Objectworld

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Objectworld Unified Communications Server®

CounterPath eyeBeam 1.5 SIP User Guide

Table of Contents

1   CounterPath eyeBeam 1.5 Overview

This document is designed to outline the features and functions of the CounterPath eyeBeam 1.5 SIP in relation to the Objectworld Unified Communications Server™. It covers the following topics:

- Overview
- Display Features

For information about installing and configuring this product, see the Installation and Configuration Guide provided by Objectworld.

1.1 Overview

This document is not intended to replace the CounterPath eyeBeam 1.5 SIP User Guide. For more detailed information about the product, particularly its operation in the absence of UC Server, please refer to the CounterPath eyeBeam 1.5 User Guide.

1.2 Display Features
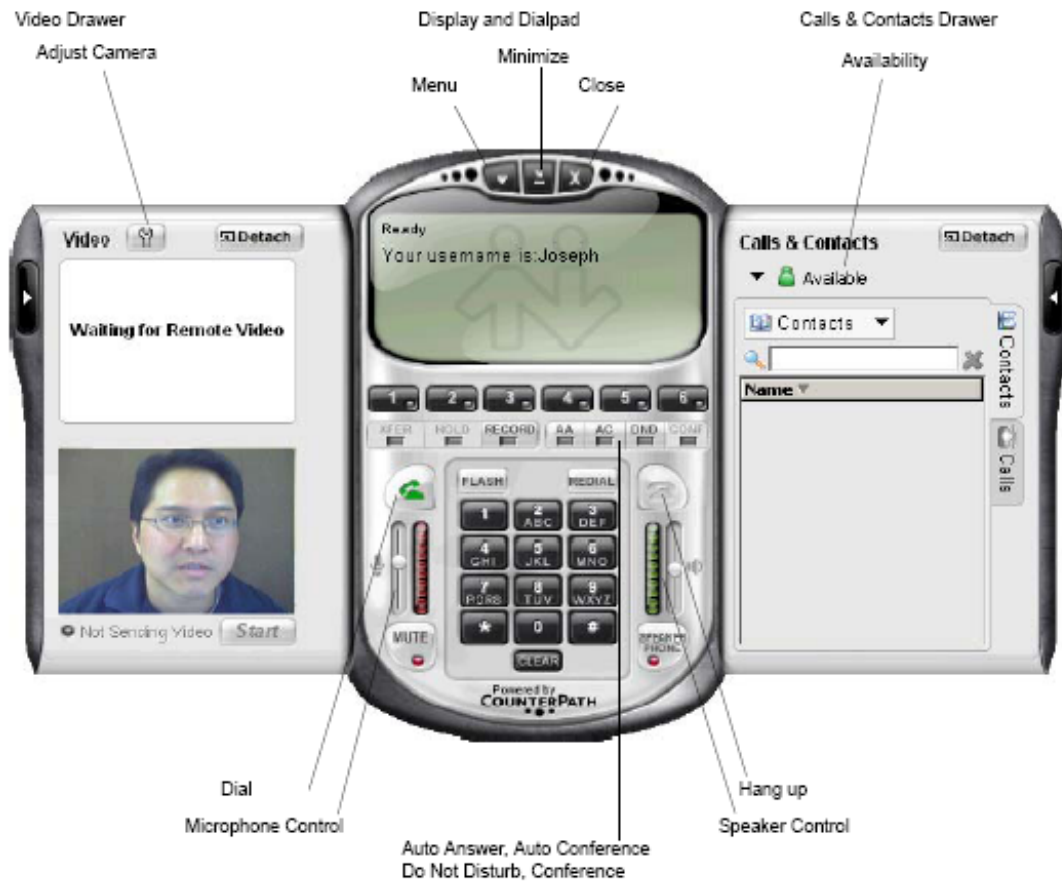
Phone display

When the phone is ringing with an incoming call, click here to ignore. A message appears to the caller advising that the call could not be made. The phone stops ringing.

The duration of the current or last call.

Message area: During a call, this area may show your account balance (hours or currency). Contact your VoIP service provider for details.

