

UC for Business Console Operator



Revision History

Document No.	Release Date	Change Description
003NEC-00QRGR	04/13/11	Initial release.

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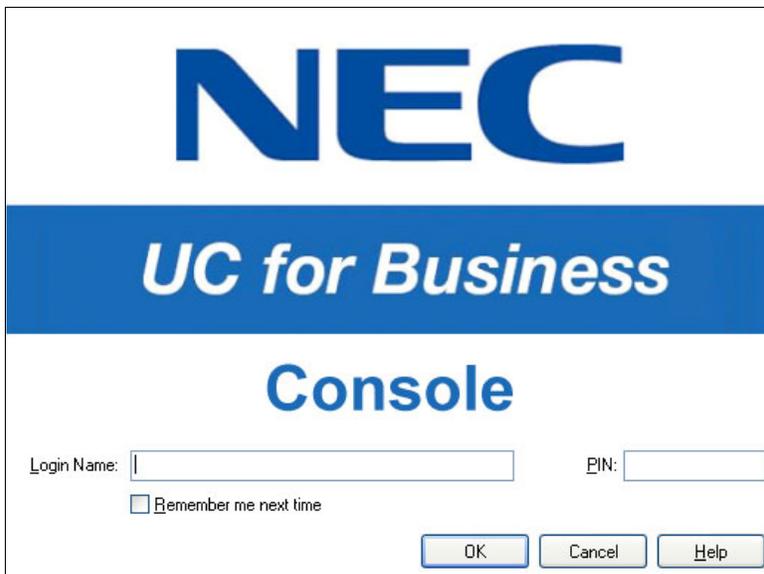
Introduction

NEC's Console product provides operators with the ability to manage and redirect phone calls using one application. Console provides all the traditional call management tools in an intuitive Graphical User Interface (GUI) that help make an operator more productive. This guide provides step-by-step instructions on how to use the Console product.

Log In and Out of Console

Log into Console

1. On the PC's Desktop, double-click the **Console** shortcut icon.



The screenshot shows a login dialog box for NEC UC for Business Console. At the top, the NEC logo is displayed in large blue letters. Below it, a blue banner contains the text "UC for Business" in white. Underneath the banner, the word "Console" is written in large blue letters. The dialog box contains two input fields: "Login Name:" and "PIN:". Below the "Login Name:" field is a checkbox labeled "Remember me next time". At the bottom of the dialog box are three buttons: "OK", "Cancel", and "Help".

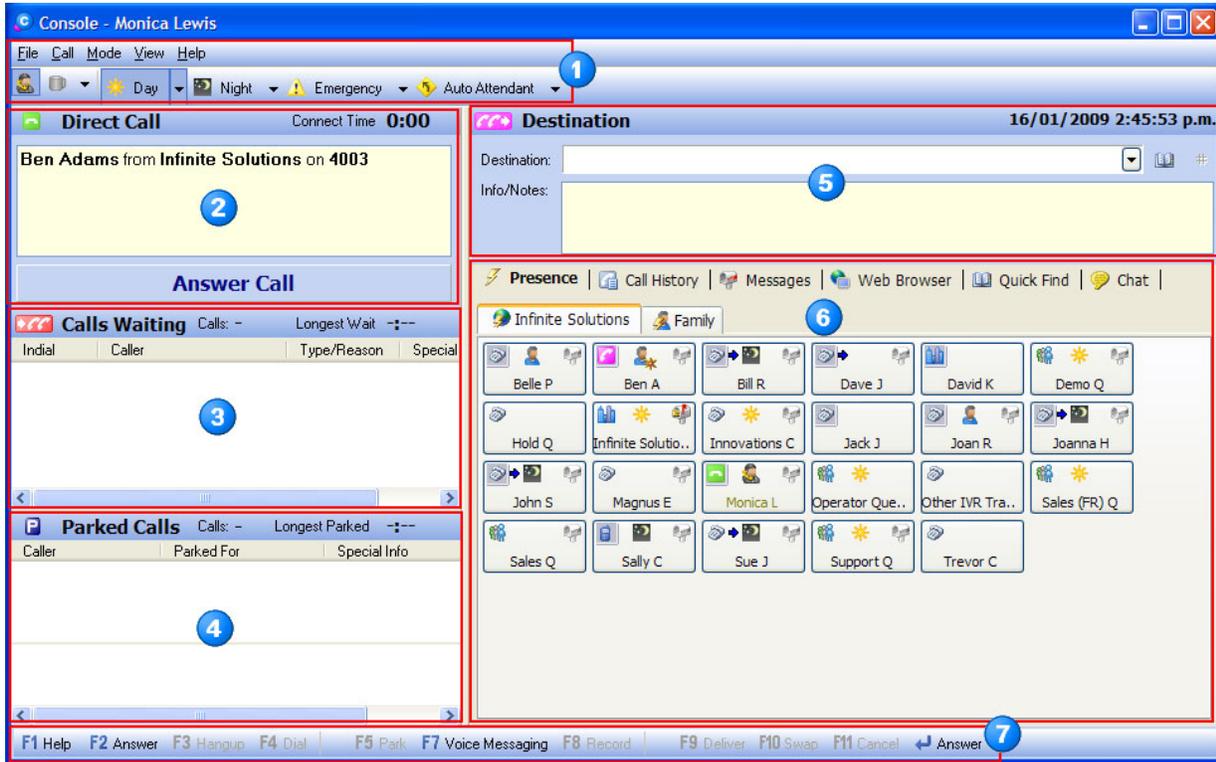
2. In the **Login Name** field, type your full name (your name may automatically display after typing a few letters).
3. In the **PIN** field, type the PIN number (initially the PIN is 2222 until you change it to a unique number.)
4. Optional: Click the **Remember Me Next Time** option to save this login information for the next time you start Console.

Log Out of Console

1. Log out of the queues (see "[Log Out of Queues](#)" on page 18 for details).
2. Use any of the following methods to log out of Console:
 - Click the **Close** button (the red **X** in the upper right-side of Console).
 - From the **File** menu, select **Exit**.
 - Press **Alt + F4**.

The Console Interface

The main Console window is divided into several windows that show current calls and call history.

