RECEPTION CENTRAL

Reception Central

USER GUIDE

COMMANDER

Table of Contents

1 About This Document

1.1   Audience

This document is intended for users of the Reception Central application for Commander Phone.

1.2   How This Guide is Organised

The following table identifies the sections to refer to for information about the functionality provided by Reception Central.

Section	Overview
Introduction to Reception Central	This section provides an overview of Reception Central.
Getting Started	This section describes how to sign in and out of Reception Central, perform the initial setup, change password, and obtain help.
Explore Workspace	This section provides an overview on how to navigate the workspace of the user interface.
Manage Calls	This section provides information on how to make and manage calls. This includes using your contacts to make calls or perform actions on existing calls.
Manage Contacts	This section provides information on managing contact directories and searching for contacts.
Monitor Contacts	This section describes static and dynamic monitoring and includes information on how to select contacts to monitor.
Manage Call History	This section provides information on managing call logs.
Configure Reception Central	This section describes the settings you can configure to set up and customise Reception Central for improved usability.
Appendix A: Glossary and Definitions	This appendix contains definitions of call states and phone states used in Reception Central.
Appendix B: Keyboard Shortcuts	This appendix describes keyboard shortcuts available in Reception Central.

2   Introduction to Reception Central

Reception Central is your Attendant Console. It is used by "front-of-house" or telephone attendants, who screen inbound calls for your business.

Commander Reception Central delivers the following real benefits to users:

- An elegant design that is aesthetically pleasing
- An ergonomic design that follows the natural work "flow" of a call from the left to the right of the screen
- Improved business processes as only "valid" options are presented to your receptionist
- Professional call handling as critical information is available in "real time"
- Accurate delivery of messages through a one-step process when people are unavailable
- Web-based interface making it accessible from a web browser

2.1 Reception Central

The Reception Central application is specifically built to support front-office personnel in small and mid-sized organisations that do not have complex or large telephone environments. It supports a full set of call control functions for your receptionist and monitoring of up to 30 lines in your telephone directory.

2.1.1 User Interface

Figure 1 shows the main interface of Reception Central.
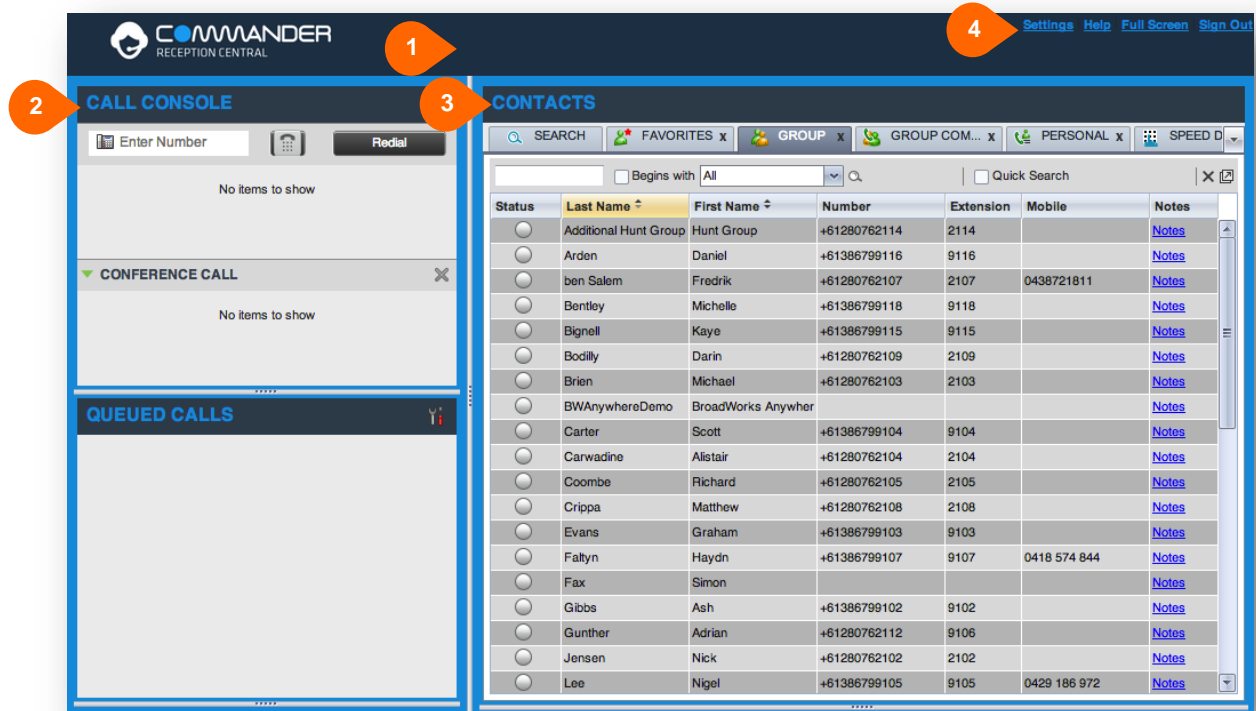
Figure 1 Reception Central Main Interface

The interface contains the following work areas:

1. **Logo pane** – The *Logo* pane displays links to other pages or functions of Reception Central and provides information about the logged user. It also displays error, warning, and information messages to the user.

2. **Call Console** – This is where you view and manage your current calls.

3. **Contacts pane** – This pane contains your contact directories and allows you to use contacts to manage calls. You also use the *Contacts* pane to monitor contacts.

4. **Settings pages** – You use the *Settings* pages, accessed via the Settings link, to configure various aspects of Reception Central.

For more information, see section 4 *Explore Workspace*.

2.1.2 Contact Directories

This following table lists the contact directories available in Reception Central. The *Comments* column specifies additional settings required to access a directory.

Directory Name	Contents	Comments
Favorites	This consists of the contacts whose phone status you are currently monitoring. The list of contacts to monitor must be configured for you or by you on the web portal.	Monitoring up to 30 static users company-wide.
Group	This consists of all contacts in your Commander Phone group.	
Group/Enterprise Common	This consists of all contacts in your group/enterprise's common phone list configured by your administrator on Commander Phone.	The directory may be empty if your administrator has not configured any contacts.
Personal	This consists of all contacts in your personal directory on the Commander web portal.	
Speed Dial	This consists of all speed dial codes configured for you or by you for your Speed Dial services.	You need to have the Speed Dial 8 Commander Phone feature assigned by your administrator.

For information on managing your contact directories, see section 6 *Manage Contacts*; for information on using your contacts to make and manage calls, see section 5 *Manage Calls*; for information about monitoring contacts, see section 7 *Monitor Contacts*.

2.1.3 Call Management Functionality

This section lists call management functions of Reception Central Small Business and provides you with pointers to sections of this document where they are described.

Function	Quick Reference
View Call Details	View Call Information
Dial Contact	Dial Contact
Dial Ad Hoc Number	Dial Ad Hoc Number
Redial	Redial Number
Speed Dial	Speed Dial
Dial From Call History	Dial from History
Answer Call	Answer Call
Hold Call	Put Call on Hold
Resume Held Call	Resume Held Call
End Call	End Call
Blind Call Transfer	Blind Transfer Call
Supervised Call Transfer	Conduct Supervised Transfer
Consulted Call Transfer	Transfer with Consultation
Transfer to Voice Mail	Transfer to Voice Mail
Busy Camp On	Conduct Busy Camp On
Directed Call Pickup	Pick Up Call
Operator Call Barge-in	Barge in on Call
Start Conference Call	Start Three-Way Conference

Function	Quick Reference
Add Participant	Add Participant to Conference
Hold Conference Call	Hold Conference
Resume Conference Call	Resume Held Conference
Put Participant on Hold	Put Conference Participant on Hold
Take Participant off Hold	Resume Conference Participant
End Participant	Remove Conference Participant
Leave Conference Call	Leave Conference
End Conference Call	End Conference

Add Participant to Conference

Hold Conference

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3 Getting Started

Reception Central is hosted on the Commander Phone network and you access it over the network from a web browser.

> **NOTE 1**: The minimum required screen resolution for Reception Central is 1024 x 768 pixels.
>
> **NOTE 2**: Reception Central does not support signing in as different users from the same machine at the same time.

3.1 Sign in from Web Browser

When signing in to Reception Central, use the same username and password you use to when logging into to Command Central and/or your Commander SMART UC application.

To access Reception Central from a web browser:

1) In your web browser, enter the <u>http://clients.commander.com/receptioncentral</u> of the Reception Central client on Commander. The Reception Central *Sign-in* page appears.
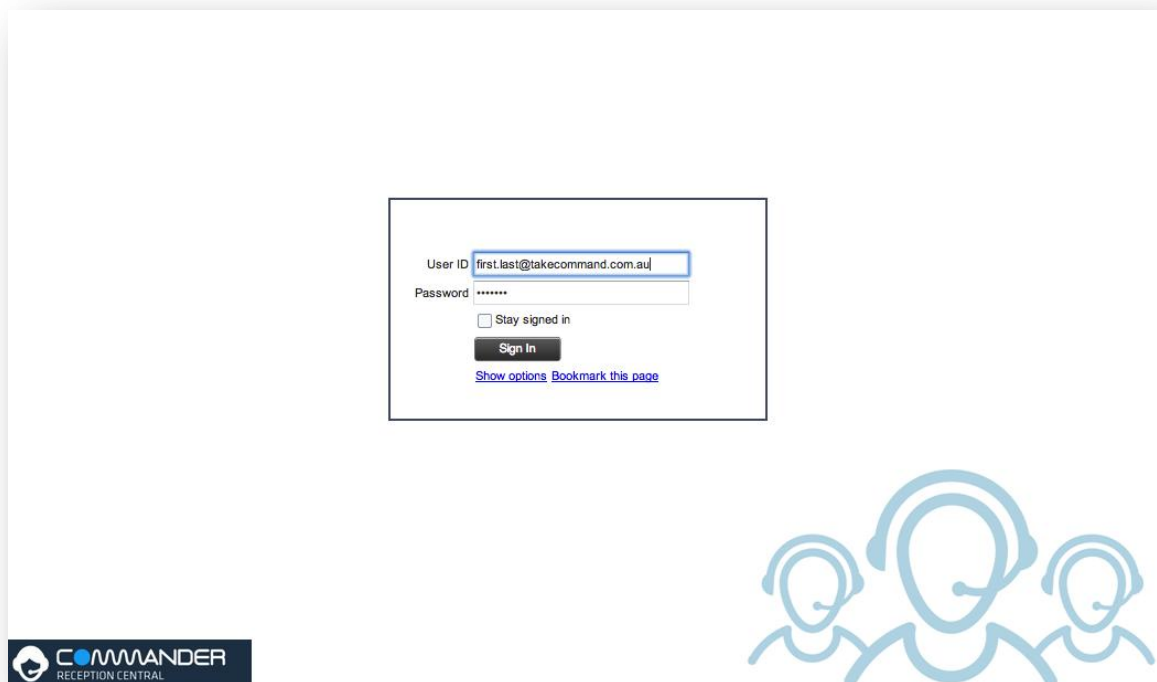

Figure 2 Reception Central Sign-in Page

2) Enter your Commander user ID in *username@takecommand.com.au* format and your password.

If you are unsure of your user ID and password, contact your company administrator.

If you use the default @takecommand.com.au, you can enter just the *user* part of your ID. The system then appends the default domain to it before authenticating you. If your domain is different from the default domain, you have to enter your user ID with the domain name.

Optionally, if your system has been configured to allow it, you can configure your domain name.

3) To configure your domain or the Reception Central language, click **Show options**. The area expands displaying advanced options.

Figure 3 Reception Central Sign-in Page – Advanced Options

4) To configure your domain, in the *Append Domain* text box, enter your domain name. When you enter your user ID without a domain, the system appends the configured domain instead of the default domain.

5) To change the language, from the *Language* drop-down list, select a new language.

6) Check *Stay signed in* to instruct the client to automatically connect and sign in to the server when it detects a network connection.

   This should generally be enabled to help mitigate intermittent internet connections. When disabled, the client signs out the user when the connection is lost.

7) To add a bookmark to the *Reception Central Sign-in* page in your browser, click **Bookmark this page** and follow the instructions of your browser.

8) Click **Sign In**.

   Reception Central starts and you are signed in.