Incoming call on line 1: kokila

kokila

kpereira@domain.com

IGNORE   SEND TO VOICE MAIL

Call established

kokila

kpereira@domain.com

0:00:15

When the phone is ringing with an incoming call, click here to send the call immediately to voicemail. Information on voicemail is provided by your VoIP service provider; it is not part of eyeBeam.
If this icon does not appear for an incoming call, then you have not set up a number for sending calls to voicemail. See "Account Properties – Voicemail" on page 46

You have new voicemail. Click this icon to access your voicemail messages.
If clicking this icon does not connect to voicemail, then you have not set up for that number. See "Account Properties – Voicemail" on page 46

Security: means the current call has signaling and media encryption.

means the call has only signaling encryption or no encryption.

You have missed an incoming call. To clear the icon, click on the the call are in the Missed Calls list in the Calls & Contacts drawer.

Click to add this caller to your Contacts list. For information on contact lists, see page 16.

When a call is in progress, mute is on ( ), you are talking ( ), you are not talking ( ).

2 Using CounterPath eyeBeam 1.5 Phone Features

This chapter outlines the keys and features available on the CounterPath eyeBeam 1.5 softphone. UC Server supports all the phone features that are outlined in this chapter.

2.1 Features List

UC Server supports the following main features of the CounterPath eyeBeam 1.5:

- Placing Calls
- Answering Calls
- Holding and Resuming Calls
- Muting and Unmuting Calls
- Conferencing
- Transferring Calls
- Ending Calls
- Redialing
- Forwarding Calls
- Changing the Volume
- Setting Do Not Disturb
- Importing a Ring Tone
- Listing Calls
- Speed Dialing
- Accessing Voice Mail

2.2 Placing Calls

You can contact someone using:

- The SIP address (kpereira@domain.com)
- A traditional phone number, if supported by your VoIP service provider

Table 2–1: Placing Calls

| How	Description
Keying	**1** Enter the SIP address or number in the Call display using the softphone keypad or the computer keyboard. • For the name, you can enter the entire name (kpereira@domain.com) or just the name (kpereira). • If you start to enter a name and the Turn Letters feature is on, then these letters are converted to numbers. Press **Clear**, and then press the spacebar and try again. **2** Click the **Dial** button or press **Enter**.
Partial keying	As you key in an entry, a suggestion for completing the entry might appear. **1** Press **Tab** to accept the suggestion. **2** Click the **Dial** button or press **Enter**.
Drag-and-drop	Drag an entry from the Contacts tab or any of the lists in the Calls tab to the Call display. If the Contacts list contains lots of contacts, use the Search field to filter the list, and then drag the entry.
Right-clicking	Right-click an entry on the Contacts tab or any of the lists in the Calls tab, and choose **Phone this Person**. If the Contacts list contains lots of contacts, use the Search field to filter the list, and then right-click the entry.
Redialing	Press **Redial**.
From Outlook	If you have set up contacts in Microsoft® Outlook®, you can place a call from there. **1** Double-click the contact in the Contacts list in Outlook. The Contact dialog box appears. **2** Click the CounterPath icon in the top left corner and select the phone number to dial. As soon as you release the mouse, eyeBeam is brought to the front (or started) and the call is placed.

Dial button

Search button

CounterPath icon

If you have turned on Call Alerts, the Call Alert box appears at the bottom of the screen.
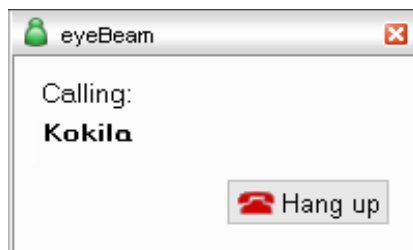
A ringing tone sounds while eyeBeam attempts to make a connection.

Encrypted icon

Encryption

Unencrypted icon

The outgoing call may be encrypted, depending on your security settings.

NOTE: If an encrypted call is established, the encrypted icon appears on the Call display. This icon indicates that the call is guaranteed to be secure between you and your proxy, and might or might not be secure beyond that first hop.