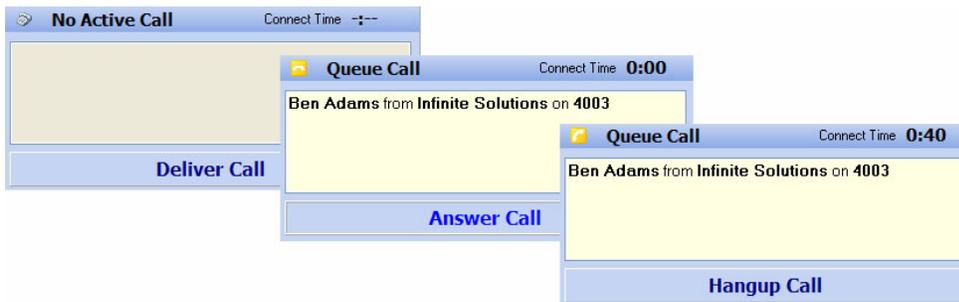


Item	Name	Description
1	Toolbar and Menu	Enables the operator to set the queue mode and breaks.
2	Default Action and Active Call window	Shows information about the current call, including the Caller ID, Phonebook information, and any previous handling. The Default Action is linked to the Enter key on the keyboard (see "The Default Action Button" on page 3 and "Active Calls Window" on page 4 for details).
3	Calls Waiting window	Shows a list of unanswered and recalling calls, as well as dial operator calls from voicemail (see "Calls Waiting Window" on page 5 for details).
4	Parked Calls window	Shows all calls currently parked at any extension. Separate lists show calls parked by operators and calls parked from phones or voicemail (see "Parked Calls Window" on page 6 for details).
5	Destination window	Used to enter a name or number to call, or to transfer the current call to. Shows Phonebook information and the currently active Profile (for Voicemail users) (see "Destination Window" on page 6 for details).

Item	Name	Description
6	Additional Functions window	<p>Provides tabbed functional windows with additional functionality:</p> <ul style="list-style-type: none"> • Presence functions/buttons to view extension status at a glance and route calls to the extension or voicemail. • Call History to view recent call details. • Message information to manage voicemail and fax messages for company mailboxes (needs to be configured before it displays). • A Web browser. • Quick Find to quickly see a list of phonebook entries matching a partial entry in the Destination field (has to be enabled in Preferences before it displays). • Desk-to-desk Chat to respond textually to information requests from other users.
7	Speedbar	<p>Provides quick mouse access and keyboard/function shortcuts to available options for the current call (see "Speedbar Functions" on page 7 for details).</p>

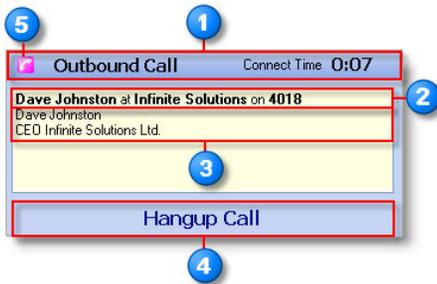
The Default Action Button

The Default Action button is the main button in Console. To quickly perform the most common actions for the current call or other activity (such as deliver, answer, or hang up a call), use the Default Action button by either clicking the button with the mouse or pressing **Enter** on the keyboard.



Active Calls Window

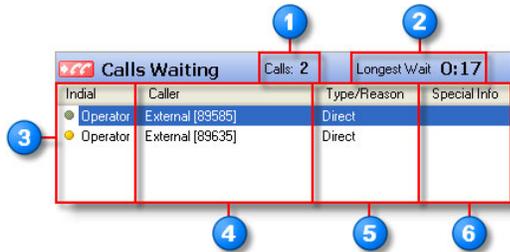
The Active Calls window shows information about the current connected call.



Item	Description
1	Call type and connect time.
2	Caller's phone number and CLI information from the Phonebook, if available (such as a person's name and company name).
3	Previous call handling, and any additional notes from the Phonebook or entered for this call with Ctrl+I .
4	Default Action, linked to the Enter key on the keyboard.
5	The Phone Status icon at the top-left of this window displays the status of the operator's phone at a glance:
	No call—the operator's extension is currently idle.
	(Yellow) A queue-delivered call is currently ringing on the extension. The caller dialed the number for the company or another general number.
	(Green) A non-queue call is currently ringing on the extension. The caller directly dialed the operator's telephone or extension number.
	(Pink) The operator has dialed a number and is waiting for an answer.
	(Yellow) A call is in progress that was delivered by the queue.
	(Green) A non-queue call is in progress.
	(Pink) An outbound call dialed by the operator is in progress.
	The operator has parked this call using the personal park function at the extension (not the Console F6 key Hold function).
	Another party has put this call on hold.

Calls Waiting Window

Calls Waiting calls have not yet been answered by the operator. View all waiting calls by scrolling through the list of calls.



Item	Description
1	Number of calls waiting to be answered.
2	The time that the oldest call has been waiting in the queue
3	Call priority (shown as a colored dot) and initial identifier (number called), if any.
4	Caller information (CLI or phonebook details of the contact).
5	Call type, or reason the call is in the queue. Types include: <ul style="list-style-type: none"> Forward = Calls forwarded from unanswered, unavailable, or busy extensions (additional information is given in the Special Info field). Recall = Unanswered or held calls recalled to the operator. Consult: Calls in the process of being transferred internally to the operator (the transferring extension has not hung up). VM Transfer = The caller has selected a <transfer to operator> one-touch key from a mailbox (the Special Info field shows the mailbox name the caller has been transferred from). Assist = An internal user has dialled the operator queue (different to consult where the caller does not have anyone on hold pending transfer). Direct = Direct or new call that has not been previously handled by the system.
6	Additional information, such as the internal call source and any notes from the Phonebook.

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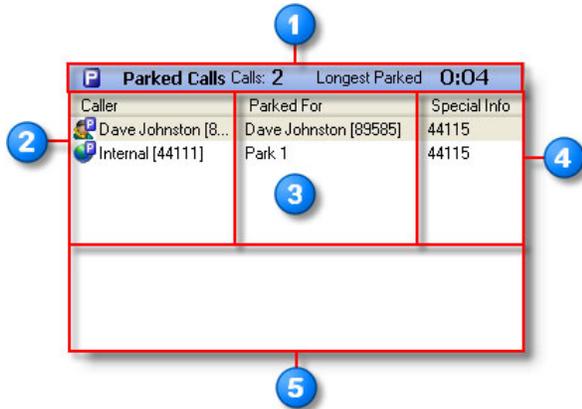
5 Call type, or reason the call is in the queue. Types include:

- Forward** = Calls forwarded from unanswered, unavailable, or busy extensions (additional information is given in the **Special Info** field).
- Recall** = Unanswered or held calls recalled to the operator.
- Consult**: Calls in the process of being transferred internally to the operator (the transferring extension has not hung up).
- VM Transfer** = The caller has selected a <transfer to operator> one-touch key from a mailbox (the **Special Info** field shows the mailbox name the caller has been transferred from).
- Assist** = An internal user has dialled the operator queue (different to consult where the caller does not have anyone on hold pending transfer).
- Direct** = Direct or new call that has not been previously handled by the system.

