

Desktop Call Manager R2 User Manual

Desktop Call Manager (DCM) R2 Display

The DCM R2 display is comprised of three functional areas, the *User Panel*, the *Manager Panel* and the *Feature Panel*.

NOTE that with DCM R2 there is no distinction between the display window for a user and for an operator/supervisor. In DCM R2 functionality (such as LISTEN, WHISPER and RECORD) is controlled under *calling permissions* in the extension configuration in the IPitomy IP PBX database. In previous versions, it was controlled under the Assign User Licenses section.

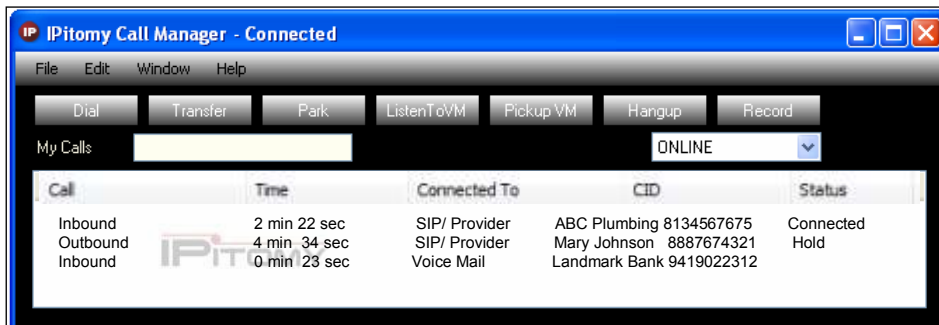


User Panel

The User Panel provides the ability to perform certain call control actions for a user's own extension.

Call Monitoring

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 extension's 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 trunk/channel the call is using
CID	Displays the Caller ID information for the call
Status	Shows the status of the call – Connected, Hold, NoLink

Call Control

The buttons across the top of the User Display allow you to control the operation of your telephone.

Dial

To place a call, enter an extension number or telephone number in the text field next to *My Calls*. Click DIAL. Your extension will ring. When you answer, you will be connected to the call.

Shortcut: You can take advantage of the Extension Panel right click feature. The Extension Panel allows you to right click on the extension you wish to call and click dial. Each extension that is monitored will appear as a colored box in the Extensions panel. The right click menu provides several other options including transfer, transfer to voice mail and page.

Transfer

To transfer a call, enter an extension number or telephone number in the text field next to *My Calls*. On your DCM personal call window, highlight the active call you want to transfer, and then click TRANSFER to send the call to the extension or telephone number input in the text field.

- **Shortcut:** You can take advantage of the Extension Panel right click feature. The Extension Panel allows you to right click on the extension you wish to transfer a call to and click transfer; the caller will be transferred to the extension. Each extension that is monitored will appear as a colored box in the Extensions panel. The right click menu provides several other options including dial, transfer to voice mail and page.
- **Park**
 - On your DCM personal call window, highlight the active call and click PARK. The call will automatically be placed in the next available Park orbit (701-720). The IPitomy system will tell you which park orbit the call is parked on. The call will be available on one of the park pickup keys on all telephones.
- **Listen to Voicemail**
 - This feature allows you to listen to a caller while s/he is leaving you a message in voicemail. On your DCM personal call window, highlight the active call that is in your VM. Then click LISTEN TO VM. The speaker on your phone will automatically activate, and you will be able to hear the caller leaving the voicemail message (hands free via the phone's speaker).
- **Pickup Voicemail**
 - On your DCM personal call window, 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. (Make sure you hang up the previous call using "Listen to Voice Mail)
- **Hang-up**
 - On your DCM personal call window highlight the active call and click HANGUP to terminate the call.
- **Record**
 - On your DCM personal call window highlight the active call and click RECORD to start recording the call. The RECORD button automatically changes to STOP RECORD. To terminate the recording of this call, just click on STOP RECORD.

Manager Panel

The Manager Panel includes the ability to monitor the status of selected extensions and perform call control functions. It also includes whisper features that supervisors will find useful. When an extension is selected from the extension panel, the calls for that extension are displayed on the Manager Panel.

The manager can select a call from the list then choose to use the enabled functions available on the Manager Buttons; Barge/Pickup, Listen, Whisper and Record. Each button can be enabled or disabled based upon each individual user requirements.

Call	Time	Connected To	CID	Status
Internal	7 min 40 sec	ZAP/3-1	9413526783	Connected
Inbound	1 min 10 sec	ZAP/3-2	3523426582	Connected

Barge/Pickup

Highlight an extension and then highlight the active call. Click BARGE/PKUP to take that call. This will work for a ringing extension as well as an extension that is connected to a call.

Listen

Highlight an extension and then highlight the active call. Click LISTEN to listen in on the call. NOTE that access to this functionality, typically used by supervisors for employee coaching, is controlled under *calling permissions* in the extension configuration in the IPitomy IP PBX database.

Whisper

Highlight an extension and then highlight the active call. Click WHISPER to listen in on the call and be able to talk to the internal party. Only the internal party can hear you. NOTE that this functionality is controlled under *calling permissions* in the extension configuration in the IPitomy IP PBX database.

