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AltiConsole™ 4.5
User Guide

ALTIGEN
COMMUNICATIONS

AltiConsole™

for AltiWare Open Edition (OE) Release 4.5

Manual

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Toll fraud is committed when individuals unlawfully gain access to customer telecommunication systems. This is a criminal offense. Currently, we do not know of any telecommunications system that is immune to this type of criminal activity. AltiGen Communications, Inc. will not accept liability for any damages, including long distance charges, which result from unauthorized and/or unlawful use. Although AltiGen Communications, Inc. has designed security features into its products, it is your sole responsibility to use the security features and to establish security practices within your company, including training, security awareness, and call auditing.

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Warranty

What The Warranty Covers

AltiGen Communications warrants its hardware products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, AltiGen Communications will, at its sole option, repair, refund or replace the product with a like product.

How Long the Warranty Is Effective

All AltiGen Communications products are warranted for one (1) year for all parts from the date of the first end user purchase.

Whom the Warranty Protects

This warranty is valid only for the first end user purchaser.

What the Warranty Does Not Cover

1. Any product on which the serial number has been defaced, modified or removed.

2. Damage, deterioration or malfunction resulting from:

    a) Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.

    b) Repair or attempted repair by anyone not authorized by AltiGen Communications.

    c) Any damage of the product due to shipment.

    d) Removal or installation of the product.

    e) Causes external to the product, such as electric power fluctuations or failure.

    f) Use of supplies or parts not meeting AltiGen Communications' specifications.

    g) Normal wear and tear.

    h) Any other cause which does not relate to a product defect.

3. Shipping, installation, set-up and removal service charges.

How to Obtain Service

End user customers should contact your Authorized AltiGen Dealer for service.

Authorized AltiGen Dealers must follow the steps below for service:

1. Take or ship the product (shipment prepaid) to your AltiGen distributor or to AltiGen Communications, Inc.

All materials being returned to AltiGen must have an associated RMA number. RMA numbers are issued by AltiGen Customer Service and can be obtained by calling 1-888-ALTIGEN (258-4436) or faxing an RMA form, available from the AltiGen website at http://www.altigen.com/partner/product.htm, to 510-252-9738, attention to Customer Service. AltiGen reserves the right to refuse return of any material that does not have an RMA number. The RMA number should be clearly marked on the outside of the box in which the material is being returned. For example:

> Attn.: RMA # 123
> AltiGen Communications, Inc.
> 47427 Fremont Blvd.
> Fremont, CA 94538

Upon authorization of return, AltiGen will decide whether the malfunctioning product will be repaired or replaced.

2. To obtain warranty service, you will be required to provide:

 a) the date and proof of purchase

 b) serial number of the product

 c) your name and company name

 d) your shipping address

 e) a description of the problem.

3. For additional information contact your AltiGen Dealer or AltiGen Communications, Inc. via e-mail at support@altigen.com.

Effect of State Law

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales Outside the U.S.A.

For AltiGen Communications products sold outside of the U.S.A., contact your AltiGen Communications dealer for warranty information and services.

Before You Begin

About AltiConsole

AltiConsole 4.5 is an attendant console application for a client system or personal computer running Microsoft Windows 98/2000 or Windows NT (Server or Workstation) 4.0 with Service Pack 6a (or higher).

It connects to AltiGen's AltiServ, the telephony server, running **AltiWare OE Release 4.5** or higher. AltiConsole can simultaneously support up to ten operators on the same AltiServ system. However, you must purchase the AltiConsole software license for desired number of sessions to support.

AltiConsole provides the following call handling functions:

- Placing and Answering Calls

- Placing Calls on Hold

- Transferring Calls (Blind and Supervised Transfers)

- Transferring Calls to Voice Mail

- Transferring Calls to Auto Attendant

- Conference Calls (with up to six total parties)

- Parking Calls

- Accessing Overhead Paging (if available on your system)

- Viewing of Call Status of users on the system (*busy*, *idle*, *DND*, etc.)

New in Version 4.5

- A message waiting indicator appears in the lower right corner of the AlitConsole main window when new messages are waiting.

- A workgroup call queue is displayed in the main window when you on belong to a workgroup.

- Do not disturb (DND) extensions are indicated with a dark icon in the busy lamp field (BLF) view.

- Call to queue beep tone

- View of trunk status.

- Up to 10 (ten) simultaneous AltiConsole operators can be supported on the same AltiServ system; previously limited to 3.

Functional Changes

In addition to new features, some existing functions have changed in response to user needs and requests.

- Multi-Tenant Independence - only the extensions with the same tenant ID will show on the Extension View.

