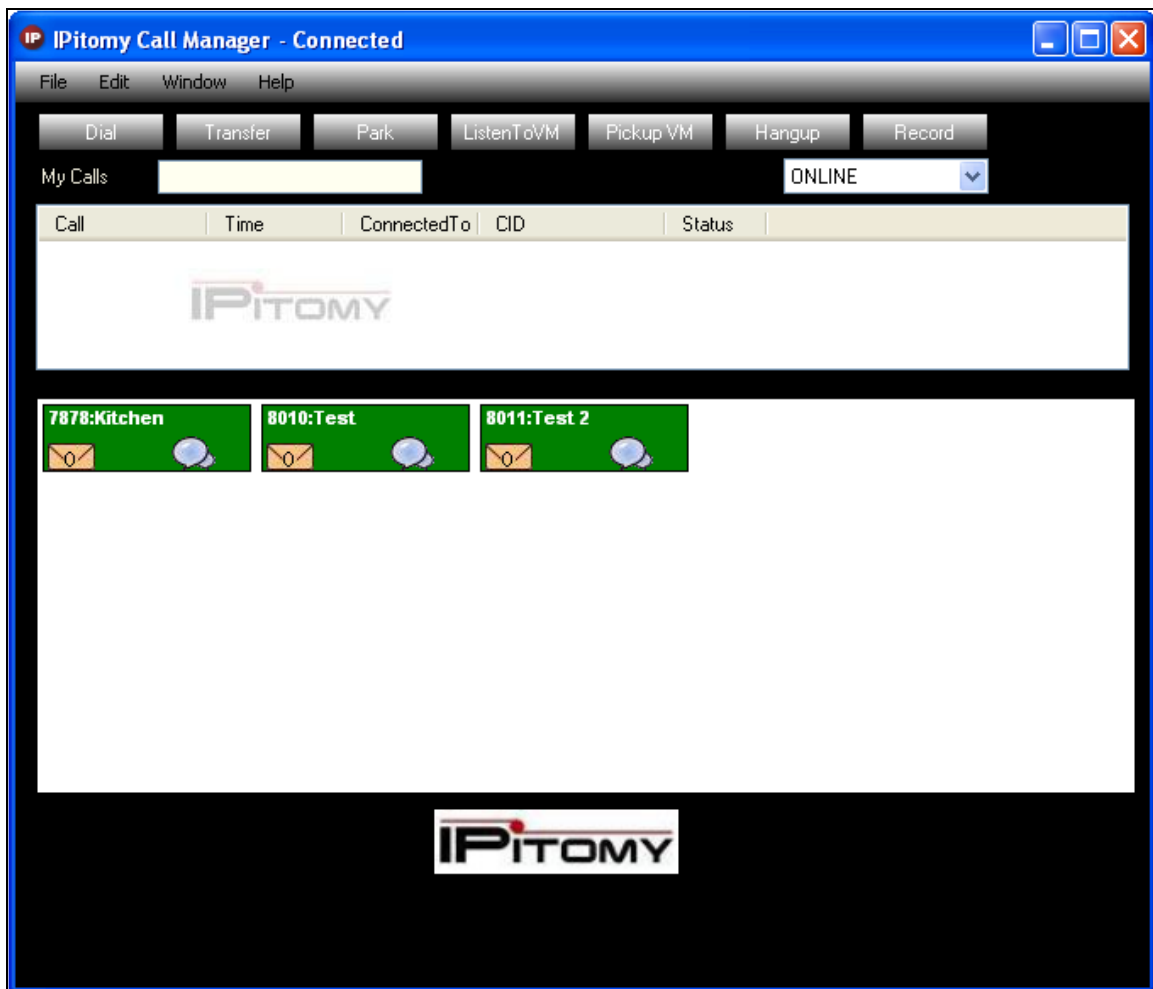


Desktop Call Manager User Manual

License Types

There are currently two types of licenses available for extensions in the Desktop Call Manager, User and Operator.