6 Additional information, such as the internal call source and any notes from the Phonebook.

Parked Calls Window

The Parked Calls window shows all calls currently parked at any extensions. Separate lists show parked calls and transferred calls waiting for pickup. Double-click any parked call by to pick it up.



Item	Description
1	Number of calls parked, and the longest parked call.
2	Caller ID and type of parked call (a Person image displays for the calls, and a Globe image for other people's calls).
3	Person the call is parked for (or park slot)
4	More info about the call, such as the person who parked it
5	Calls below the line have been transferred but not yet answered by the new party.

Destination Window

Use the Destination window to enter a name or number to call or transfer the current call to. The **Destination** field shows Phonebook information and the currently active presence profile (for voicemail users).

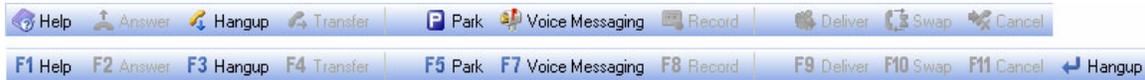
- The **Destination** list automatically selects the default number from the Phonebook. This list also displays other numbers for this contact.
- The **Info/Notes** field shows Phonebook information and the currently active profile (for voice messaging users).



Speedbar Functions

Use the:

- **Speedbar** to perform the active call functions using either the mouse or keyboard. Use the **View** menu to select the preferred viewing format of the Speedbar functions (i.e., icons, icons and text, etc.).



- **Enter** and **Function keys (F1 through F12)** to perform any of the active Speedbar functions.
- **Global Hot keys** when Console is not active to perform some of the actions.
 - Hot keys are active when Console is the active application.
 - Use the Global Hot keys when Console is open, but not the active application. Enable the Global Hot keys in the **File > Preferences > General** menu. Use the Hot key simultaneously with the Windows (“WIN”) key on the keyboard.

Keyboard Shortcuts

The following table lists the Hot key functions within Console (**N/A** indicates there is no Hot key for the function).

Console Function	Console Hot Key	Global Hot Key	Function Description
Answer a Call	F2	WIN + F2	Answers a ringing phone call.
Bring to Front	N/A	WIN + F12	Brings Console into the front of the window.
Deliver a Call	F9	WIN + F9	Delivers the call at the top of the Calls Waiting queue (or the specific selected call) to the telephone, and then the call displays in the Incoming Call field.
Dial	F4	N/A	Dials the destination displaying in the Destination field.
(Destination) Cancel	F11	N/A	While transferring a call or toggling, disconnects the current party and then automatically connects to the held party.
Exit	Alt + F4	N/A	Closes Console (a standard Windows command to close the active application).
Hang Up a Call	F3	WIN + F3	Hangs up a phone call.
Help	F1	N/A	Opens the Online Help window.
Park a Call	F5	WIN + F5	Parks the call.
Unpark a Call	F5	N/A	Retrieves the parked call.
Hold a Call	F6	WIN + F6	Places the call on hold.
Unhold a Call	F6	WIN + F6	Unholds the call.
Add Notes to a Call	Ctrl + I	N/A	Opens a window to enter text notes for a call. These notes are visible to other Console or Desktop users if they receive the call (either in the information/notes area, or in a tooltip for the call).
Log in/Log out	Ctrl + L	N/A	Opens the Queue Login window. When logged into queues, this Hot key logs you out of the queues.
Make a Call	F4	N/A	Makes a call to a selected number.
Record/Stop Record a Conversation	F8	N/A	Records the conversation in progress into the voicemail.
Swap Held a Call	F10	N/A	Puts the current party on hold, and then connects to another party on hold (while transferring a call or toggling two calls).
Transfer	F4	N/A	Holds the active call while dialing the number displaying in the Destination field.
Voice Messaging	F7	N/A	Calls Voice Messaging—transfers a ringing call or a current call from the phone to any mailbox.

The Presence Tab

Presence Buttons

The following are two types of Presence buttons:



External = Telephone numbers outside the office.



Internal = Extension numbers in the office. Use the Internal Presence buttons to:

- View the user's extension status by viewing the icons and the status tooltip.
- Perform advanced call functions for an extension by right-clicking the icon. A user's name displays in yellow text if logged into queues as an agent.

Presence Icons

Icon	Description
Phone Call Types	
	(Gray) Extension is idle.
	(Various colors) Extension is ringing or offering.
	(Various colors) Extension is busy (on the phone).
	Extension is forwarded to another number (internal or external).
	Forwarded to voicemail.
	(Green) Inbound non-queue call.
	(Pink) Outbound non-queue call.
	(Yellow) Inbound queue call (if queuing is installed).
	(Blue) Outbound queue call (if queuing is installed).
Profiles	
	In the office.
	In a meeting.
	Out of the office.
	On vacation.
	(Gray Head) Agent is logged into the queues.
Voicemail Status	
	No messages.
	One or more standard messages.
	One or more urgent messages.

Additional Functions Using the Presence Buttons

Display Additional Contact Numbers

1. In the Active Calls window, click the **Phone Status** icon to display additional contact numbers.



2. From the menu, select the number to call.

Right-Click a Presence Button for Additional Menu Actions

- Right-click a Presence button, and then select the preferred action from the menu.



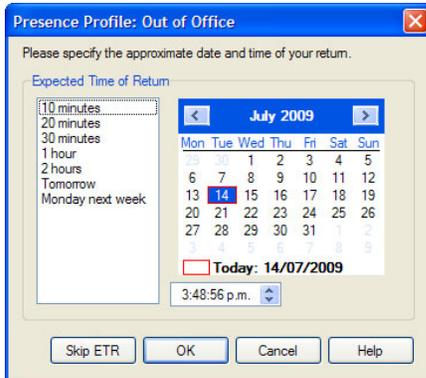
Note: The actual options available depend on the type of PBX being used, how the system is set up, and the enabled security permissions. Certain options are also only visible when there is an active call on the extension.

Icon	Name	Description
	Call User on Extension	Initiates a call to the user on the designated telephone number.
	Supervised Transfer to User	Transfers the Active Call to the user's extension, and talk to the user before completing the transfer.
	Blind Transfer to User	Transfers the active call to the user's extension.
	Transfer Call	Transfers the active call to the user's extension.
	Park for User	Holds the active call at the user's extension; the user can then retrieve the call.
	Advanced Park	Parks the active call and pages the user.
	Notify Me when User is Back	A ScreenPop informs when the user is in the office and available to take the call.
	Forward All Calls	Forwards all calls to a specified internal or external number.
	Leave a Voice Message	Record a voice message for the recipient.
	Transfer to Mailbox	Transfers the active call to the user's voicemail.
	Ask User to Call Me Back	The user receives a ScreenPop callback request upon return.
	Record Conversation to Mailbox	The conversation saves to the current user's mailbox (if installed).
	Send Message to Digital Phone	Sends a short text message to the LCD screen of the user's digital phone.
	Select Presence Profile	Changes the user's Presence profile.
	Rename	Renames the Presence button.
	Delete	Deletes the Presence button.
	View As	Changes the Presence buttons' appearance.