- The Setup windows, where you can set AltiConsole behavior and other settings, have been improved.

Package Contents

The following items are included in the AltiConsole package:

- AltiConsole 4.5 Manual

- AltiConsole End User License Agreement

Make sure you have all items listed above. If anything is missing or damaged, please contact your Authorized AltiGen Dealer.

System Requirements

The client system must meet the following minimum requirements:

- Windows 98/2000 or Windows NT 4.0 (Server or Workstation) with Service Pack 6a (or higher) installed.

- Intel 166 MHz or faster Pentium

- 30 MB available hard disk drive space

- 64 MB DRAM

Before Installing AltiConsole

- AltiWare OE Release 4.5 or higher must be installed on the AltiServ system to which the AltiConsole client will connect.

- The system administrator must configure the extension to enable **Multiple Call Waiting** as an Answering option, as well as configuring the extension's **Busy Call Handling** and **No Answer Handling** as desired.

- The client system should be connected to the AltiServ system over the LAN.

- Ensure AltiConsole License Key has been enabled.

Installing AltiConsole

1. Insert the AltiConsole CD into the CD-ROM drive.

2. Run the **Setup** program and follow the installation instructions as they appear on the screen.

Getting Started

In order to run AltiConsole, the AltiServ server must be up and running. While AltiServ is running, the data you see in your AltiConsole windows is refreshed and updated. If AltiServ is stopped in the middle of an AltiConsole session, you will be prompted to close your session.

Logging In

When you log in, you are prompted for the following information:

Figure 1.   Logging in

- **AltiWare Server Name** - the IP address or name of your server

- **Extension Number** - your extension number.

- **Extension password** - your extension password.

- **Save password** - remembers your password for the next time you log in.

- **Monitor workgroup call queue** - lets you see calls in a workgroup's queue. See "Monitoring a Workgroup Call Queue" on page 6.

Note: Your logon info for the current session is also shown in the Logon Info tab of the Setup dialog. See "Viewing Your Server, Extension, and Tenant ID" on page 26.

If you have trouble, check with your system administrator to be sure you are using a *physical* extension.

Monitoring a Workgroup Call Queue

AltiConsole provides the capability to see a workgroup's call queue. During your session, you will be able to see all calls queued up for your workgroup, along with waiting times.

To monitor your workgroup's call queue:

• Select **Monitor workgroup call queue** in the login dialog box.

You can now monitor queues for every workgroup you belong to. For more information on monitoring workgroup call queues, see the description under "About the AltiConsole Main Window" on page 7.

Other AltiServ Settings Apply to AltiConsole

If you have configured your extension settings by way of other AltiServ applications such as AltiView, those settings apply when you run AltiConsole on your extension. For example, if you enable Hands Free Manual Answer Mode by pressing #82 or #81 on your telephone keypad, which allows you to answer calls leaving your phone off hook, that setting is active when you use AltiConsole.

The Hands Free Manual Answer Mode is one setting you'll probably want to use in a busy environment. See "Hands Free Handling" on page 15.

About the AltiConsole Main Window

When you run AltiConsole, you see the main window.

An example is shown here:

Figure 2.   AltiConsole main window

The main window is composed of the following displays and buttons:

•   The **Title** bar displays your extension number.

- The **Info** line at the bottom left displays information on the current action or about errors.

- A **message waiting indicator** (red circle) appears at the bottom right when a new message is waiting.

- The **Active Calls** panel shows the status and information about currently connected calls, including caller ID and DNIS information if available.

  If your system administrator has enabled multiple call waiting for your extension, this panel can hold up to 50 concurrent calls.

  Note: The call states shown in the status column in the Active Calls and other views are described on "Call States" on page 12.

- The **Parked Calls** panel shows for whom the call is parked, who parked it, and the call park ID, a unique number assigned to each parked call that allows the user to pick up the right call.

- The **Dial Pad** provides answering and dialing functions. The Dial Pad is disabled when it is not available, for example, when you're connected to a call and haven't taken some action place it on hold.

  The **Roll Back** button, unique to AltiConsole, has a "cancel and return" function. For example, clicking it will drop a Supervised Transfer or Conference Call attempt, and reconnect the original call.

- The **Call Handling** buttons provide options such as conferencing, transferring, hold, and park.

- The **Setup** button accesses the AltiConsole Setup windows, and the **Help** button gets online help.

- The right portion of the AltiConsole desktop shows a detailed view of different activities, each represented by a tab. These views are described in the subsequent sections.

  If AltiConsole is logged on with the **Monitor workgroup call queue** option selected, it will also show a workgroup waiting call queue in the lower right pane.