User Display



Users are able to view the state of their own and other monitored extensions, as well as perform certain actions with their own extension:

- Dial
 - Enter a phone or extension number in the text field next to My Calls then click dial and you are now making a call.

- Transfer
 - Enter an extension number in the text field next to My Calls, highlight the active call, then click Transfer to send the call to another extension
- Park
 - Highlight the active call and click Park to park the call
- Listen to Voicemail
 - Highlight the active call that is in your VM, click Listen to VM to listen in as the caller is leaving you a message
- Pickup Voicemail
 - Highlight the active call that is in your VM, click Pickup VM to pull the caller out of your voicemail box and into an active call with you
- Hangup
 - Highlight the active call and click Hangup to terminate the call
- Record
 - Highlight the active call and click Record to start recording the call

Operator Display



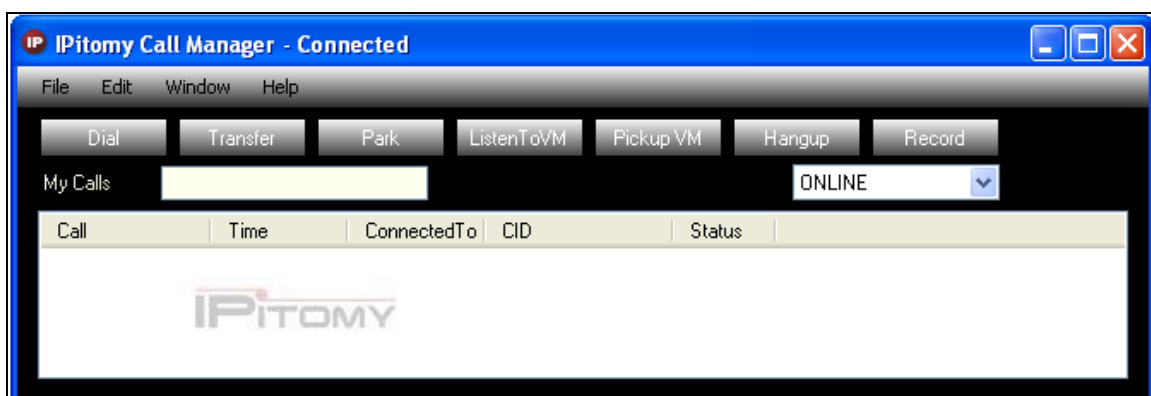
Just like Users, Operators are able to view the state of their own and other monitored extensions, as well as performing the same actions with their own extension. Additionally, the operator is able to perform certain actions on other user's extensions:

- Transfer
 - Highlight an extension, then highlight the active call, enter the extension number to transfer to in the text field next to the Record button, click Transfer to send the call to the other extension
- Park
 - Highlight an extension, then highlight the active call, click the Park button to park the call
- Listen
 - Highlight an extension, then highlight the active call, click Listen to listen in on the call
- Whisper
 - Highlight an extension, then highlight the active call, click Whisper to listen in on the call and be able to talk with only the extension able to hear you
- Hangup
 - Highlight an extension, then highlight the active call, then click Hangup to terminate the call
- Record
 - Highlight an extension, then highlight the active call, then click Record to start recording the call

**Alternatively, an Operator or User could simply highlight a monitored extension, then click either Transfer or Call. Transfer would send the current active call to the highlighted extension; Call would make a direct call to the highlighted extension.

Monitoring Extensions

The figure below shows the display of your extension's activity. In the large white box you will see any calls that are ringing your extension, actively connected to your extension, on hold with your extension, or in your extensions voicemail box.