3.2 Get Help

Reception Central provides you with online access to a portable document format (PDF) version of this guide.
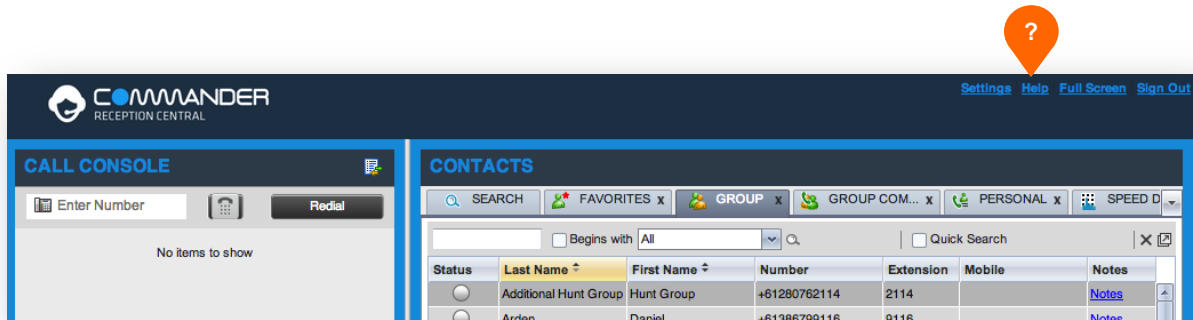

Figure 4 Main Interface (Top of Page) – Help Link

To access this document:

Click the **Help** link at the top right-hand side of the main interface.

3.3 Sign Out

To sign out of Reception Central:

1) Click the **Sign Out** link at the top right-hand side of the main interface.

   A message appears asking you whether you would like to save your current workspace.
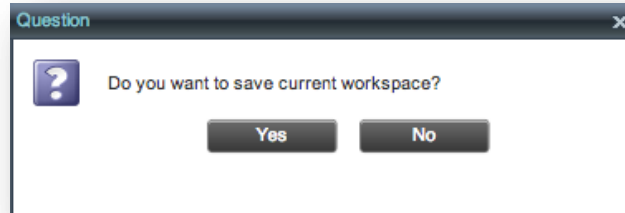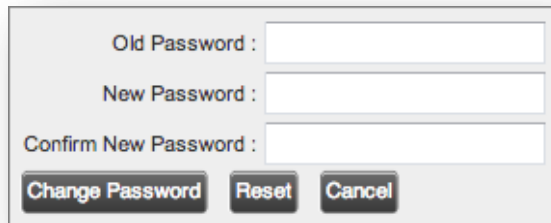

Figure 5 Question Dialog Box

2) Click **Yes** to save your current workspace. This allows you to retain the same setup at your next session.

3) For information on workspace elements that can be customized, see section *9.1.4 Workspace*.

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3.4 Change Your Password

Remember, changing this password, changes the Commander Phone password, used in applications like Command Central and the SMART UC clients.

To change your password:

1) At the top right-hand side of the main interface, click the **Settings** link. The *Settings – General* page appears.

2) In the *Account* area, click the **Change Password** link. The area expands allowing you to change your password.

Figure 6 Account – Change Password

3) Enter your current and new password and click **Change Password**.

Note that the Reset button does not reset your password. It only clears the input boxes.

4   Explore Workspace

When you sign in to Reception Central, the main page appears where you perform most of your call management and monitoring tasks. In addition, the main page provides a link to the *Settings* pages, where you configure various Reception Central settings.
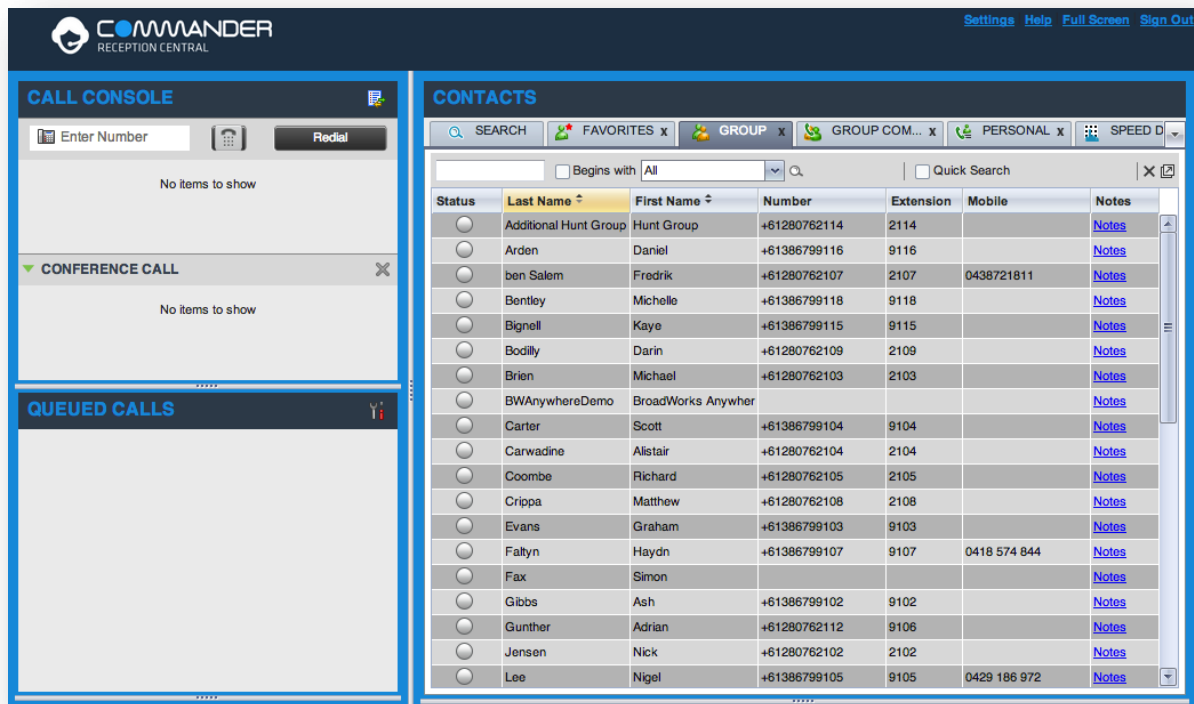

Figure 7 Reception Central Main Interface

Many visual aspects of Reception Central are configurable. For example, you can decide which elements should be visible and change their size. You can then save your workspace and retrieve it the next time you log in. For more information on saving your settings, see section *9.1.4 Workspace*.

To work in full screen mode, click the *Full Screen* link at the top-right corner of the main window. The link changes to *Exit Full Screen*, which you can click to exit full screen mode.

> **NOTE 1**: To work in full screen mode, you can also click F11 when the main window is in focus.
>
> **NOTE 2**: The Back, Forward, and Refresh operations of the web browser are not supported by Reception Central; and if performed, the results are inconsistent.
>
> **NOTE 3**: When a window is vertically resized, the panes do not always resize to fill the window. To resize a window, drag the window from the bottom right-hand corner or collapse and then expand the panes after resizing to adjust them to the window.

You can also resize the *Call Console* and the *Contacts* panes by moving the bar between the two to the left or to the right. Reception Central remembers the position of the bar at sign-out, and the bar is at the same position the next time you sign in.

Most Reception Central controls are context-based, which means that they appear only when the action they represent can be taken. Context-based controls that allow you to take actions on calls are called action buttons. For the list of controls available in Reception Central, see section *4.4 Controls*. The action buttons are described in section *4.4.1 Call Action Buttons*.

This section describes the following elements of the Reception Central main interface:

- Logo Pane
- Call Console
- Contacts Pane
- Controls

The *Settings* pages, accessed via the Settings link and used to configure Reception Central, are described in section *9 Configure Reception Central*.

The *Call History* dialog box is described in section *8 Manage Call History*.

4.1 Logo Pane

The Reception Central main page and *Settings* pages contain a *Logo* pane, where global messages, links to other interface elements or Reception Central functions, and information about the signed-in user.
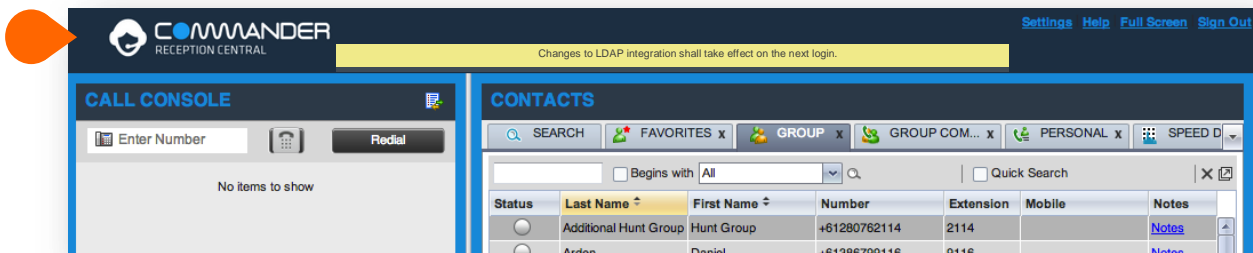

Figure 8 Reception Central Logo Pane

4.1.1 Global Message Area

The *Global Message Area,* that is, the center area of the *Logo* pane, is used by Reception Central to display information, warning, and error messages to the user. A message is displayed for several seconds and then disappears.

4.1.2 Settings, Help, and Sign Out Links

The *Logo* pane displays links to the *Settings* pages, where you can configure the client, and the Help and Sign Out links.

4.1.3 Signed-in User Information

Information about yourself (that is, your name, your phone number, your availability to take calls, and your voice mail status) is displayed at the top right-hand side of the main interface. Information about the following services and features is provided:

- Do Not Disturb (DND)

- Call Forwarding Always (CFA)

- Busy Call State

- Voice Messaging

The information is presented in the form of icons to the left of your name in the following format:

<DND/CFA/Busy> <Voice Messaging>

The <DND/CFA/Busy> state is represented by one icon, where Do Not Disturb has precedence over Call Forwarding Always, which has precedence over *your Busy* Call State. If none of the services is enabled and your call state is *Idle,* the icon is not displayed.

The Voice Messaging icon is present only if you have outstanding voice messages.

In addition, if a call is parked against your extension, the following information appears:

Parked User: <First Name> <Last Name> (<Extension>).

4.2   Call Console

You use the *Call Console* to view and manage your current calls. For information on managing your calls, see section 5 *Manage Calls*.
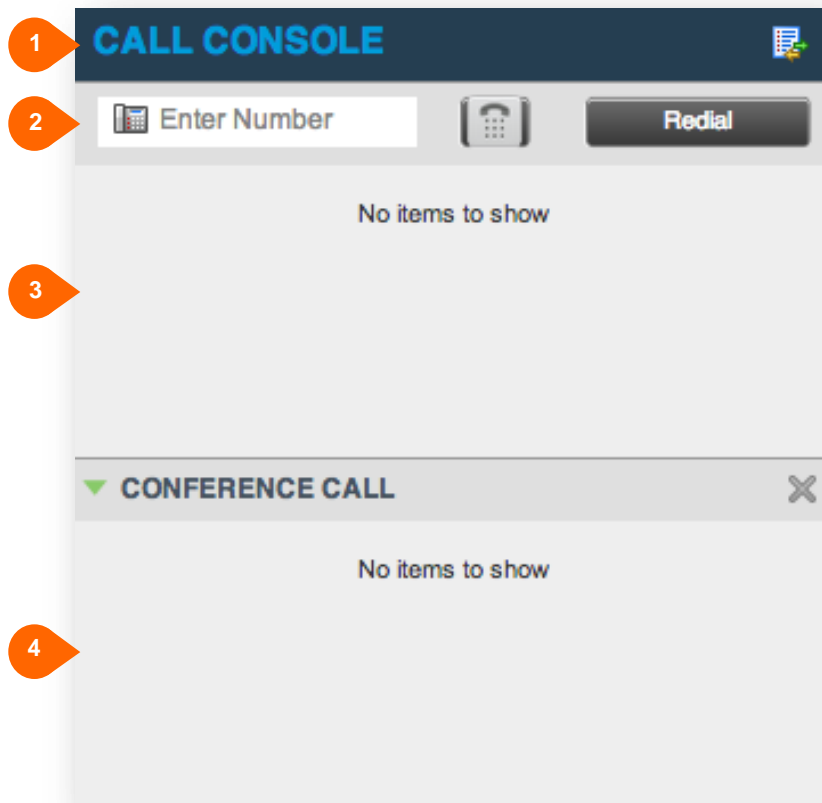

Figure 9 Call Console

The *Call Console* contains the following areas:

1.   Header
2.   Dial Pad
3.   Current Calls
4.   Conference Calls

4.2.1   Header

The Call Console header contains the following controls:

■   Call History button – This allows you to access the list of your previous calls.

■   Call Waiting button – This allows you to enable the Call Waiting service.

■   Auto Answer button – This allows you to answer your calls automatically.

4.2.2 Dialer

The *Dialer*, located at the top of the *Call Console*, below the header, allows you to make ad hoc calls.
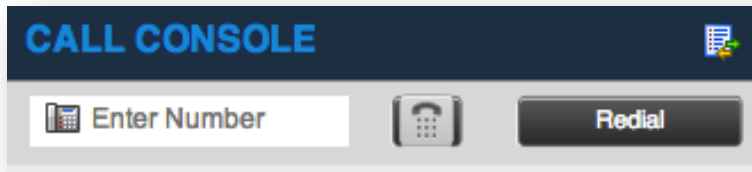

Figure 10 Call Console – Dialer

- The *Enter Number* text box is where you enter the number to dial.

