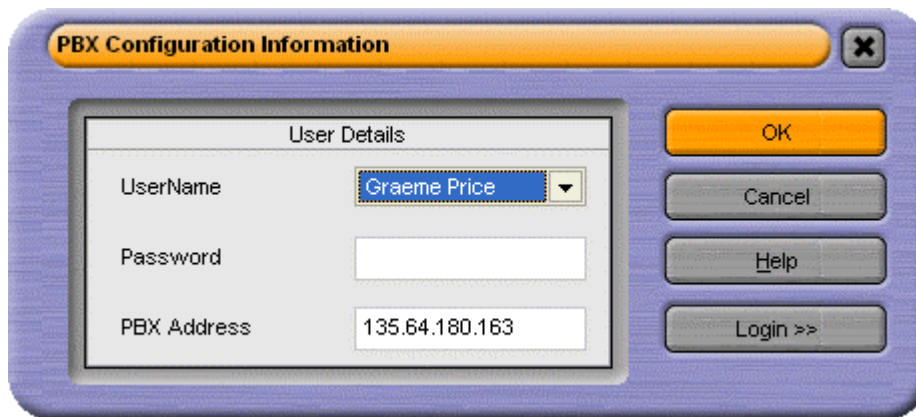
- **Logging On:**
  This button is not active if you are using Phone Manager Lite.
  If you want to logon with a different extension number from that of the physical extension, click on **Login>>**. Check Login/Logout and select the number of the Base Extension at which you want to log on. When you start Phone Manager, you will be logged on at the Base Extension but with the number associated with your User Name. When you close Phone Manager you will be logged off and the phone will revert to its Base Extension number.

3. Click **OK** or press **Enter**.

4. Phone Manager PC Softphone users (VoIP extension users) should also check the **Enable VoIP** check box by selecting **Configure | Preferences | Phone Manager**. See Phone Manager.

Phone Manager

Main Window
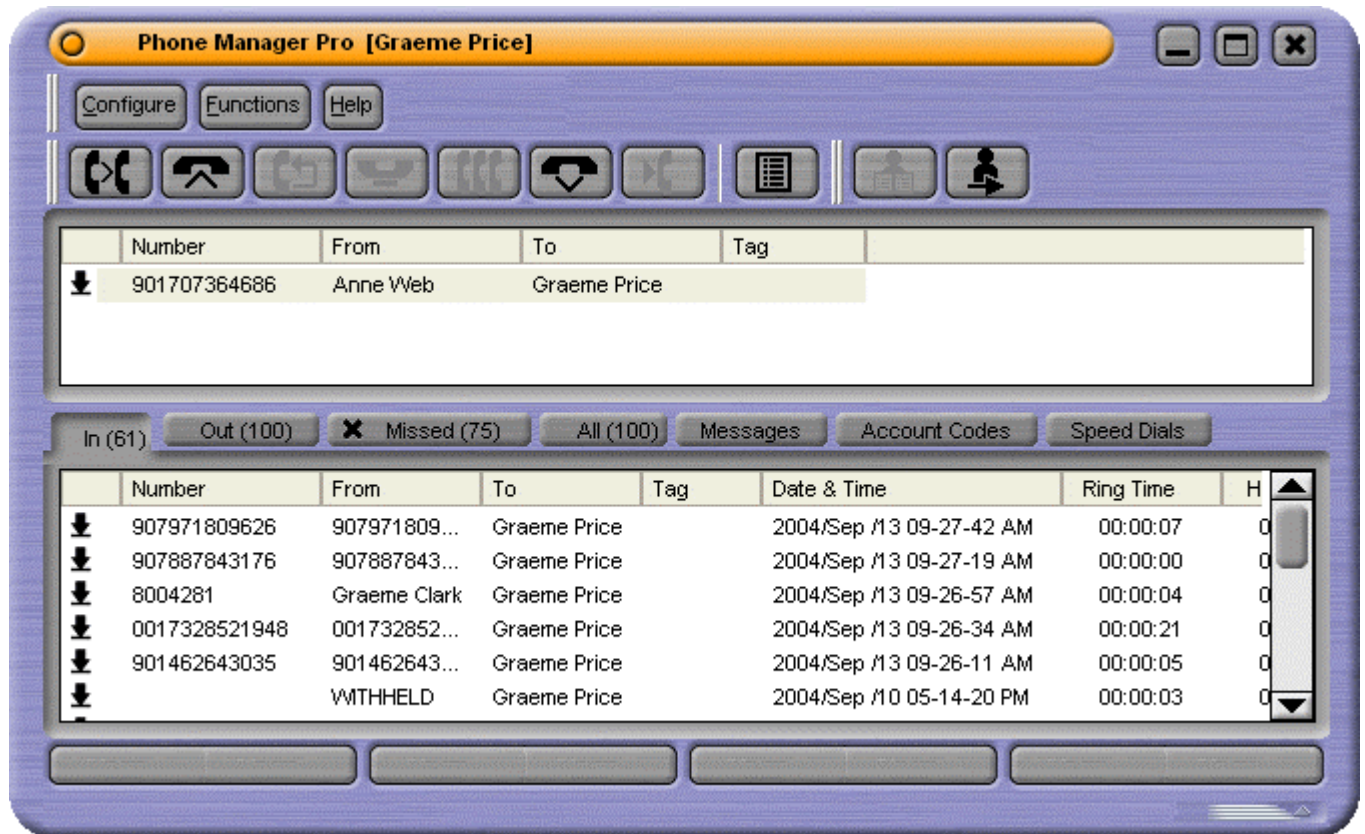
Phone Manager is divided into the follow areas:

- **Call Status**.
- **Call History**.
- **Call Handling Icons**.
- **Call Park Area**.

Call Status

The Call Status pane displays the current state of all active calls, incoming, outgoing, conference and hold.

- **Number**
  Either the incoming telephone number or the telephone number being called will be displayed together with the relevant Call Status Icons. In the above example the external call CLI is shown. If the call was an internal call then just the extension number is displayed.

- **From**
  This column will display the name that has been associated with the Number in the Directory on the main system (please refer to your System Administrator) or your local Directory (Phone Manager Pro only, see Directory Entries).

- **To**
  In this column the name that has been associated with the called number in the Directory on the main system (please refer to your System Administrator) or your local Directory (Phone Manager Pro only, see Directory Entries) will be displayed.

- **Tag**
  Text to identify the call can be entered here. See Tag a Call.

Note: The Call Status display may not always match the display on the handset.

Call Status Icons
The following icons will appear in Call Status to indicate the status of a call to your extension.

- ➡- Your handset is off hook (making a call).
- ⬅- This is the call to which you are currently connected.
- ♫- The call is on hold.
- ⌛- The number you are trying to ring is engaged.
- ⬇- Indicates an incoming call to your extension.

Call History

Call History

The Call History area of the Phone Manager can show a variety of information. What is displayed in the Phone Manager can be configured through the Configure Preferences


The **Call History** pane is divided into the following tabs:

- **In**
  Lists all calls received by your extension *(Phone Manager Pro only)*.

- **Out**
  Lists all calls initiated from your extension *(Phone Manager Pro only)*.

- **Missed**
  Lists unanswered calls to your extension.

- **All**
  List of all incoming, outgoing and missed calls.

- **Messages**
  Displays the number of new messages in your Voicemail box and for any Hunt Group for which you receive Voicemail ringback.

- **Speed Dials**
  To store and create speed dial icons.

- **Conference**
  When you set up a conference from your extension this tab displays all members of that conference (not shown in the above example).

For Phone Manager Pro only, the following tabs will also appear in the Call History pane when their features are activated:

- **Status**
  Appears when a call is in progress or is in Busy Wrap Up/Busy Not available.
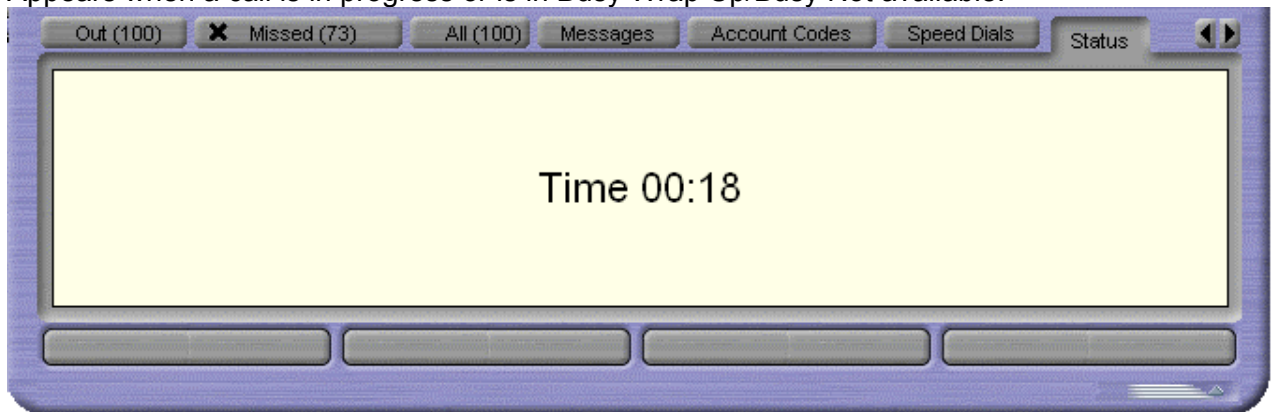
- **Voicemail**
  During a call to your Voicemail box, a tab will display all the messages together with buttons that can be used to control the messages.

- **Queue**
  To monitor Hunt Group queues configured in the Queue ID tab in Configure Preferences.

- **Door**
  To activate a door release configured in the Door Release tab in Configure Preferences.

- **Script**
  Displays the text configured in the Script File field in a Directory Entry.

- **Account Codes**
  Display icons for making calls with accounts codes or applying an account code to a current call.

In

Phone Manager Pro only. The **In** tab lists all calls received by your extension

This tab will display a maximum of 100 calls. When the maximum capacity is reached the oldest record is deleted when a new record is added.

The following options are then available when you right click on a call:

- **Call Number back:**
  Call the selected number.
  (If the outbound prefix e.g. 9 is not shown contact your System Administrator.)

- **Add to Directory:**
  Automatically create a Directory Entry from the call information

- **Add to Speed Dial:**
  Automatically create a Speed Dial from the call information.

- **Add to Outlook:**
  Automatically add the call information to the Outlook contacts folder.

- **Copy:**
  Copy the "Number" from the selected call onto the PC's clipboard.

- **Delete:**
  Delete the currently selected call from the call history.

- **Clear:**
  Clear all the call information listed in the current pane.

- **Clear All tabs:**
  Clear all the call information listed in the In, Out, Missed and All panes.

Please also note that the Add to Outlook feature requires Microsoft Outlook to be installed on your PC and the correct configuration of MAPI *- please refer to your System Administrator.*

Out

Phone Manager Pro only. The **Out** tab displays all calls initiated from your extension. This may be a call manually dialed on the handset or dialed via Phone Manager Pro

This tab will display a maximum of 100 calls. When the maximum capacity is reached the oldest record is deleted when a new record is added.

The following options are then available when you right click on a call:

- **Call Number back:**
  Call the selected number.
  (If the outbound prefix e.g. 9 is not shown contact your System Administrator.)

- **Add to Directory:**
  Automatically create a Directory Entry from the call information

- **Add to Speed Dial:**
  Automatically create a Speed Dial from the call information.

- **Add to Outlook:**
  Automatically add the call information to the Outlook contacts folder.

- **Copy:**
  Copy the "Number" from the selected call onto the PC's clipboard.

- **Delete:**
  Delete the currently selected call from the call history.

- **Clear:**
  Clear all the call information listed in the current pane.

- **Clear All tabs:**
  Clear all the call information listed in the In, Out, Missed and All panes.

Please also note that the Add to Outlook feature requires Microsoft Outlook to be installed on your PC and the correct configuration of MAPI *- please refer to your System Administrator.*

Missed

The Missed tab lists the unanswered incoming calls to your extension.

This tab will display a maximum of 100 calls. When the maximum capacity is reached the oldest record is deleted when a new record is added.

The following options are then available when you right click on a call:

- **Call Number back:**
  Call the selected number.
  (If the outbound prefix e.g. 9 is not shown contact your System Administrator.)

- **Add to Directory:**
  Automatically create a Directory Entry from the call information

- **Add to Speed Dial**
  Automatically create a Speed Dial from the call information.

- **Add to Outlook:**
  Automatically add the call information to the Outlook contacts folder.

- **Copy:**
  Copy the "Number" from the selected call onto the PC's clipboard.

- **Delete:**
  Delete the currently selected call from the call history.

- **Clear:**
  Clear all the call information listed in the current pane.

- **Clear All tabs:**
  Clear all the call information listed in the In, Out, Missed and All panes.

Please also note that the Add to Outlook feature requires Microsoft Outlook to be installed on your PC and the correct configuration of MAPI *- please refer to your System Administrator.*

All

The **All** tab gives a list of all incoming, outgoing and missed calls at your extension.

This tab will display information on a maximum of 100 calls. When the maximum capacity is reached the oldest record is deleted when a new record is added.

The following options are then available when you right click on a call:

- **Call Number back:**
  Call the selected number.
  (If the outbound prefix e.g. 9 is not shown contact your System Administrator.)

- **Add to Directory:**
  Automatically create a Directory Entry from the call information

- **Add to Speed Dial:**
  Automatically create a Speed Dial from the call information.

- **Add to Outlook:**
  Automatically add the call information to the Outlook contacts folder.

- **Copy:**
  Copy the "Number" from the selected call onto the PC's clipboard.

- **Delete:**
  Delete the currently selected call from the call history.

- **Clear:**
  Clear all the call information listed in the current pane.

- **Clear All tabs:**
  Clear all the call information listed in the In, Out, Missed and All panes.

Please also note that the Add to Outlook feature requires Microsoft Outlook to be installed on your PC and the correct configuration of MAPI - *please refer to your System Administrator.*


Messages

The Messages tab indicates the number of new messages in your Voicemail box and for any Hunt Group from which you receive Voicemail ringback.

- **To collect your new messages:**
  Double click the Voicemail box you would like to access or right click the required Voicemail box and select **Call Voicemail**.

If the phone is On-Hook it will ring once the Voicemail Server has been contacted. Pick up the phone and listen to your messages. If the phone is already in the Off-Hook state you will be connected to the Voicemail server as soon as it is located. The Voicemail tab will then appear.