Figure 3.   Right portion of AltiConsole main window with Workgroup call queue

Note: *You cannot pick up calls from the queue,* but you can park your current call to accept the first available call in the workgroup's queue. If you are a member of multiple workgroups, you can also specify which workgroups to monitor. For details, see "Workgroup Setup" on page 29.

Busy Lamp Field View (BLF tab)

The panel at the right of the main window contains four tabs. The first tab is **BLF,** or **Busy Lamp Field**. This display lists only *physical* extensions on the AltiServ system.

You can sort by any of the columns by clicking the column heading. Clicking the heading repeatedly reverses the sort order from descending to ascending and vice versa.

Besides the extension and name of the extension user, this list displays the status of calls, which are described on "Call States" on page 12.

Further, at the left of each extension is a colored dot:

*   A solid black dot means the extension is in a Do Not Disturb state.

*   A solid green dot means the extension is Idle.

*   A solid red dot means the extension is busy—off-hook, ringing, or on hold.

*   A headset icon means indicates the extension to which you are logged on.

All Extensions View (ALL tab)

The second tab in the panel at the right is **ALL**.

This panel view displays *all* extensions—physical, virtual, and workgroup pilots—in the AltiServ system.

In addition to the columns that are the same as that of the **BLF** tab described in the preceding subsection, an **Extension** column displays the type of extension: Physical, Virtual, or Workgroup.

Also, the status column shows a **black circle** next to the extension number for workgroup pilot and virtual extensions.

Further, in this view, a phoneset appears in place of a dot to indicate your extension.

As with the BLF view, you can sort by any of the columns by clicking the column heading. Clicking the heading repeatedly reverses the sort order from descending to ascending and vice versa.

Trunk Status View (Trunk tab)

The third tab in the panel at the right is the **Trunk** tab.

The Trunk view displays **Location** and **Status**. The *location* identifies the card ID and port (channel) number on the board. For example, in location 00:05, the card ID is 0 and the port number is 5.

The Status column states are described on "Call States" on page 12.

The dots at the left have the following meanings:

• A black circle means not ready.

• A solid green dot means idle.

• A solid red dot means the line is in use, off hook for some reason such as on hold, or in an error condition.

Speed Dial View (SPEED tab)

The last tab in the panel at the right is the **Speed** tab.

The Speed Dial view displays a list you can set up for speed dialing and speed transfers. It is similar to, but more functional than, the system or station speed dialing lists in AltiServ.

You can set up your Speed Dial list as described on "Setting Speed Call List Entries" on page 27.

The columns information is the same as that in the **BLF** and **ALL** views above, but there is an additional dot indicator: a solid blue dot represents an outside line.

As with the BLF or All view, you can sort by any of the columns by clicking the column heading. Clicking the heading repeatedly reverses the sort order from descending to ascending and vice versa.

Call States

The **Status** column appears in many of the AltiConsole panels. The call states and their dot indicators [in brackets] can be one of the following. Generally stated, red means the line is being used; green means idle.

- **AA** (Auto Attendant) [a solid red dot]—a call being transferred to the auto attendant.

- **Busy** [a solid red dot]—the called party is busy.

- **Conferencing** [a solid red dot]—call participating in a conference call.

- **Connected** [a solid red dot]—a call that is connected to a call or extension.

- **Offhook** [a solid red dot]—the user's extension is off-hook.

- **Disconnect** [a solid red dot]—a call is disconnected.

- **DND** [a solid black dot]—Do Not Disturb, an extension that is not available to receive calls.

- **Error** [a solid red dot]—there is an error, usually with regard to the dialed number. You must hang up to clear this status.

- **Hold** [a solid red dot]—a call placed on hold by pressing the **Hold** button.

- **Hold Pending** [a red circle]—a call placed on "temporary" hold by pressing the flash key from the phoneset.

- **Idle** [a solid green dot]—an extension with no current activity and available to make or receive calls.

- **In Use** [a solid red dot]

  — an extension that is busy or in an intermediate state (e.g. during a transfer).

  — an extension connected to a trunk that is not ready to serve.

- **Park** [a solid red dot]—a call that is parked, being parked or is in a Multiple Call Waiting queue.

- **Proceeding** [a solid red dot]—an extension setting up (dialing) a call.

- **Ringing** [a solid red dot]—an *incoming* call that is not yet answered.

- **Voice Answer** [a solid red dot]—a call transferred to or in an extension's voice mailbox.

Keyboard Shortcuts

General Tips

• You can type extension or phone numbers using the keyboard number keys or the number pad.

• Once you are in any of the panel views, you can use the keyboard arrow keys to scroll through and select a desired call or extension.