- The buttons to the right, called action buttons, change depending on the context, and allow you to perform operations on calls. For more information, see sections 4.2.5

- **Call** States and Actions and *4.4.1 Call Action Buttons.*

4.2.3 Current Calls

The *Call Console* displays your current calls and allows you to take actions on them.

If you are involved in a conference call, its details are displayed in the *Conference Call* panel at the bottom of the *Call Console*. The *Conference Call* panel is described in the following section.
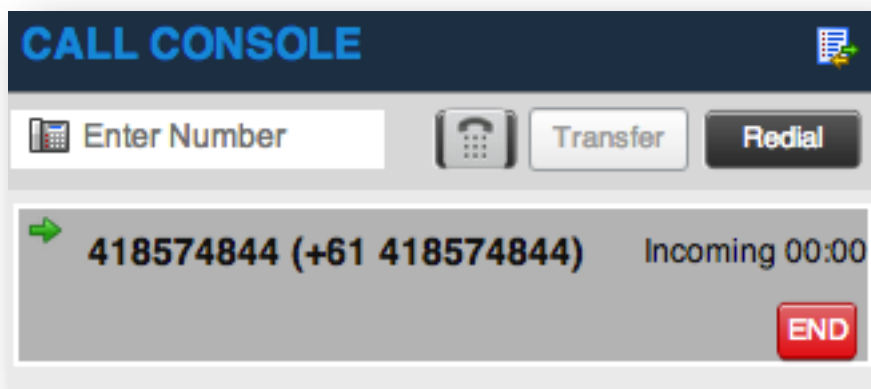

Figure 11 Call Console – Current Calls

Each call is listed on a separate line with the following information:

- Remote CLID – This is the name of the remote party (if available) and the phone number in parenthesis.

  For a recalled call, the following information appears: Recall: <Caller's name>; via: <Call parked against user>.

- Call State icon – This is a visual representation of the current state of the call. For more information, see section 4.2.5

- **Call** States and Actions.

- Call State name – This is the display name of the state the call is currently in.

- Call duration [Held duration] – This is the duration of the call from the time the call was received from Commander and it accurately reflects how long the call has been present in the system. In addition, for held calls, the time a call has been on hold is also displayed.

- Action buttons – These buttons are for the operations that you can currently take on the call. For more information, see sections 4.2.5

- **Call** States and Actions and *4.4.1 Call Action Buttons.*

4.2.4 Conference Call Panel

The *Conference Call* panel displays your current conference and allows you to manage your conference calls. You can only be involved in one conference call at a time.

Figure 12 Conference Call Panel

The header bar contains various controls that allow you to manage the conference:

- Hold Conference button ![HOLD] – This allows you to place the conference on hold.

- Resume Conference button ![ANS] – This allows you to resume a held conference.

- Leave Conference button ![LEAVE] – This allows you to leave the conference.

- End Conference button ![END] – This allows you to end the conference.

The panel lists the call legs that make up your current conference. Each two-way call is displayed on a separate line. The information displayed for each call leg is the same as the information displayed for a two-way call. For information, see section *4.2.3 Current Calls*.

4.2.5 Call States and Actions

The following table lists the possible call states and actions that can be performed in each state.

Call State	Display Name	Display Icon	Call Personality	Call Actions
Ringing In (Local)	Incoming Local	![→]	Click-To-Dial	Answer, End
Ringing In (Remote)	Incoming	![→]	Terminator	Answer, Conference, End
Ringing Out, Outgoing	Outgoing	![←]	Originator	Conference, End
Active	Active	![▶]	Any	Transfer, Hold, End, Park, Camp, Conference
On Hold	Held	![❚❚]	Any	Transfer, Resume, End, Park, Camp, Conference
On Hold (Remote)	Remote Held	![❚❚]	Any	Transfer, Hold, End, Conference
Active (In Conference)	Active	![conf]	Conference	Transfer, Hold, End
Held (In Conference)	Held	![conf held]	Conference	Resume, Transfer, End

Call State	Display Name	Display Icon	Call Personality	Call Actions
Ringing In (Recalled Call)	Call Recalled		Terminator	Answer, Conference, End
Parked Call	Parked (<DN>)		Any	Answer, End

4.3 Contacts Pane

The *Contacts* pane contains your contact directories and allows you to use your contacts to make or manage calls. For information on using contacts to manage calls, see section 5 *Manage Calls*. For information about organizing and managing your contact directories, see section 6 *Manage Contacts*.
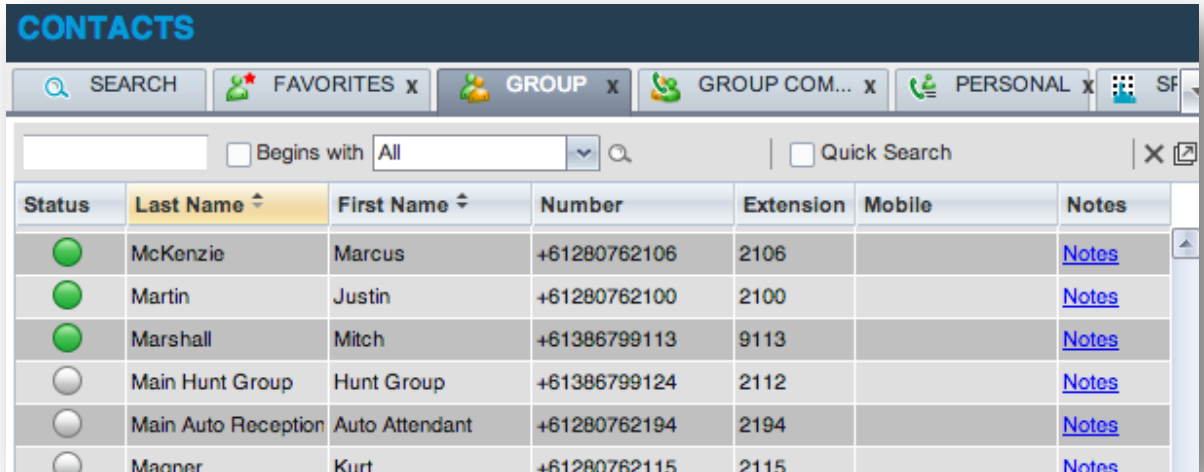

Figure 13 Reception Central Contacts Pane

The *Contacts* pane contains the following elements:

- Directory Management Bar
- Directories List
- Search Tab
- Favorites Tab
- Group/Business Tab
- Group/Business Common Tab
- Personal Tab
- Speed Dial Tab

- Search Results Tabs

The directories tabs you see depend on your Reception Central edition, system configuration, as well as the services assigned to you. For information, see section 2 *Introduction to Reception Central* or see your administrator.

You can only see the contents of one directory at a time. The information displayed for a contact depends on the directory and is specified in the following subsections.

When you click a contact in any contact directory, the contact expands and information about the contact appears as well as the action buttons for the operations that you can currently perform on that contact.
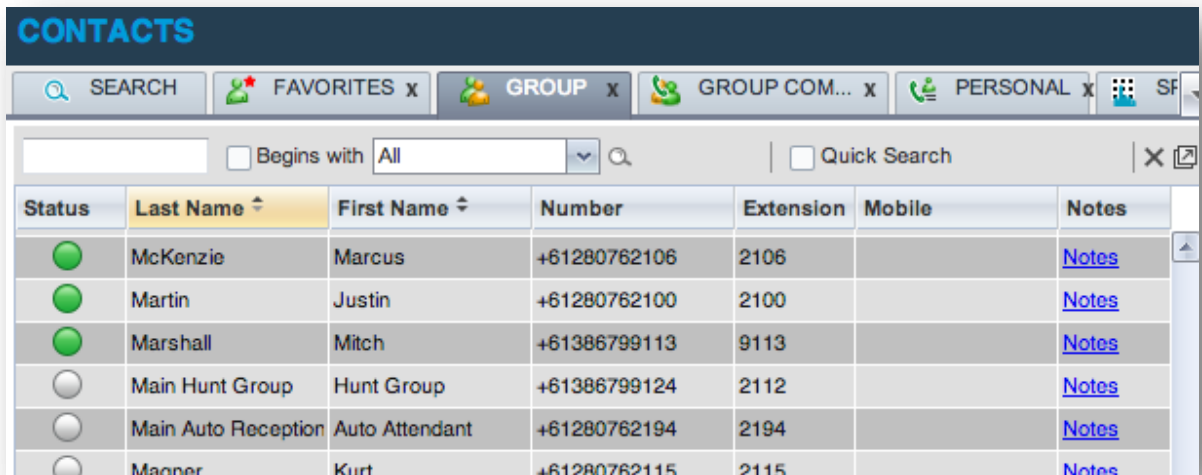

Figure 14 Group Tab – Contact in Focus with Action Buttons

For the list of action buttons available in Reception Central, see section *4.4.1 Call Action Buttons*.

4.3.1 Directory Management Bar

The *Directory Management* bar contains controls that allow you to perform search operations, create new directories from search results, and edit directories, and group queues.

Figure 15 Directories Management Bar

4.3.2 Directories List

The drop-down arrow to the right of the directories tabs, when clicked, displays the list of directories available to you, and allows you to select directory tabs to display in the *Contacts* pane. For more information, see section *6.1 Show/Hide Directories*.

4.3.3 Search Tab

You use the *Search* tab to look for specific contacts in all your contacts directories and, if available, in the configured *LDAP* directory. For information on performing directory searches, see section *6.3 Search Contacts*.
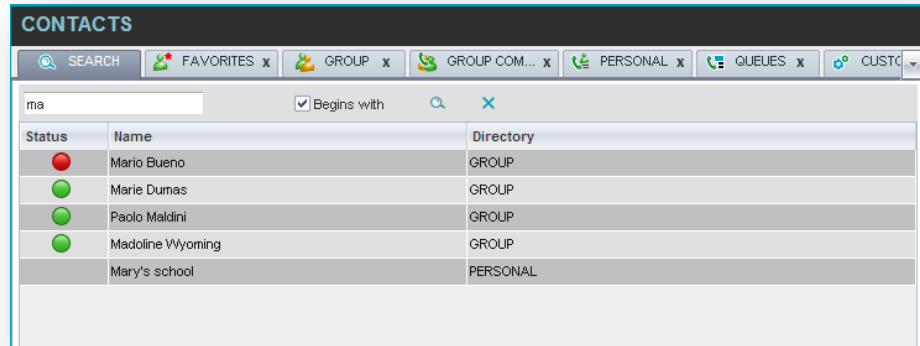

Figure 16 Contacts Pane – Search Tab

4.3.4 Favorites Tab

You use the *Favorites* tab to monitor the call status of selected contacts. The contacts to monitor must be configured on the web portal. This is referred to as static monitoring. For more information, see section 7 *Monitor Contacts*.
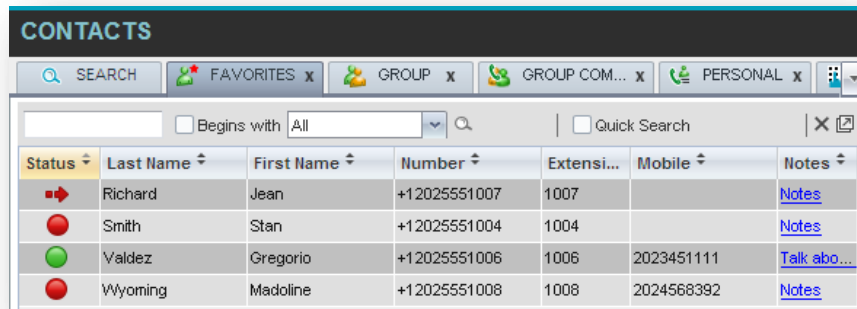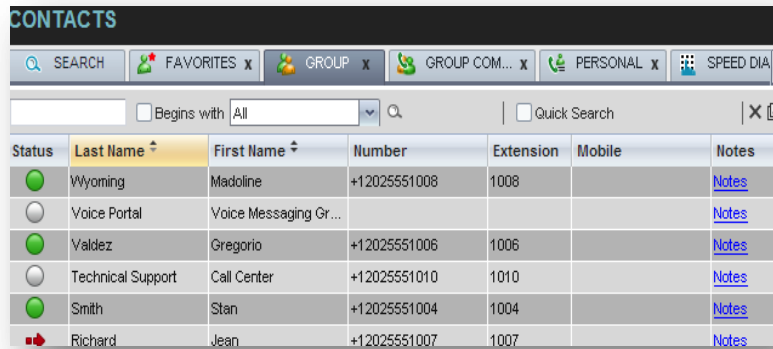
Figure 17 Contacts Pane – Favorites Tab

4.3.5 Group/Business Tab

The *Group/Business* tab contains the contacts in your Commander group directory.
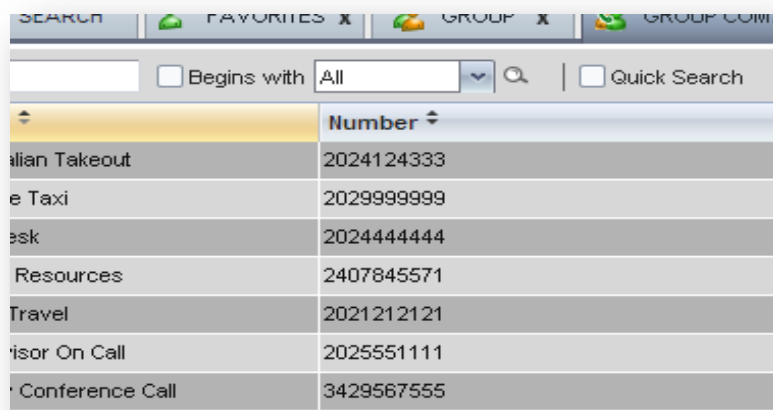
Figure 18 Contacts Pane – Group Tab

4.3.6 Group/Business Common Tab

The *Group/Business Common* tab contains the contacts in your group's common phone list.