NOTE: If an unencrypted call is established, the unencrypted icon appears.

NOTE: If the call cannot be established with the specified security, the call fails.

2.3 Answering Calls

eyeBeam must be running to answer incoming calls. If eyeBeam is not running, incoming calls are directed to voice mail, but check with your VoIP service provider to be sure.

The softphone rings and the line of the incoming call is lit. If you have Call Alerts on, the Call Alert box appears. If you have the Bring to front feature on, the phone comes to the front of the screen.

The SIP address of the person calling you is displayed. If the SIP address for this person appears in your Contacts list, the SIP address is converted to the display name for that address. For example, sip:kpereira@domain.com appears as "kokila."

You can answer calls, ignore calls, or permanently ban callers.

To answer a call

Dial button

- Do any of the following:
    - Click the **Dial** button on the softphone or click **Answer** on the Call Alert box.
    - Click the line number on the softphone.
    - Press **Enter** on the keyboard, if the softphone is the active application.

To automatically answer calls

- Click AA on the dialpad to automatically answer calls as they come in.

To ignore a call

- Do any of the following:
    - Click the **Ignore** button on the Call display; a message appears to the caller advising that the call could not be made. The phone stops ringing. The call is added to the Received Calls list.
    - Click the **Send to Voice Mail** button on the Call display, to send the call immediately to voice mail. Information on voice mail is provided by your VoIP service provider; it is not part of eyeBeam.
    - Leave it and allow it to eventually go to voice mail.

To permanently ban a caller

1. Click the **Ignore** button on the Call display; the call is added to the Received Calls list.

2. In the Received Calls list, click the entry, right-click, and choose **Ban this Person**.

2.4 Holding and Resuming Calls

You can hold and resume calls. The Flash button on eyeBeam works the same way as Flash or Link works on a traditional telephone.

To use the call hold and resume feature

1. Click **Hold** or click the line or click another line.

2. To resume a call that is on hold, click the line.

To use Flash to hold and resume calls

- Click **Flash** on the dialpad.
    - If you are on an active call, clicking **Flash** provides a new line. The active calls is put on hold.
    - If a call is coming in, clicking **Flash** picks up the call.
    - If a line is on hold, clicking **Flash** picks up the line.

    The exact functionality depends on how your VoIP service provider supports Flash.

2.5 Muting and Unmuting Calls

Mute on icon

Click **Mute** on the dial pad to prevent the other party (or parties for a conference call) from hearing you. The icon appears on the call display. When you mute, you might also want to stop video feed, if any.

2.6 Conferencing

There are three ways to set up a conference call:

- Manually set up the conference call (AA and AC off)
- Manually answer calls and automatically conference calls (AA off and AC on)
- Automatically conference calls (AA and AC on)

While the conference call is in progress, you can change to any of the other modes by enabling the desired combination of AA and AC. eyeBeam begins to handle the conference in the appropriate way.

If a conference call has more than seven individuals, the conference host plus a participant on each line, then multiple conference hosts can be used.

Other options might be available during conference calls, such as using video, a speaker phone, or recording a conference call.

> **NOTE:** Only the conference originator can send dual-tone multi-frequency (DTMF) or touch tone dialing to conference parties. DTMF tones can be used to interact with voice mail systems and automated attendants.

Manually setting up conference calls

The manual setup involves hosting a conference by calling the other parties involved, or by allowing them to arrange the call themselves. You can host a conference between several callers.

> **NOTE:** You can be the host even if you did not initiate the call to the first person. For example, one person can phone you, then you can place and accept other calls, and establish the conference.

To manually start a conference call

1 With one active call on one of the lines, place the call on hold by either:
- selecting another line and dialing a third party, or
- clicking an incoming call.

2 To conference in all lines, click **CONF**.

All lines are part of the conference – both the lines on and the line you are speaking to (if any).

To add a party to an active conference

1 Place the conference on hold by clicking **CONF**.

2 Invite another party to the conference by either:
- Selecting the line of an incoming call.
- Selecting an available line to initiate a call to an outside party.
- Right-clicking a name in the Calls & Contacts tab.