Specific Keyboard Shortcuts

Call Handling Function/Button[1]	Keyboard Short Cut	Number Pad Short Cut[2]
Hang-Up	Alt+h	.
Dial	Alt+d	Enter
Roll Back	Alt+r	-
Answer	Alt+a	+
Blind Transfer	Alt+b	/
Supervised Transfer	Alt+s	*
Park	Alt+p	
Overhead Paging	Alt+x	
Hold	Alt+o	
Voice Mail	Alt+v	
Conference	Alt+c	
Auto Attendant	Alt+u	
Clear Dialed Number	Delete	

1. The limitations that apply to all calls also apply to these short-cuts: while connected to a call, you cannot place another call, but you can answer another incoming call. To place or answer a call, your phone must be off-hook.

2. To use the numeric keypad functions, the Num Lock must be on.

Mouse Shortcuts

You can use several mouse shortcuts. The limitations that apply to all calls also apply to these shortcuts: while connected to a call, you cannot place another call, but you can answer another incoming call. To place or answer a call, your phone must be off-hook.

• Double-click an extension in any list of extensions to call that extension.

• Double-click an incoming call (Ringing state in the Active Calls list) to answer it.

• Double-click a call on Hold (Hold state in the Active Calls list) to pick it up. You cannot pickup a call on hold while your phone is ringing.

• Double-click an incoming call to another extension to redirect it to your extension.

• While you're connected to a call, double-click another call to put the first call on hold and take the new one.

• If you double-click a call with the Hold Pending status, it is the same as clicking the **Roll Back** button. That is, this action cancels a Supervised Transfer attempt or a Conference attempt and reconnects you to the original call.

Handling Calls

A General Procedure

In general, the steps in handling a call in AltiConsole are as follows:

1. Select the call.

2. Select the operation such as Blind Transfer, Supervised Transfer, Voice Mail, etc.

3. Select the destination extension or outside number where the call should be sent.

4. Click the **Dial** button or press **Enter** on the keyboard.

Note: Double-clicking the destination number in step 3 completes the action and eliminates the need for step 4. Some actions, such as conferencing, are somewhat more complex; some actions need only two steps, such as Park and Hold.

Hands Free Handling

You can perform the basic functions such as dialing and answering in AltiConsole without having to pick up the phone. To do so, you must enable the **Hands Free Manual Answer Mode** (#82 or #81) for your extension. There are two different hands free methods:

• The receiver can be off-hook and the speaker phone turned ON, or

• You can use a headset with the speaker phone OFF.

In the hands free mode, you can answer calls using the **Answer** button or make a call using the **Dial** button, and you can use their keyboard shortcut equivalents.

If the hands free mode is off and you try to answer a call using the **Answer** button, or if you try to place a call using the **Dial** button, AltiConsole will display a failure message in the **INFO** line.

Dialing

In the AltiConsole main window, you can dial as follows:

1. Type a number using the keyboard number keys or the numeric keypad, *or* click numbers on the dial pad, *or* select a number in one of the view panels (BLF, All, or Speed).

2. Click the **Dial** button, or press **Alt+d** or the **Enter** key on the keyboard.

The Double-Click Shortcut

If you're calling a number in one of the view panels (BLF, All, or Speed), *simply double-click the number*.

If the call is to an outside number, enter the entire phone number, including the trunk access code and area code if necessary.

Answering Calls

You can answer a call simply by picking up the receiver. Use the **Answer** button or double-clicking to answer calls *without* picking up the phone.

Answering Calls without Using the Phone Hand Set

If it isn't already enabled, turn on the Hands Free Manual Answer Mode as discussed on "Hands Free Handling" on page 15.

*   When you get a ring, click the **Answer** button or press **Alt+a** on the keyboard or the + key on the numeric keypad to answer the call through the speaker phone or headset.

*   To answer a call with the **Ringing** status in the **Active Calls** list, double-click it.

Answering Calls when You're Already Connected

If you take a Ringing call in the Active Calls list by double-clicking it while you are already connected to a call, that call is placed on hold while you connect to the new call.

Answering Calls to Other Extensions

You can take calls that were going to another extension under certain conditions.

You can't take a call to another extension if you have calls other than Hold calls in the Active Calls list. You have to handle the pending calls first.

You can take the call if it shows a Ringing status.

Use the **Answer** button, **Alt+a,** and the numeric keypad + key can also pick up calls ringing to other extensions.

To pick up a ringing call on another extension:

1. Select the extension call in the **BLF/ALL/SPEED** panel view.

2. Click the **Answer** button or press **Alt+a** on the keyboard;

    or, simply double-click the extension call you want to pick up.