Speed Dials

The **Speed Dials** tab allows you to save regularly used internal and external numbers for future use. See Create a Speed Dial for details on how to create a Speed dial.
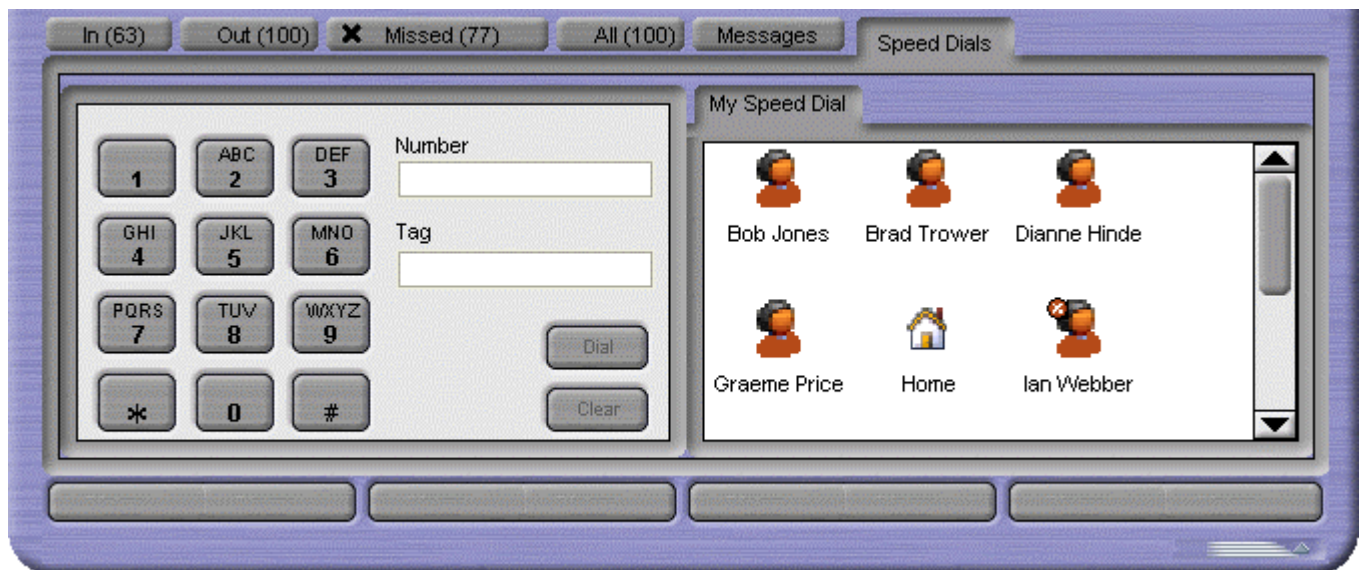
There are two types of Speed Dials, Internal and External. A maximum of 15 for Phone Manager Lite and 1000 for Phone Manager Pro (You can add a maximum of of 10 speed dial groups with a maximum of 100 speed dials per group).

The Speed Dial tab also contains the **Phone Dialer**. The Phone Dialer allows you to dial from the Phone Manager application. You can turn off the **Phone Dialer** by right clicking in the Phone Dialer window and selecting **Hide Phone Dialer**.

Speed Dial Options

The following options are then available when you right click within the Speed Dial window part of the tab:

- **Call:**
  Select the number from the Speed Dial entry you want to call. You can select from **Work Phone**, **Home Phone**, **Mobile** or **Fax**.

- **Default Number:**
  Allows you to select the **Default Number** called when the Speed Dial is initiated. This will also change the icon in the **Speed Dial Group** window. This option is only active to External speed dials.
  (If the outbound prefix e.g. 9 is not shown contact your System Administrator.)

- **Park For:**
  The **Park For** option will only become active when an extension dialed is busy. Once the busy speed dial extension dialed is free a callback is made to the Phone Manager and the call is tagged as (free).

- **New:**
  Create your own Speed Dial. See also Create a Speed Dial.

- **Add User:**
  Automatically creates a Speed Dial from a IP Office Directory on your system

- **Edit:**
  Edit an existing Speed Dial.

- **Delete:**
  Deletes a Speed Dial.

- **Call:**
  Call the number configured in the Speed Dial (or double clicking the icon).

- **View:**
  Allows you to change the size of the Speed Dial icons. You can select from **Large Icons**, **Small Icons** and **Details**.

- **Show Phone Dialer:**
  If the Phone Dialer is hidden you can turn on the Phone Dialer by selecting this option. To hide the Phone Dialer Right click in the Phone Dialer part of the tab and select **Hide Phone Dialer**.

If a User is configured for Instant Messaging the Speed Dial entry will go green. When you right click this Speed Dial the following additional options are available.

- **Send as Instant Message:** Selecting this option will open an Instant Message window to the User who's Speed Dial you have right clicked.

- **Remove from Buddy List:** This will remove the User who's Speed dial you have right clicked from your Buddy List.

External Speed Dials

- There are four types of speed dials, Work Phone, Home Phone, Mobile and Fax. The speed dial displayed will change based on the default number selected.

  - This icon is displayed if the **Work Phone** is recognized as an external speed dial and is set as the default number. If the number is recognized as in internal speed dial the internal speed dial icons are displayed. See Create a Speed Dial for more information.

  - This icon is displayed if the **Home Phone** is selected as the default number.

  - This icon is displayed if the **Mobile** is selected as the default number.

  - This icon is displayed if the **Fax** is selected as the default number.

Conference

After setting up a conference from your phone the Conference tab will appear. This shows all the members of the conference. See also Create a Conference Call.

To return this member to the conference, ensure they are selected in the Call Status pane and click the **Conference** button.

To remove a member from the conference, right click and select **Hang Up**.

Account Codes

Phone Manager Pro only. It allows you to assign system account codes to calls, either when making the call or during existing calls.

Each icon on the tab can store a name, an account code and an optional telephone number. The account codes are selected from those available on the telephone system.

The tab shows two types of icon:

- **Account Code Without Number**
  Double-click to apply the associated account code to an existing call.

- **Account Code With Number**
  Double-click to make a call to the stored number or to apply the associated account code to an existing call.

Right-clicking on this tab or over a particular icon gives access to a number of options:

- **Call**
  Call the icon's stored number.

- **Select**
  Apply the icon's account code to an existing call.

- **New**
  Create a new icon.

- **Edit**
  Edit an existing icon.

- **Delete**
  Delete an existing icon.

- **Small**
  Display the icons in small or large form.

Door

Phone Manager Pro only. The **Door** tab appears in the Call History pane if the Door Release options in **Configure Preferences** have been set up.

Click the relevant button to activate the required door.

Voicemail

Phone Manager Pro only with Voicemail Pro. On accessing your Voicemail box (either via Voicemail Ringback or by dialing ***17** or via the Messages tab) a **Voicemail** tab will appear. This will display all new, old and saved messages. You can then use the control buttons (as below) to forward, replay, skip, pause, play, save, delete and play saved messages.

To play a particular message double-click the message.

- ▐◀ **- Message Back**

- ◀◀ **- Skip Back**

- ▶ **- Unpause selected message**

- ▶▶ **- Skip Forward**

- ▶▐ **- Message Forward**

- ▐▐ **- Pause selected message**

- ✕ **- Delete selected message**

- 🖫 **- Save selected message**

- ▣ **- Play Saved Messages**

Queue

Phone Manager Pro only. The **Queue** tab in Call History allows you to monitor the number of calls being held in a queue for a particular Hunt Group. See Working with Queues.

The Hunt Groups you wish to monitor are configured in the Queue ID tab under **Configure Preferences**. The Hunt Group must already exist on the System and must have Queuing enabled - please refer to your System Administrator.

The Queue tab will then appear in Call History and can display up to two Queue monitors. These monitors will indicate the number of calls currently queued for that Hunt Group. Each call held in a queue is indicated by a blue box. When the mouse pointer is moved over a Queue monitor the number of calls in the queue is displayed in the Hint Box.

Script

Phone Manager Pro only. The Script tab will appear when a Directory Entry matching the called number has a Script file configured.

For example, a Receptionist may be answering calls on behalf of more than one company. To ensure the call is answered with the correct company name a text file could be created with the company name and details. Phone Manager Pro can then be configured to display this text file whenever a call is received for that company.

1. Create a **Directory Entry** for the extension or Hunt Group that will receive the call. Enter the path to the text file in the **Script File** field.

2. When a call is received on this number the Script tab will appear in the Call History pane and the text file will be displayed.

Note: The Status tab will automatically come to the front 15 seconds after displaying the Script tab. If you want the script to remain in view, uncheck the **Show Status** option in the Phone Manager settings.

Status

Phone Manager Pro only. The Status tab appears when you are on a call. It contains a call timer. It can also contain call cost information if setup by your System Administrator.

If working in Agent Mode, the Status tab also appears when you go into Busy Wrap Up or Busy Not Available state.

Whether the Status tab comes to the front when active is controlled by the **Show Status** option in the Phone Manager settings. Note that for incoming calls, if a Script file has been configured, the Script tab will show for the first 15 seconds after connection.

Call Park Area

It is sometimes necessary to temporarily "park" a call to handle some other task (receive a new call) or deal with an interruption. To help you control this scenario efficiently the main system has four parking areas. These are available for use by all Users on the system. The park areas use Park ID 1, 2, 3 and 4.

For example when an incoming caller needs to speak to someone urgently but they cannot be found, the call could be parked in slot "1" and the specific user paged to pickup the call on "1". This user can then pick up the call via Phone Manager Pro or via a short code (for example ***38*1#**) from any extension.

The Call Park Area gives a Park button for each Park ID so that a call can be easily parked and unparked by clicking on the relevant Park button. This has the added benefit that the original User who handled the call can then see when the call has been picked up as it will disappear from the Park button.

Park a Call
To park a call click on the Park button required, click it again to pick up the call. While a call is parked it will display the Tag field or, if not available, will show the source number of the call.

Tag a Parked Call
A Tag can be used to identify a parked call with a text description

1. Before parking the call, right click on the Park button required.

2. Enter the description in the [Call Tag Form](#).

3. The call will be parked and the description will appear on the Park button.

Configure Menu

Configure Menu

The Configure menu provides access to the following:

- **PBX Configuration Information**
  Select this option to configure Phone Manager Pro to communicate with the PBX.

- **Configure Directory**
  Directory allows you to create and edit a locally stored list of names and numbers that can be used for speed dialing or to identify incoming calls.

- **Configure Preferences**
  Select this option to define your personal setting, eg. Forwarding options etc.

- **Language**
  Select this option to change the language display of the Phone Manager application. The Phone Manager display will automatically be changed to the language selected.

- **Default Sizing**
  This feature will return the Phone Manager Pro window to its default size after resizing.

- **Profile**
  Select this option to Load and Save your Profile.

- **Load Skin**
  Select this option to load customs skins that have been created. Refer to Job Aid 077 Loading and Creating Skins

- **Exit**
  The **Exit** command closes Phone Manager and saves any configuration details, eg. new Speed Dials.

PBX Configuration Information

This dialogue box allows you to configure Phone Manager to communicate with the telephone system. Click **OK** after entering your details. If incorrect details are entered a warning message is displayed.
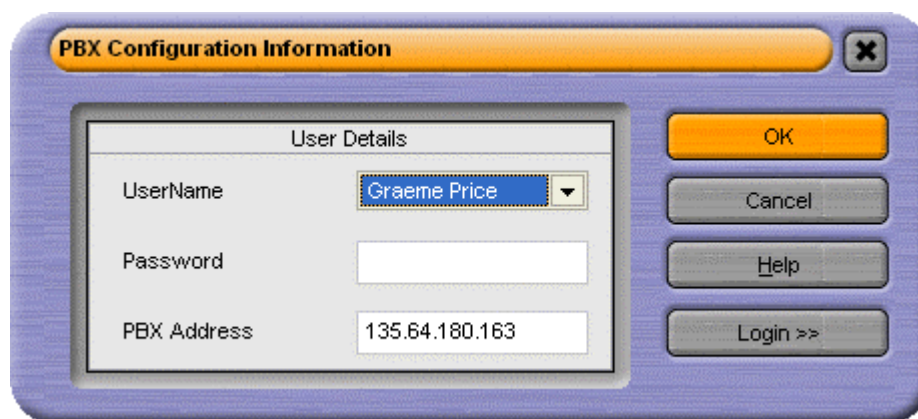
- **User Name**
  Enter your extension number (eg. *201*) or User Name (eg. *JohnS*). This will be given to you by your System Administrator. Please note that the User Name is case sensitive.

- **Password**
  Enter your User password. This will be given to you by your System Administrator. Please note that the password is case sensitive.

- **PBX Address**
  Enter the IP Address of the main system, eg. 192.168.42.1. This will be given to you by your System Administrator. Please note that this can not be a broadcast address, eg. 255.255.255.255.

Phone Manager PC Softphone users (VoIP extension users) should also check the **Enable VoIP** checkbox by selecting **Configure | Preferences | Phone Manager**. See Phone Manager.

If the information entered is incorrect a warning message appears. Choose **OK** and return to the **Configure** menu and select **PBX**. In the PBX Configuration Information dialogue box check:

- Have you entered the correct extension number?

- Have you entered the correct User Name - Have you used the correct case?

- Have you entered the correct password - Have you used the correct case?

- Have you entered the correct IP address?

If the answer is **Yes** to all of these questions you should contact your System Administrator for further assistance.

- Running more than one Phone Manager using the same extension number (ie. from more than one PC at a time) will cause unpredictable results.

The **Login** button is used to show or hide the login options (Phone Manager Pro only). The options are:

- **Login/Logout**
  Check this box if you want to use Phone Manager to login/logoff.

- **Base Extension**
  Enter the extension at which Phone Manager should log you in when started. When logged in, that extension adopts your user name and phone number. You will be logged out from that extension when you exit Phone Manager.

Note: When Login/Logout is selected, the PBX Configuration Information menu appears each time Phone Manager is started. This is in order to confirm the extension at which you are logging in.

Configure Directory

Phone Manager Pro only. The Configure Directory dialogue box allows you to create a personal directory of frequently used numbers. Each directory entry appears in the Call dialogue box for quick dialing. A maximum of 1000 entries can be added to the Directory.
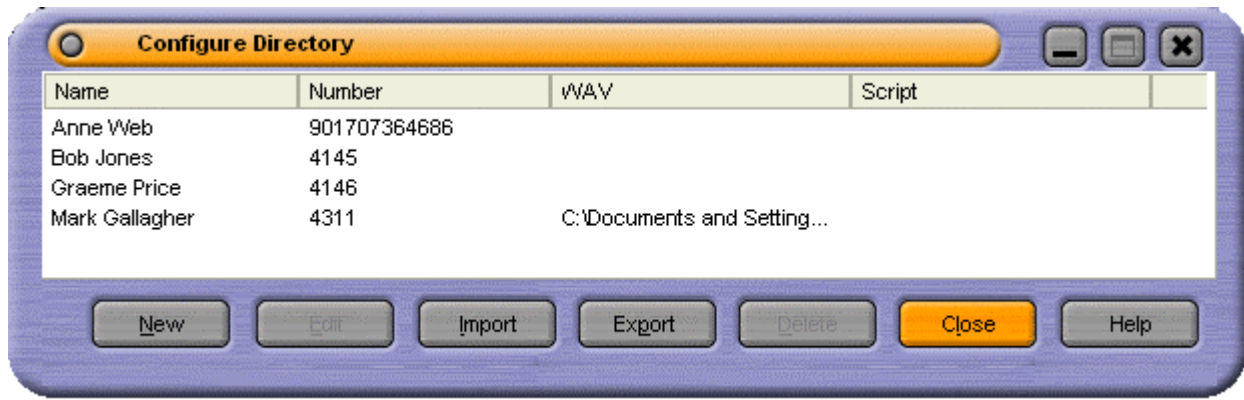
Directory entries can also be used to match the CLI or DID of incoming calls to a name. This can be used to play a media file or display a text file. Phone Manager attempts to match the incoming CLI first and if no match exists it then looks for a match to the DID.