You can speak to this new party while the conference is on hold.

3 To conference in all lines, including the newcomer, click **CONF**.

To remove a party during an active conference

1 Suspend the conference by clicking **CONF**.

2 Select the line of the participant who is leaving the conference.

3 Say goodbye to the party and then click the **Hang up** button.

4 Click **CONF** to re-establish the conference.

A party can also leave a conference on their own by hanging up.

Hang up button

To remove all parties

If the conference call is in progress (not on hold), you can hang up on all parties and end the conference by clicking the **Hang up** button.

To suspend a conference

1 Click **CONF** again to place the other parties on hold.

The other participants cannot speak to one another.

You can talk privately to one line by clicking the appropriate line.

If another call comes in while the conference is on hold, you can choose to answer this line. If you then click **CONF** again, all lines (including the new line) are added to the conference.

2 To restart the conference, click **CONF** again.

Manually answering calls and automatic conferencing

With this method, you answer calls manually and eyeBeam adds each to the conference automatically.

To manually answer calls and automatically conference calls

1 Click **AC** on.

2 Manually answer the first call.

There is no need to put the call on hold.

3   When the next call comes in on another line, answer the call. As soon as you
    answer the call, a conference is set up between the three parties.

 • The conference is established even if you had another line on hold.
 • All lines are included in the conference call, including all those that are on
   hold.

> **NOTE:** While the conference is in progress, if another call comes in, as
> soon as you answer the call, it is automatically added to the
> conference. If the conference was on hold, it is automatically be
> reestablished with all lines, both those on hold, and those that are
> active.

Automatically Conference Calls

Using this method, eyeBeam acts as a fully-automated conference server.

To automatically conference calls

Click **AC** on and **AA** on.

 • When the first call comes in, eyeBeam automatically answers. You can speak
   to this person.
 • As new calls come in, eyeBeam automatically answers them and adds them to
   the conference call.
 • If you put the conference on hold and a new call comes in, it is automatically
   be added.

Using multiple conference hosts

An eyeBeam conference call can include up to seven individuals—the conference
host plus a participant on each of the six lines. You can establish multiple conference
hosts in order to "daisy chain" together a conference call with more than seven
participants.

For example, one person can host six other parties (to occupy all of its available
lines) with one of those parties being a conference of their own containing five other
parties. This would bring the total number in the aggregate conference call to twelve.

In theory, such "daisy chains" would allow for an unlimited number of parties in a
conference call. However, in a real scenario, the number of participants is limited by
bandwidth constraints at each of the conference host's computers, causing audio
quality to degrade more and more as new participants are added.

eyeBeam automatically switches to the best codecs available, as required (as
participants are added). If the audio on the conference call is of poor quality, then
your conference is probably beyond the limits of your very best codec: the
conference is too big.

Using other options while conferencing

During conference calls, you can use other options if available, such as video, speaker phone, or call record. To use speaker phone, you must have a sound device such as a sound card or USB device. If you have not previously set up for recording, do so before recording,

To use a speaker phone

• Click **Speaker Phone** on the dial pad to put the callers for a conference call on the speaker phone.

To use video in conference mode

• If your version of eyeBeam includes video, click **Start** on the Video drawer to send video to the other parties.

You see the other parties in the top video panel (each in a separate tile) if they have enabled video at their end.

To set up call record

Menu button

1 Click the **Menu** button near the top of the phone and select **Options**.

2 Display the **Application** pane.

3 In the Media area, enter the folder where you want the recording file to be saved.

To record a call

1 Click **REC** at any time during the call.

2 Click again to stop recording.

Recordings are saved as AVI files.

2.7 Transferring Calls

You can transfer a call using a blind or consultative transfer. In a blind transfer, the third party is not informed that a call is coming their way. Alternatively, you can first inform the third party that a transferred call is coming their way:

To do a blind transfer

1 Click **XFER** on the dial pad.

The line and the XFER LED turn blue.

2 Enter the number to which the call is to be transferred. For example:

- Enter the name or number and press **Enter**.
- Drag an entry from any tab in the Calls & Contacts drawer to the Call display.