Hanging Up

Use the **Hang-Up** button, or alternatively, **Alt+h**, to disconnect a call without having to place the phone back on-hook.

The **Hang-Up** button does not disconnect calls on hold. If you want to disconnect a call on hold, select it in the **Active Calls** list and then click the **Hang-Up** button.

Hold and Hold Pending

You can place a call on hold in two different ways:

*   Click the **Hold** button to put the call on hold until you click **Hold** again.

*   Any time you use one of the other call handling functions such as Blind Transfer or Park, the call is put on **Hold Pending** until the call handling action is completed.

*   A key difference between the types of Hold is that Hanging up will not disconnect a call on **Hold** but will disconnect a **Hold Pending** call.

You can only put a call on hold if you are Connected to it, and not while it is Ringing. Also, you cannot put active conference calls on hold, even if you are participating in the conference.

Calls on hold will ring back on your extension if they are not picked up with the timeout period set by your system administrator.

To place a call on hold:

While connected to a call, click the **Hold** button or press **Alt+o** on the keyboard.

The call is placed on hold and will hear music or recorded greetings (if it is configured in AltiServ) until it is picked up or you get a ring back.

To pick-up a call on hold:

The call must have a **Hold** status in the Active Calls list.

To pick up the call, double-click it in the Active Calls list, or select it and click the **Hold** button, or select it and press **Alt+o**.

Transferring Calls

When You Can and Can't Transfer Calls

Transfer functions include blind and supervised transfer, transferring to an auto attendant, transferring to voice mail, and parking calls. These functions follow simple rules:

- With the exception of transferring to voice mail or auto attendant, the call being transferred must be **Connected** in the Active Calls list. If it's Ringing, double-click it, to connect to it.

  If there is no selection and there is no currently connected call, the first ringing call is selected.

- You *can* transfer **Connected** calls to voice mail or to an auto attendant.

- You *cannot* transfer calls with a **Hold** or **Hold Pending** status.

- You *cannot* transfer calls involved in a conference call, even if you are participating in the conference call.

Blind Transfer

Blind Transfer transfers an incoming call to an extension without your having to wait for the called party to answer. For limitations on this transfer, see the discussion, "When You Can and Can't Transfer Calls" on page 18.

To blind transfer a connected call:

1. Click the **Blind Transfer** button or press **Alt+b** on the keyboard.

2. Select the destination extension from one of the view panels (BLF/ALL/SPEED) by clicking it, or simply enter the destination extension number in the Dial Pad.

   If the transfer is to an outside number, enter the entire phone number, including the trunk access code and full number if necessary. To use *Centrex Transfer*, transfer the call using your desk set dial pad.

3. Click the **Dial** button or press **Enter** on the keyboard.

Note: Double-clicking the destination extension number at step 2 eliminates this step.

Supervised Transfer

Supervised Transfer allows you to transfer a call to another extension after checking if the called party at that extension wants to receive the call. For limitations on this transfer, see the discussion, "When You Can and Can't Transfer Calls" on page 18.

To transfer a connected call:

1. Click the **Supervisor Transfer** button or press **Alt+s** on the keyboard.

2. Select the destination extension from one of the view panels (BLF/ALL/SPEED) by clicking it, or simply enter the destination extension number in the Dial Pad.

   If the transfer is to an outside number, enter the entire phone number, including the trunk access code and full number if necessary. To use *Centrex Transfer*, transfer the call using your desk set dial pad.

3. Click the **Dial** button or press **Enter** on the keyboard.

Note: Double-clicking the destination extension number at step 2 eliminates step 3.

4. After connecting to the destination party, verify that the person wants to accept the call, and depending on their response, do one of the following:

    • If **yes**, click the **Supervised Transfer** button or press **Alt+s** on the keyboard again to complete the transfer.

    • If **no**, click the **Roll Back** button or press **Alt+r** on the keyboard to cancel the transfer and return to the original caller.

Transfer to Auto Attendant

You can transfer a connected call to any Auto Attendant as follows.

This function can make use of the default Auto Attendant which is described in "Configuring AltiConsole Settings" on page 25.

1. Select the Connected call in the **Active Calls list**.

2. Click the **Auto Attendant** button or press **Alt+u**.

3. If you want to transfer the call to the default Auto Attendant, skip to the next step. If the Auto Attendant ID you want is different from the default, enter it in the **Dial Pad**.

4. Click **Dial** or press **Enter** on the keyboard.

Transfer to Voice Mail

You can transfer a connected call to the voice mail of any extension. If you do not select an extension, the caller is transferred to your own voice mail.

1. Select the Connecting call in the Active Calls list.

    If you do not select a call and then proceed with these steps, the currently connected call is selected by default.