- **New:**
  Click to create a new directory entry

- **Edit:**
  Click to edit the selected directory entry

- **Import:**
  Click this option to import an exported directory entry or correctly formatted CSV file.

- **Export:**
  Click this option to export your directory.

- **Delete:**
  Delete a directory entry

- **Close:**
  Clicking this button will close the Configure Directory Window. Any changes that have been made since the Configure Directory Window was opened are saved.

- **Help:**
  Clicking this button launches the Phone Manager Help Text.

Directory Entry

Phone Manager Pro only. When the **New** button is clicked from the Configure Directory screen the Directory Entry form appears.

The Directory Entry menu contains the following fields and buttons:

- **Number:**
  The telephone number (or Short Code) that will be dialed when this Directory Entry is selected in the Call dialogue box.

- **Name:**
  The name you wish to associate with the number entered above.

- **Script File:**
  Enter the path to the txt/rtf file to be displayed when a call is made to the number entered in the Number field. See Script tab.

- **Media File:**
  Enter the path to the .WAV, .AVI, etc. file that will be played when a call is received from the number entered above. Note that Play Sound must also be checked in the Phone Manager tab of the **Configure | Preferences** menu.

- **OK:**
  Click this button to add the entry to your personal Directory list. (Please note that this entry is not saved until you exit the Configure Directory dialogue box).

- **Cancel:**
  On selecting the Cancel Button all changes made to the current Directory Entry are lost. You are then returned to the Configure Directory dialogue box.

- **Help:**
  Clicking this button launches the Phone Manager Pro Help Text.

- **Add Speed:**
  The current Directory Entry is automatically added to your Speed Dials tab in Call History.

- **Browse for Script:**
  Use the Browse button to find the correct file and enter the correct path on your PC or network.

- **Browse for Media:**
  Use the Browse button to find the correct Media File and enter the correct path on your PC or network.

- **New WAV:**
  Clicking this button will allow you to create a .WAV file in the Phone Manager Pro default directory.

- **Clear File:**
  Clicking this button clears the information in the Media File box.

Configure_Preferences

The Preferences option in the Configure menu allows you set up your personal settings for forwarding, Voicemail, etc. The following tabs are available:

- [Forwarding](#).
- [Do Not Disturb](#).
- [Voicemail](#).
- [Telephone](#).
- [Phone Manager](#).
- [Park ID](#).
- [Queue ID](#).
- [Door Release](#).
- [Agent Mode](#).
- [Short Cut Keys](#).
- [Screen Pop](#).
- [Audio Codec](#).
- [Compact Mode](#).
- [Date and Time Setting](#).
- [Clock Type](#).
- [Instant Messaging](#).

Forwarding

This menu controls the forwarding of calls from your extension.

- **Follow Me To Number:**
  Enter the number to which all calls are to be redirected. If this number is busy or not answered, then the call behaves as though your extension had failed to answer. (ie. If not answered then **Forward On No Answer** will be performed if set).

- **Forward Unconditional:**
  Enter the number to which all calls are to be redirected. All incoming calls to your extension will be forwarded to this number.
  This option only applies to incoming calls to your extension number. Calls to a Hunt Group of which you are a member are only forwarded if you switch on **Forward Hunt Group Calls**. See below.

- **Forward On Busy:**
  Enter the number to which all calls are to be redirected. When your extension is busy calls will be forwarded to this number.

- **Forward On No Answer:**
  Enter the number to which all calls are to be redirected. When your extension is not answered calls will be forwarded to this number.

- **Forward Hunt Group Calls:**
  Hunt Group calls received by your extension will be forwarded to the 'Forward Number'. This option only works when **Forward Unconditional** is on.
  Note: This only applies to Hunt Groups that are configured for Hunt (Linear) or Rotary (Circular) ringing mode – contact your System Administrator if unsure.

Note: For call appearance users the **Forward On Busy** settings is only used when all your call appearance buttons are busy.

See also Transfer Back to Forwarded Extension.

Do Not Disturb

This menu controls the Do Not Disturb operation of your extension.

- **Do Not Disturb:**
  This option selects whether the Do Not Disturb feature is enabled or disabled for your extension. The option is enabled when the box is "checked".

The Do Not Disturb function forces the System to think that your extension is busy. However under certain circumstances you may wish to allow specific callers through when blocking all others. This feature can be achieved by adding those numbers to the Do Not Disturb Exception List.

- **DND Exception Number:**
  Enter the number to be included in your DND Exception List and select Add

- **DND Exception List:**
  This lists the numbers that will ring your extension when Do Not Disturb is enabled. The DND exception number can be an internal extension or an external number. If you wish to allow a range of numbers through the DND wall, you can either enter each number separately or make use of the variables "N" or "x" in the number. For example, to allow all numbers from 01923699000 to 01923699099 the DND Exception number can be entered as either 019236990xx or 019236990N.

Voicemail

This menu controls the Voicemail operation of your extension, assuming Voicemail is available on your system.

- **Voicemail:**
  Selecting this checkbox will allow incoming callers to leave a message if your extension is busy or not .

- **Voicemail Ringback:**
  When selected the System will automatically call your extension to inform you that you have a new message. Ringback occurs two seconds after you replace your handset when you have an uncollected Voicemail message.

- **Configure PDL:**
  Click this button to configure your Personal Distribution Lists (PDL).

Telephone

This menu controls the basic telephony features of your extension.

- **Call Waiting:**
  This allows a call to be presented to your phone even when the phone is in use. A beep will be heard in the ear and Call Status will show who is calling. Press 'Recall' on the phone, or select the second call in Call Status, you will receive the waiting call and your current call will be placed on hold. You can then swap between calls by clicking the call you require.

- **Off Hook Operation:**
  Off Hook operation allows the phone to be controlled via the Phone Manger Pro without having to physically lift the phone on/off the cradle. When using a Hands Free phone and/or headset the 'phone' should be left off-hook permanently.

- **Busy on Held calls:**
  If on, when the user has a call on hold, new calls receive busy tone (ringing if analog) or are diverted to Voicemail if enabled, rather than ringing the user. Note this overrides call waiting when the user has a call on hold.

Note: The **Call Waiting** settings are ignored if you are configured as a call appearnace user.

Phone Manager
This menu controls the features of Phone Manager.

- **Pop Phone Manager:**
  When an incoming call is received the Phone Manager application will 'Pop' to the front and become the foreground application.

- **Hide on Close:**
  Phone Manager Pro is minimized to the System tray on the Windows Taskbar when you close the application rather than exiting.

- **Play Sounds:**
  Incoming calls are alerted by playing a sound.

- **Hide on no calls:**
  Phone Manager Pro only. Phone Manager Pro automatically minimize when you have finished all calls.

- **Pop on Answer:**
  Phone Manager Pro only. Phone Manager Pro will only pop when an incoming call is received.

- **Pop on Page Call:**
  Phone Manager will pop when a page call is received.

- **Enable VoIP:**
  Ensure this is checked if the User Name you have associated the Phone Manager with (see Getting Started) is a VoIP extension.

- **Show All/Show In/Show Out/Show Missed/Show Messages:**
  Causes the corresponding tabs to be displayed in the Call History panel. Some menus are only available in Phone Manager Pro.

- **Show Status:**
  Controls whether the Status pane comes to the front when a call is answered.

- **Show Cost of Call:**
  Shows the costs of the call.

- **Show Account Codes:**
  Phone Manager Pro only. Shows the account code available.

Park ID
By default each Park button in the Call Park Area is configured for the four system park areas which means a parked call can be picked up at any extension. See also Park a Call.

However you may wish to create personal/group park areas where Users can only pick up the call if they know the Park ID (maximum 9 characters).

For example a call parked on the fourth Park button could use Park ID 55. Other users who wish to pick up that call could either configure one of their own Park IDs also for 55 or use a short code (for example ***38*55#** - please refer to your System Administrator).

You can also use text to create a Park ID, however another User will not be able to pick up a call parked in this area using a short code.

Queue ID

Phone Manager Pro only. The Queue ID tab allows you to select up to two Hunt Groups. You will then be able to monitor the number of calls being held in their queues. See also Working with Queues.

The Hunt Group must already exist on the System and must have Queuing enabled - please refer to your System Administrator. Each drop down box will give a list of valid Hunt Groups that can be chosen.

The Queue tab will then appear in Call History and displays two Queue monitors that will indicate the number of calls currently queued for the specified Hunt Groups. Each call held in a queue is indicated by a blue box. When the mouse pointer is moved over a Queue monitor the number of calls in the queue is displayed in the Hint Box.

Door Release

Phone Manager Pro only. The Door Release tab in Configure Preferences allows you to create a button to open a door from Phone Manager Pro, thus making it easier to control the door when on the telephone.

1. In the **Door Name** box enter the name you wish to appear on the button.

2. In the **Door Code** box enter the number of the door relay to activate (1 or 2). The relay will be pulsed open for 5 seconds.

The Door tab will then appear in the Call History pane with a button for each door configured.

Agent Mode

Phone Manager Pro only. This tab is used to control Phone Manager in Agent Mode.

The **Agent Mode** check box is used to enable Agent Mode, see Agent Mode Operation. When enabled several additional icons are shown in the Phone Manager toolbar. See Call Handling Icons. The icon can then be used for quick access to this tab.

The list shows the groups of which you are a member. The checked groups are those for which you will receive calls when you are not in a Busy Wrap Up or Busy Not Available state. The unchecked groups are those for which your membership is currently disabled.

- **Select All:**
  This will select all groups displayed in the list.

- **Clear All:**
  This will clear you inclusion from all groups displayed in the list.

Note:

- If you use a group key or function on your telephone to go in or out of group, it will do so for all groups of which you are a member rather than just those selected in the **Agent Mode** tab.

- In Agent Mode, the functions of the **F1** and **F3** keys are swapped. **F1** becomes 'account code' and **F3** becomes 'call'.

Short Cut Keys

The Short Cut keys tab allows you to change the short cuts assigned to specific features or functions.

To change Short Cut Keys:

1. Click the Command you wish to change.

2. Select the Short Cut Key from **Select new shortcut** drop down box.

3. Click **Assign**.

Screen Pop

Phone Manager Pro only.

This enables integration to contact management packages. This allows Phone Manager to Screen Pop contact details. The following content management packages are supported ACT! 6.0, 7.0, Goldmine 6.0, 6.7, Maximizer 7.5 Enterprise, 8.0 Enterprise and Microsoft Outlook.

The Screen Pop options are only available when the content management packages are installed and are detected by Phone Manager. The Phone Manager uses the following screen pop order if more than one application is selected in the screen pop tab.

1. Act! 6.0, 7.0

2. Goldmine 6.0, 6.7

3. Maximizer 7.5 Enterprise, 8.0 Enterprise

4. Outlook 2000/2003, Outlook XP

5. External Program

This means that if both Act! and Goldmine is selected, only Act! will be used for screen pop.

Phone Number

-   Internal - Check this box to pop the Phone Manager for Internal numbers.

-   External - Check this box to pop the Phone Manager for External numbers.

Phone Mode

-   Ringing - Check this box to pop the Phone Manager when the phone rings.

-   Answering - Check this box to pop the Phone Manager when you answer the phone.

Configuring your Screen Pop Software

Follow the instructions below for configuring your screen pop software.

- **Pop Act!**

    1. Enter your Act! Database file name (.dbf)

    2. Enter the Name of your Act! Database

    3. Enter your password of the Act! Database

    4. Click **OK**.

    The Act! Database will need to be open on your desktop. The record of the caller will be popped on receipt of the call.

- **Pop Goldmine**

    1. Enter the path of the Goldmine Server (gmw6.exe)

    2. Click **OK**.

    The Goldmine Database will need to be open on your desktop. The record of the caller will be popped on receipt of the call.

- **Pop Maximizer**

    1. Enter the path of the Maximizer Server (Maxwin.exe)

    2. Click **OK**.

    The Maximizer Database will need to be open on your desktop. The record of the caller will be popped on receipt of the call.

- **Pop Outlook:**
    This option looks inside the default Contacts folder within MS Outlook 2000/2003/XP, and if the incoming phone number matches a number in one of your Contacts that Contact will pop up. Please note that MAPI must be installed on your PC for this facility to be available - please refer to your System Administrator for further information.

- **Pop External Program:**
    This is a Third party External Program specifier that is executed when normal popping would occur. A number of call parameters are passed to the external program when called. Refer to the Phone Manager Installation Manual for more information.

Audio Codec

Only Phone Manager PC Softphone users (VoIP extension users) will see this tab. It allows you to configure the audio codec of the Phone Manager and to configure the Phone Manager for VoIP operation.

- **Please select your preferred audio codec for VoIP**
  Select one of the four industry standard audio codecs, as the preferred audio codec for VoIP communication.

  - Use the [↑] & [↓] keys to select the audio codec required.

- **Frames per packet**
  If you are using a low bandwidth connection (such as a dial up Modem). Increasing the Frames per packet to 2 may improve the quality of the VoIP communication, however this is not guaranteed. If you are not using a low bandwidth connection it is recommended you use the default value of 1.

- **Confirm VoIP IP Address**
  Prompts you to select the IP address for VoIP communication. This is for when you have multiple IP connections.

- **Enable FastStart**
  This option provides the caller with a ring tone. If it is not checked the caller does not here a ring tone, but the call is connected faster.

Note: Phone Manager must be closed and restarted for any change to the **Audio Codec** tab to take effect.

Compact Mode

Phone Manager Pro only. Compact Mode allows you to keep Phone Manager on your screen in a considerably reduced mode.

Configuring Compact Mode Preferences

You can configure a number of options in relation to compact mode.

- **Start in Compact Mode:**
  Check the **Start in Compact Mode** check box to enable the Phone Manager upon start up to start in compact mode by default.

- **Stay in Compact Mode on Receiving a Call:**
  Check the **Stay in Compact Mode on Receiving a Call** check box to enable the Phone Manager to remain in compact mode when receiving a call. If not checked when receiving a call Phone Manager will revert to full Phone Manager mode.

- **Stay in Compact Mode after an Outbound Call:**
  Check the **Stay in Compact Mode after an Outbound Call** check box to enable the Phone Manager to remain in compact mode when receiving a call. If

When clicking the **Make Call** button on the compact mode main menu will cause compact mode to revert to full Phone Manager mode.

Activating Compact Mode

Compact Mode is only available to Phone Manager Pro users.

1. When in full Phone Manager mode, compact mode can be enabled by clicking the compact mode glyph [image]. This can be found in the bottom right of the Phone Manager main window.

2. When in compact mode you can revert to full Phone Manager mode by clicking the compact mode glyph [image] again.

Using Phone Manager in Compact Mode
When using Phone Manager in compact mode there are a number of ways to handle your calls.

The Slider
The slider allows you to manage your calls by providing information about the caller. Depending on the state, the controls on the slider will change automatically.
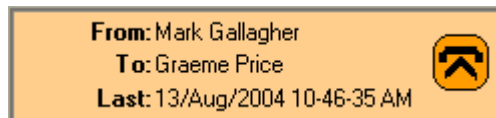
Making a call
You can make a call in compact mode by clicking the **Make Call** button.

1. Click the make call button.

Receiving a call
When receiving a call the slider will automatically show the incoming caller information (**From**). It will also show who the call is calling (**To**) and the last time the incoming caller called (**Last**).