Set an Estimated Time of Return (ETR)

An Estimated Time of Return (ETR) can be set for the Presence profiles used when you are not available.

1. Select a profile, and then click the calendar function.



2. Select the date of return.



Note: Unless the ETR is set as mandatory in the system settings, an ETR can be skipped by clicking the **Skip ETR** button.

3. Select the approximate time of return using the standard times in the left window, or by setting the time using the clock field's up and down arrows.
4. Click **OK** to save the ETR and activate the selected Presence Profile.

Add a New Presence Page

Use the Add Presence Page wizard to create either Standard or Dynamic Presence pages:

- **Dynamic** = Automatically lists the contacts for a company or department.
- **Standard** = Manually add and arrange the contacts.



Note: Only users with System Administrator rights can add or edit Global Presence pages.

1. Use either of the following methods to start the Add Presence Page wizard:
 - From the **File** menu, select **Add a New Presence Page**.
 - Right-click in the Presence window, and then select **Add a New Presence Page**.
2. Click **Create Personal Presence Page** (only administrators can create global pages), and then click **Next**.
3. Select the type of page to be created. Click either:
 - **Standard Page** to manually add and arrange Presence buttons. If chosen, proceed to the next step.
 - **Automatic Page** = Automatically adds and updates Presence buttons for the selected company/department. If chosen, complete the following substeps.
 - a. Select a company from the listed companies, and then click **Next**.
 - b. Optional: Select **List Only Contacts for the Selected Departments**, and then click **Next**.



Note: This step only displays if departments have been defined.

- c. Click the department(s) to display if the department option was selected in the previous step, and then click **Next**.
 - d. Optional: Click the **Create Additional Pages** option, enter the number of buttons per page, and then click **Next**. This option defines a maximum number of Presence buttons per page and automatically creates an additional page when this maximum is reached.
4. Type a name for the Presence page, and then click **Next**.

5. Verify the settings and click **Finish** to create the Presence Page.

Rename a Presence Page

1. Use either of the following methods to rename a Presence page:
 - From the **File** menu, select **Rename this Page**.
 - Right-click in the Presence page, and then select **Rename this Page**.
2. Type the new name for the page, and then click **OK**.

Delete a Presence Page

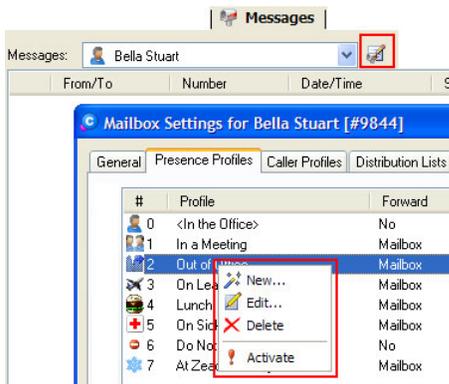
1. Open the page to delete.
2. Right-click in any blank area, and then select **Delete this Page**.
3. When prompted to confirm the deletion, click **Yes**.

Add a Presence Button

1. Right-click in the Presence page, and then select **Add a Presence Button**.
2. Select either the contact name or the contact number (or drag a contact name or number from the Phonebook to the Presence page), and then click **OK**.

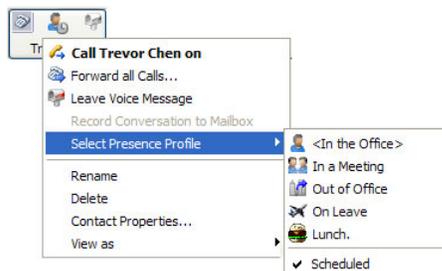
Delete a Presence Button

- Right-click a Presence button, and then select **Delete**.



Set a Presence Profile

1. Use either of the following methods to select and set a Presence Profile:
 - Click the **Presence Profiles** tab of a user's mailbox settings.
 - Right-click a Presence button.



2. Select the preferred setting.

The Call History Tab

The Call History tab displays a running history of calls made or received from Console. The Recent Calls listing automatically clears whenever Console is shut down.

The Call History indicates the:

- Call direction (e.g., incoming, outgoing, incoming queue calls)
- ID of incoming calls (CLI)
- Date of call
- Time commenced
- Call duration

The exclamation mark icon indicates a missed call.

Delete a Call

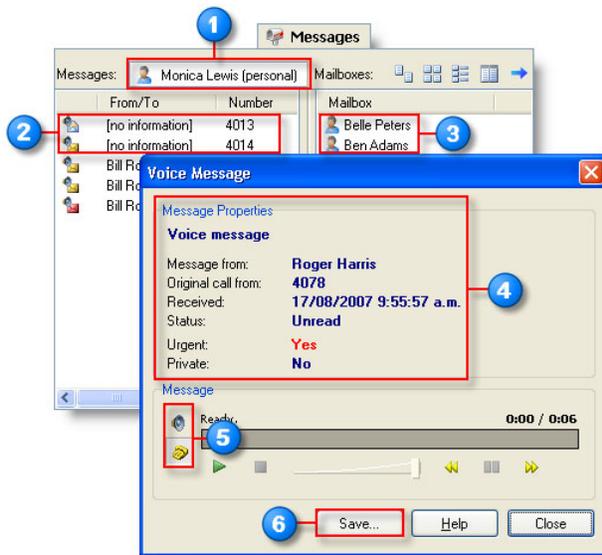
- Right-click the call record to delete, and then select **Delete Calls**. To:
 - Select multiple call records, press and hold **CTRL** and then left-click each call.
 - Select all calls, press **CTRL+A**.

The Messages Tab

The Messages tab enables the operator to view and manage fax and voicemail messages and mailbox settings for their own personal mailbox and selected company mailboxes.



Note: The Messages tab must be configured and is not available by default.



Item	Description
1	View your personal mailbox and any system mailboxes. Edit the properties of the selected mailbox by clicking the Mailbox Properties icon.
2	Messages in the selected mailbox are shown in the main window. <ul style="list-style-type: none"> • Double-click the message to open it. • Right-click a message to either delete it or mark it as unread or saved.
3	Mailboxes on the system are shown in the right window. Personal mailboxes are shown with a Person icon, and company mailboxes are shown with a World icon. To move a message, drag the message from the main window to a mailbox in the right window.
4	When opening a voice message, the properties display (to open, right-click and select Play Message).
5	Play the message through the PC speaker or phone.
6	Click Save to save the message to a .wav file on the PC. Play the .wav file using Windows Media Player or other multimedia applications.