2. Click the **Voice Mail** button or press **Alt+v**.

3. Select the voice mailbox for the extension to which you want to transfer. You can select the extension number from the **BLF** or **ALL** panel views or enter the number using the Dial Pad.

4. Click the **Dial** button or press **Enter** on the keyboard.

    Double-clicking the extension in step 3 eliminates this step.

To transfer users to their own AltiGen Voice Mail System voice mailboxes:

If a user calls in and wants to be transferred to their own voice mailbox, follow the "Transfer to Voice Mail" in the preceding subsection to transfer the user to their own voice mail.

In addition, instruct the user to press the * key during the voice mail greeting to gain access. The user will be prompted to enter a password or to press # to log into a different extension's mailbox.

System Call Park

System Call Park allows you to park a call at a public *location*. The system announces where the call is parked—a location number for an extension. After a timeout period expires without the call being answered, your extension is rung to let you know the call is still parked. The timeout period is set by your system administrator.

Up to 100 calls can be parked simultaneously using System Call Park.

On the phone set, System Call Park is performed by entering **FLASH #41**.

For limitations, see the discussion, "When You Can and Can't Transfer Calls" on page 18.

To park a connected call:

•   When you have a connected call, click the **Park** button or press **Alt+P** on the keyboard.

    The call will be parked.

Parked calls ring back to you after a timeout period if a user does not pick up the call. The timeout period is set by your system administrator. Remember to notify users of their parked calls periodically.

To pick-up a parked call:

You cannot be currently connected to any other call when you pick up a parked call.

1.   Select the parked call from the **Parked Calls** list.

2.   Click the **Park** button or press **Alt+P** on the keyboard.

Note: Double-click the parked call in the **Parked Calls** list to immediately take the parked call.

Conference Calls

AltiConsole can provide for a connection of up to six parties into a conference call.

While you are participating in a conference call, you cannot handle other incoming calls. You cannot mix AltiConsole conferencing with phone set conferencing in the same conference session.

To setup a conference call:

While connected to the first conference participant other than yourself:

1. Click the **Conference** button or press **Alt+c** to call the second party.

2. Select the second party's extension number from the **BLF/ALL/ SPEED** tab or enter the extension number using the **Dial Pad**.

    To add an outside caller to the conference call, enter the full phone number, including trunk access code and area code, if necessary, using the **Dial Pad**.

3. Click **Dial** or press **Enter** on the keyboard.

    Note: You can also add a party to the conference by double-clicking its extension in the **BLF/ALL/SPEED** tab. You don't need Steps 2 and 3.

4. After connecting with the second party and announcing the conference call, click the **Conference** button or press **Alt+c** to add the call to the conference.

    If the party does not want to join the conference call or is not available, click the **Roll Back** button or press the **Alt+r** to cancel the operation and to the conference call.

5. Repeat the above steps for each party you want to add.

Overhead Paging

If your AltiServ is setup with an overhead paging system, you can connect to it by clicking the **Overhead Paging** button. If your system is not setup with this function, the **Overhead Paging** button is dimmed.

You cannot answer a call while engaged in an overhead page, nor can you place the overhead page session on hold.

Also, you cannot use overhead page during a conference call or during a supervised transfer.

You must have **Offhook** status in order to connect to overhead paging.

Overhead paging options are configured in setup. See "Configuring AltiConsole Settings" on page 25.

To connect to the overhead paging:

1. Click the **Overhead Paging** button.

2. Make your announcement.

3. Click the **Hang-Up** button to end the session.

Configuring AltiConsole Settings

Click the **Setup** button at the bottom of the main window to open the Setup windows where you can set your extension number, the default Auto Attendant, audio and popup behavior, the overhead paging connection and method, and your speed dial numbers.

In these windows, you can save your changes by clicking **OK**.

Setting AltiConsole Behavior, Overhead Paging, and Auto Attendant

The AltiConsole **General** window is the default that you'll see after clicking the Setup button.