Answering a call
When in compact mode and you checked the **Stay in Compact Mode on Receiving a Call** check box, the slider will appear showing the details of the incoming caller and the last date and time the caller called.

You can answer the call in a number of ways;

*   Click the flashing Answer call button on the slider

or

*   Click the answer call button on the compact mode main menu. This will cause the Phone Manager to revert to full Phone Manager mode.

When the call is answered the slider will show the duration of the call (Duration) and will also allow the

call to be hung up be pressing the button.

Hanging up
You can hang up a call in compact mode by clicking the **Hangup a Call** button on the slider or in the compact mode main menu.

Date & Time Setting

The Date & Time Setting tab allows you to customize the date as it is displayed in the Phone Manager call history pane. You can specify between the Windows Default Format for your operating system and region or choose a Custom Date Formats.

Windows Default Format:
Check this box to allow the Phone Manager to get the date format from your PC's operating system.

Custom Date Format:
Check this box to configure you date format from the settings below.

Date Format:
The date format drop down box allows you to choose the display of the date in the call history pane.

Date Separator:
The date separator allows you to change the separator between the date denominations (: / - .).

Changing the Custom Date Format
1. Select **Custom Date Format**.

2. Select the **Date Format** you prefer.

3. Select the **Date Separator** you prefer.

4. After making your selection you can see an example in the bottom left hand side of the **Date & Time Setting** tab. To continue making changes, simply make the changes required

5. To confirm your preference click **OK**.

6. You will see the Phone Manager call history pane update all calls listed.

A visual representation of the time can been seen in the bottom left of the **Date & Time Setting** tab. This allows you to view the time displayed before clicking **OK**. After clicking **OK** your changes are confirmed and saved to your profile.

Clock Type

Clock Type allows you to customize the time displayed in the Phone Manager call history pane. You can specify multiple formats; 12 hour, 24 hour and alter the presentation for all calls displayed in the call history pane.

- **24 Hour Clock:**
  Check the **24 Hour Clock** check box to show the time in 24 hour clock format.

- **12 Hour Clock:**
  Check the **12 Hour Clock** check box to show the time in 12 hour clock format.

- **Time Format:**
  The time format drop down box allows you to choose the display of the time in the call history pane. The options in this drop down box alter depending on the time format (12/24 hour) and the time separator (: / - .) selected.

- **Time Separator:**
  The time separator allows you to change the separator between the time denominations (: / - .).

Changing the time displayed

1. Select **12 Hour Clock** or **24 Hour Clock** depending on your preference.

   - The **Time Format** drop down box will alter depending on your preference.

2. Select the **Time Format** you prefer.

3. Select the **Time Separator** you prefer.

   - The **Time Format** drop down box will alter depending on your preference.

4. After making your selection you can see an example in the bottom left hand side of the **Clock Type** tab. To continue making changes, simply make the changes required

5. To confirm your preference click **OK**.

6. You will see the Phone Manager call history pane update all calls listed.

A visual representation of the time can been seen in the bottom left of the **Clock Type** tab. This allows you to view the time displayed before clicking **OK**. After clicking **OK** your changes are confirmed and saved to your profile.

USB Settings

Only Phone Manager PC Softphone users (VoIP extension users) will see this tab. These settings allow a VoIP users to configure the output audio device for an incoming call.

You can choose from the options below.

- Ring on Multimedia

- Ring on USB

- Ring on Multimedia & USB

These options are only enabled if you have a USB device along with Multimedia on your system. By default the incoming ring is presented on Multimedia only.

Instant Messaging

In this release the Phone Manager provides support for Instant messaging with the Microsoft Live Communication Server (LCS). This will allow instant messaging to occur between internal contacts using the Microsoft Live Communication Server. See your System Administrator for configuring this functionality in Phone Manager.
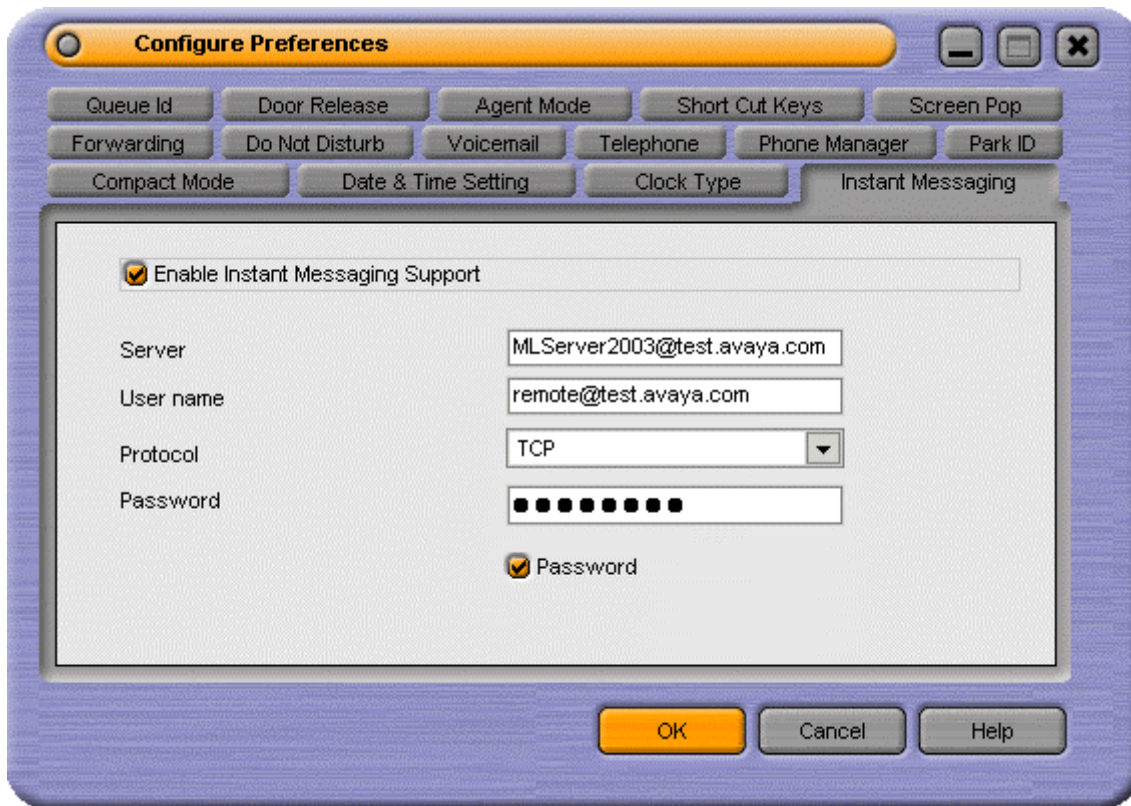
- **Enable Instant Messaging Support:**
  Check this box to enable Instant Messenger Support. If you have connection to a Microsoft Live Communication Server you will need to check this box for other users to add you as a Instant Message User.

- **Server:**
  Enter the Server name of the Microsoft Live Communication Server.

- **User name:**
  Enter your email account and domain as configured on the Microsoft Live Communication Server. e.g. myname@myserver.com

- **Protocol:**
  From this drop down list. Select the Protocol you are using to connect to the Microsoft Live Communication Server. You can choose from **TCP**, **UDP** and **TLS**.

- **Password:**
  Enter your password associated with your Instant Message profile.

- **Remember Password Check Box:**
  Check this box for Phone Manager to remember your password. You will not have to re-enter your password if this box is checked.

You can Instant Message a User through the Speed Dial icons in the Speed Dial Call History Pane

Note: Both Users need to be enabled to send an Instant Message.

Personal Distribution Lists

Phone Manager Pro Only. Personal Distribution Lists (PDL) are lists of mailbox numbers which allow you to distribute messages to groups of mailboxes. You can create your own lists and have as private lists or available to other users by making them **Public**. You can create up to 20 lists with a maximum of 360 members per list.

- **Select required mailbox:**
  From this drop down box select the mailbox required. The default for this list is your extension. You can select other mailboxes. However, you will only be able to view the Public Lists from other mailboxes, Private lists are protected.

- **Edit:**
  Click this button to edit the selected list.

- **Delete:**
  Click this button to delete the selected list, you can only delete your own lists. This does **NOT** delete individual users in a list.

- **List ID:**
  The **List ID** is a ID assigned to the List by you

- **List Name:**
  This is the Name of the list which has been selected

- **Public List checkbox:**
  A public list can be viewed and used by any other (PDL) user. Check this checkbox to make the selected list public.

Creating a Personal Distribution List

1. **Select required mailbox** that you want the **Personal Distribution List** to be associated with.

2. Enter the **List ID** for the **Personal Distribution List**.

3. Enter the **List Name** that you want the List to be called.

4. Add the members mailboxes you want to include in the list.

5. Once you have added all the members, you want the list to be available to other IP Office users, Check the **Public List** checkbox.

6. Click **Create** to create your **Personal Distribution List**.

7. The list will be added to the List view window of the **Configure PDL** window.

8.

Adding members from an existing Personal Distribution Lists

You can add members from an existing list. This can either be all members from an existing list or individual members mailboxes.

1. **Select required mailbox** which you want the **Personal Distribution List** to be associated with.

2. Enter the **List ID** for the **Personal Distribution List**.

3. Enter the **List Name** that you want the List to be called.

4. To add an existing list to the new list select the list from the list view pane.

    1. Use the [---->] adjacent to the List view window to add the entire list to the list being created.

    2. To add individual members from an existing list to the new list select the member from the existing list and use the [---->] adjacent to the member list window.

5. Once you have added all the members, you want the list to be available to to other IP Office users, Check the **Public List** checkbox.

6. Click **Create** to create your **Personal Distribution List**.

7. The list will be added to the List view window of the **Configure PDL** window.

Default Sizing

This option is used to return the Phone Manager window to its original size.

- Clicking the **Yes** button will resize the Phone Manager window to its default size.

- Clicking the **No** button cancels the resizing request and returns you to the Phone Manager window.

Profile

Your can save your preferences and your Phone Manager configuration (Including speed dials, directory information and other settings). These setting can be used from another machine (if saved to the Local Area Network) or in the case of system failure.

By Default the profile is saved to **My Documents|Avaya|IP 400|PhoneManager|Profile**. Profiles can be saved to another location if required; either on your local drive or on your Local Area Network (LAN). The profile is saved as an .xml file. This file can be loaded onto another PC running Phone Manager, if the file is accessible from that PC.

Note: The name of the profile must match your extension number. The Phone Manager will prevent you from loading a profile saved with a different extension number.

Saving your profile
Follow the steps below to save your profile.

1. Configure the Phone Manager to suit your preferences.

2. From the **Configure** menu select **Profile**.

3. Click **Save Profile**.

4. Select the location where you want to save your profile. To access your profile from another machine it is recommended you save the profile to your LAN, for retrieval from another machine.

5. The filename of the profile cannot be changed and must match your extension.

6. Click **Save**

Loading your profile
Follow the steps below to load your profile.

1. From the **Configure** menu select **Profile**.

2. Select **Load Profile.**

3. Browse your folders and select the Profile which matches your extension number. You are unable to load profiles which do not match your extension number.

4. Click **Open**.

Functions Menu

The Functions menu gives access to a number of call handling commands:

- **Reclaim**
  This function allows you to reclaim a call that has been accidentally transferred to the wrong person. Reclaim works even if the call has been successfully put through, even to Voicemail. It is also possible to reclaim a call that was originally ringing on your phone and has moved on to the next extension in your Hunt Group.

Note: You can only reclaim a call that has been presented to a Phone Manager user.

- **Call (F1)**
  The Call function will allow you to make a telephone call to an internal or external number via the Call dialogue box. If you are currently on a call this function will give you the Transfer dialogue box.

- **Answer (Enter)**
  The Answer function will answer a call when using a phone configured for Off-Hook Operation. This function is also used to inform the PBX that you wish to be given a call to Answer. This will be a call queued for your Hunt Group. The call will be displayed in the Call Status pane, use the Answer function again to speak to the caller.

- **Transfer (F2)**
  The Transfer function will allow you to transfer a call to another destination (internal or external) via the Transfer dialogue box.

- **Hold (F4)**
  This function will place a call on hold while another tasks is completed. This will then allow you to answer or make another call. If you wish to ensure you do not receive a call when you have another on hold you can set the Busy On Held Call feature in Configure Preferences.

- **Account Code (F3)**
  The Account Code function is used to assign a predefined code to a call. On selecting this function you will be given the Call dialogue box however the Tag field is replaced by the Account Code field. Please refer to your System Administrator for a list of predefined Account Codes to be used. See also To Make a Call Using an Account Code.

- **Record (F5)**
  This function will allow you to record your current conversation either into your Voicemail box or into a central Voicemail box - please check with your System Administrator. If this option is grayed out this function is not available on your system - please refer to your System Administrator.

- **Absent (F6)**
  When you are away from your phone you may wish to inform internal callers that you are, for example, on holiday or in a meeting. The Absent function will allow you to set up this message via the Absent Status dialogue box. When an internal call is made to your extension this message will appear at the top of the Call dialogue box. If a user is calling without Phone Manager they will see the message in the display of their phone. See also Set an Absent Message.

- **PickupQueue1 (F7)**
  Having configured Queue ID 1 in Configure Preferences you can then use this function to request a call from that queue. See also Working with Queues.

- **PickupQueue2 (F8)**
  Having configured Queue ID 2 in Configure Preferences you can then use this function to request a call from that queue. See also Working with Queues.

- **Conference**
  The Conference function will allow you to place all calls on hold into a Conference. See also Create a Conference Call.

- **Ringback when free (internal only)**
  This function will set Ring Back When Free on a busy extension. When this extension becomes free your phone will ring and a call to the destination will be initiated once you have answered your ringing phone. If the busy extension has Call Waiting set you will be unable to use this function.

- **Park/UnPark1-4 (F9-F12)**
  This function will allow you to park a call in one of the four park areas on the system. The call will then appear on the relevant Park button in the Call Park Area. You can then use the same function to unpark this call.

- **Busy Not Available (Ins)**
  For Agent Mode operation. Toggles Busy Not Available status on or off.

- **Busy Wrap Up (Del)**
  For Agent Mode operation. Toggles Busy Wrap Up status on or off.

- **Clear (Esc)**
  The Clear function will clear the current call only. This may be useful when you do not wish to complete a screened transfer because the destination number is busy or cannot take the call and you therefore wish to return to the original caller. This function can also be used to refuse an incoming call. The call will be returned to the queue. This can be very useful if you accidentally pick up a call from the wrong queue. See also Working with Queues.

- **Join a Conference**
  This function will allow you to join an IP Office Conferencing Center conference.

- **Book a Conference**
  This function will allow you to book an IP Office Conferencing Center Conference. Only available if permission is specified by your System Administrator.

- **HangUp (End)**
  The Hangup function simulates the function of actually hanging up the phone, i.e. finish the current call. Therefore, is very useful on phones configured for Off Hook Operation.

Note: When Phone Manager is in Agent Mode, the roles of the **F1** and **F3** functions are swapped.

Call

Enter the number of the person you wish to call into the Number field and click the Call button, the number will then be dialed. See also Make a Call.

- **Number**:
  The telephone number (or Short Code) that will be dialed when the Call button is selected. The status of an internal number is displayed above the number field.