Call: Displays what type of call you are viewing; Incoming, Outgoing, or Internal

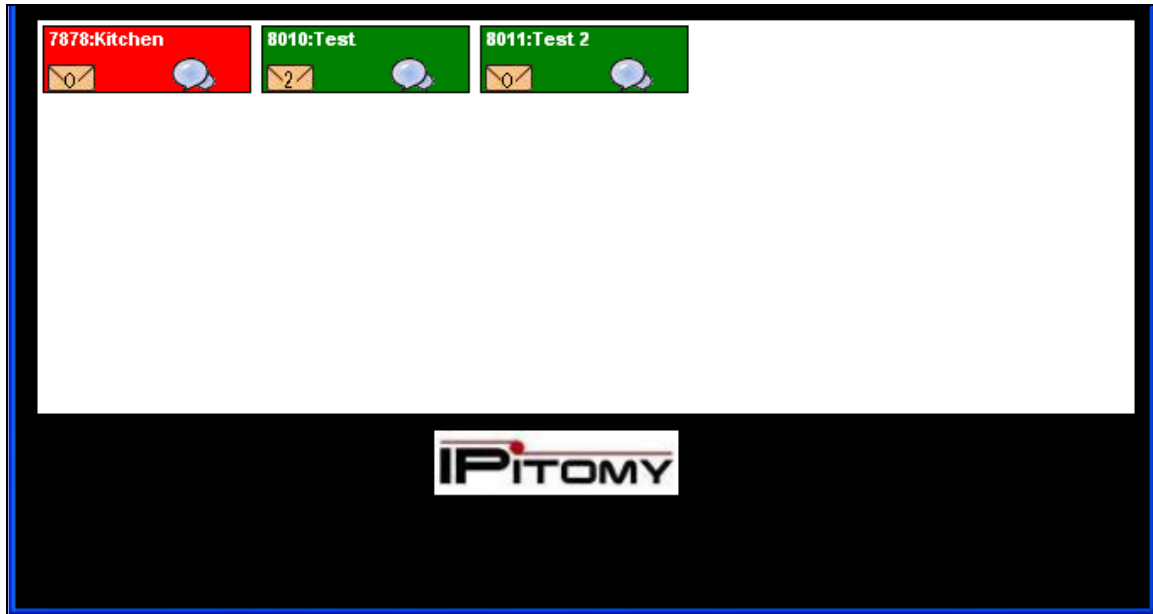
Time: Displays the duration of the call

Connected To: Shows what channel the call is using

CID: Displays the Caller ID information for the call

Status: Shows the status of the call; Connected, Hold, NoLink

This next figure shows the display of the extensions you are monitoring. Each extension monitored has its own icon.



Grey: Extension is not registered

Dark Green: Extension is Idle

Light Green: Incoming call ringing extension

Red: Extension is on a call, or Paused/DND

Envelope: Number represents new voicemail for that extension

Chat Bubble: Highlights in yellow if you have an incoming chat from that extension.

Double click an extensions chat icon to initiate a chat dialogue.

Status: Displays if other Call Manager users are Online, Away, Busy, Unavail, DND, ON_Call, or Offline. (Just like with a chat client, you are able to set your extension to these different states using the dropdown under the Hangup and Record buttons)

As an operator, you will have the added functionality of being able to see the same call information as you would see for your own extension, but for the other monitored extensions, and perform the actions described earlier. To view other extension's call information, simply click on the icon for an extension with call activity.

Other Features

Recordings

- To view Recordings made through call manager, click Edit at the top of the window, then click View Call Recordings. This will take you to a webpage that allows you to listen, download, and delete your call recordings.

Recordings for User 2217

[recording-2009-03-03_01-28-48-PM.wav](#) [Delete](#)

[recording-2009-03-03_01-31-31-PM.wav](#) [Delete](#)

[recording-2009-03-03_01-34-38-PM.wav](#) [Delete](#)

Park

- To view Park activity, Click on Window at the top of Call Manager, then click Show/Hide followed Park. This will open a new window displaying the available park orbits and their state. Idle means the orbit is available. If there is a call parked in an orbit, you will see the CID information for that call in the display. To stop monitoring the Park activity, simply repeat the steps that opened the window.

Trunks

- To view Trunk activity, Click on Window at the top of Call Manager, then click Show/Hide followed by Trunks. This will open a new window displaying the available trunks and their state. Idle means the line is available and InUse means there is an active call on that trunk. [Currently only trunks for digium cards installed in the PBX will display (ie. T1 cards, analog cards, etc)] To stop monitoring Trunk activity, simply repeat the steps that opened the window.