Here's an example of the window.
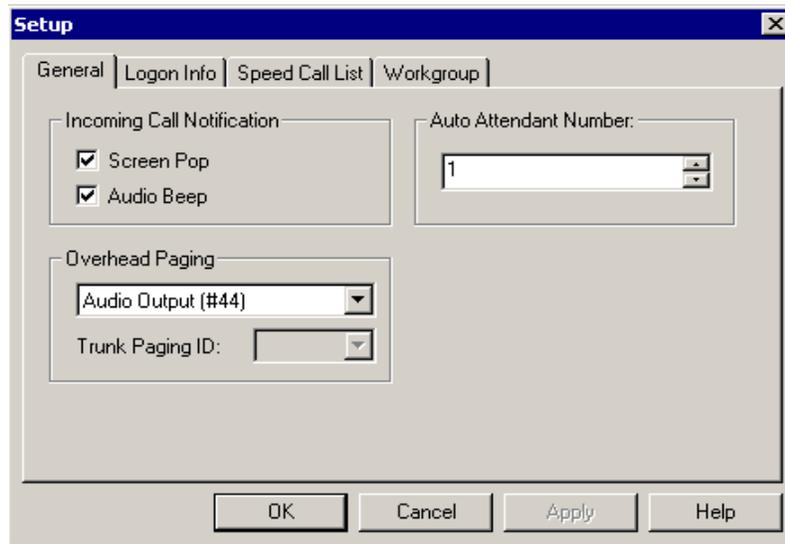
Figure 4. General window, Setup

In this window, you can configure the audio, video, paging, and auto attendant settings.

- Select the **Screen Pop** check box to have AltiConsole pop up when a call comes in to your extension.

- Select the **Audio Beep** check box to hear a beep when a call comes in to your extension.

- For overhead paging, select whether to send the output to an **audio output** (the same as pressing #44 on the phone pad) or to a **trunk line** (#45). If you select a trunk line, use the drop down list to select the trunk to be used for the overhead paging.

  Note: Check with your system administrator about the correct settings for overhead paging options in AltiConsole.

- Select the Auto Attendant number to be used as the default to which callers are sent when you transfer a call to the Auto Attendant.

  You can transfer individual calls to Auto Attendants other than this default, as described in "Transfer to Auto Attendant" on page 20.

Viewing Your Server, Extension, and Tenant ID

Click the **Logon Info** tab to view the server, extension, and tenant ID you are using.

The server and extension are those entered in the AltiConsole logon dialog box for this session. The tenant ID of your extension is set by your system administrator.

Here's an example of the Logon Info window:
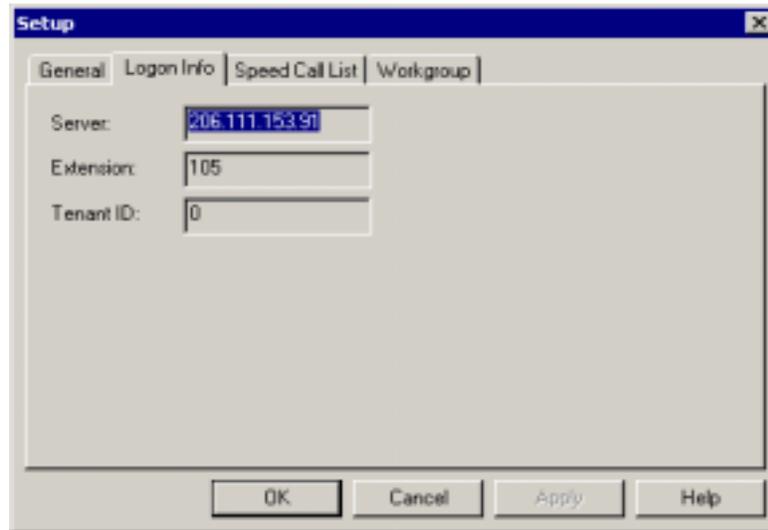
Figure 5.   Logon Info window, Setup dialog

AltiConsole remembers these settings the next time you run it.

Setting Speed Call List Entries

Click the **Speed Call List** tab to work on Speed Call entries. This is the list that appears in the Speed panel view as described in "Speed Dial View (SPEED tab)" on page 11—you can dial or transfer to these frequently used numbers with a click of a button.

Here's an example of the Speed Call List window:
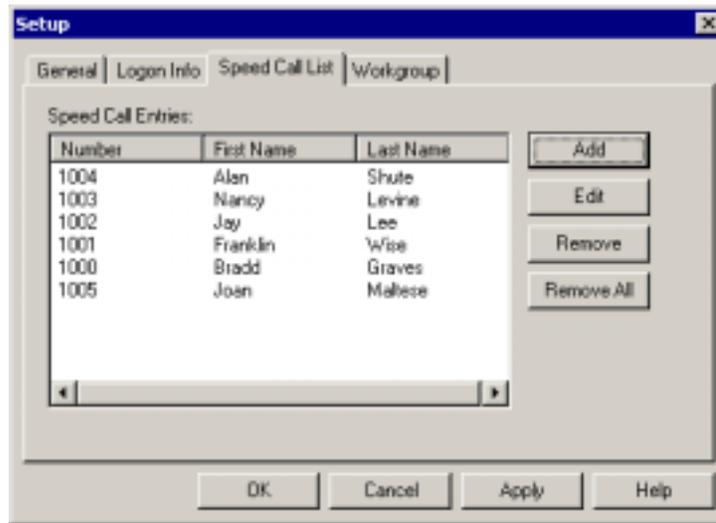
Figure 6.   Speed Call List window