Note: Please do not enter spaces in the Phone number entered. i.e. 123456 not 123 456

- **Name:**
  This is the name associated with number to be called. The name could be a User or Hunt Group or Directory Entry. The name will be automatically entered when a match is found with the digits entered in the Number field. Alternatively enter the name in the Name field and if a match is found the number required will be automatically entered. As you enter each letter of the name the Directory List (if used) is automatically truncated to show only those names that match the letters typed in the Name field.

- **Tag:**
  The Tag Field can be used to add messages to the outgoing call (internal only). See Tag a Call. Not supported for VoIP extensions.

- **Directory List:**
  A list of names and numbers configured on the PBX and in your own personal Directory (Phone Manager Pro only). You can select whether to display/search Users, Hunt Groups or PBX Directory Entries by checking the **Show Users**, **Show Hunt Groups** or **Show Directory** check boxes. Phone Manager directory entries are always shown.

- **Call:**
  Clicking this button will call the number entered. If the call is external the relevant prefix needs to have been added e.g. 9.

- **Cancel:**
  The Cancel Button will close the Call dialogue box and you are then returned to the Main Window.

- **Help:**
  This button will launch the Phone Manager Pro Help Text.

- **Voicemail:**
  The Voicemail button calls a local User's Voicemail rather then calling the User direct.

- **Ringback:**
  The Ringback Button will set a Ring Back When Free on the destination extension. When the destination becomes free your phone will be called back. If this Ring Back call is answered a new call will be automatically placed towards the destination extension. If the Ring Back is not answered then the Ring Back is cancelled.

Call (with Account Code)

See also [Using Account Codes](#).

- **Number:**
  The telephone number (or Short Code) that will be dialed when the Call button is selected. The status of an internal number is displayed above the number field.

Note: Please do not enter spaces in the Phone number entered. i.e. 123456 not 123 456

- **Name:**
  This is the name associated with number to be called. The name could be a User or Hunt Group or Directory Entry. The name will be automatically entered when a match is found with the digits entered in the Number field. Alternatively enter the name in the Name field and if a match is found the number required will be automatically entered. As you enter each letter of the name the Directory List (if used) is automatically truncated to show only those names that match the letters typed in the Name field.

- **Account Code:**
  Enter the Account Code to be used to log this call to a specific account or customer. Contact your System Administrator if the required Account Code does not appear in the drop down list.

- **Directory List:**
  A list of names and numbers configured on the PBX and in your own personal Directory (Phone Manager Pro only). You can select whether to display/search Users, Hunt Groups or PBX Directory Entries by checking the **Show Users**, **Show Hunt Groups** or **Show Directory** check boxes. Phone Manager directory entries are always shown.

- **Call:**
  Click this button to call the number entered.

- **Cancel:**
  The Cancel button will close the Call dialogue box and you are then returned to the [Main Window](#).

- **Help:**
  This button will launch the Phone Manager Pro Help Text.

- **Voicemail:**
  The Voicemail button calls an internal User's Voicemail box rather then calling the User direct.

- **Ringback:**
  The Ringback button will set a Ring Back When Free on the destination extension. When the destination becomes free your phone will be called back. If this Ring Back call is answered a new call will be automatically placed towards the destination extension. If the Ring Back is not answered then the Ring Back is cancelled.

Transfer

Type the number of the person you wish to call into the Number field and click the call button, the number will then be called. See also Transfer a Call.

- **Number:**
  The telephone number (or Short Code) that will be dialed when the Transfer Button is selected. Note that the status of the target extension/User is displayed above the number field.

- **Name:**
  This is the name associated with number to be called. The name could be a User or Hunt Group or Directory Entry. The name will be automatically entered when a match is found with the digits entered in the Number field. Alternatively enter the name in the Name field and if a match is found the number required is automatically entered. As you enter each letter of the name the Directory List (if used) is automatically truncated to show only those names that match the letters typed in the Name field.

- **Tag:**
  The Tag Field can be used to add messages to the outgoing call (internal only). See also Tag a Call. Not supported for VoIP extensions.

- **Directory List:**
  A list of names and numbers configured on the PBX and in your own personal Directory (Phone Manager Pro only). You can select whether to display/search Users, Hunt Groups or PBX Directory Entries by checking the **Show Users**, **Show Hunt Groups** or **Show Directory** check boxes. Phone Manager directory entries are always shown.

- **Transfer:**
  Click this button to Transfer the call to the number entered.

- **Cancel:**
  On selecting the Cancel Button all information entered is lost. You are then returned to the Main Window.

- **Help:**
  Click this button to launches the Phone Manager Pro Help Text.

- **Voicemail:**
  The Voicemail button calls an internal User's Voicemail rather then calling the User direct.

- **Blind Transfer:**
  The Blind Transfer button will transfer the call to the destination entered in the Number field without waiting for the destination to be answered.

- **Park For:**
  If the extension called is busy, this button will place the caller on hold. The call will be automatically presented after 45 seconds or when the busy extension becomes free. Details of the returned call, (Timeout) or (Free), will appear in the Tag field.

Account Code

The Account Code form appears if you have either selected **Account Code** from the **Functions** menu or you have pressed **F3**.

This form allows you to assign an Account Code to your current call. Please refer to your System Administrator for a list of valid Account Codes.

See also Using Account Codes.

Absent Status

This dialogue box will allow you to assist internal callers when you are not at your desk. The information entered will appear in their Call dialogue box when a call is made to your extension.

For certain phones with suitable displays, the text will also appear on the display of the phone and on those phones that call.

From the list box select the message required, eg. On Holiday Until or Back Tomorrow. Then type any additional information in the box below so that the message will read in full, eg. "On Holiday until Monday"

You can then use this dialogue box to select Do Not Disturb and/or Forward Unconditional.

The Absent Message will appear in the title bar of your Phone Manager Pro and in the Call dialogue box when a call is made to your extension.
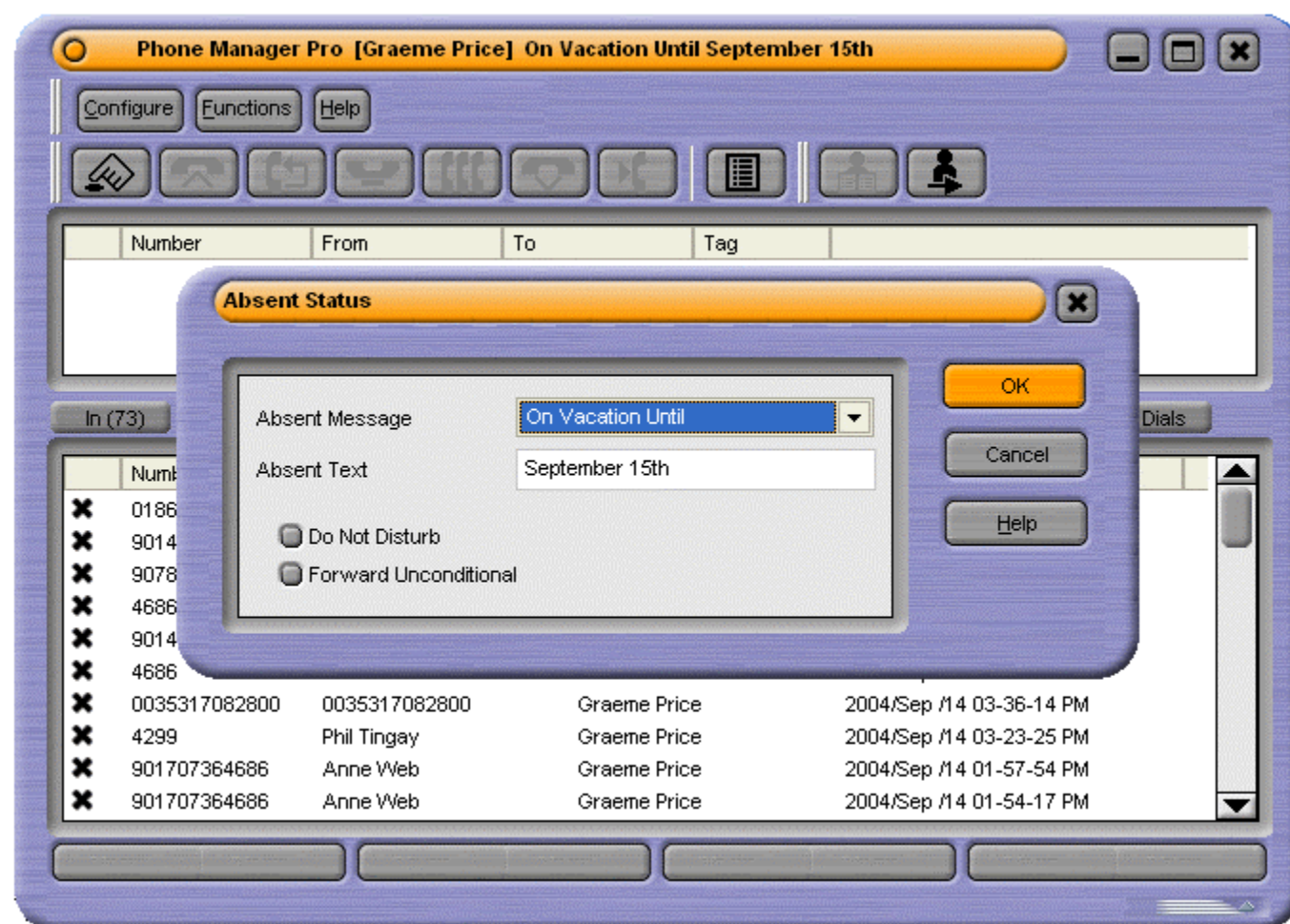
Call Handling Icons

The icons on the right hand side of the main Phone Manager Pro window will help you to make and receive calls as follows:

- **Make a Call:** See Make a Call.

- **Answer a Call:** See Answer a Call.

- **Set Ringback when Free:** See Set Ringback When Free.

- **Place a Call on Hold:** See Place Call On Hold.

- **Add a Call to a Conference:** See Create a Conference Call.

- **Hangup a Call:** See End a Call.

- **Transfer a Call:** See Transfer a Call.

- **Complete a Transfer**

- **Configure Preferences:** See Configure Preferences.

- **Speaker Volume:**
  Click on drop down to adjust the PC speaker volume. Click to turn mute on/off. Grayed out except for VoIP users. See VoIP Operation.

- **Microphone Volume:**
  Click on drop down to adjust the PC microphone volume. Click to turn mute on/off. Grayed out except for VoIP users. See VoIP Operation.

- **Book a Conference:** This function will allow you to book an IP Office Conferencing Center Conference. Only available if permission is specified by your System Administrator.

- **Join a Conference:** This function will allow you to join an IP Office Conferencing Center Conference.

If Phone Manager is being used in Agent Mode (Phone Manager Pro only) an additional set of icons appear:

- **Busy Wrap Up:** Allows you to go in and out of busy wrap-up state. The Status tab shows "**Busy Wrap Up**" when in that state.

- If the **Busy Wrap Up** icon is grayed out ( ), this mean that you are currently not a member of any group, see **Select Group** below. If all your group memberships are removed or disable when in busy-wrap up, Phone Manager will continue to display **Busy Wrap Up** until restarted.

- **Busy Not Available:** Allows you to go in and out of busy not available state. The Status tab shows "**Busy Not Available**" when in that state.

- **Select Group:** Displays the groups for which you are an available member when not in **Busy Wrap Up** or **Busy Not Available**. See Agent Mode.

- **Start Recording:** Click on the icon to Start Recording a call.

- **Stop Recording:** Click on the icon to Stop Recording a call.

Function Keys

The listing shows the default operation of the function keys. All the functions keys can be configured in the Shortcut configuration form.

- **F1 - Call**
  See Call.

- **F2 - Transfer**
  See Transfer.

- **F3 - Account Code**
  See Account Code.

- **F4 - Hold Call**
  See Place Call On Hold.

- **F5 - Record**
  Not available on all systems.

- **F6 - Absent Status**
  See Absent Status.

- **F9, F10, F11, F12 - Park/Unpark**
  See Park a Call and Unpark a Call.

- **Enter - Answer**
  See Answer a Call.

- **Esc - Clear**

- **End - Hangup**
  See End a Call.

Note: When Phone Manager is in Agent Mode, the roles of the **F1** and **F3** functions are swapped.

Hands Free Operation

The Phone Manager Pro application can be used in conjunction with a Hands Free phone and/or headset.

When using a Hands Free phone and/or headset the 'phone' should be left off-hook permanently. The "Off Hook Operation" option must be set under the **Telephone** tab of the Configure Preferences dialogue box. All calls are answered, transferred, queued etc by clicking the appropriate Call Handling Icons and by following the instructions provided in the Make a Call help text.

Note that under normal operation nothing is heard in the headset when the 'phone' is left in the off-hook state. Ringing Tone is heard in the headset when an incoming call is presented to the extension. Clicking the Answer icon at this point answers the call (equivalent to picking up a normal phone). When making an outgoing call Dial Tone is heard when the Call button in the Call dialogue box is pressed.

PC Softphone Operation

The System Administrator can create VoIP extensions. When Phone Manager Pro is associated with a VoIP extension number and **Enable VoIP** is selected in the Phone Manager preferences, two additional controls become active.

- Click the drop-down symbol to display a volume slider.
- Click the main body of either icon to turn mute on/off. An example of a muted icon is shown below.

This type of operation is also called IP Soft Phone.

VoIP will only work if:

- the PC has a correctly setup speakers and microphone.
- it is not available in Phone Manager Lite.

Agent Mode Operation

Phone Manager Pro only. Agent Mode allows Phone Manager to be used as a call center tool. It allows you to perform a number of call center functions without needing a specially designed call center telephone*, ie. one with dedicated keys for functions such as busy wrap up.

Agent Mode is enabled through the **Agent Mode** tab within **Configure | Preferences**.

- Note: Logging on and logging off is separate from Agent Mode and is enabled through the **Configure |** PBX menu. See Getting Started.

In Agent Mode:

- Phone Manager displays **Busy Wrap Up** and **Busy Not Available** icons allow you to go into those states.

- Use **Busy Wrap Up** when you temporarily need to stop receiving calls when you 'wrap up' the details of the call just finished.

- Use **Busy Not available** when you need to stop receiving calls for some other reason.

- The **Select Group** icon show the groups for which you will receive calls when not in Busy Wrap Up or Busy Not Available.

- The **Start** and **Stop** icons are available for recording conversations. Call recording requires VM Pro.

- The **Account Codes** tab allows you to make calls with the appropriate account code or to easily apply an account code to a current call.

- In Agent Mode, the functions of the F1 and F3 keys are swapped. F1 becomes 'account code' and F3 becomes 'call'. These are the default settings.

*We still recommend that only Avaya telephones are used in call centers. Most standard telephones are not designed for normal call center conditions, ie. the possible high number of on-hook, off-hook actions and key presses. Whilst standard telephones are okay in most domestic and business situations, they are likely to fail frequently in a call center environment.

IP Office Conferencing Center

The Phone Manager can be integrated with IP Office Conferencing Center. This allows you to book a conference and join a web conference.

To use the IP Office Conferencing Center system Internet Explorer 5.5 or above is required. It is only available if permission is specified by your System Administrator and the IP Office Conferencing Center system is available to you.

- To book a conference click the [icon] icon.

- This will automatically open Internet Explorer.

- Enter your **User ID** and **Password** as supplied by your IP Office Conferencing Center Administrator.