The message *Requesting basic transfer* appears. At this point, the call is no longer under your control, and you cannot cancel the transfer.

To do a consultative transfer

1 Select an available line.

The original call is automatically put on hold.

2 Call the third party.

3 After the third party answers, and when you are ready to make the transfer, click **XFER**.

The line of the original call is now red, while the line of the third party is blue.

4 Select the original line (the line that is red).

The transfer is made and the lines on your softphone are now free (black).

2.8 Ending Calls

You can end the call and clear the call display.

Hang up button

To end a call

- Click the **Hang up** button on the Call display or Call Alert box.

Details of the call remain on the Call display.

To clear the Call display

- Click **Clear**.

NOTE: Selecting another line does not hang up; it puts the call on hold.

2.9 Redialing

You can dial the last call placed from your phone, or redial another previously dialed number.

To redial the last call

- Press the **Redial** key.

2.10 Forwarding Calls

When forwarding is enabled, every call that comes in is forwarded to another phone number (other than voice mail).

> **NOTE:** To configure call forwarding, see the eyeBeam user manual.

To forward calls to another extension

Menu button

1 Click the **Menu** button at the top of the phone, and select **SIP Account Settings**.

2 Click **Properties**, click the **Voicemail** tab, and complete the Forwarding section.

2.11 Changing the Volume

You can adjust the volume for the sound you hear, and for the sound that your listeners hear.

To change the volume for yourself

• Use the speaker adjustment on the right, to adjust the sound you are hearing.

To change the volume for your listeners

• Use the microphone slider on the left, to adjust the volume of your voice for your listeners.

2.12 Setting Do Not Disturb

The Do Not Disturb feature prevents the phone from ringing on incoming calls.

To turn on Do Not Disturb

• Click **DND** on the dialpad.

All incoming calls are sent to voice mail or given an audible "busy" indication, depending on how the VoIP service provider has set up this feature.

2.13 Importing a Ring Tone

Users can import different ringtones to distinguish between lines or to have a different ring from their co-worker's phone.

To import a ringtone

Menu button

1 Click the **Menu** button at the top of the phone.

2 Select **Options**.

3 From the General tab select **Alerts and Sounds**.

4 Click **Import** to import a ringtone (a .WAV file).

5 Select **Play** to try the ringtone.

6 Select **Set as Active Ringtone** to select a ringtone.

To delete a ringtone

1 Select the ringtone.

2 Click **Delete**.

2.14 Listing Calls

The Calls list shows calls that have been made or received.

To access the calls list

1 Click the black button toward the extreme right edge of the softphone application to open the Calls & Contacts drawer.

You can open (display) and close (hide) this drawer at any time.

2 From the Calls & Contacts drawer, select the **Calls** tab.

The Calls list shows the following calls that have been made or received:

- Missed Calls: incoming calls that you missed
- Received Calls: incoming calls, both answered and missed
- Dialed Calls: outgoing calls, both answered, unanswered, and hung up
- Blocked: an incoming call is blocked (rejected) if it is from a person you have banned or if it does not match the security option you have specified

Table 2–2: Managing Call Lists

Icon	Meaning
	This group is currently empty.
	There are entries in this group.
	There are calls in this group, and at least one is an unanswered call.
	This group is currently expanded to show the contents.
	This group is currently expanded to show the contents. At least one call is an unanswered call.
	This call was answered.
	This call was missed (unanswered).

You can open and close each list to show or hide its contents.

To access call list options

1 Right-click an entry in the Received or Dialed list to:
- Ban this person. This person cannot send you phone calls or instant messages, and cannot see your online status. You can change these privacy rules at any time.
- Delete the call.
- Add to contacts. The Add Contact dialog box appears.

2 Complete the dialog box and click **OK**.

To phone or send an IM from a list

Right-click an entry in the Received or Dialed list to:

- Phone this person.
- Phone this person and add them to a conference call that is in progress.
- Send an instant message.

To delete all entries from a list

1 Select a list.

2 Click **Calls**.

To add a caller to the Contacts list

Add Caller

- At any time during a call, you can click **Add Caller** on the Call display to add the other party to your Contacts list.