The Web Browser Tab

Console includes a simple web browser, which allows sending and receiving URLs within desk-to-desk chat calls with other users (running Console or Desktop). Most of the basic settings of the browser come from the Internet Explorer settings of the Windows user and workstation.

The Quick Find Tab

Quick Find enables searching and selecting and dialing contacts based on a partial entry in the **Destination** field. The search results are limited to a maximum of 10 matching entries.

- Click the **Quick Find** tab.



Note: If the Quick Find tab is not present, enable it from the **General** tab in **Preferences**.



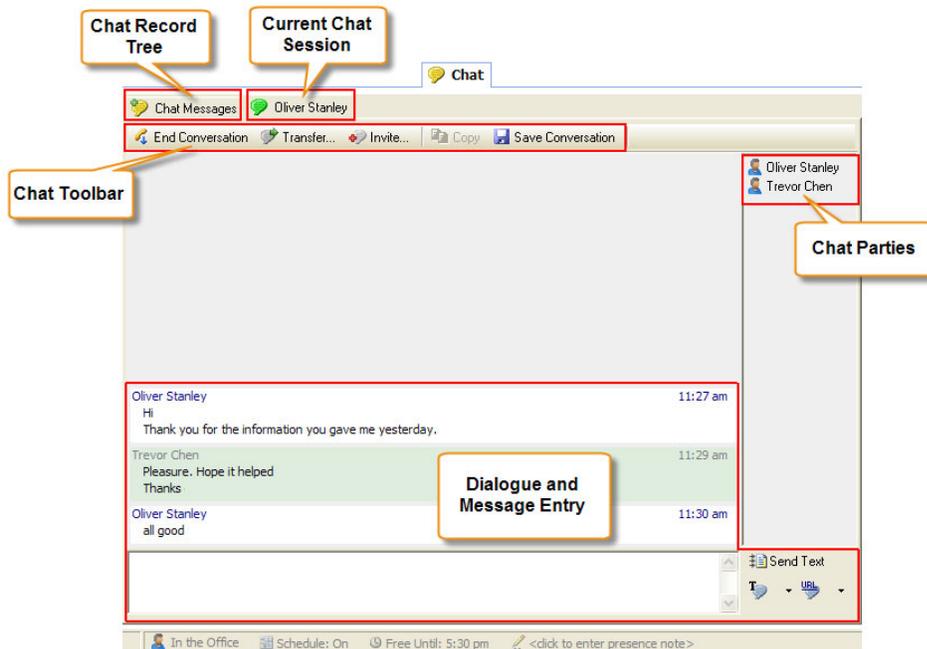
Item	Description
------	-------------

- | | |
|----------|---|
| 1 | Type the first few letters of the party's name in the Destination field, and then Quick Find provides a list of matching names. |
| 2 | The Quick Find results show up to 10 matching names, with phone status, profile, and special information. Selecting an entry places it in the Destination field.
Use Hot keys: <ul style="list-style-type: none"> • Ctrl+1 through Ctrl+10 to select an entry in the list. • Ctrl+Shift+1 through Ctrl+Shift+10 to dial an entry in the list. Note: Use the main keyboard for Ctrl+Shift functions (the number pad does not allow these functions). |
| 3 | Right-click a contact for additional options, such as to: <ul style="list-style-type: none"> • Call the extension • Leave a voicemail message • Record into the mailbox • Send a message to the digital phone display • Change the mailbox profile • Create a speed-dial On an active call, right-click to transfer, park, or place the call on hold.
Note: Not all of these options are available for external contacts. |
| 4 | If a contact has more than one phone number, click the Phone icon to see a list of numbers. |
| 5 | The profile displays for internal contacts with mailbox profiles. Click the profile to select a different profile for the user. |

The Chat Tab

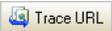
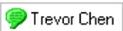
The Chat function enables desk-to-desk text chat between site users, and is a good way of exchanging information in real-time and saving a transcript record. While browsing, a website URL or the sequence of URLs can be automatically sent to the other chat participants. More than one chat conversation can be open at a time.

- Click the **Chat** tab to open the Chat window.



Chat Buttons

Button	Description
Initiate Chat...	Starts a new chat call to either a selected chat user or chat queue.
End Conversation	Ends the current chat call.
Transfer...	Transfers the current chat call to either a selected chat user or chat queue.
Invite...	Invites one or more chat users to join the current chat call. Invitees must accept the invite to join.
Copy	Select the chat window, and then click the Copy button to copy the chat window to the clipboard.
Save Conversation	Saves a transcript of the chat conversation in a text format to a specified disk directory.
Send Text	Transmits the typed text. Alternatively, press the Enter key.
Close	Closes the current chat window.
Chat Templates...	Adds, edits, or deletes standard chat phrases or commonly used URL links
T	A list of saved text phrase. When selected, the phrase is sent directly to the other chat parties.
URL	A list of saved URLs. When selected, the URL is sent as a link directly to the other chat parties.

Button	Description
 Send Current URL	Pushes the current Desktop browser URL to the chat recipients.
 Trace URL	Automatically sends a series of web page URLs while navigating using the Desktop web browser—toggles this feature on and off.
 Trevor Chen	Chat conversation—when pink, an outbound chat conversation.
 Trevor Chen	Chat conversation—when green, an inbound chat conversation.

Make a Chat Call

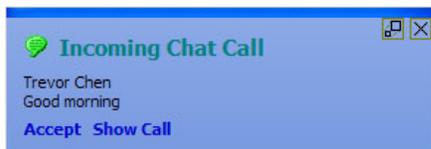
1. Click **Initiate Chat** to start a new chat call.
2. Click either **Chat User** or **Chat Queue**, and then select the specific entry from the list.
3. Click the **Chat** button in the window, and a new conversation window opens.
4. In the message text field, type the message and then click **Send Text** (or press the **Enter** key) to transmit the typed text. An outbound chat call shows as waiting in the Active Calls window until the recipient answers the call.

End a Chat Call

1. Click **End Conversation**.
2. Optionally, click **Save Conversation** to save a transcript of the chat conversation in a text format to a specified disk directory.
3. Click the **Close** button to close the conversation window.

Answer a Chat Call

1. When a new chat call message displays, either click:
 - **Accept** to answer the chat call, and then navigate to the Chat window by clicking the **Chat** tab.
 - **Show Call** to display the Chat window, and then click **Accept**.