Record

Highlight an extension and then highlight the active call. Click RECORD to start recording the call. NOTE that this functionality is controlled under *calling*

Extension Panel

The Extension Panel displays the extensions you are monitoring. Each extension monitored has its own icon. The extension Panel can be configured to monitor all extensions, or just a certain group of extensions required to be monitored by an individual user. Each extension will

101 Adsen Peter 1 VM icon ONLINE	102 Anderson Ross 3 VM icons ONLINE	103 Bao Feng 2 VM icons ONLINE	104 Bella Gia 0 VM icons AWAY	105 Bidan Chris 1 VM icon AWAY
106 Blanchet Richard 1 VM icon	107 Brackney Richard 1 VM icon	108 Bruschi Danilo 0 VM icons ON CALL	109 Buccafurri Frank 1 VM icon ONLINE	110 Cansen Ulf 3 VM icons ONLINE
112 Clerc Fabrice 3 VM icons ONLINE	113 Coody Troy 3 VM icons	114 Cowles Robert 2 VM icons ONLINE	115 Cunnane Jack 0 VM icons ONLINE	116 Cuppens Fred 1 VM icon AWAY
117 Dacier Marc 1 VM icon	118 Damm Frank 3 VM icons	119 Daniels Thomas 1 VM icon ONLINE	120 Deswarte Yves 0 VM icons DND	121 Eizenberg Gerar 0 VM icons DND
122 Ferrari Elena 1 VM icon	123 Fontaine Caroline 3 VM icons	124 Foster Nathalie 2 VM icons	125 Gilmont Tanguy 0 VM icons DND	126 Girard Pierre 1 VM icon
127 Gleichauf Robert 1 VM icon	128 Goldring Tom 2 VM icons ON CALL	129 Gollmann Dieter 2 VM icons	130 Haugsand Jon 1 VM icon	131 Hawes Alan 0 VM icons
132 Heuse Marc 3 VM icons	133 Hollander Yona 0 VM icons	134 Huang Ming-Yuh 2 VM icons	135 Jackson Kathleen 3 VM icons	136 Kassab Lora 3 VM icons DND
137 Keely Daniel 1 VM icon	138 Kessler Volker 1 VM icon	139 Khattak Abida 1 VM icon	140 Klett Kristan 1 VM icon	141 Ko Hai-Ping 2 VM icons
142 Kravitz David 1 VM icon	143 Linnartz Jean-Paul 3 VM icons	144 Loureiro Sergio 2 VM icons ON CALL	145 Martin Tobias 0 VM icons	146 Massias Henri 1 VM icon
151 Neumann Heike 1 VM icon ONLINE	152 Ono Takashi 1 VM icon	153 Petersen Holger 2 VM icons	154 Ryan Peter 0 VM icons ON CALL	155 Samyde David 1 VM icon

appear in a color that indicates the status of the user.

The VM icon shows how many voice mail messages are in the user's mailbox.

The presence indicator displays the presence status of the user.

A Blue Highlight indicates the user is in Pause/DND Mode.

Color coding indicates call status of the extensions displayed. You can also monitor voicemail activity and presence.

Grey	Extension is not registered with the local IPitomy IP PBX
Dark Green	Extension is Idle
Light Green	Incoming call ringing extension
Red	Extension is on a call
Envelope	Number represents new voicemail for that extension
Status	Displays if other Call Manager users are Online, Away, Busy, Unavail, DND, ON_Call, or Offline. ONLINE and AWAY will be dynamically displayed for each DCM user based on computer (in) activity. (Additionally, each DCM user is able to set his/her extension to these different states using the dropdown located on the <i>User Display</i> under the HANGUP and RECORD buttons.)

Accessing Calls Recorded via Desktop Call Manager

To view Recordings made through DCM, click EDIT at the top of the DCM window (toolbar located above the *User Display*). 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](#)

Tabbed Options to Access Feature Panels

Tabs across the bottom of the Operator Display, provide additional views and functionality.



Park Panel

Click the PARK tab at the bottom to view Park activity. This will change the Panel view to display the status of the 20 park orbits (701-720). Green designates the park orbit is free, and red indicates there is a call parked. Parked calls will display the Caller ID (CID) under the park orbit name. The ability to view parked calls across multiple sites is available as an option. To pick up a call on park using DCM, right click on the red park icon and click pickup.

Trunks Panel

















To view Trunk activity, click the TRUNKS tab. This will open a new window displaying the status of system trunks. Green designates an open channel, and red indicates that the channel/trunk is actively connected with a call. NOTE that only trunks using Internal hardware cards installed in the IPitomy IP PBX will display, i.e., T1 cards, analog cards, etc. SIP trunks and analog trunks terminated on IP400 gateways will not display. The ability to view parked calls across multiple sites is available as an option.








Speed Dials Panel

To configure a speed dial in DCM, click the SPEED DIALS tab. There are twenty (20) possible speed dials. To configure a speed dial, right click one of the green boxes, select EDIT, and input a text LABEL and the value you want dialed. Speed dials can be configured as virtually any dialable string of digits: extension or ring group numbers, external telephone numbers, feature codes, etc. Once configured, right click the speed dial you wish to use and select DIAL from the drop down menu.

Text Messaging Panel

When configured using any XMPP compliant server and client application, you can click on the TEXT MESSAGING tab to bring up your chat contacts. To initiate a chat, double click the icon next to the person you wish to chat with. Different icons will display for chat based on the status of the individual users:

-  Bob Jones
-  Mary Smith (online)
-  Bob's ADroid
-  Terry IPhone
-  Tim Jones
-  Patty Johnson ((Auto Idle))
-  Patty Droid
-  Mark Anthony
-  Mark Home (Online)
-  Mark Laptop
-  Dave Wells (Online)
-  Angel Gomez (Away)
-  Sue Brown
-  Roger Hanley (Online)
-  Pete Townsend (DND)
-  Alvin Droid (On Call)

- Online =  (Online)
- Away =  (Away)
- Busy =  (Busy)
- Unavail =  (Unavail)
- DND =  (DND)
- On-Call =  (OnCall)
- Offline = 

New Message

When someone sends you a text message, a blinking icon will appear on the screen