The contact's name and phone number are displayed for each contact.

Figure 19 Contacts Pane – Group Common Tab

4.3.7 Personal Tab

The *Personal* tab contains the contacts from your personal phone list on the Commander web portal.

You can edit your personal contacts in Reception Central. For information about managing your personal contacts, see section *6.5 Manage Personal Contacts*
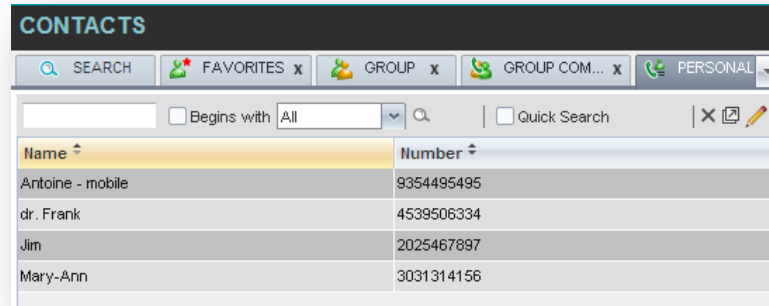
Figure 20 Contacts Pane – Personal Tab

4.3.8 Speed Dial Tab

The *Speed Dial* tab displays your Speed Dial 8 and Speed Dial 100 contacts. It is available to users who have been assigned Speed Dial 8 and/or Speed Dial 100 services. If you only have one of these services, you only see the contacts for that service in your Speed Dial directory.

You can edit your speed dial entries in Reception Central. For information about managing your speed dial entries, see section *6.6 Manage Speed Dial Entries*.
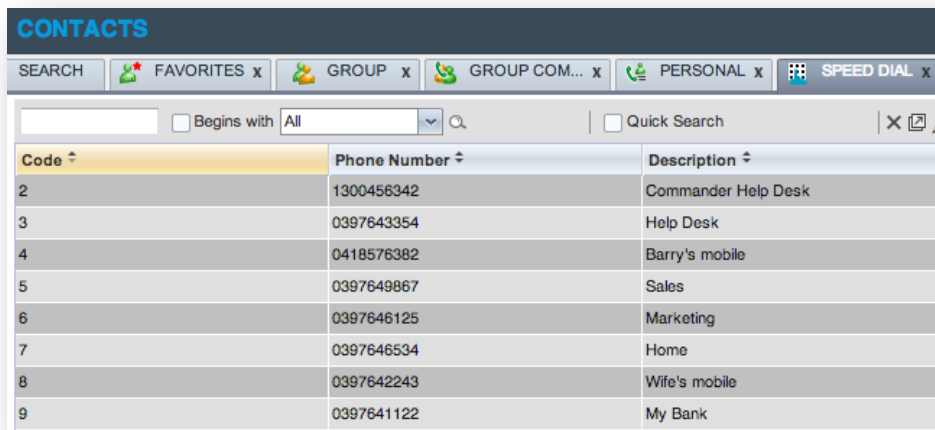

Figure 21 Contacts Pane – Speed Dial Tab

4.3.9 Search Results Tabs

When you search a directory on a single field, you can pull out the results and save them in a new contacts directory. The name of the new directory is the same as the name of the directory on which the search was performed, but the icon on the directory tab has an arrow similar to the arrow used on shortcut icons [icon]. When you place the mouse over the tab for a directory created from search results, a ToolTip appears displaying the name of the original directory, followed by the search string that was used to create the directory, the two separated by a colon ":", for example, "Group:ma".
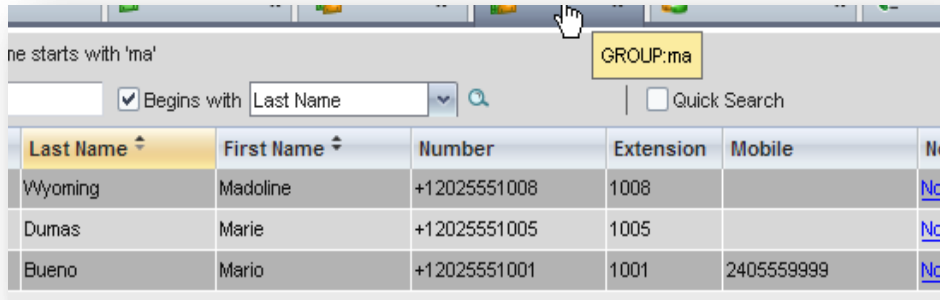

Figure 22 Contacts Pane – Search Results Tab

> **NOTE:** A directory created from search results has the same properties as the original directory, and you can perform the same operations on it as on the original directory.

You can also perform a search on a directory created from search results and pull out [icon] the results into another tab.

Search results directories are only available for the current sign-in session. Also, once closed, they cannot be restored. If required, perform the same search again.

4.4 Controls

Reception Central controls are designed in a contextual manner, that is, most controls appear only when the action they represent can be taken. For example, when you select a call and enter a number or select a contact, the Transfer button appears, allowing you to transfer the call. The controls that correspond to call operations, such as Dial, Transfer, or Hold are called action buttons. They are described in section *4.4.1 Call Action Buttons*.

The following table lists the general controls used in Reception Central and the controls displayed on the header bars of windows and panels.

Name	Description
Common Controls	
[icon] Options	This allows you to organise items in lists.
[icon] Expand/Collapse	This shows or hides the contents of a window or panel.
[icon] Close	This closes an interface element, such as window, pane, or panel.
[icon] Edit	This allows you to edit contacts in some directories.
Call Console Controls	

Name	Description
Call History	This displays your call logs.
Call Waiting	This allows you to turn Call Waiting on or off.
Auto Answer	This automatically answers your incoming calls.
END End Conference	This ends a conference call.
LEAVE Leave Conference	This allows you to leave the conference while allowing other participants to continue the call.
HOLD Hold Conference	This places a conference call on hold.
ANS Resume Conference	This resumes a held conference.
Pull Out Directory	This places a selected directory below the Call Console.
Call Notification Pop-up Window	
Web Pop URL	This opens a page in your browser at the configured URL to provide additional information about the caller.
vCard	This saves the caller's phone number and personal information as a vCard in Microsoft Outlook.
Transfer to Voice Mail	This transfers an incoming call to your voice mail.

4.4.1   Call Action Buttons

Action buttons allow you to perform actions on calls, such as answering or transferring a call, or actions that result in a call being placed, such as dialing a number or contact. They appear on the Dialer, a call line, a call history log, or a directory entry.

Action buttons are contextual, that is, they appear on a line/entry when you move the mouse over that entry and when the corresponding action can be performed on that entry.
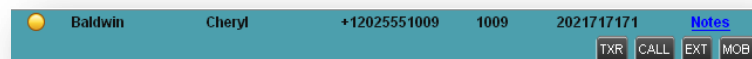
Figure 23 Group Tab – Contact in Focus with Action Buttons

The following table lists action buttons available in Reception Central.

Button	Description
Dial	This dials the number you entered in the *Dialer*.
CALL	This places a call to the selected contact or to a number from Call History.
Redial	This redials the last dialed number.
EXT Extension	This dials the contact's extension.

Button	Description
MOB Mobile	This dials the contact's mobile number.
EMAIL E-mail	This brings up a new e-mail message window with the contact's e-mail address, allowing you to send an e-mail to the contact.
Transfer Transfer	This transfers a call to an ad hoc number entered in the Dialer.
TXR Transfer	This transfers a call to a selected number or contact.
VM Transfer to Voice Mail	This transfers a call to the selected contact's voice mail.
ANS Answer	This answers an incoming call, answers an unanswered call for a contact, or resumes a held call.
HOLD Hold	This places a call on hold.
END End	This ends a call.
CONF Conference	This establishes a conference call or adds a call to a conference.
CAMP Camp	This camps the call on a busy contact.
BARGE Barge In	This barges in on a contact's call.
PARK Park	This parks a call on a contact.
PROMOTE Promote	This promotes a selected call to the next higher priority bucket.
RETRIEVE Retrieve	This retrieves a selected call from the queue to the supervisor's device.
REORDER Reorder	This changes a selected call's position in the queue.
Delete Call Log	This deletes a call log from Call History.

5   Manage Calls

This section includes information and procedures on how to manage current calls. You use the *Call Console* to view and manage your current calls.
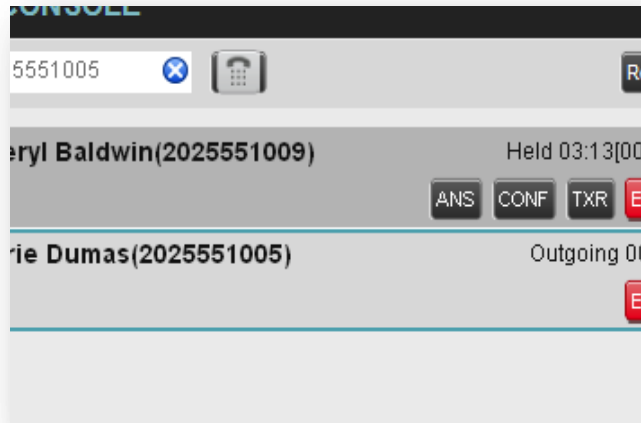
Figure 24 Call Console

5.1   Drag and Drop Call onto Contact

For operations on calls that involve a contact, you can drag a call from the *Call Console* and drop it on a target contact in one of your contact's directories. This provides you with a quick way to perform operations on calls that involve a contact.

As the call is dragged, a green arrow appears. By default, when the call is dropped onto a contact, no action is taken on the call. The target contact expands and you can select the action button for the operation you want to perform on that call.

However, you can enable automatic call transfer on *Drag and Drop*. See section *9.1.5 Drag and Drop* for details. If automatic transfer is enabled, the call is transferred to the contact's phone number when you drop the call on the contact.
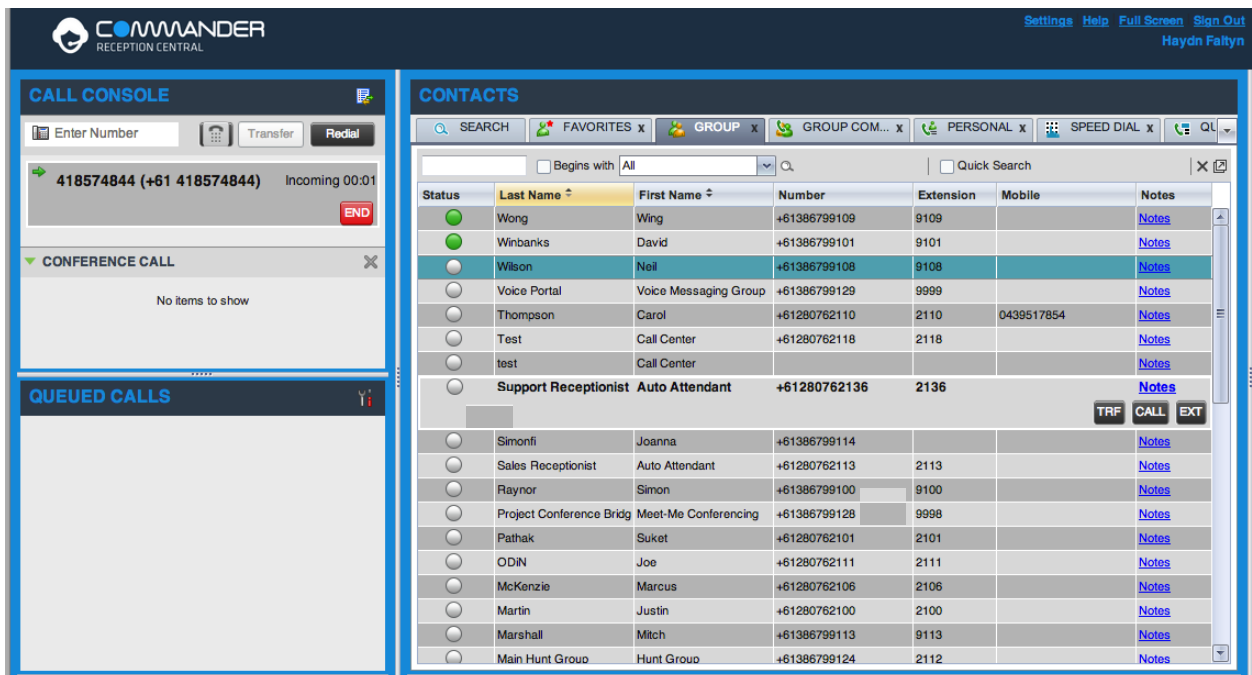
Figure 25 Dragging Call and Dropping it on Contact

5.2 View Call Information

Call information is provided in the *Call Console* and in the *Call Notification* pop-up window that appears on top of the system tray for incoming calls.