2. In the message text field, type the reply message and then click **Send Text** (or press the **Enter** key) to transmit the typed text.

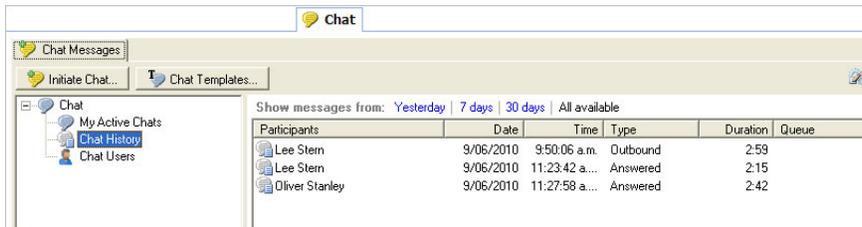
Transfer a Chat Call

1. Click **Transfer** to transfer the current chat call.
2. From the list, select a chat user or queue.
3. Optionally, click the **Include Current Chat Conversation** option to give the recipient access to the prior dialogue.
4. Click **Transfer** to complete the call transfer.

Chat Messages

The Chat Messages feature provides an organized listing of chat conversations and chat users. Select the required category and then use the right-click menu to access the available functions for the selected chat session or user.

F1 Help: For more details on Chat Messages and additional functions and configuration settings, refer to the online help.

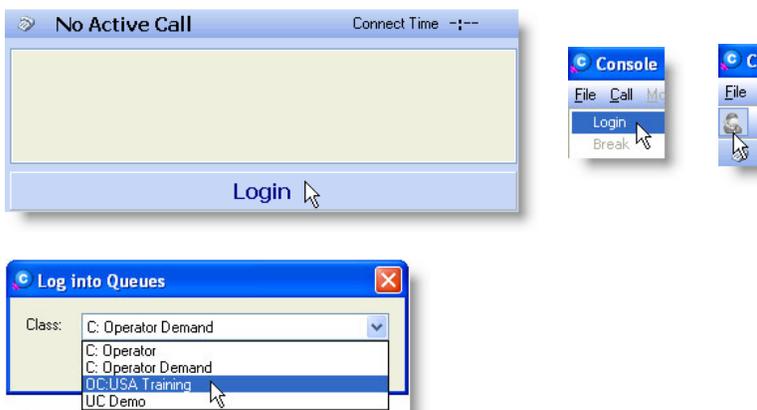


Basic Operator Tasks

Log into Queues

Before using Console to process calls, each operator must log into queues and select an operator class. The class settings determine which queues to answer calls from and how soon they are offered.

- Use any of the following methods to log into the queues:
 - Click the **Login** button.
 - From the **File** menu, select **Login**.
 - In the toolbar, click the **Login** icon.
 - Press the **Ctrl+L** keys.



- From the **Class** list, select the appropriate class and then click **OK**.

Log Out of Queues

- Use any of the following methods to log out of the queues:
 - In the toolbar, click the **Log Out of Queues** icon.
 - Press the **Ctrl+L** keys.



Note: Remember to log out of any operator queues before closing the Console application.

Breaks

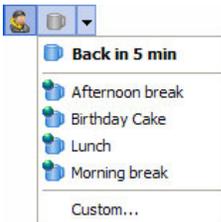
Take a Break

While logged into a queue, you can request a break to indicate to the system that you are temporarily unavailable to receive queue calls.



Note: While on a break, you still receive inbound direct calls to your extension.

1. In the toolbar, click either the **Break:**
 - Icon to use the default **Back in 5 Mins**. No further action is needed.
 - Down arrow to display a list of break reasons, and then proceed to the next step.



2. From the **Break** list, select either:
 - A break reason and set the required break time.
 - **Custom** to set up another reason that is not listed.



Note: Individual security permissions control which options can be set and used by the agent.

End a Break

- To be available and receive queue calls again when returning from a break, click the **Break** icon to cancel the current break.



Note: If the agent is overdue from a break, the **Break** icon turns red.

Call Functions

When callers ring a Console initial number, the call joins an operator queue. Calls from the operator queue(s) deliver to any free Console operators who are logged in to take calls.

Receive a Call

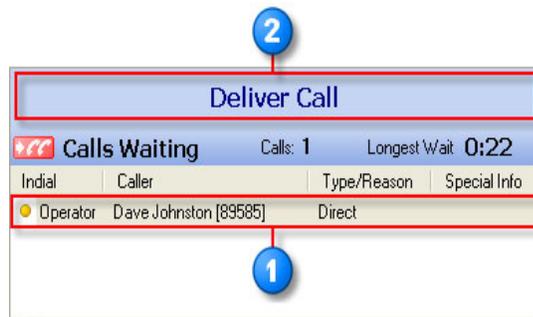
Console enables calls to be answered in several different ways. Operators can use different methods depending on the other tasks they are performing when a call arrives.

When a call comes into the operator's queue, the call rings on the operator's extension (if calls are automatically delivered). Details of the caller display in the Active Call window.

Deliver a Call

When receiving an inbound operator queue call:

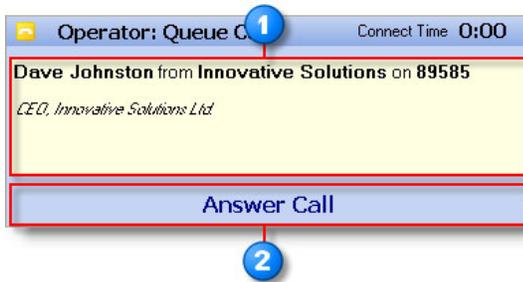
- The call rings on the operator's extension if automatic call delivery is set up. Details of the caller display in the Active Call window.
- If demand delivery is configured (non-automatic) or there are additional calls in the queue, the calls are shown in the Calls Waiting window.



Item	Description
1	In the Calls Waiting window, select a call. The Default Action shows Deliver Call .
2	To deliver the call to your extension, perform one of the following: <ul style="list-style-type: none"> • Click the Default Action button. • Click the Deliver/F9 icon on the Speedbar. • Press Enter. • Press F9.

Answer a Call

When a call has been delivered, it displays in the Active Call window.



Item	Description
1	An offering call displays in the Active Call window. The Default Action shows Answer Call .
2	To answer the call, perform one of the following: <ul style="list-style-type: none"> Click the Default Action button Click the Answer/F2 icon on the Speedbar. Press Enter. Press F2.

Operators can also answer calls ringing on other extensions. The speed-dial functions can be found in the online help.



Note: If using a headset and **Auto Answer** is selected (**File** menu > **Preferences** > **Telephone** tab), the call automatically connects.