2.15 Speed Dialing

Use the Contacts list to place a call without entering the number manually.

To use speed dial

1 Click the black button toward the extreme right edge of the softphone application to open the Calls & Contacts drawer.

You can open (display) and close (hide) this drawer at any time.

2 From the Contacts tab, select a contact.

3 To use the person's primary number, double-click or drag the contact to the Call display.

4 To select a number other than the primary number, right-click and select **Call**, and then click the desired number.

2.16 Accessing Voice Mail

Send calls directly to voice mail.

NOTE: To configure voice mail, see the eyeBeam user manual.

To send a message to voice mail

- When a call comes in, click **Send to Voice Mail** on the Call display.

Voice mail icon

To listen to voice messages

- Click the **Voice mail** icon on the Call display. This icon is displayed only if you have new messages.

3 Using UC Server Features

This chapter outlines the phone features that are available with UC Server. The UC Server call feature access codes are summarized in the following section:

- Using the UC Server Call Feature Access Codes

UC Server supports the following features listed below.

- Parking Calls and Picking up Parked Calls
- Picking up Calls Ringing at Another Extension
- Using the UC Server Conference Bridge
- Queuing Calls
- Paging

3.1 Using the UC Server Call Feature Access Codes

To access various call features, key press sequences are provided by UC Server.

NOTE: Some features may be unavailable depending on the particular system configuration. See your system administrator for more information.

UC Server Call Features	Key Codes	Examples and Notes
Transferring Calls		
Transfer a call to another user's voice mail Allows you to transfer a current call to another user's voice mail/PA/PBA service. This features is useful when the intended recipient is away from their desk or out of the office. **Note**: The extension dialed must be at least 3 digits long.	*86 + extension	To transfer to extension 300's voice mail, dial: *86300

UC Server Call Features	Key Codes	Examples and Notes
Transfer a call to a call queue Use this feature to transfer a caller to a preconfigured departmental call queue. If no agents logged into the queue are available to take the call, the caller is put on hold until an agent is available.	*80 + queue#	To enter queue 500, dial: *80500 To transfer a caller to queue 500: 1. Press **Transfer** 2. Dial *80500 3. Press **Send**

Queuing Calls

Log into a call queue Allows you to start receiving calls for the specified queue.	*81 + queue#	To login as an agent to receive calls directed to queue 500, dial: *81500
Log out of a call queue Allows you to stop receiving calls for the specified queue.	*82 + queue#	To logout as an agent to no longer receive calls for queue 500, dial: *82500
Temporarily Stop Accepting Queued Calls Temporarily makes yourself unavailable for accepting queued calls, while not resetting the longest idle agent status.	*83 + <1 - 9>	Dial: *83 Press a number from 1 to 9 to indicate your reason for being unavailable.
Reset agent status to available Make yourself available again to accept queued calls	*83 + 0	Dial: *83 Press "0" at the prompt.
Check agent status in a call queue Check your agent status to verify whether you're currently logged into a call queue, temporarily unavailable, or currently logged out of a call queue.	*84 + queue#	To check your agent status in a call queue with queue number 500, dial: *84500

Picking up Other Calls

Picking up Calls Ringing at Another Extension Ringing call pickup allows you to pickup a call that is ringing at a different extension.	*78 + extension	To pickup a call that is ringing at extension 300, dial: *78300
Pickup a connected call Connected call pickup allows you to pickup a call that is currently connected to a different extension.	*27 + extension	To pickup a call that is currently connected to extension 300, dial: *27300