- Click **Login**.

- To Join a Conference click the [icon] icon.

- This will automatically open Internet Explorer.

- Enter the **Conference ID** and **PIN No:** as supplied by the host booking the conference.

- Click **Login**.

To connect to an Audio Conference, call the Conference Bridge number and follow the audio prompts. Alternatively, if Voice Conference Notification (VCN) is set by the conference host, the IP Office Conferencing system will call you inviting you to join the conference. If you accept the invitation, you will be prompted to enter the conference ID and PIN.

Help Menu

The Help menu gives access to a number of Help options:

- **Contents**
  This function will open the Phone Manager help system at the contents page.

- **Search for Help on**
  This function will open the search tool within the Phone Manager help system.

- **About...**
  This displays the version of the Phone Manager application.

- **Product Tour**
  This function will launch an interactive Product Tour allowing you to investigate and learn about the Phone Manager application.

- **Video Tutorials**
  This function will list a number of Video Tutorials. Each tutorial provides an interactive demonstration of the capabilities of the Phone Manager application.

Configuration

Configuring your Preferences

You can decide how your calls are going to be handled by setting your personal preferences as follows.

- Take Your Calls from Another Extension.

- Forward Your Calls to Another Location.

- Set Do Not Disturb (DND).

- Set a Do Not Disturb Exception Number.

- Transfer Back to Forwarded Extension.

- Turn Call Waiting On/Off.

- Turn Voicemail On/Off.

- Turn Voicemail Ringback On/Off.

- Turn Off Hook Operation On/Off.

- Select the Tabs to Show in Call History.

Speed Dials

Speed dials allow you to save regularly used internal and external numbers for future use. See Create a Speed Dial for details on how to create a Speed dial. There are two types of Speed Dials Internal and External.

External Speed Dials

There are four types of speed dials, Work Phone, Home Phone, Mobile and Fax. The speed dial displayed will change based on the default number selected.

This icon is displayed if the **Work Phone** is recognized as an external speed dial and is set as the default number. If the number is recognized as in internal speed dial the internal speed dial icons are displayed. See Create a Speed Dial for more information.

This icon is displayed if the **Home Phone** is selected as the default number.

This icon is displayed if the **Mobile** is selected as the default number.

This icon is displayed if the **Fax** is selected as the default number.

Changing the External Default Number

For external speed dials you can change the default number. This will change the number called when you make a call using the speed dial. The speed dial icon will also change to show the speed dial chosen.

1. In the Call History, select the Speed Dials tab.

2. Right click the Speed Dial you wish to change to Default Number.

3. Select Default Number | Work Phone/Home Phone/Mobile/Fax

4. The speed dial icon will change. Using this speed dial will now use the default number associated with the number selected.

Internal Speed Dials

An internal Speed Dial can also act as a Busy Lamp Field, allowing you to see the status of your Speed Dial user.

This icon shows an internal Speed Dial. If the user/extension is configured for Instant Messaging the Speed Dial icon will be green.

If the user/extension is **Busy,** the speed dial icon will show a red circle with a white cross on it in the top left corner of the speed dial icon.

If the user/extension has **Do Not Disturb** set, the speed dial will show a blue circle with a white cross on it in the bottom right of the speed dial icon.

If the user/extension has **Divert** set, the speed dial will show a green circle with a white arrow on the top right of the speed dial icon.

If the user/extension has a **Voicemail** message an envelope will be shown in the bottom left of the speed dial icon.

It is possible for the speed dial icon to show multiple busy messages. The examples below show 2 such instances, although more are possible

In this example the user/extension is **Busy** and has a **Voicemail** message.

In this example the user/extension is **Busy**, **Do Not Disturb** is on and the user/extension has a **Voicemail** message.

If more than one Speed Dial is created for the same internal user, only one Speed Dial will act as a Busy Lamp Field. In order for the Busy Lamp Field feature to operate, your PC must be present on the same physical LAN as the PBX - please refer to your System Administrator.

Speed Dial Tooltips

In addition to Speed Dials being used as Busy Lamp Fields. The Speed Dials have tooltips that can provide status information on a Speed Dial User. This is only available to internal Speed Dials.

Greg P | Name: Greg Price
Number: 4146
Status: New VoiceMail, Forward All
Presence: Offline
New VoiceMails: 1

Name:
This is the **Name** of the user associated with the Speed Dial.

Number:
This is the **Number** of the user associated with the Speed Dial. If an Internal user added from the IP Office Directory a name will be displayed here.

Status:
The Status shows the current Status of the user. The Status displayed can be Idle, New Voicemail, Busy, DND, Forward All. Multiple Statuses can be shown.

Presence:
This will show the presence of a user in relation to a connection to the Instant Messaging. The status will change between **Online** or **Offline** depending on the users state and settings on the Microsoft Live Server.

New VoiceMails:
This will show the number of New Voicemails that the Speed Dial user has. This will only be shown if the user has an active voicemail account.

Note: The information displayed will change automatically depending on the users status.

Edit Speed Dial Form

The **Edit Speed Dial** form allows you to edit the Speed Dial settings for that particular Speed Dial.

- **Group Name:** This is the **Speed Dial Group** where the speed dial is located. This will show you which **Speed Dial Group** the Speed Dial is in. You can only change this by selecting a particular Speed Dial Group and adding the Speed Dial to this group.

- **Name:** This is the name you wish to associate with the Speed Dial icon. This is a Mandatory entry.

- **Work Phone:** Enter the Work Phone number of your contact (or Short Code). For internal users and groups the user or group name can be used (without quotation marks). This is a Mandatory entry.

- **Home Phone:** Enter the Home Phone number of your contact.

- **Mobile:** Enter the Mobile number of your contact.

- **Fax:** Enter the Fax number of your contact.

- **PIN:** Enter a **PIN** if required (Please refer to your System Administrator). The **PIN** required to make a call using the Speed Dial. This field allows you to pre-enter the PIN for this Speed Dial. PIN's are user specific for a private speed dial group.

- **Type:** The Type of Speed Dial

    - Internal: Check this box if the Speed dial is for an internal contact.

    - External: Check this box if the Speed dial is for an external contact.

Note: When entering a number and it is recognized by Phone Manager as internal, the Speed Dial type will automatically be set as Internal. If the number is recognized by Phone Manager as external for example by entering a 9 for external access at the front of the speed dial number, the Speed Dial will be set as external.

Directory Entries

Phone Manager Pro only. Directory Entries are used to store regularly dialed internal or external numbers. Directory Entries appear in the Call dialogue box (if the **Show Directory** option is checked) for quick dialing.

Directory Entries can also be used to match the CLI or DID of incoming calls to a name. This can be used to play a media file or display a text file. Phone Manager attempts to match the incoming CLI first and if no match exists it then looks for a match to the DID.

Create a Directory Entry

1. On the Configure Menu, select Directory.

2. Click the **New** button.

3. Type the telephone or extension number into the **Number** box.

4. Type the name to be associated with the above number into the **Name** box.

5. Click **OK** or press **Enter**.

6. Click **Close** to exit the Configure Directory dialogue box.

Edit a Directory Entry

1. On the Configure Menu, select Directory.

2. Select the Directory Entry to be changed.

3. Click the **Edit** button.

4. Edit the Directory Entry as required.

5. Click **OK** or press **Enter**.

6. Click **Close** to exit the Configure Directory dialogue box.

Delete a Directory Entry

1. On the Configure Menu, select Directory.

2. Select the Directory Entry required.

3. Click the **Delete** button.

4. Click **Close** to exit the Configure Directory dialogue box.

Make a Call using a Directory Entry

1. Click 🖊️.

2. Ensure the **Show** Directory option is checked.

3. Select the Directory Entry required.

4. The phone number and name will be automatically entered in the Number and Name fields

5. Click Call.

Create a Directory Entry from an Existing Call

1. Right click the Call in the <u>Call History</u> pane.

2. Select **Add to** Directory.

3. This will open the Directory Entry dialogue box.

4. Make changes if required.

5. Click **OK** or press **Enter**.

6. Click **Close** to exit the Configure Directory dialogue box.

Create an MS Outlook Contact from an Existing Call

1. Right click the Call in the <u>Call History</u> pane.

2. Select **Add to Outlook**.

3. An MS Outlook Contact form will open with call information entered.

4. Complete the Contact form.

5. Click **Save and Close** checkbox on the Outlook Contact form.

Please note that the above feature requires Microsoft Outlook to be installed on your PC and the correct configuration of MAPI*.*

Default Sizing

This option is used to return the Phone Manager window to its original size.

- Clicking the **Yes** button will resize the Phone Manager window to its original, default, size.

- Clicking the **No** button cancels the resizing request and returns you to the Phone Manager window.

Call Handling

Make a Call

There are a number of ways to make a call using Phone Manager.

1. Dial the number required.

- Note: Please do not enter spaces in the Phone number entered. i.e. 123456 not 123 456

2. The outgoing call will appear in the Call Status pane.

3. The Call Status pane will then indicate when the call has been answered.

4. When you have finished your call, the call will disappear from the Call Status pane.

5. The call will now appear in the Call History pane under the Out tab.

- Note: If a call to an internal User is not answered within the No Answer Time, and the User has Voicemail enabled, you will be prompted to leave a message. When you have finished the call, the call information will appear in Call History under the Out tab. Double click the call information to redial the number.

Hands Free

1. Click [icon] or press **F1** or on the Functions Menu, click **Call**.

2. Enter telephone number or extension in Call dialogue box.

3. Click the Call button or press Enter.

4. The outgoing call will appear in the Call Status pane.

5. The Call Status pane will then indicate when the call has been answered.

6. When you have finished the call, the call will disappear from the Call Status pane.

7. The call will now appear in the Call History pane under the Out tab

PIN Restrictions

The Phone Manager release 2.1 introduces a feature called PIN Restrictions (PIN). PIN restrictions work by making the caller enter a PIN before the call is connected. PIN restrictions can be associated with types of number being dialed e.g. International numbers, External numbers

PIN restrictions will be performed from:

- Making A Call
- Speed dials
- Account code Speed dials

Making a Call

1. Click [icon] or press **F1** or on the Functions Menu, click **Call**.
2. Enter telephone number or extension in Call dialogue box.
3. Click the Call button or press Enter.
4. When prompted to do so enter the PIN number.
5. When a valid PIN code is entered the call will be connected. When an invalid PIN code is entered an error message will be displayed.
6. Re-enter the PIN as prompted. If the problem persists Contact your System Administrator.
7. The outgoing call will appear in the Call Status pane.
8. The Call Status pane will then indicate when the call has been answered.
9. When you have finished the call, the call will disappear from the Call Status pane.
10. The call will now appear in the Call History pane under the Out tab.

Note: If you need to redial the number, you will need to re-enter the valid PIN.

Speed Dials

1. In Call History, select the Speed Dials tab.
2. Double-click the Speed Dial required or right-click the Speed Dial required and select **Call**.
3. When a valid PIN is entered against the Speed Dial the call will be connected. When an invalid PIN is entered an error message will be displayed and you will be prompted to re-enter the PIN. If the problem persists Contact your System Administrator.
4. The Call will appear in Call Status
5. Continue as per Make a Call.

Receive a Call

1. The incoming call will appear in Call Status.

	Number	From	To	Tag
↓	901707364686	Anne Web	Graeme Price	

2. Pick up handset to answer call.

3. The Call Status pane will then indicate when the call has been answered.

4. When you have finished the call, the call will disappear from the Call Status pane.

5. The call will now appear in Call History under the In tab.

Place Call On Hold

1. Click.

2. Call Status will then indicate that the call is on hold.

	Number	From	To	Tag
♫	901707364686	Anne Web	Graeme Price	

Take a Call Off Hold

Click the call in the Call Status pane.

End a Call

Click or replace handset or press **End**.

Redial a Number

1. Double click the call in Call History or right click.

2. Choose Call Number Back.

Callback an Unanswered Incoming Call

1. If a call is not answered within the No Answer Time, the incoming call will appear in Call History under the Missed tab.

2. Double click the Call to return the call. (If the outbound prefix e.g. 9 is not shown contact your System Administrator.)

3. If the caller has left a Voicemail message, the Messages tab in the Call History pane will indicate you have one new message.

4. Double click on the Voicemail information to listen to your message or right click within the Messages tab and select Call Voicemail.

Tag a Call

Identifying a call by giving the call a descriptive tag. The tag will appear on the extension called if it has a suitable display. If you park the call using Phone Manager the selected Park Button will show the Tag text.

Calls from a VoIP extension cannot be tagged.

1. Click ⬚ or press **F1**.

2. Enter the number and name as per Make a Call.

3. In the Tag box type in the description.

4. Continue the call as per Make a Call.

5. This text will appear with the call under the Tag column in the Call Status pane.

Clear a Call

If you have a call on hold and start to make another call and then change your mind, you can use Clear to cancel the outgoing call.

1. In the Functions Menu, select **Clear** or press **Esc**.

Transfer a Call

You can transfer a call to an internal or external telephone number. This is a supervised transfer, ie. you can talk to the transfer target before completing the transfer. You can only use this method to transfer calls you have answered.

1. Click ⬚ or press **F2**.

2. Enter the transfer number into the **Number** box.

3. Select **Transfer** or press **Enter**.

4. The original call will be put on Hold.

5. Once the call has been answered you can talk with the transfer target.

   • To transfer the call, either press **Home** or replace the handset or click on the Complete Transfer icon ⬚.

   • To cancel the transfer and reconnect the held call press **End**.

6. The Call will now appear in the Call History pane.

Blind Transfer a Call

You can transfer a call without waiting for a response from destination number. You can use this method to transfer a call when it is still ringing your extension.

1. Click ⬚ or press **F2**.

2. Enter the transfer number into the **Number** box.

3. Click the Blind Transfer button or click ⬚ or replace your handset before the call is answered.

Transfer a Call to Another User's Voicemail

If a caller wishes to leave a message for a User, you can transfer the caller directly to that User's Voicemail.

1. Click [icon] or press **F2**.
2. Enter the number into Transfer dialogue box or select from the Directory.
3. Click the **Voicemail** button.
4. The incoming caller will be transferred to the User's Voicemail.
5. Hang up.

Tag a Transferred Call

Identify a transferred call with a text description.

1. Click [icon] or press **F2**.
2. Enter the number and name as per Transfer a Call.
3. In the Tag box type in the description.
4. Continue the transfer as per Transfer a Call.
5. This text will appear with the call under the Tag column in the Call Status pane.

Create a Conference Call

1. Make an outgoing call as per Make a Call or answer an incoming call.
2. Place Call On Hold.
3. Place a call to a third party or answer another incoming call.
4. Place the current caller on Hold.
5. Repeat steps 3 and 4 until all members that are to join the conference are on hold.
6. Click [icon] or from the Functions Menu select Conference.
7. The Conference tab will appear in the Call History pane.

You can also create a conference call by drag & drop.

1. Make an outgoing call as per Make a Call or answer an incoming call.
2. Select the **Speed Dial** user you want to create a conference with.
3. Drag the **Speed Dial** to the **Call Status** area of Phone Manager.
4. The Conference tab will appear in the Call History pane and all parties will be connected together.

Remove a Member from a Conference

Right click the Conference member in the Conference tab and select Hang Up.