Transfer a Call

Transfer a Call Using the Destination Field

1. Make or answer a call
2. In the **Destination** field, type a name from the Phonebook. The field entry then auto-completes as the name is being typed.



3. Press **Enter** once to perform a supervised transfer.
4. Press **Enter** again to complete the transfer.



Note: You can also type a phone number directly into the **Destination** field to transfer to an outside phone number, or click a Presence button to pass a number into the **Destination** field.

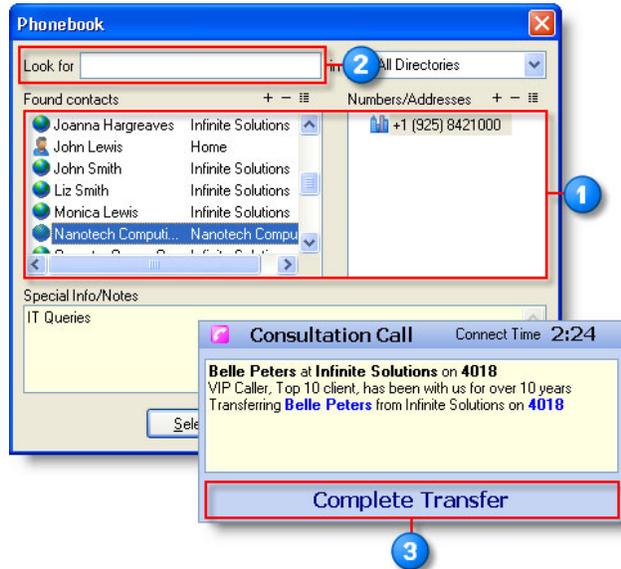
Transfer a Call Using the Presence Buttons

- Make or answer a call, and then see the following table for Presence transfer functions.



Item	Description
1	On the Presence tab, right-click the Presence button of the person that to transfer the call to.
2	Select one of the following options: <ul style="list-style-type: none"> • Supervised Transfer to = Puts the original call on hold, and dials the second party. Click Complete Transfer to complete the transfer, connect the two parties, and disconnect yourself from the call. • Blind Transfer to = Transfers the original call to the second party, and then disconnects you from the call.

Transfer a Call Using the Phonebook



Item	Description
------	-------------

- | | |
|----------|---|
| 1 | To select the extension to transfer the call to, open the Phonebook and then double-click a name or number to call. |
| 2 | <p>Complete the following to search for a name.</p> <ol style="list-style-type: none"> In the Phonebook Search field, type a name. The Phonebook searches for and displays all the matches for the name. From the results, select a name and then the required number. |
| 3 | <p>To finalize the transfer, perform any of the following:</p> <ul style="list-style-type: none"> Click the Complete Transfer button on the Speedbar. Press F3. Press Enter. <p>The call connects to the transfer number.</p> |

Park a Call

Console allows parking a call for yourself or into another extension.

Park a Call for Yourself

- With a call is in the Active Call window, perform either of the following:
 - Click the **Park** button on the Speedbar.
 - Press **F5**.

The CLI and Console Operator extension display in the **Parked Calls** field (the longest parked call is automatically highlighted).

Retrieve a Parked Call

- Select a call in the Parked Calls window., and then perform either of the following:
 - Click the **Unpark** button on the Speedbar.
 - Press **F5**.



Park a Call for an Extension

- Right-click the Presence button that is to be used as the extension to park the call on, and then select **Park for <name>**. The CLI (caller) and Parked for name then display in the **Parked Calls** field.



Make a Call

- Make a call either using the Presence buttons, or by entering a name or number in the **Destination** field.



Find a Number

Find a Number Using the Presence Buttons

1. Locate the Presence button of the party to call.
2. If the party has:
 - Only one number in the Phonebook, click the Presence button to make the call.
 - More than one number in the Phonebook, click the **Phone** icon to see a list of alternate numbers and then select a number to make the call.

Find a Number Using the Destination field

1. In the **Destination** field, type the first few letters of the party's name.



2. If the name is found in the Phonebook, Console auto-completes the name in the field and shows the default number and any info/notes.



Note: The party's Presence button also displays a blue border to facilitate location.

- To see/choose other numbers, open the **Destination** field's list, select a number, and then press **Enter** (or click the **Default Action** button) to make the call.
- You can also enter numbers in the **Destination** field, just as you would on a phone keypad. For external calls, enter any access codes (such as **1** for outside calls).



Note: If Quick Find is enabled, you can quickly search through similar names.

Console Administrative Features

This section describes the administrative functions that an operator can perform within Console—*only* if the operator has been granted the required security permissions via the Administrator application.

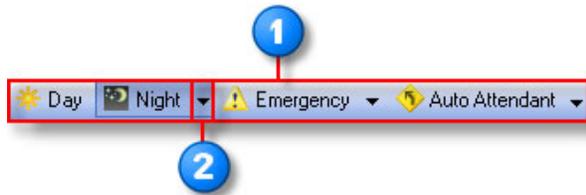
Operator Queue Modes

A *mode* is a set of parameters that control how and where calls deliver, and the announcements that play at different times of day. Modes can be scheduled, but the operator can manually override the mode.

Some modes are provided by default:

- Calls ring at the main Operator Console when the **Day** mode is active.
- When **Night** mode is active, calls may go to either a night bell or an after hours contact number, or play an after hours announcement with more contact information.
- When **Unattended** mode is active, calls may go to a backup operator.
- When **Emergency** mode is active, calls may go to either an announcement or a mobile phone.

View and Change Modes

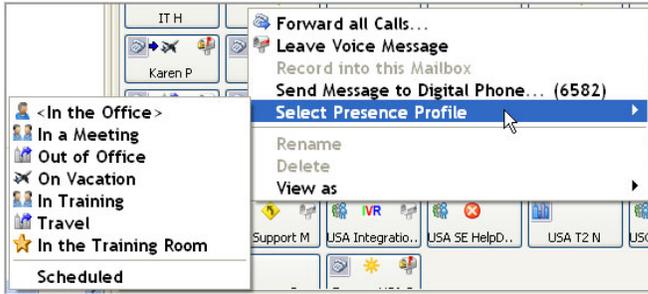


Item	Description
1	The toolbar includes a button for each available mode of the operator queue. The active mode is indicated with its button depressed.
2	If there is more than one operator, the operator can control the modes for each queue separately. Click: <ul style="list-style-type: none"> • The mode's list to see the modes for each queue. • A queue name to set that mode for that queue.

Change User Profiles

Occasionally, operators change the Presence Profiles of others that display as in the office, when in reality they are traveling or out of the office.