UC Server Call Features	Key Codes	Examples and Notes
Using the UC Server Conference Bridge		
Conference Server Note: The bridge number must be 4 digits long.	7050 + bridge#	To automatically connect to the conference server bridge number 1234, dial: 70501234
Conference Server - Prompt Caller This feature is used for external callers to connect to a conference bridge.	7050	To connect to the conference server, dial: 7050 You will then be prompted to enter a bridge number.
Parking Calls and Picking up Parked Calls		
Park a call using a specific park number Allows you to park a call so that you can pickup the call using a different phone. This feature is useful if you need to switch phones while on a call.	*99 + park#	To park a currently connected call at park number 1234: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *991234 The call is automatically parked at 1234.
Park a call at a park number selected by UC Server This feature is the same as above, except that the call is parked at a number chosen by UC Server instead of you choosing the number to park the call. This is useful if you are uncertain whether another call has already been parked at a particular number.	*99	To park a currently connected call: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *99. The system will tell you what number the call is parked at.
Pickup a parked call Enables a user to pick up a parked call	*98 + park#	To pickup a call parked at 1234, dial: *981234
Paging		Contact your system administrator for instructions on sending recorded pages.
Sending a Live Page You can send a live page.	*72	To send a live page 1. Dial *72 (or *PA) 2. After you hear the tone, begin speaking. 3. When you are finished with the page, hang up or use the end call function on your phone.

3.2 Parking Calls and Picking up Parked Calls

You can park an active call, and then have the parked call picked up on another phone. This feature is useful if you want to change phones during a call.

> **NOTE:** Call park/pickup is a feature that must be enabled by your system administrator for use on your phone.

There are two methods of parking calls. In one method, UC Server selects the next available park number. Alternatively, you can select your own park number. Having UC Server select the park number is useful if you are uncertain whether a call is already parked at a particular number.

If more than one identity (for example, more than one extension number) is assigned to your phone, then transfer the call rather than putting the active call on hold.

> **NOTE:** If a person whose call has been parked then puts the call on hold, the person retrieving the parked call will hear dead air or silence until the other party resumes the call.

To park a call at the next available park number

1 Put the current call on hold.

> **NOTE:** If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.

2 Dial ***99**.

3 Note the **hold position** that plays over the telephone.

The hold position is used by the person who answers the parked call. UC Server selects the park number for the caller starting at 1, or the next available higher number.

4 Press **DIAL**.

The call is removed from the hold position, and put in the system park position.

To park a call at a selected park number

1 Put the current call on hold.

> **NOTE:** If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.

2 Dial ***99**.

3 Enter the number that you want to use as the park number.

The hold position is used by the person who answers the parked call. For example, if you enter 1234, then the call is parked at 1234, and can be picked up at 1234.

4 Press **DIAL**.

The call is removed from the hold position, and put in the park position.

To answer a parked call

1 Typically, a company announcement informs you that a call is on hold for you.

2 Dial ***98**.

The system prompts you for the park hold position.

3 Dial the number of the park hold position.

The system disconnects the current call and presents a new call.

4 Answer the new call to speak to the parked caller.

> **NOTE:** If nobody answers the parked call, the call rings the extension that originally put the call on system park.

3.3 Picking up Calls Ringing at Another Extension

Ringing call pick up allows you to answer other ringing telephones, which means that you no longer have to run to answer another person's telephone. You can divert a ringing call from another telephone, typically within earshot, to your own telephone to answer.

To use ringing call pick up, you must know the extension of the phone that is ringing.

This feature also allows for night bell support. Many small companies have an audible bell that rings after business hours. Night bell support can also allow employees to contact security after hours. This feature can allow employees, for example on manufacturing floors, who are not stationed at a particular desk to answer any telephone.

> **NOTE:** To use ringing call pick up, your phone must be configured to receive incoming calls. Make sure that such features as **call forwarding** and **do not disturb** are *not* enabled on the phone.

To answer a call on another user's phone

1 When you hear a phone that you want to answer, dial ***78<Extension>**.

Make sure that you dial, on your own phone, *78 plus the extension of the phone that is ringing.

2 If the phone has stopped ringing by the time you dial the *78 code, the system prompts you to enter your pickup ID.

NOTE: If the pickup ID that you enter is invalid, the system prompts you with "That is not a valid pickup ID," and asks you to enter a valid pickup ID.

3.4 Using the UC Server Conference Bridge

UC Server has the ability to support a limited-sized conference bridge application. The number of participants is limited to the number of licenses available, however additional conference expansion licenses can be purchased. Use your SIP phone during the conference to access several options, such as muting or adding participants.