5.2.1 View Current Calls

Your current calls are always visible in the *Call Console*.

To view your conference call:

In the *Conference Call* panel, click the **Expand** button .

5.2.2 View Incoming Call Details

If the Call Notification feature is enabled, a *Call Notification* pop-up window appears on top of the system tray when an inbound call is received.

- *Direct inbound calls* – For calls to your direct number or extension, the following information is displayed:
  - Calling party name
  - Calling party number
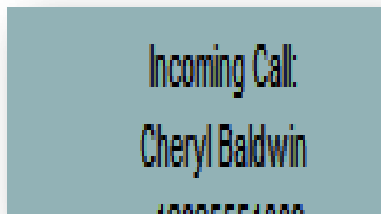
Figure 26 Call Notification Pop-up Window for Non-ACD Call

NOTE 1: You must have only one tab open in the browser running Reception Central to receive call notifications.

NOTE 2: If calls come within eight seconds of each other, the *Call Notification* pop-up window only appears for the first call of that series.

5.2.3 Save vCard

When you receive a call, a *Call Notification* pop-up window is visible on top of the system tray. From this window, you can save the caller's phone number and personal information as a vCard in Microsoft Outlook.

To save caller's information as a vCard:

In the *Call Notification* pop-up window, click the **Add vCard** button .

This button is present only when Outlook is running.

5.2.4 Open URL

When you receive a call, a *Call Notification* pop-up window appears on top of the system tray. From this window, you can open a page in your browser. This page contains information about the calling party encoded in its URL.

To configure this feature, see section *9.1 Settings – General*.

To open a URL in your browser:

In the *Call Notification* pop-up window, click the **Web Pop URL** button [icon].

5.3 Answering Calls

You can answer your own incoming calls and calls for other users in your group. If you have the Auto Answer service, you can also answer calls automatically.

5.3.1 Answer Call

Your incoming calls appear in the *Call Console*. To answer a call, the call state must be *Incoming*.

To answer an incoming call:

Move the mouse over the call and click **Answer** [ANS icon]. The call state changes to *Active*.

> **NOTE**: Double-clicking a call, does not answer it.

To answer an incoming call from a Call Notification pop-up window:
Click anywhere on the text in the window.

To answer calls automatically:

In the *Call Console*, click the **Auto Answer** [icon] button. The button changes to this [icon] to indicate that Auto Answer is on.

When Auto Answer is enabled, your phone automatically goes off-hook when it is alerted. This applies to both inbound and Click-To-Dial calls.

The Auto Answer feature may be enabled manually in the client or by the administrator on the server.

> **NOTE**: If this feature is enabled by your administrator, you must **not** enable the client-based Auto Answer using the Auto Answer button.

5.3.2 Pick Up Call

The Directed Call Pickup service allows you to answer a call that is incoming on another user. Depending on your setup, you can answer calls for users in your group or in the entire business. This is useful when the user is currently not on hand to answer the call.

> **NOTE**: To pick up a contact's call, you need to have the Directed Call Pickup service assigned.

To answer a call for a contact:

1) Click the *Group/Business* or *Favorites* tab to display its contents and click the target contact to expand it. The contact's state must be *Ringing*.

2) Move the mouse over the contact and click **Answer** [ANS icon].

   The call appears as *Incoming* in the *Call Console*.

5.4 Hold and Resume Calls

You can only put an active call on hold.

5.4.1 Put Call on Hold

To put a call on hold:

Move the mouse over the call and click **Hold** HOLD.

5.4.2 Resume Held Call

To resume a held call:

Move the mouse over the call and click **Answer** ANS.

> **NOTE**: Double-clicking a call does not take the call off hold.

5.5 Make and End Calls

Reception Central provides you with several ways in which you can make calls. When you dial a number or contact, the call appears in the *Call Console* as *Incoming Local.*

5.5.1 Dial Ad Hoc Number

You use the *Dialer* to place a call to an ad hoc number.
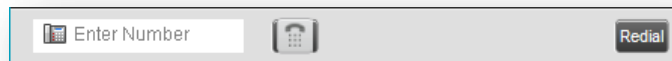
Figure 27 Dialer

To dial an ad hoc number:

1) In the *Dialer*, enter the phone number and click **Dial**. The call appears in the *Call Console* as *Incoming Local* and your phone rings.

2) Click **Answer** ANS for that call. An outbound call is placed and the call state changes to *Outgoing.*

5.5.2 Redial Number

Reception Central keeps up to ten most recently dialed numbers.

To redial one of the recently dialed numbers:

1) In the *Dialer*, place the cursor in the text box and start entering a number. A list of recently called numbers that start with the entered digits appears.
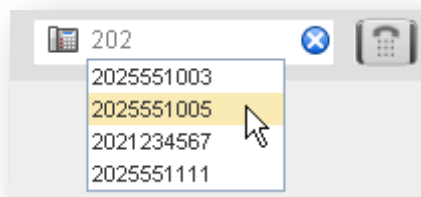
Figure 28 Dialer – Select Recently Dialed Number

2) Select the number to dial and click **Dial**.

The client issues a Click-To-Dial attempt to the selected number.

Alternatively, click the **Redial** [Redial] button and select the number from the list that appears.
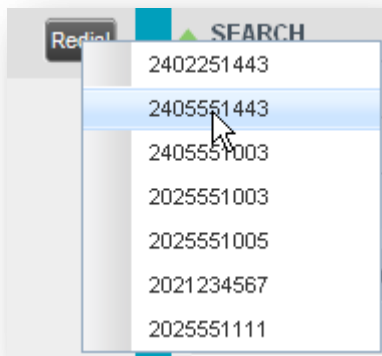
Figure 29 Dialer – Redialing Number

5.5.3 Dial Contact

You can dial contacts from any directory available in Reception Central.

To dial a contact:

1) In the *Contacts* pane, click the tab for the directory from which you want to dial a contact.

2) Click the contact to expand it and click **Call** [CALL] for that contact. A Click-To-Dial action is initiated and your phone rings.
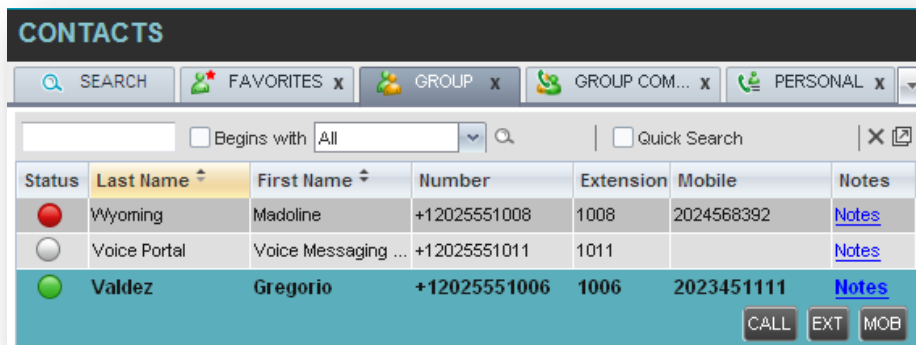
Figure 30 Group Tab – Contact in Focus with Call, Extension, and Mobile Buttons

3) Answer the phone. An outbound call is placed.

4) Alternatively, to dial the contact's extension, click **Extension** [EXT] or to dial the contact's mobile number, click **Mobile** [MOB].

5.5.4 Speed Dial

To speed dial a contact:

1) In the *Contacts* pane, click the *Speed Dial* tab to display its contents.

2) Click the contact to expand it and then click **Call** [CALL] **.**

5.5.5 Dial from History

You can dial any number that is available in Call History.

To dial from Call History:

1) In the *Call Console*, click the **Call History** button [icon]. The *Call History* dialog box appears.
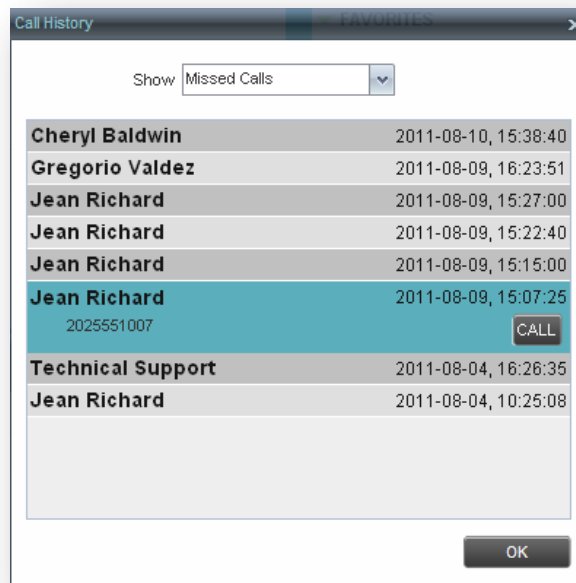
Figure 31 Call History Dialog Box

2) From the *Show* drop-down list, select the grouping you want.

3) Scroll through the list of call logs to find the entry you need.

4) Click the entry to expand it and click **Call** [CALL].

5.6 End Call

To end a call:

Click **End** [END] for that call.

> **NOTE**: If the call has not yet been answered, the calling party continues to ring until no answer or another applicable timer expires.

5.7   Transferring Calls

There are a number of ways in which you can transfer a call. You can blind transfer calls or transfer calls with consultation or supervision. You can also transfer calls directly to voice mail or to a queue.

5.7.1   Blind Transfer Call

A blind transfer occurs when a call is transferred without an introduction. Calls may be blind transferred while active, held, or ringing (in) on your phone. If a call is ringing (in), blind transfer allows the call to be redirected before it is answered. You can blind transfer a call to an ad hoc number or to a contact.

To blind transfer a call to an ad hoc number:

1)   In the *Call Console,* select the call to transfer.

2)   In the *Dialer*, enter the destination number and click **Transfer** TXR. The call is transferred and removed from the *Call Console*.

To blind transfer a call to a contact:

1)   In the *Call Console*, select the call to transfer.

2)   In the *Contacts* pane, click the tab for the directory that you want to select a contact.

3)   Click the destination contact to expand it, and click **Transfer** TXR for that contact. The call is transferred and removed from the *Call Console*.

Alternatively, drag the call onto the target contact and click **Transfer** TXR for that contact. If automatic transfer on drag and drop is enabled, you do not need to click **Transfer**.

5.7.2   Conduct Supervised Transfer

When you have an active inbound call that you want to transfer, you can follow this procedure.

To conduct a supervised transfer:

1)   In the *Call Console*, select the call to transfer.

2)   Dial the number or contact to whom you want to transfer the call.

3)   If the dialed contact is busy, either retry or dial another contact.

4)   Move the mouse over the new, non-selected call and click **Transfer** TXR.

5.7.3   Transfer with Consultation

Use this method to transfer a call with an introduction to the destination party. Calls may be transferred this way while active, held, or ringing (in) on your phone. In the latter case, the system redirects the call before it is answered.

To transfer a call with consultation:

1)   Make a call to the person to whom you want to transfer the call. If the first call was active, it is put on hold. The new call appears in the *Call Console*.

2)   Wait until the called party accepts your call and speak to the party.

3)   When ready to transfer, in the *Call Console*, select one of the two calls.

4)   Move the mouse over the non-selected call and click **Transfer** TXR.

The calls are connected and removed from the *Call Console*.

5.7.4   Transfer to Voice Mail

You can transfer a call to a monitored contact's voice mail or to your own voice mail. Calls may be transferred while active, held, or ringing (in) on your phone.

To transfer a call to voice mail:

1)   In the *Call Console*, select the call to transfer.

2)   In the *Contacts* pane, click the *Group/Business* or *Favorites* tab to display its contents and find the contact. Find yourself if you want to transfer the call to your voice mail.