To add a number:

1. Click the **Add** button in the Speed Call List window to open a dialog.
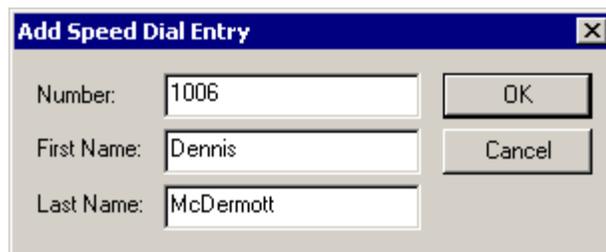
Figure 7.   Speed Call List window, *Add Speed Dial Entry dialog*

2. Enter the number, first name, and last name of the user, workgroup, or external contact.

    Outside phone numbers must include all necessary digits such as trunk access code, long distance prefix, area code, etc.

    The **First Name** and **Last Name** are optional; they can help you identify the entry. If your System Administrator has configured the AltiServ system with these names, they will appear automatically in the Speed Call Entries list after you click **OK.**

3. Click **OK**.

To edit a number:

1. Select the number in the Speed Call List window and click the **Edit** button to open an Edit dialog that has the same data boxes as the Add dialog example.

2. Modify the number, first name, or last name as needed.

   Outside phone numbers must include all necessary digits such as trunk access code, long distance prefix, area code, etc.

3. Click **OK**.

To remove numbers:

• To delete one number, select the number in the Speed Call List window, click the **Remove** button and confirm your decision.

• To delete all the numbers—that is, to clear the list—click the **Remove All** button and confirm your decision.

Workgroup Setup

If you are a member of a workgroup or of multiple workgroups, you can specify which workgroups to monitor, and whether AltiConsole should notify you when calls come into a monitored workgroup's queue.

Click the **Workgroup** tab.

Note: This tab is available only if you selected the "Monitor workgroup call queue" option at logon.

Here's an example of the Workgroup window:
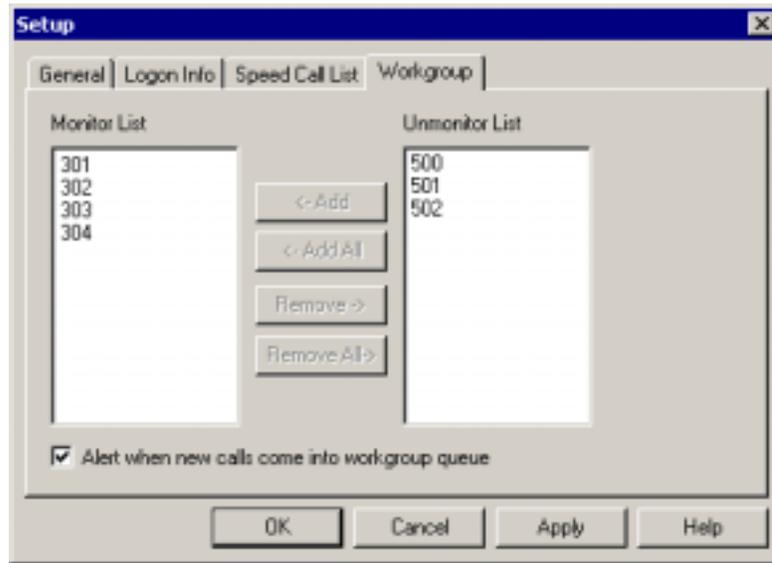
Figure 8.   Workgroup window

To specify workgroup call queues to monitor:

•   In the **Unmonitor** list, highlight the workgroup number whose queue
    you want to monitor and click **Add** (or **Add All** for all workgroup
    numbers) to place it in the **Monitor List.**

•   In the **Monitor** list, highlight the workgroup number whose queue you
    don't want to monitor and click **Remove** (or **Remove All** for all
    workgroups) to place it in the **Unmonitor List.**

Queued calls for the workgroups in the **Monitor List** will appear in your
AltiConsole main window; queued calls for the workgroups in the
Unmonitor List will not appear in your AltiConsole main window, even
though you are a member of that workgroup.

To have AltiConsole alert you when a call comes into a workgroup queue:

•   Check this option at the bottom of the Workgroup window. Only calls
    coming into the workgroups in the Monitor List will cause AltiConsole
    to alert you, via a screen pop and a beep.

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