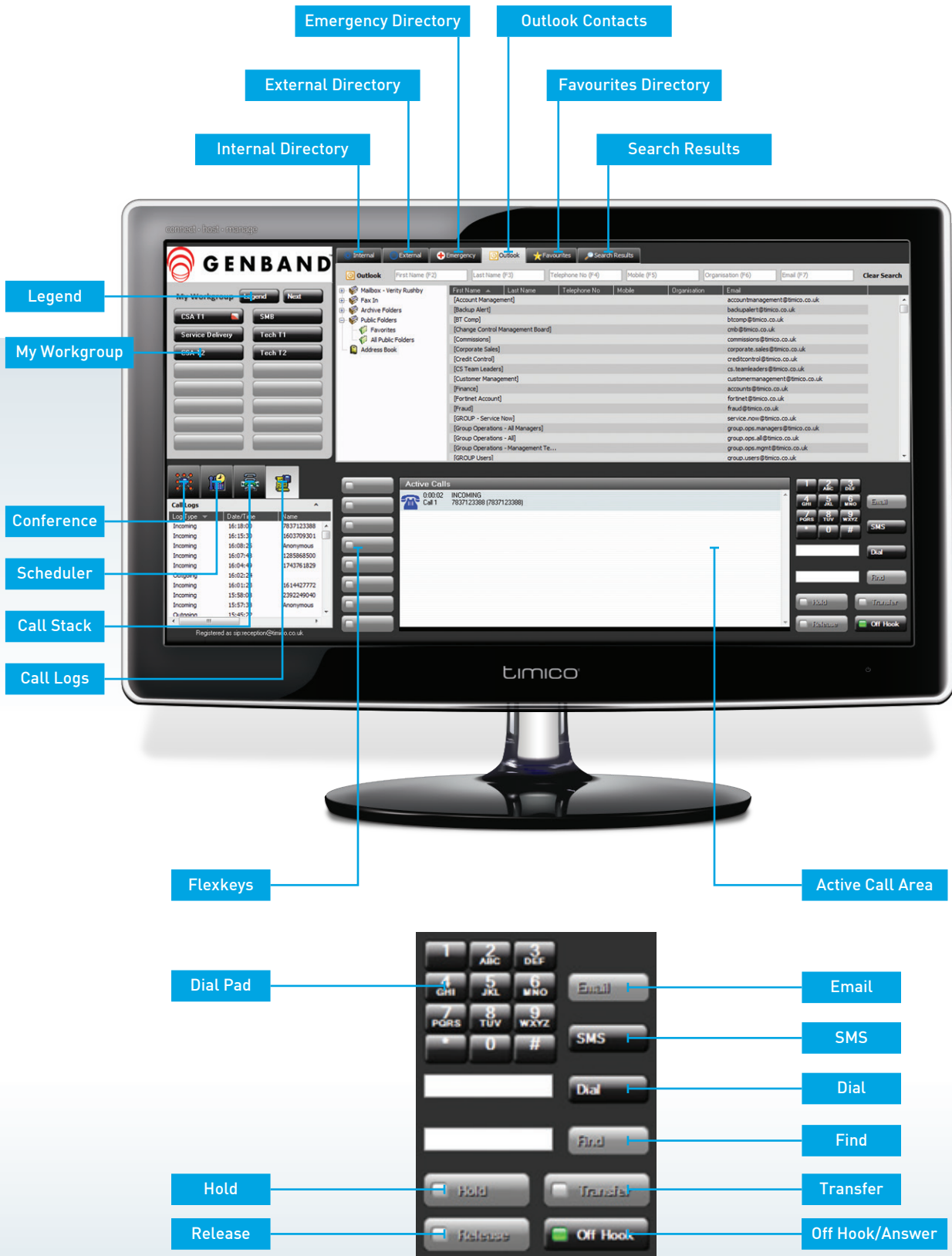


IP Attendant Console Quick Reference



Making a Call

There are four ways to place a call:

- **Using the Off Hook/Answer (Operation) Key** - click in the Dial display area to enter the number to dial then press the Off Hook/Answer key
- **Using My Workgroup** - click on a My Workgroup Entry to dial its destination station or right click and select a number from the menu
- **Using a Directory Entry** - double click on a directory entry to call its primary number or select a number from the right click menu.

Answering a Call (max 6 calls)

There are two ways to answer a call:

- **Using the Off Hook/Answer Key** - answer by pressing the Off Hook/Answer key.
- **Using the Active Call Area** - answer by clicking on the alerting call as it rings in the Active Call Area.

Ending a Call

To end a call:

- **Using the Release Key** - end the call by pressing the Release key.

Holding a Call

- **Using the Hold key** - hold a connected call by pressing the Hold key
- **Using the Active Call Area** - hold a connected call by clicking on the call in the Active Call Area.

By clicking in free space within the Active Call Area, the connected call will be put on hold and a dial-tone for making an outbound call will be provided.

Setting a Call Reminder

1. Schedule a call by dragging a My Workgroup or a Directory Entry into the Scheduler Display area
2. Enter details in the Call Schedule window and press OK
3. When the scheduled time arrives a Scheduled Call Due window will pop up
4. This window will present the choices of Dial (to make the call), Snooze (allowing you to enter a time period in which to be reminded again) and Dismiss to remove the call from the Scheduler.

Call Stacking for Outbound Dialling

1. Stack calls by dragging My Workgroup or directory entries into the Call Stack Display for making outbound calls
2. Start or stop the stack through the right click menu. You can also use this menu to skip calls
3. The Call Stack inter-call delay is configurable at Tools—Options—Call Settings. The default delay value is seven seconds.

Making a Blind Transfer / Divert Incoming Calls

- **To a My Workgroup Entry** - Drag and drop the connected call from the Active Call Area onto a My Workgroup key
- **To a Directory Entry** - Drag and drop the connected call from the Active Call Area onto a directory entry

Making a Consult Transfer

To a My Workgroup Entry -

1. Drag and drop a Workgroup Entry onto the active call.
2. The call is placed On Hold Pending Transfer and the destination number for the My Workgroup entry is dialled
3. Consult with the other party
4. Press Transfer to complete the transfer and hand the call off
5. Press Release to cancel the transfer if the other party does not wish to take the call

To a Directory Entry -

1. Drag and drop a directory entry onto the active call.
2. The call is placed On Hold Pending Transfer and the primary number for the entry is dialled
3. Press Transfer to complete the transfer and hand the call off
4. Press Release to cancel the transfer if the other party does not wish to take the call.

To a new number -

1. Press the Off Hook/Answer (Operation) key.
2. The active call is placed On Hold Pending Transfer and dial-tone is provided for the new call
3. Dial the consultative party
4. Press Transfer to complete the transfer and hand the call off
5. Press Release to cancel the transfer if the other party does not wish to take the call.

Conference Calling (4 way Conference including yourself)

1. Make calls to the required parties. (These could be a mixture of both inbound or outbound calls)
2. Right click on any call in the Active Call Area and select Conference to start the conference
3. To add a new party to the conference, right click on the call in the Active Call Area and select Conference.