3)   Click the contact and click **Transfer to Voice Mail** ![VM] for that contact.

Alternatively, drag the call onto the target contact and click **Transfer to Voice Mail** ![VM] for that contact. If automatic transfer on drag and drop is enabled, you do not need to click **Transfer**.

> **NOTE**: This option is only available if the contact has the Voice Messaging service assigned and enabled.

You can also transfer an incoming call to voice mail from the *Call Notification* pop-up window.

To transfer an incoming call to your voice mail:

In the *Call Notification* pop-up window that appears when you receive a call, click **Transfer to Voice Mail** ![icon] .

5.8   Parking and Camping Calls

Call parking or camping allows you to find a temporary parking place for the call. If the parked or camped call is not answered within the predefined time, the call is recalled and reappears in your *Call Console*.

5.8.1   Conduct Busy Camp On

Busy Camp On allows you to place a call at a busy contact. The call is automatically transferred to the destination when the contact becomes available to take the call. A call to camp must be active or held, and the destination contact must be either *Busy* or *Ringing*.

> **NOTE**: To use the feature, you need to have the Busy Camp On service assigned and active from your administrator.

To camp a call on a busy contact:

1)   In the *Call Console*, select the call to camp.

2)   In your *Group/Business* or *Favorites* directory, click a *Busy* or *Ringing* contact and click **Camp** ![CAMP] . Once the call is camped, it is removed from the *Call Console*.

If the call reaches the designated expiration timer before the call is answered, the call is recalled to your device and reappears in the *Call Console*.

5.9 Manage Conference Calls

You manage your conferences in the *Call Console*.

■ You use the top area of the *Call Console* to establish a conference and add participants to it.

■ You use the *Conference Call* panel to manage or end an active conference.

You can only have one active conference at a time.

Figure 32 Call Console – Conference Call Panel

To conduct an N-Way conference you must first start a Three-Way conference and then add participants to it.

NOTE: To conduct a conference you must have the Three-Way Call or N-Way Call service assigned.

5.9.1 Start Three-Way Conference

To start a conference you need to have at least two current calls.

To start a conference:

1) If necessary, place calls to participants using any of the methods described in section *5.5 Make and End Calls*.

2) In the *Call Console,* select one of the two calls.
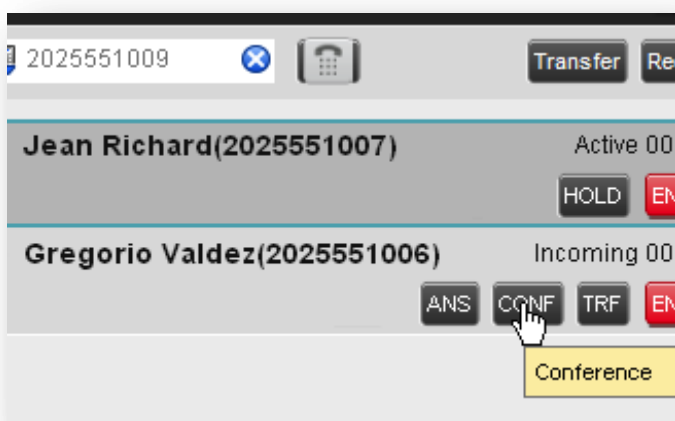
Figure 33 Starting Conference

3) Move the mouse over the non-selected call and click **Conference** CONF. A Three-Way Conference is established and the connected calls are moved to the *Conference Call* panel.

5.9.2 Add Participant to Conference

To perform this operation, you need to have the N-Way Call service assigned.

To add participants to a conference:

1) If the call you want to conference in is not yet established, place the call using any of the methods described in section *5.5 Make and End Calls*.

2) In the *Call Console*, move the mouse over the call to add and click **Conference** CONF . The caller is added to the conference.

5.9.3 Hold Conference

To put an active conference on hold:

In the *Conference Call* panel, click **Hold Conference** HOLD . This allows other conference participants to continue their conversation.

5.9.4 Resume Held Conference

To resume a held conference:

In the *Conference Call* panel, click **Resume Conference** ANS . All the calls in the conference become active.

5.9.5 Put Conference Participant on Hold

To put a specific conference participant on hold:

1) Expand the *Conference Call* panel.

2) Move the mouse over the target call and click **Hold** HOLD .

5.9.6 Resume Conference Participant

To resume a conference participant:

1) Expand the *Conference Call* panel.

2) Move the mouse over the target call and click **Answer** ANS .

5.9.7 Leave Conference

To leave the conference:

In the *Conference Call* panel, click the **Leave Conference** LEAVE button.

> **NOTE**: This function is only available for Three-Way Conferences.

5.9.8 Remove Conference Participant

To end a selected call in the conference:

1) Expand the *Conference Call* panel.

2) Move the mouse over the call and click **End** END .

5.9.9 End Conference

To end the conference:

In the *Conference Call* panel, click **End Conference** END . This releases all the calls that participate in the conference.

5.9.10 Barge in on Call

Call Barge-in allows you to barge in on a contact's call. This is useful when you want to enter a call that is already established between two other people.

> **NOTE**: This functionality is only available if you have been assigned this service by your administrator.

Depending on your setup, you can barge in on contacts in your group or business.

To barge in on a call:

1) Click the *Group/Business* or *Favorites* tab to display its contents.

2) Click the target contact and click **Barge In** BARGE . The contact's status must be *Busy*.

   You enter an ongoing call, thereby establishing a Three-Way Conference. The calls appear in the *Conference Call* panel.
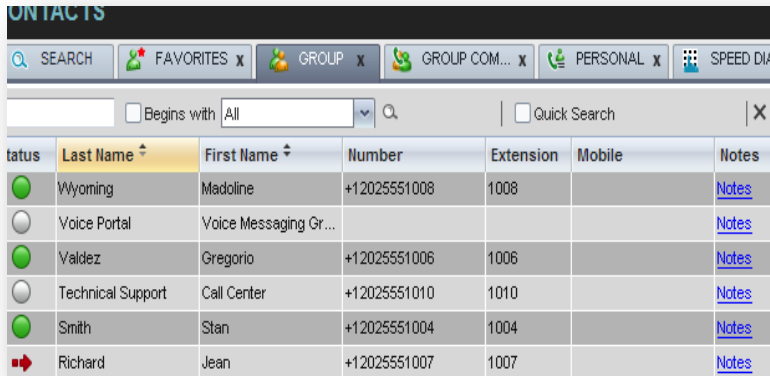
Alternatively, drag the call onto the target contact and click **Barge In** BARGE for that contact. If automatic transfer on drag and drop is enabled, you do not need to click Transfer.

You can now perform any conference operation on the call.

6   Manage Contacts

Reception Central allows you to view, search, and organise your contact directories.

You use the *Contacts* pane to manage your contact directories, to monitor selected contacts, and to use your contacts to make or manage calls.

Figure 34   Contacts Pane

For the list of contact directories available in your version of Reception Central, see section 2 *Introduction to Reception Central*.

For information on monitoring contacts, see section 7 *Monitor Contacts*; for more information on call-related functions, see section 5 *Manage Calls*.

This section describes the directories management functions provided by Reception Central.

- Show/Hide Directories
- View Directory Content
- Search Contacts
- Order Directory Entries
- Manage Personal Contacts
- Manage Speed Dial Entries

6.1   Show/Hide Directories

Reception Central allows you to specify which directory tabs should be visible in the *Contacts* pane.
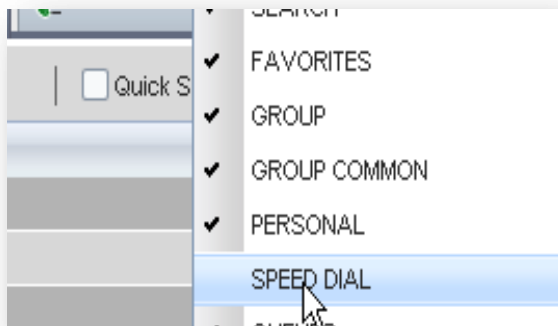
Figure 35   Contacts Pane – Expanded Options Menu

CMDR_COMMANDER PHONE RECEPTION CENTRAL USER GUIDE_GD_41764

To display a directory tab in the Contacts pane:

1) At the top right-hand side of the *Contacts* pane, click the drop-down arrow [⌄] .

2) From the list that appears, select the directory to display. The directory tab is displayed at the top of the *Contacts* pane and its contents appear in the *Contacts* pane.

To remove a directory tab from the *Contacts* pane, click the **Close** button [X] on the tab for that directory.

Note that once you close a directory containing search results, you cannot display it again.

6.2   View Directory Content

To view contacts in a directory:

In the *Contacts* pane, click the tab for that directory. The directory listing appears in the *Contacts* pane.

If the tab is not visible, click the drop-down arrow [⌄] to the right of the directories tabs and select the directory from the list that appears.

To view additional information about a contact:

Click the contact to view. This expands the row for the contact displaying applicable action buttons. For more information, see section *4.4.1 Call Action Buttons*.

Only one contact per directory can be expanded at a time. When you click a contact, the system automatically hides the details of the previously expanded contact.

6.3   Search Contacts

Reception Central allows you to search for contacts several different ways. You can perform a search on a specific directory or on all directories at once. You can perform a quick search or a regular search, you can create a new directory from search results, and you can perform a search on search results.

To search for contacts, use the following procedures:

■   Perform Quick Search

■   Perform Regular Search

■   Create Directory from Search Results

■   Perform Search on Search Results

6.3.1   Perform Quick Search

Reception Central allows you to perform a quick search, which searches a specific column for entries that start with a single character entered by you. The column that the search is performed is the column that the directory is currently ordered.

A quick search can be performed on any directory, except for the *Search* directory.

> **NOTE**: The search is not case-sensitive; the search for "Ann" and the search for "ann" return the same results.
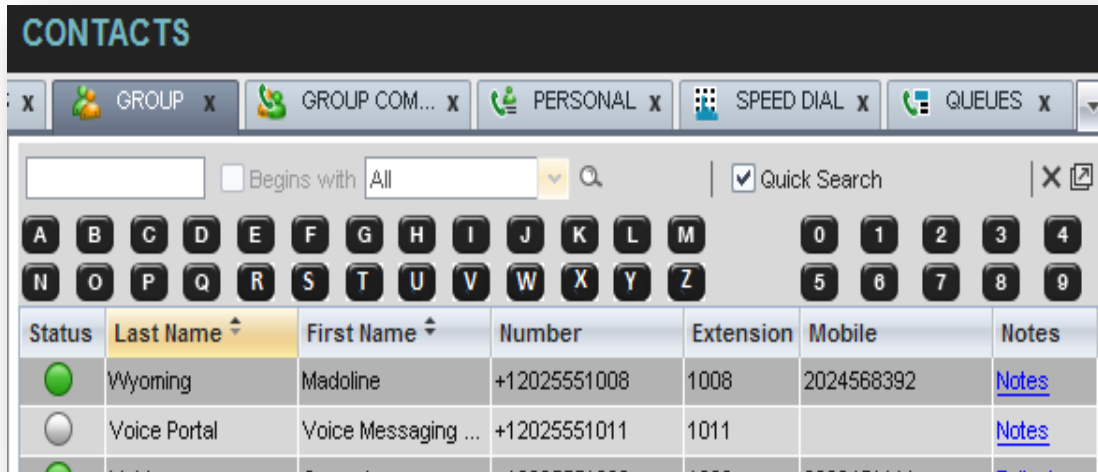
Figure 36 Contacts Pane – Performing Quick Search

To perform a quick search:

1) Click the directory tab where you want to perform the search.

2) Order the directory by the column that you want to search.

3) Check the *Quick Search* box.

4) From the keypad that appears, select a character (a single letter or digit) that you want to use in the search. The contacts that start with the selected character (in the selected column) are displayed in the directory.

5) To perform another search on the same column, select another character. The new search is performed on the original directory and not on the results of the previous search.

6.3.2   Perform Regular Search

You can search for contacts in a specific directory or in all directories at once.

When you search for contacts in a specific directory, you can search on a specific column or on all columns. When you use the Search tab, the search is performed on all directories and columns.

If you perform a second search on the same directory, the search is performed on the entire directory even if only search results are displayed. To search in search results, you first need to create a new directory from the results of the first search.

You use the controls located in the *Contacts* pane below the directories tabs to perform contact searches.