Collect Your New Voicemail Messages

1. Select the Messages tab on the Call History pane.

2. Double click on the Voicemail box you would like to access (this will either be your personal Voicemail box or the Voicemail box for the Hunt Group of which you are a member) or Right click and select Call Voicemail.

3. If the phone is On-Hook it will ring once the Voicemail Server has been contacted. Pick up the phone and listen to your messages. Depending on how your telephone had been configured the speakerphone may automatically come on.
   If you are using Phone Manager Pro with Voicemail Pro in IP Office or Intuity mode you can use the voicemail control buttons to navigate through the messages.

4. If the phone is already in the Off-Hook state you will be connected to the Voicemail server as soon as it is located.

Reclaim a Call

After you have transferred a call to another number you can reclaim the call back to your own phone.

1. In the Functions Menu, select **Reclaim** or press the Subtract key (Number pad minus sign).

Note: You can only reclaim a call that has been presented to a Phone Manager user.

Park a Call

1. In the Functions Menu, select **Park/UnPark #** or click the required Park button in the Call Park Area.

2. The dialed number will appear on the relevant parking icon.

3. The caller will be placed on hold

4. You can now make another call or take an incoming call.

Unpark a Call

1. In the Functions Menu, select Park/UnPark # or in the Call Park Area click on the Park button displaying the parked call.

2. You will be connected to original caller.

Tag a Parked Call

Identify a parked call with a text description.

1. Before parking the call, right click on the Park button required.

2. Enter the description in the Call Tag Form.

3. The call will be parked and the description will appear on the Park button.

Call Tag Form
Use this form to enter the description you wish to appear on the Park button to identify this call.

Call Tag

Call Tag [   ]

OK   Cancel   Help
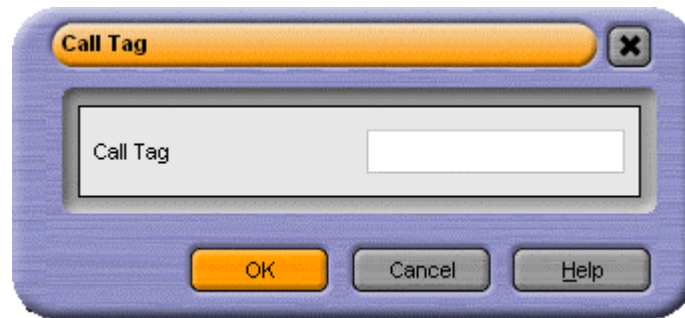
Answer a Call
You will be notified that there is an incoming call to be answered by either Phone Manager Pro popping to the front of your screen, a ringing sound from your PC speakers, the Phone Manager Pro Task Bar Icon flashing or the fact that your phone is ringing. Use the Answer Incoming Call button to answer the waiting call.

1. The incoming call will appear in the Call Status pane.

2. Click [icon] or select incoming call by pressing the Enter key or in the Functions Menu select **Answer**.

Note: The icon is only illuminated if Off-Hook Operation is set.

Answer a Call Waiting
If the Call Waiting option has been set under Configure Preferences, you will be notified that there is an incoming call to be answered. Use the Answer Incoming Call button to answer the waiting call.

1. The new incoming call will appear in the Call Status pane.

2. Click [icon] or select new incoming call by pressing the Enter key or in the Functions Menu select Answer.

3. The original call will be put on hold.

4. When you have finished this call, you will automatically be put through to the previous call.

Note: The Answer icon is only illuminated if Off-Hook Operation is set.

Set Ringback When Free
1. If the internal extension entered in the Number field of the Call dialogue box is busy the Ringback button will now be available for selection.

2. Click the Ringback button and the Call dialogue box will disappear

3. As soon as the destination extension becomes free your phone will ring. The call to the selected extension will only be made when you pick up your ringing phone.

Alternatively, the Ringback icon [icon] will appear in the Main Window to allow you set Ringback When Free if you are dialing a busy extension from your handset and your call does not go through to Voicemail.

Set an Absent Message

1. From the Functions Menu select **Absent** or press **F6**.

2. From the list box select the message required, eg. *On Holiday Until* or *Back Tomorrow*.

3. Type additional information required in the box below so that the message will read in full, eg. "*On Holiday until Monday*".

4. Select whether you wish your extension to be set to Do Not Disturb and/or Forward Unconditional. (Forward option only available if Forward Number is set)

5. The Absent Message will appear in the title bar of Phone Manager Pro and in the Call dialogue box when a call is made to your extension.
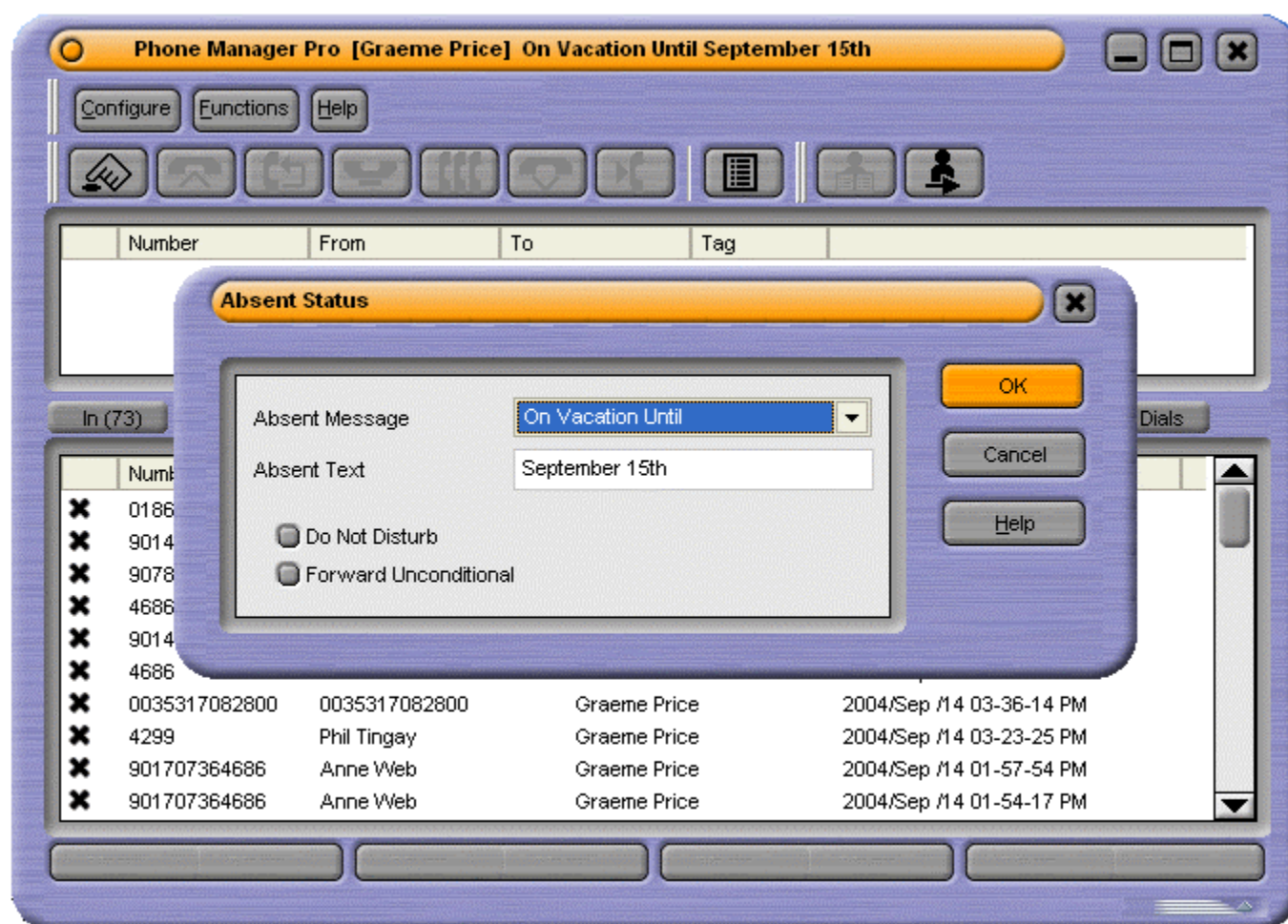
Making a Call with an Account Code

Account Codes are used for project tracking.

1. From the Functions menu select Account Code.

2. Complete the Call dialogue as per Make a Call.

3. In the Account Code field select the code from the drop down list to be assigned to the call (please refer to your System Administrator for a list of valid Account Codes).

4. Click **Call** and the call will be made.

If the wrong account code is entered a warning message will be given, however this does not prevent the call from being made.

If you receive the "Call Failed - Account Code Required" message each time you make an outgoing call without an Account Code this means your User account has been configured to ensure you always assign an Account Code to an outgoing call - for further information please refer to your System Administrator.

Delete all Calls from the Call History

1. Right click within the Call History pane.

2. Select **Clear All Tabs**.

Working with Queues

Phone Manager Pro only. Calls to a Hunt Group will be held in a queue when all extensions that are members of the Hunt Group are busy.

If you are a member of a Hunt Group, for example "Reception" or "Sales", you will be automatically presented with calls to this group. The name of the Hunt Group will be displayed in the To field in Call Status.

You can also monitor the number of calls being held in a queue for a particular Hunt Group. In the Queue ID tab under Configure Preferences you can select two Hunt Groups you wish to monitor. The Hunt Group must already exist on the System and must have Queuing enabled - please refer to your System Administrator. Each drop down box will give a list of valid Hunt Groups to choose from.

The Queue tab will then appear in Call History and displays two Queue monitors that can be used to indicate the number of calls currently queued for the configured Hunt Groups. Each call held in a queue is indicated by a blue box. When the mouse pointer is moved over a Queue monitor the number of calls in the queue is displayed in the Hint Box.

To receive a queued call

1. If you are a member of a Hunt Group a queued call will be automatically presented in Call Status and the name of the Hunt Group will be displayed in the To field. The call can be answered in the normal way.

2. To answer a call from a specific Queue double click on the Queue name or from the Functions Menu, select PickupQueue1 or PickupQueue2.

To refuse a queued call

If you double click on the wrong Queue or are presented with a queued call that you are temporarily unable to deal with you can use the Clear (Esc) function to refuse the call and return it to the queue.

How To

Take Your Calls from Another Extension

If you wish to take your calls from another location, you can instruct the PBX to pass your calls to another internal or external number. This option must be set at your extension.

1. Click [image].

2. Select the **Forwarding** tab.

3. Enter the required number into the Follow Me to **Number** box.

4. Click **OK** or press **Enter**.

5. The title bar of Phone Manager Pro indicates that **Follow to** has been set.

To cancel

1. Click [image].

2. Select the **Forwarding** tab.

3. Remove the extension number from the **Follow Me to Number** box.

4. Click **OK** or press **Enter**.

Forward Your Calls to Another Location

Your calls can be answered at another location by forwarding your calls to an internal or external number. You can decide whether all your calls are to be forwarded or only when your extension is busy or only when your extension is not answered (the No Answer Time is configured by your System Administrator). If you are a member of a Hunt Group you can also forward Hunt Group calls to this location. See also Transfer Back to Forwarded Extension

1. Click [icon].
2. Select the Forwarding tab.
3. Enter the internal or external number into the **Forward Number** box.
4. Select the Forward option you require (click in box):
    * **Forward Unconditional** - forward all calls (except Hunt Group calls)
    * **Forward On Busy** - forward calls when your phone is busy.
    * **Forward On No Answer** - forward call when your extension is not answered.
    * **Forward Hunt Group calls** - forward all Hunt Group calls
5. Click **OK** or press Enter.
6. The title bar of Phone Manager Pro indicates that a Forward option has been set.

To cancel

1. Click on [icon].
2. Select the **Forwarding** tab.
3. Remove the Forward option by clicking in the relevant box to remove the check
4. The number in the **Forward Number** box can be left for future use or deleted.
5. Click **OK** or press **Enter.**

Set Do Not Disturb (DND)

This feature will ensure your phone does not ring when incoming calls are received. The caller will get the Busy tone or be passed to Voicemail.

1. Click 📋 .

2. Select <u>Do Not Disturb</u> tab.

3. Select Do Not Disturb option (click in box).

4. Click **OK** or press **Enter.**

5. The title bar of Phone Manager Pro indicates that DND is set.

To cancel

1. Click 📋 .

2. Select <u>Do Not Disturb</u> tab.

3. Remove the check from the Do Not Disturb option (click in box).

4. Click **OK** or press **Enter.**

5. The DND indicator in the title bar of Phone Manager Pro is removed.

Set a Do Not Disturb Exception Number

You may be expecting an important call and wish to ensure that the call is answered even when you have Do Not Disturb set. This incoming number can be entered as a Do Not Disturb Exception.

1. Click 📋 .

2. Select the <u>Do Not Disturb</u> tab.

3. Type the extension number in the DND Exception Number box (the variables "N" or "x" can also be used - N = any number of digits, eg. 01923699N and x = one digit, eg. 22x).

4. Click the **Add** icon.

5. The number will appear in the **DND Exception List**.

6. Click **OK**

Remove a Do Not Disturb Exception

1. Click 📋 .

2. Select the **Do Not Disturb** tab.

3. Select the number to be removed from the **DND Exception List**.

4. Click the **Remove** button.

5. Click **OK**

Transfer Back to Forwarded Extension

If Forward Unconditional is set a forwarded call can not be transferred back to the original destination. The Forward on Busy and Do Not Disturb feature can be used to enable this facility.

For example, you wish to forward all your calls to extension 203. You are expecting an important call that will be forwarded to extension 203, however you wish to speak to the caller. Extension 203 will be able to transfer the call to your extension only if you set extension 203 as a Do Not Disturb Exception.

1. In **Configure Preferences** set **Forward On Busy** to *203*.

2. Set **Do Not Disturb**.

3. Enter extension 203 as a Do Not Disturb Exception.

4. Now when a call is received by extension 203 it can be transferred back to your extension.

Turn Call Waiting On/Off

The Call Waiting feature will allow you receive a incoming call when in the process of another call. A beep will be heard in the handset and Call Status will show the call information. Click the second call in Call Status to answer the call and this will automatically place your current call on hold. You can then swap between the calls by clicking the call you require.

1. Click ▣ .

2. Select the **Telephone** tab.

3. Select the **Call Waiting** option (click in the box).

Note: The **Call Waiting** settings are ignored if you are configured as a call appearance user.

Turn Voicemail On/Off

Voicemail will allow incoming callers to leave a message if your extension is busy or not answered after the No Answer Time.

1. Click ▣ .

2. Select the **Voicemail** tab.

3. Select the **Voicemail** option (click in the box).

Turn Voicemail Ringback On/Off

Your telephone will ring to you to indicate you have a new message.

1. Click ▣ .

2. Select the Voicemail tab.

3. Select the Voicemail Ringback option (click in the box).

Turn Off Hook Operation On/Off

Off Hook operation allows the phone to be controlled via the Phone Manger Pro without having to physically lift the handset on or off the cradle. When using a Hands Free phone and/or headset the 'phone' should be left off-hook permanently.

1. Click [icon].

2. Select the Telephone tab.

3. Select the **Off Hook Operation** option (click in the box).

Select the Tabs to Show in Call History

1. Click [icon].

2. Select the Phone Manager tab.

3. Select the options required.

- **Show all:** displays call information for all incoming and outgoing calls.