To access the conference bridge

1 From an internal telephone, dial **7050**.

TIP: You can also dial 7050 to access the conference bridge from the **dial by extension** or **dial by name** directory.

2 Enter the 4-digit **conference ID**.

3 Follow the prompts to access the conference bridge.

TIP: To access the list of options, you can **press *** while the conference is in progress.

Conference option list

When you press * during a conference, the following options are available. The available options depend on at which point during the conference you press *. Only relevant options are available.

- **Press 1** to mute yourself. Response: "You are now muted."
- **Press 2** to unmute yourself. Response: "You are now unmuted."
- **Press 3** to disable entry and exit notifications. Response: "Entry and exit notifications have been disabled."
- **Press 4** to mute all other participants. Response: "All others have been muted."

NOTE: When you press 4 to mute all participants, this does not apply to new callers who join the conference. To mute new callers, press 4 again.

- **Press 5** to unmute all other participants. Response: "All others have been unmuted."
- **Press 7** to toggle between closing and opening the conference to additional participants. Response: "The conference is now closed to additional participants." Response: "The conference is now reopened to additional participants."
- **Press 9** to end the conference.
- **Press 0** to report the number of participants. Response: "Including yourself, there are x participants."
- **Press #** to return to the conference.

3.5 Queuing Calls

Call queuing allows callers to remain in a queue while they wait for their call to be answered. If callers know the queue number, they can dial directly into the queue.

The company agent is typically associated with a particular area of expertise, for example, sales or support. A support agent who is ready to answer calls can log into the support agent queue and receive support calls in order of arrival. Call queuing allows calls to be distributed evenly among the agents that are logged into the queue.

For more information on queuing calls see the following sections:

- Logging in and out of a call queue
- Temporarily stop accepting queued calls
- Checking your agent status in a call queue

Logging in and out of a call queue

> **NOTE:** The call queuing codes, in particular, the code to *Log out of a call queue* (*82) conflicts with one of the Grandstream feature codes, *Send Caller ID*. Therefore your system administrator may have changed the call queuing codes from their default values listed below. For more information see your system administrator.

To log in to a queue as an agent

1 Dial *81<QueueNumber>.

2 Hang up.

To log out of a queue as an agent

1 Dial *82<QueueNumber>.

   As previously noted, your system administrator may have changed the code number from the default value of *82. For more information see your system administrator.

2 Hang up.

To dial directly into a queue as a caller

1 Dial *80<QueueNumber>.

2 Hang up.

> **NOTE:** Contact your system administrator to obtain the queue number for your queue.

Temporarily stop accepting queued calls

If you are logged into a queue to accept incoming queued calls, there may be times when you wish to temporarily stop accepting queued calls, without logging out of the queue. You can manually set your status to unavailable to prevent accepting further incoming queued calls, without logging out of the queue.

Temporarily setting your status to unavailable does not change your "longest idle" position in the agent group. When you make yourself available again by logging back into the queue, your idle time is based on the time since your last call, including the time that you were unavailable.

To set your agent status to unavailable

1 Dial *83.

2 Press a number from 1 to 9 to indicate your reason for being unavailable.

3 Hang up.

To set your agent status to available

1 Dial *83.

2 Press "0" at the prompt.

3 Hang up.

Checking your agent status in a call queue

You can check your agent status to verify whether you're currently logged into a call queue, whether your status is set to temporarily unavailable, or whether you're currently logged out of the call queue.

To check your agent status

1 Dial *84<QueueNumber>.

2 Ensure that you enter the correct queue number.

The system will indicate your current status as:
- Logged in
- The agent is not available, service code <#>
- Not Logged in

3 Hang up.

3.6 Paging

You can send a live page, which allows you to instantly broadcast a page.

> **NOTE:** For instructions on sending recorded pages, contact your system administrator.

Sending a live page

To send a live page

1   From your phone, dial ***72** (or ***PA**).

2   After you hear the tone, begin speaking.

3   When you are finished with the page, hang up or use the end call function on your phone.

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