> **NOTE**: The search is not case-sensitive; the search for "Ann" and "ann" return the same results.
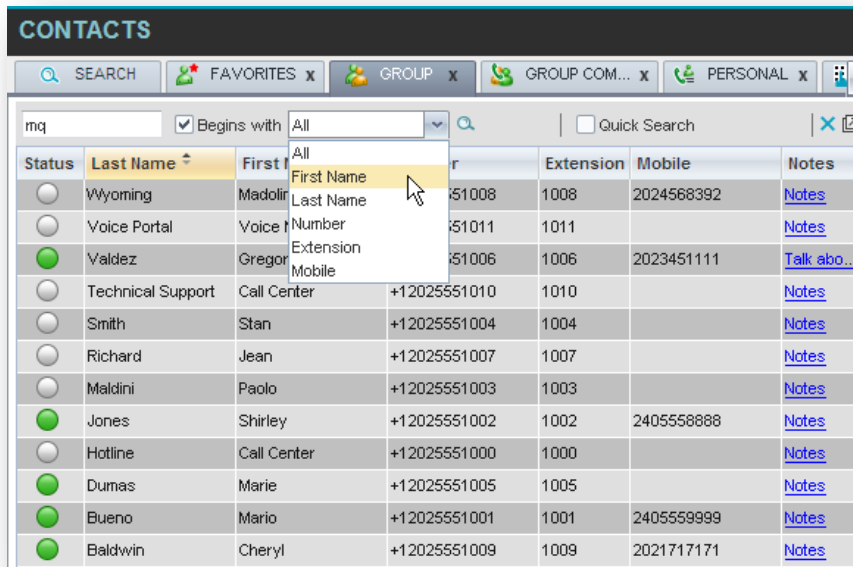
Figure 37 Contacts Pane – Performing Regular Search

To search in a specific directory:

1) Select the directory to search.

2) Make sure that the *Quick Search* box is unchecked.

3) In the *Search* text box, enter the text you want to search for. You can enter partial information, such as part of a name or phone number, but you must enter at least two characters.

For example, if you do not remember whether Mary's last name is spelled "Shelley" or "Shelly", you can enter "Shell", and either name is returned.

4) To restrict the search to contacts that start with the entered string, check the *Begins with* box. Otherwise the search results will also include contacts that contain the entered string.

5) From the drop-down list, select the column to search by. You can select a specific column or all columns.

6) Click the **Search** button .

The text you entered is matched against the selected column (or all columns) of every entry of the selected directory. Search results are displayed in the tab where the search was performed.

Duplicate search results in Commander directories are not displayed; the first match for a given contact is displayed.

Duplicate search results in other directories are displayed.

Figure 38 Contacts Pane – Search Results

The search returns either all the contacts (in the selected directory) that contain the entered keyword or all the contacts that start with the entered keyword.

In the first case (*Begins with* not checked), entering "Ann" returns all contacts with the name "Ann", but it also returns all contacts with names such as "Anne", "Marianne", "Marie Ann", "Ann Marie", and so on.
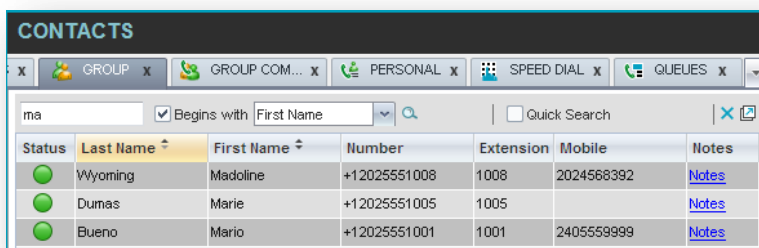
In the second case (*Begins with* checked), entering "Ann" returns all contacts with names such as "Ann", Anne", and Ann Marie", but not "Marianne" or "Mary Ann".

1) To clear the search results, click **Reset** ⊠ .

To search in all directories:

2) Click the **Search** tab.
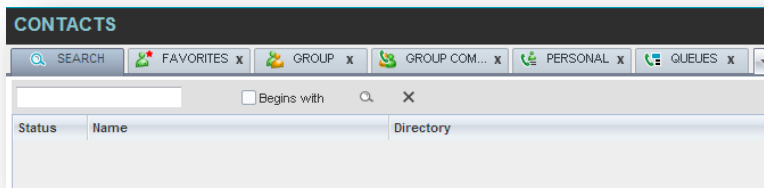
Figure 39 Performing Search Using Search Tab

3) In the *Search* text box, enter the text you want to search for. You can enter partial information, such as part of a name or phone number, but you must enter at least two characters.

   For example, if you do not remember whether Mary's last name is spelled "Shelley" or "Shelly", you can enter "Shell", and either name is returned.

4) To restrict the search to contacts that start with the entered string, check the *Begins with* box. Otherwise, the search results will also include contacts that contain the entered string.

5) Click the **Search** button 🔍 .

   The text you enter is matched against all columns in all directories (except for the *Notes* column). Search results are displayed in the Search tab.

   Duplicate search results in Commander directories are not displayed; the first match for a given contact is displayed. Duplicate search results in other directories are displayed.

Figure 40 Results of Search Performed in Search Tab

6) When you click a contact, the entry expands displaying contact details. The information depends on the directory that the contact was selected.

NOTE: Contact entries displayed in the Search tab follow the same rules as if that entry was accessed in its own directory. This allows you to perform any operations directly from the search results.

6.3.3   Create Directory from Search Results

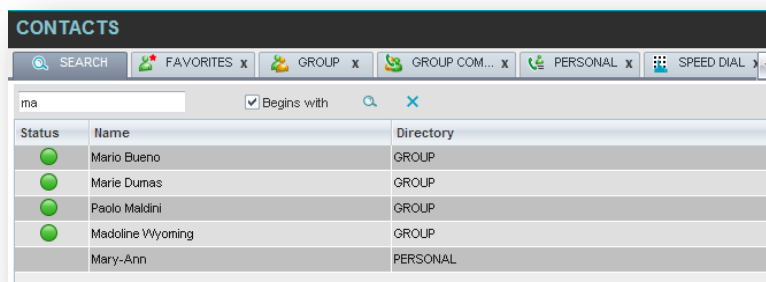When you perform a search in a specific directory, you can create a new directory from the search results, using the Pullout button. The button is enabled when a search is performed on a single field.

NOTE: The Pullout button is not available in the Search directory.

To create a directory from search results:

1)   Select the directory where you want to perform the search.

2)   Perform a quick search or a regular search on a single column.

3)   When the results are displayed, click the **Pullout** button , which becomes active. A new tab is created containing the results of the search.

NOTE: Contact entries displayed in a search results tab follow the same rules as if that entry was accessed in its own directory. This allows you to perform any operations directly from the search results.

6.3.4   Perform Search on Search Results

If you perform a search in a specific directory, the search is always performed on the entire directory even if only search results are displayed. To search in search results, you first need to first create a new directory from the search results.

To perform a search on search results:

1)   After you perform the original search, create a directory from the search results.

2)   Perform a new search in the new directory.

NOTE: Searching within the search results cannot be performed on the same column that the original search was performed.

6.4   Order Directory Entries

Reception Central allows you to order directory entries in ascending or descending order. The columns that the directory can be ordered have the sort icon displayed ⬍ next to their name. The following table lists the directories and the columns by which they can be ordered.

Directory	Sort Columns	Default Sort Column
Business/Group	First Name, Last Name Note that the Business directory can only be sorted in ascending order.	Last Name
Favorites	Status, First Name, Last Name, Number, Extension, Mobile, Notes	Last Name
Group/Business Common	Name, Number	Name
Personal	Name, Number	Name
Speed Dial	Code, Phone Number, Description	Code

Directory	Sort Columns	Default Sort Column
Queues	Name, Number, Extension	Name
Custom	First Name, Last Name	Last Name
Outlook	Last Name, First Name, Number, Mobile, Home Phone	Last Name

Note that you cannot order the contacts in the Search tab.

The sorting order for the *Status* column is as follows from highest to lowest: Private, Busy, Ringing, Call Forwarding Always, Do Not Disturb, and Idle.

6.5 Manage Personal Contacts

You can add or remove personal contacts via the web portal or in Reception Central, and the updates appear in both places. However, the updates that you make via the web portal appear in Reception Central at the next sign-in.
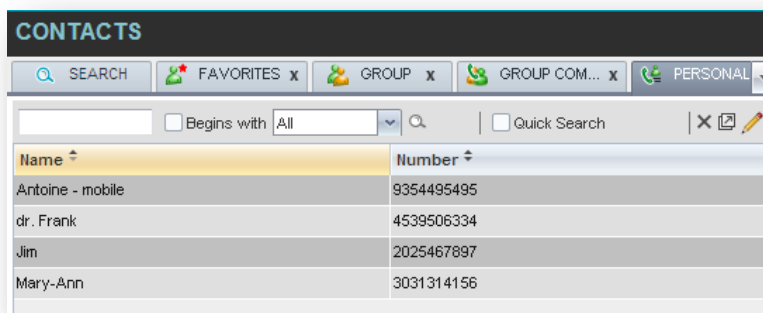
Figure 41 Personal Tab

You can perform the following operations on personal contacts:

■ Add Personal Contact

■ Delete Personal Contact

You cannot modify a personal contact entry in Reception Central. To modify information for a personal contact, delete the entry and add it again.

6.5.1 Add Personal Contact

To add a personal contact:

1) Click the *Personal* tab and then click **Edit** . The *Edit Personal Contacts* dialog box appears.

2) Click **Add**. A new line is added below the existing entries, allowing you to define a new entry.

Figure 42 Edit Personal Contacts Dialog Box – Add Entry

3) In the *Name* text box, enter the contact's name or description, as you want it to appear.

4) In the *Number* text box, enter the phone number of the contact.
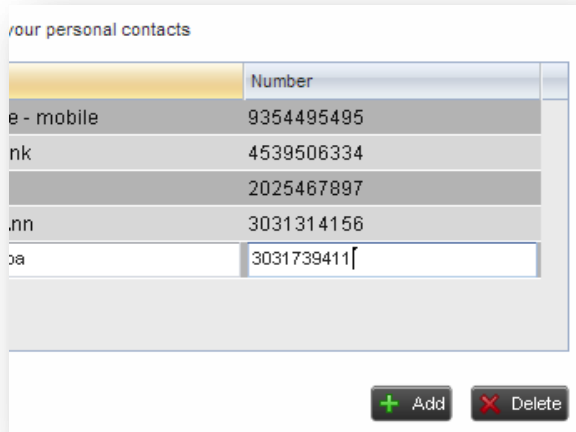
Note:

This needs to be the full number, including the Australian (or other) country code, without spaces.

For example: +61397861234. This number format will be saved successful

03 9 786 1234 will not be saved successfully.

5) To save the changes, click anywhere in the dialog box outside the entry.

6.5.2 Delete Personal Contact

To delete a speed dial entry:

1) Click the *Personal* tab and then click **Edit**   . The *Edit Personal Contacts* dialog box appears.

2) Select the entry to delete and click **Delete**.

Figure 43 Edit Personal Contacts Dialog Box – Delete Entry

6.6 Manage Speed Dial Entries

This directory is available in all editions of Reception Central. It allows you to manage and use your Speed Dial 8 and Speed Dial 100 entries. To use this feature, you need to have Speed Dial 8 and/or Speed Dial 100 se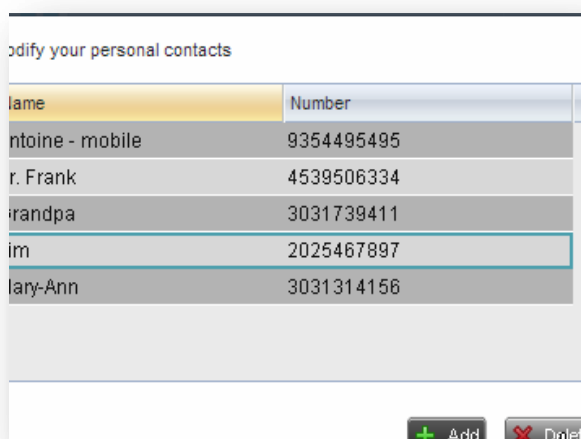rvice assigned. If you only have one of these services, you see the entries for that service only in your *Speed Dial* tab.

Figure 44 Speed Dial Tab

You can add or remove entries via the web portal or the Reception Central client, and the updates appear in both places. However, the updates that you make via the web portal appear only at the next sign-in to Reception Central.

To update speed dial entries using the client, perform the following operations:

■ Add Speed Dial Entry

■ Modify Speed Dial Entry

■

■ Delete Speed Dial Entry

6.6.1 Add Speed Dial Entry

To add a speed dial entry:

1) Click the *Speed Dial* tab and then click **Edit** [pencil icon]. The *Edit Speed Dials* dialog box appears.

2) Click **Add**. A new line is added below the existing entries, allowing you to define a new entry.

Figure 45 Edit Speed Dials Dialog Box – Add Entry

3) From the *Code* drop-down list on the left, select a speed dial code.

4) In the *Phone Number* text box, enter the phone number to assign to the code.

5) In the *Description* text box, enter a description that allows you to identify the entry.

6) To save the entry, click anywhere in the dialog box outside the entry.

6.6.2 Modify Speed Dial Entry

To modify a speed dial entry:

1) Click the *Speed Dial* tab and then click the **Edit** [pencil icon] button. The *Edit Speed Dials* dialog box appears.