- **Show in:** displays call information for incoming calls.

- **Show out:** displays call information for outgoing calls.

- **Show missed:** displays call information for unanswered incoming calls.

- **Show messages:** displays number of messages in Voicemail.

Create a Speed Dial
Create a Speed Dial

There are a number of ways to Create a Speed Dial in Phone Manager.

- You can add a new Speed Dial Group member

- You can add a user from the IP Office Directory (This lists all users connected to your IP Office telephone system).

Create a Speed Dial Group Member

1. In the Call History pane. Select the **Speed Dials** tab.

2. Select the **Speed Dial Group** you wish to add the speed dial.

3. Right click within the select Speed Dial Group window.

4. Select **New** | Speed Dial Group Member

5. The **Speed Dial** dialogue box will open.

6. Enter a name into the **Name** box (This is a mandatory entry).

7. Enter the number in the **Work Phone** box (This is a mandatory entry).
    When entering a number and it is recognized by Phone Manager as internal, the Speed Dial type will automatically be set as Internal. If the number is recognized by Phone Manager as external for example by entering a 9 for external access at the front of the speed dial number, the Speed Dial will be set as external.

8. Enter any additional numbers you require, **Home Phone**, Mobile and Fax.

9. Enter a **PIN** if required (Please refer to your System Administrator)

10. Select the **Type** of speed dial (**Internal/External**).

11. Select the **Default Number** required for this speed dial. This is the number dialed when the speed dial is double clicked.

12. Click **OK**.

13. The new speed dial icon will be displayed in the Speed Dial Group Tab you originally right clicked and selected Add User. (You can add a maximum of of 10 speed dial groups with a maximum of 100 speed dials per group).

Note: The speed dial type internal will limit the default number selection to the Work Phone only.

Create a Speed Dial from the IP Office Directory

1. In the Call History pane. Select the Speed Dials tab.

2. Select the **Speed Dial Group** you wish to add the speed dial.

3. Right click within the **Speed Dial Group** window.

4. Select **Add User**

5. Select the User from the list available in the IP Office Directory.

6. Click **OK**.

7. The new speed dial icon will be displayed in the Speed Dial Group Tab you originally right clicked and selected Add User.

Create a Instant Message Speed Dial

1. In the Call History pane. Select the **Speed Dials** tab.

2. Select the **Speed Dial Group** you wish to add the speed dial.

3. Right click within the select Speed Dial Group window.

4. Select **New** | Speed Dial Group Member

5. The **Speed Dial** dialogue box will open.

6. Add the details of your contact as required.

7. If the user is configured for Instant Messaging,the Speed Dial will go green.

Note: You will need to restart the Phone Manager for the Instant Messenger Speed Dial to take effect.

Edit a Speed Dial

1. In <u>Call History</u>, select the Speed Dials tab.

2. Right click the Speed Dial you wish to change

3. Select **Edit**.

4. The **Edit Speed Dial** dialogue box will open.

5. Edit the Speed Dial as required.

6. Click **OK**.

Delete a Speed Dial

1. In <u>Call History</u>, select the Speed Dials tab.

2. Right click the Speed Dial required

3. Select **Delete**.

Make a Call Using a Speed Dial

There are a number of ways of making a call from a speed dial.

1. In Call History, select the Speed Dials tab.

2. Select one of the methods below.

   - **Drag & Drop:**
     Simply Drag the Speed Dial onto the **Call Status** area. The call will then be initiated.

   - **Double Click:**
     Double Click the Speed Dial you want to call.

   - **Right Click the Speed Dial:**
     If you want to call a number that is not the Default Number you can right click the speed dial you want to dial and select an alternate number. To do this simple right click and select **Call** | **Work Phone**/**Home Phone**/**Mobile**/**Fax**

3. The Call will appear in Call Status

4. Continue as per Make a Call.

Note: Internal speed dial users will be unable to select Fax.

Create a Speed Dial to a User's Extension

1. In the Call History pane. Select the Speed Dials tab.

2. Select the **Speed Dial Group** you wish to add the speed dial.

3. Right click within the **Speed Dial Group** window.

4. Select **Add User**

5. Select the User from the list available in the IP Office Directory.

6. Click **OK**.

7. The new speed dial icon will be displayed in the Speed Dial Group Tab, where you originally right clicked and selected Add User.

 Note: The Speed Dial number uses the user's name rather than number.

Create a Speed Dial While Creating a Directory Entry

1. Phone Manager Pro only. On the Configure Menu, select Directory.

2. Click the **New** button.

3. Type the number into the **Number** box.

4. Type a name to be associated with this number into the **Name** box.

5. Click **Add to Speed**.

6. Click **OK**

7. Click **Close** to exit the Configure Directory dialogue box.

8. The Speed Dial will appear in the Speed Dials tab

Note: Creating a Speed Dial with this method will always add the Speed Dial to the **My Speed Dial Group**.

Using Account Codes

Using Account Codes

Account Codes allow your System Administrator to track calls to specific external numbers. For example, a solicitor's office may wish to record the amount of time spent on calls to a client for billing purposes. Each client is given an Account Code and that code is used when making a call.

A key feature of Phone Manager is that it allows the use of text account codes rather than just numbers.

Account codes entered with calls are only recorded by the system if they match an account code already configure on the system. Please refer to your System Administrator for a list of valid Account Codes.

To Make a Call Using an Account Code

1. From the **Function** menu select Account Code, or press **F3**

2. In the **Account Code** box enter the appropriate code.

To Assign an Account Code to a Call in Progress

1. To assign an Account Code to a call already in progress, select **Account Code** from the **Functions** menu or press **F3**.

2. Enter the appropriate Account Code in the dialogue box.

Account Code Required

If you receive the following message each time you make an outgoing call without an Account Code, then your User account has been configured to ensure you always assign an Account Code to an outgoing call - for further information please refer to your System Administrator.

Using an Account Code Once a Call is in Progress

1. From the Functions menu select Account Code

2. Enter the code to be assigned to this call in the Account Code box (please refer to your System Administrator for a list of valid Account Codes).

System Administration

Hints & Tips for System Administrators

1. When completing the PBX Configuration Information dialogue box a broadcast address, eg. 255.255.255.255, can not be used for the PBX Address.

2. The Call History tabs each display information on a maximum of 100 calls. The oldest record is then replaced.

3. Park ID's can contain a maximum 9 characters.

4. If a particular feature does not appear to work, try closing and opening Phone Manager Pro. All configuration changes are saved when the application is closed. Phone Manager Pro will then look for all configuration on start up.

5. In order for the Busy Lamp Field feature of a Speed Dials to operate the PC running Phone Manager Pro must be connected to same physical LAN as the main system. This implementation provides resilient synchronized updates and greatly reduces the LAN performance requirements.

6. When Show Users is checked in the Call dialogue box this will give a list of Users configured on the PBX. If an entry has been made in the User's Full Name field this will be displayed in preference to the User Name. If particular Users are not to appear in this list select the "Ex

7. System Requirements

Phone Manager can used with any IP Office system and supported telephones. Hands free operation is only supported on suitable Avaya phones.

Phone Manager Lite/Pro

- Minimum Pentium 266Mhz or above with 64MB RAM and 50Mb of free disk space.

- Ethernet attached PC running Microsoft Windows 2000/XP Pro, in conjunction with TCP/IP Networking.

- Sound card if audio features required.

- Optional Microsoft Outlook 2000/2003/XP, Act! 6.0/7.0, Maximizer 7.5/8.0 and Goldmine 6.0/6.7 for contact management integration.

- Optional Internet Explorer 6.0 or above for Conferencing Center integration.

- If Phone Manager Pro is to be used then a Phone Manager Pro user licence is required.

Phone Manager PC Softphone:

- Multi Media laptop running Windows 2000 or Windows XP operating systems with speakers and microphone installed (USB headset, USB handset or soundcard)

- Minimum specification is a Pentium 400MHz (700 MHz recommended) or above with a minimum of 128MB RAM

- Ethernet or Wireless Ethernet attached PC in conjunction with TCP/IP Networking.
  Phone Manager PC Softphone supports QoS in the form of DiffServ for both Windows XP and Windows 2000 when used in Softphone mode. However, when used with a wireless card Avaya does not have a built in algorithm so the maximum number of wireless desksets that can be used within a given access point may not exceed 3.

- VoIP licence in addition to the Phone Manager Pro user licence.

- Optional Microsoft Outlook 2000/2003/XP, Act! 6.0/7.0, Maximizer 7.5/8.0 and Goldmine 6.0/6.7 for contact management integration.

- Optional Internet Explorer 6.0 or above for Conferencing Center integration.

Glossary

A

Account Code: Account Codes are used to track calls. They can contain both numbers, letters and characters. For example, a solicitor may wish to record the amount of time spent on a call to a client. Each client is given an Account Code and that code is used when making a call. Your System Administrator can then record this call with the Account Code using an application called Call Logger. Please refer to your System Administrator for a list of predefined Account Codes to be used.

B

Blind Transfer: Transferring a call to another number without waiting for the destination to be answered.

C

Call: To make a telephone call to an internal or external number. The call information- the telephone number being called, the name of the caller, the name of the person being called and the Tag (text description) are shown in Call Status.

Call History: Displays the call information of incoming calls received and outgoing calls initiated at your extension. Any missed calls will also be recorded.

Call Status Pane: Displays call information of current incoming and outgoing calls.

Call Waiting: This facility allows a call to be presented to your phone while you are on another call. A beep will be heard in the handset and Call Status will show who is calling. It can be set via the Telephone tab in Configure Preferences.

Clipboard: This is an area on your PC where text that has been copied (Copy) or moved (Cut)from one location is stored ready to be placed (Paste) in another location.

Conference: This feature allows multiple calls to be joined into one conversation.

D

Directory: A list of internal or external numbers and their associated names that are stored either centrally on the main system or stored locally on the User's PC or both. Each entry can then be used either for quick dialing or for identifying incoming calls.

Directory Entry: An internal or external number and its associated name that is stored either centrally on the main system or stored locally on the User's PC or both. This entry can then used either for quick dialing or for identifying incoming calls.

Do Not Disturb: This facility makes an extension permanently busy. Callers will receive the engaged tone or, if Voicemail is available, be given the option to leave a message. The Do Not Disturb Exception List can be used to allow calls from specific internal or external numbers to ring through.

Do Not Disturb Exception: A Do Not Disturb Exception is an internal or external number that you wish to receive calls from even though you have Do Not Disturb set.

F

Follow Me Here: To take your calls from another extension. This is set up at the destination phone.

Follow Me To: To take your calls from another location. This is set up at your extension.

Forwarding: To forward your calls to another location. You can choose to forward all your calls or only when you are busy or only when your phone is not answered.

H

Hands Free: The Phone Manager Pro application can be used in conjunction with a Hands Free phone and/or headset. When using a Hands Free phone and/or headset the 'phone' should be left off-hook permanently. The "Off Hook Operation" option must be set under the Telephone tab of the Configure Preferences dialogue box. All calls are answered, transferred, queued etc by clicking the appropriate

Call Handling Button and by following the instructions provided in the Call Handling help text. Note that under normal operation nothing is heard in the headset when the 'phone' is left in the off-hook state. Ringing Tone is heard in the headset when an incoming call is presented to the extension. Clicking the Answer icon at this point answers the call (equivalent to picking up a normal phone). When making an outgoing call Dial Tone is heard when the Call button in the Call dialogue box is pressed.

Hunt Group: A Hunt Group is a collection of Users assigned to take specific calls, eg. "Main" to take incoming calls to the switchboard, "Sales" to take sales orders, "Support" to handle help desk calls etc. A caller can ring one number but the call can be answered by any User that is a member of that Hunt Group. You can be a member of one or more Hunt Groups. Hunt Groups are created on the main system - please refer to your System Administrator.

M

MAPI: Software required on your PC to enable you to use third party software with your phone, eg. MS Outlook - please refer to your System Administrator.

Messages: The Messages tab indicates the number of new messages stored in your Voicemail box.

Missed: The Missed calls tab lists calls to your extension that have not been answered.

N

No Answer Time: The No Answer Time is the amount of time your extension will ring before the call is passed to another location, eg. to your Forward number, to Voicemail, to another extension in your Hunt Group etc. This time can be set for all extensions or per User or Hunt Group. For details on how this has been configured on your system please refer to your System Administrator.

O

Off Hook Operation: Off Hook operation allows the phone to be controlled via Phone Manger without having to physically lift the phone on/off the cradle. When using a Hands Free phone and/or headset the 'phone' should be left off-hook permanently.

P

Park: It is sometimes necessary to temporarily "park" a call to handle some other task (receive a new call) or deal with an interruption. To aid this the main system has four parking areas. These are available to all Users on the system. The park areas use Park ID 1, 2, 3 and 4.The Call Park Area gives a Park button for each Park ID so that a call can be easily parked and unparked by any User on the system by clicking on the specific Park button.

PBX: The main unit providing the telephone service. This is configured by your System Administrator.

R

Record: This function will record the current conversation - your system must have Voicemail Pro

Ringback: The Ringback function will set a Ring Back When Free on then busy destination extension. When the destination becomes free your phone will be called back.

S

Screened Transfer: To transfer a call to an internal or external destination and allowing this destination to verbally accept the call before completing the transfer.

Speed Dials: Icons created to store frequently used internal or external numbers for quick dialing.

T

Tag: Text used to identify a call.

U

User: This is an account set up on the main system for each User of your telephone system. Each User can configure their own telephony features, eg. forwarding, Voicemail, call waiting etc. A User can be

assigned to a physical extension or can be given an extension number that does not physically exist. This means that users who are rarely in the office but still wish to use Voicemail, forwarding etc, can be given these facilities.

V

Voicemail: If your system supports Voicemail callers to your extension will be prompted to leave a message if your phone is busy or not answered. Phone Manager Pro will then display, in the Messages tab, the number of new messages that have been received in your Voicemail box. You can then right click within the Messages tab to select Call Voicemail. On entering your Voicemail box the Voicemail tab will appear allowing you to play, save, delete etc your messages.

Voicemail Ringback: This facility will call your extension when a new message has been received in your Voicemail box. Voicemail Ringback will only occur after you have used your phone so that you receive this notification only when you are at your desk. Voicemail Ringback will be activated two seconds after you replace the handset.

Index

Performance figures and data quoted in this document are typical, and must be specifically confirmed in writing by Avaya before they become applicable to any particular order or contract. The company reserves the right to make alterations or amendments to the detailed specifications at its discretion. The publication of information in this document does not imply freedom from patent or other protective rights of Avaya or others.

Intellectual property related to this product (including trademarks) and registered to Lucent Technologies have been transferred or licensed to Avaya.

All trademarks identified by the ® or ™ are registered trademarks or trademarks, respectively, of Avaya Inc. All other trademarks are the property of their respective owners.

This document contains proprietary information of Avaya and is not to be disclosed or used except in accordance with applicable agreements.

Any comments or suggestions regarding this document should be sent to "wgctechpubs@avaya.com".

© 2005 Avaya Inc. All rights reserved.

Avaya
Unit 1, Sterling Court
15 - 21 Mundells
Welwyn Garden City
Hertfordshire
AL7 1LZ
England

Tel: +44 (0) 1707 392200
Fax: +44 (0) 1707 376933

Web: http://www.avaya.com