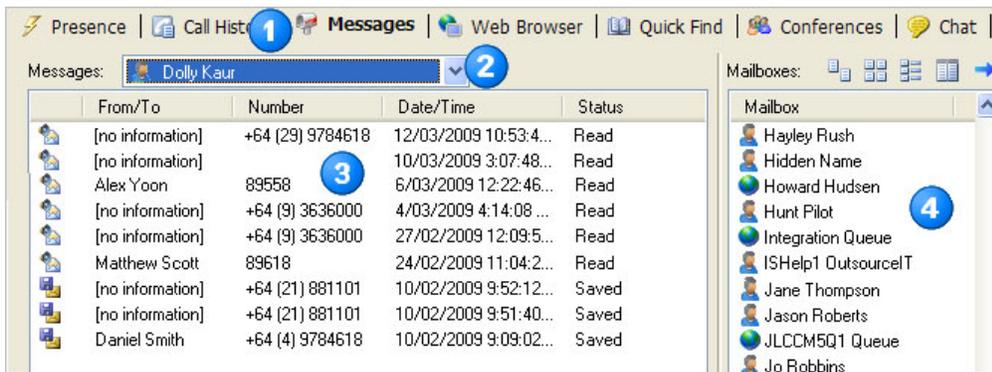
1. Right-click the user's Presence button.



2. From the resulting menu, select **Select Presence Profile** and then the correct profile from the list.

Manage the Messages

Operators have the ability to transfer voice messages from the Operator Console, most commonly when an operator is in charge of a company mailbox where they listen to messages left overnight and then route them to the necessary people. This feature must be enabled by the Administrator.

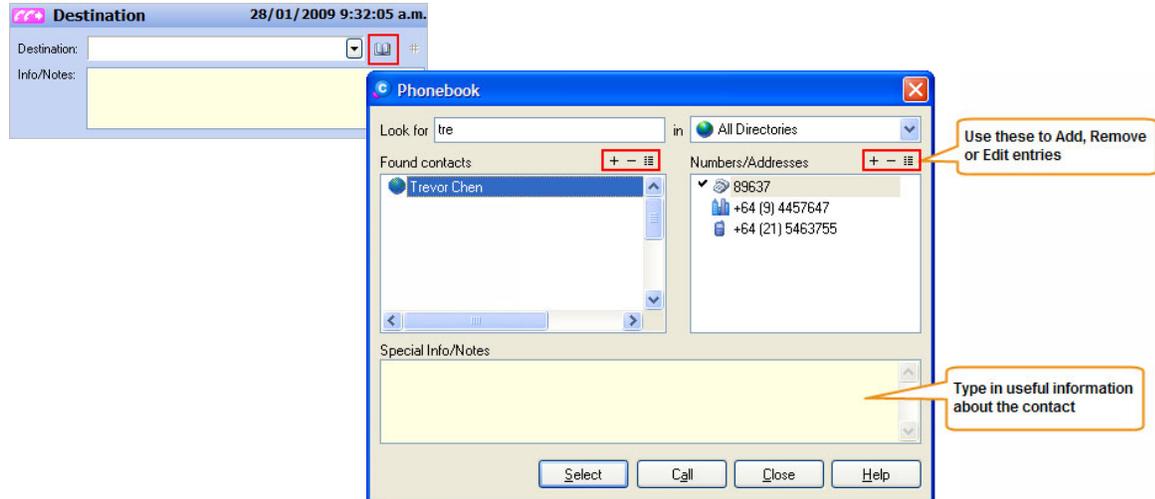


Item	Description
------	-------------

- | | |
|---|--|
| 1 | Click the Messages tab. |
| 2 | Select the mailbox to view (you must have security rights). |
| 3 | View and/or listen to messages. |
| 4 | Drag and drop the messages into a queue or other person's mailbox. |

Edit the Global Phonebook

The Phonebook in Console allows you to enter information about internal employees or external customers. Create or edit entries in the Global, company, or your own Personal Directory, which depends on the security rights.



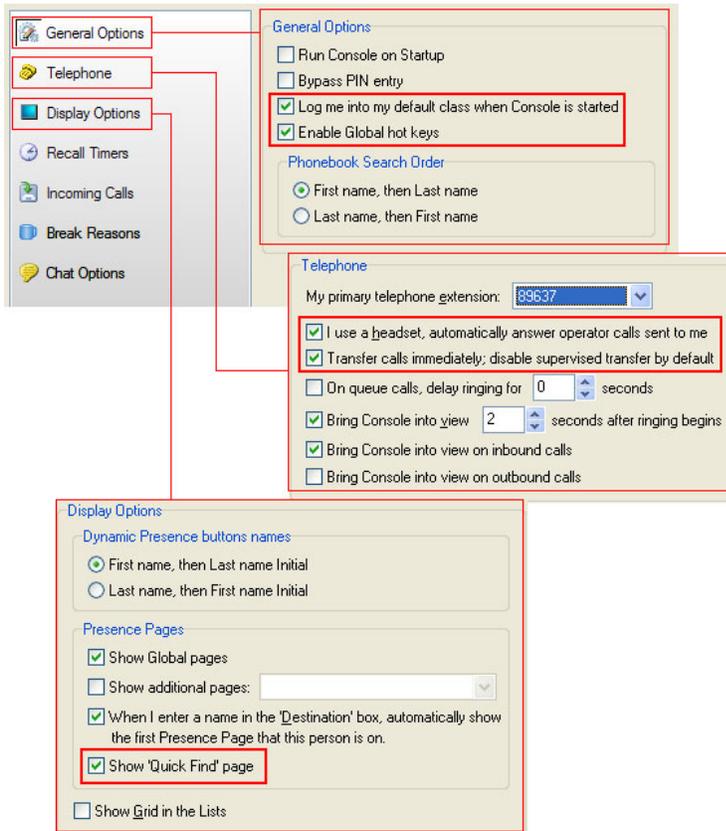
The following can be input within the Phonebook:

- Phone, fax, pager numbers, etc.
- Email addresses
- Special information/notes (descriptive text about that person)

Preferences

Preferences allow each operator to customize the view and behavior of Console. The available preference settings are grouped logically on different tabs of the window.

This section describes some of the common options that you can change from **File** menu > **Preferences**.



Feature	Description
Use Global Hot Keys	Enables the functionality provided by the Hot keys and keyboard shortcuts.
Using a Headset	Choose Auto-Answer if using a headset to immediately connect to delivered calls without operator intervention.
Supervised Transfers	Provides the option to either: <ul style="list-style-type: none"> Speak with the receiving party before transferring the call (i.e., Supervised or Executive transfer) Automatically transfer the call without speaking to the receiving party.
Use Quick Find	Enables the Quick Find feature to search for and select contacts based on an entry in the Destination field.



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