2) Double-click the entry to modify. The entry becomes modifiable.
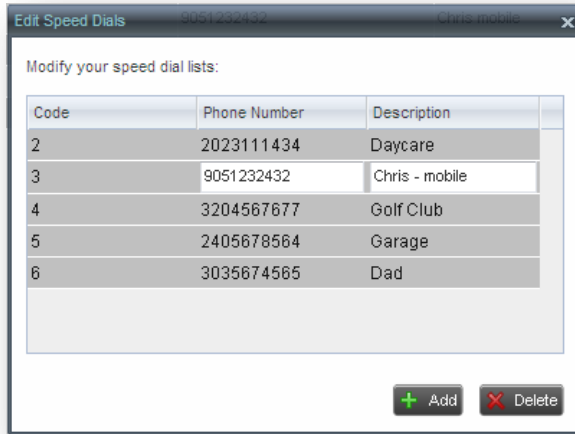
Figure 46 Edit Speed Dials Dialog Box – Modify Entry

3) Modify information as required.

4) To save the changes, click anywhere in the dialog box outside the entry.

6.6.3 Delete Speed Dial Entry

To delete a speed dial entry:

1) Click the *Speed Dial* tab and then click **Edit** [✏️]. The *Edit Speed Dials* dialog box appears.
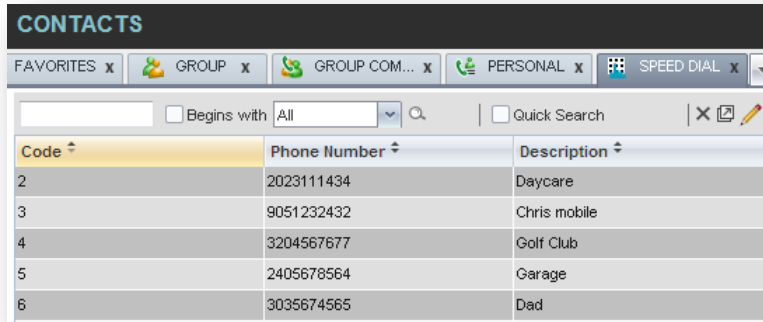
2) Select the entry to delete and click **Delete**.

Figure 47 Edit Speed Dials Dialog Box – Delete Entry

7   Monitor Contacts

Reception Central allows you to monitor the call status of selected contacts. This is referred to as static monitoring.

You use the *Favorites* tab to view the phone state of statically monitored.

The following sections describe information and procedures related to monitoring contacts:

- Phone States
- Static Monitoring
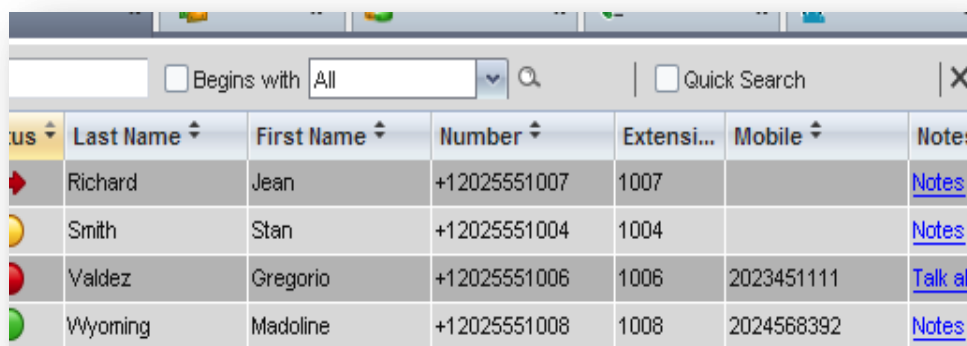
7.1   Phone States

The phone state of a contact, that is, the state of the contact's phone line, is represented by an icon located to the left of the contact's name. The following table lists the possible phone states for a contact:

Phone State	Icon	Description
Idle		The contact's phone is on-hook (available to receive a call).
Busy		The contact's phone is off-hook (on a call, busy).
Ringing		The contact's phone is ringing.
Do Not Disturb		The contact has the Do Not Disturb service turned on.
Private		The contact has enabled their Privacy feature.
Call Forwarding Always		The contact has the Call Forwarding Always service turned on.
Unknown		The contact is not monitored. **NOTE**: Virtual users cannot be monitored.

7.2   Static Monitoring

To statically monitor contacts, the list of contacts to monitor must be configured in your Command Central. The selected contacts appear in your *Favorites* directory. However, the updates that you make to the list of contacts to monitor appear in Reception Central at the next sign-in.

Figure 48 Favorites Directory with Monitored Contacts

7.2.1 Request Contact Monitoring

The set of contacts that you dynamically monitor is stored as part of your context information and automatically retrieved and activated on subsequent sign-ins.

To monitor a contact:

In the *Group/Business* directory, click the Status icon of the contact to monitor.

> **NOTE**: You cannot monitor the state of virtual users. Only regular users can be monitored.
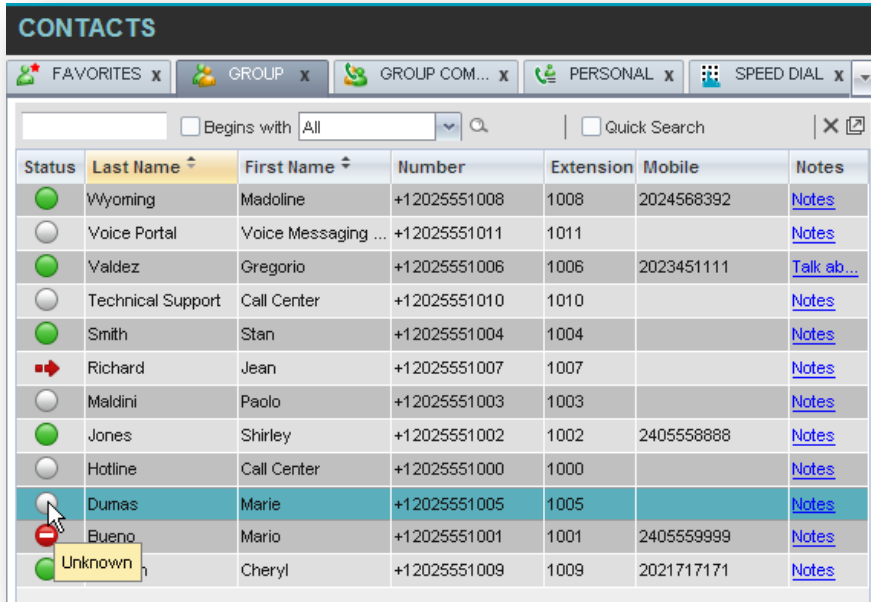
Figure 49 Group Directory – Requesting Contact Monitoring

This requests state notifications from Commander for this contact; the contact's state is updated in real time.
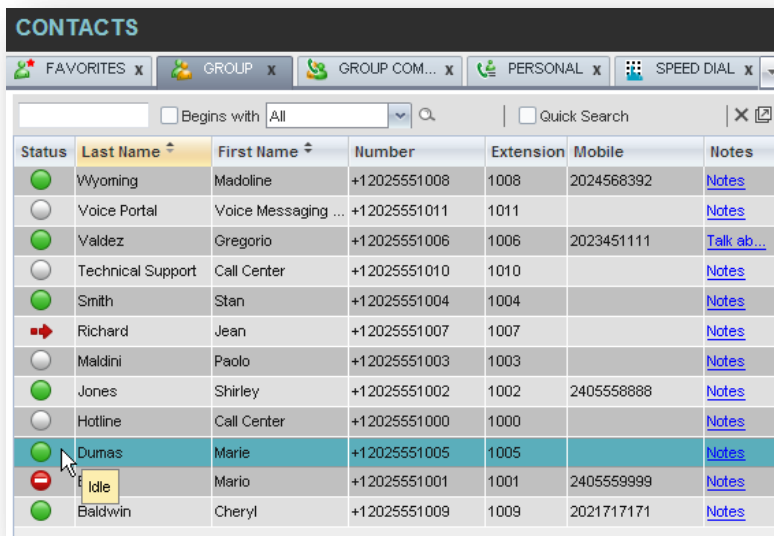
Figure 50 Group Directory – Monitored Contact

8   Manage Call History

You can organise call logs and delete selected call logs or all call logs from Call History.

8.1   View Call History

Call Center allows you to view your passed calls. By default, the calls are grouped into placed, received, and missed calls.

To view your call history:

1)   In the *Call Console*, click the **Call History** button ![icon]. The *Call History* dialog box appears displaying your past calls. The calls are grouped into placed, received, and missed calls. By default, missed calls are displayed.
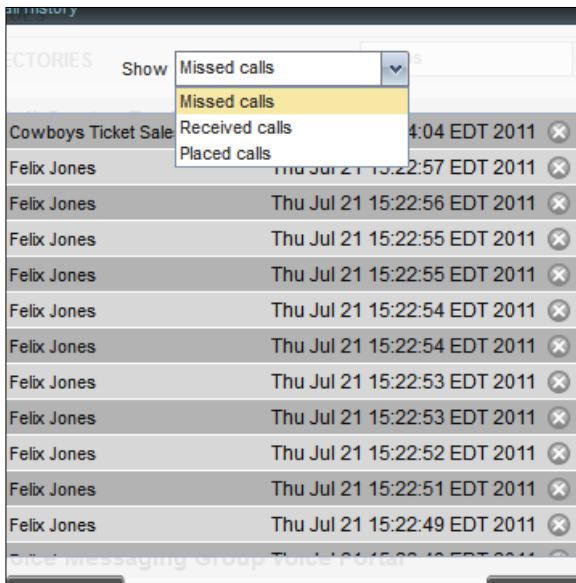
Figure 51 Call History Dialog Box

2)   To show calls in a specific group, select that group from the *Show* drop-down list.

9   Configure Reception Central

You use the Settings link at the top right-hand corner of the main page to access the *Settings* page where you can configure various aspects of the Reception Central application.

> **NOTE**: Do **not** use the internet browser's Back button to return to the main interface.

This section describes the *Settings* pages that you use to configure Reception Central:

- Settings – General
- Settings – Application
- Settings – Services
- Settings – Plug-ins
- Settings – Messaging
- Settings – About

9.1   Settings – General

You use the General tab to configure miscellaneous settings that improve the usability of Reception Central.

Figure 52 Setting – General

The following subsections describe the settings that can be configured on this page.
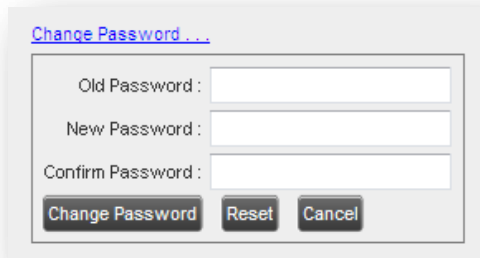
9.1.1 Account

You use this area to change your Commander password.

Reception Central shares login credentials with your Command Central and Commander Phone service. So when you change your password here, remember to use this new password when accessing these services.

To change your password:

1) Click the **Change Password** link. The section expands, allowing you to change your password.

Figure 53 Account – Change Password

2) Enter your current and new password and click **Change Password**.

Note that the Reset button does not reset your password. It only clears the input boxes.

9.1.2 Language

The *Language* settings allow you to select the language of the user interface.

■ The drop-down list identifies the languages available in your edition of Reception Central. To change the language, select a new language from the list.

■ *Synchronise language to my profile* – When this option is checked, Reception Central synchronises the language with your Commander profile and ignores the language selection on this page.

9.1.3 Screen Pop

You use the *Screen Pop* settings to configure the URL that may be launched on incoming calls.

■ *Enter URL* – This text box allows you to enter the URL address of the web page that Reception Central opens using the default browser when you click the Web Pop URL button in the *Call Notification* pop-up window.

■ *Auto pop for Incoming Calls* – When this option is checked, Reception Central launches the Web Pop URL without your being required to click the Web Pop URL button in the *Call Notification* pop-up window for each incoming call.

Commander Professional Services is available to design web applications that can interface with different databases.

The URL can point to any URL address, but typically points to a web application that parses optional call parameters and passes them to a Customer Relationship Management (CRM) application or other database. For example:

```
http://www.mysite.com/webapp.php?remoteNumber=__REMOTE_PHONE__&sp=__SERVICE_PROVIDER__
```

This URL passes the incoming calling number and the service provider ID to the web application at www.mysite.com. The web application formats the data for the applicable database and launches the web page on your PC.

There are a number of optional parameters that the client can pass to the browser. The following list summarises these parameters:

■ __USER__: The user's Commander ID (Note that in this case, the "user" is the Commander subscriber.)

- __FIRST__: The first name of the user

- __LAST__: The last name of the user

- __EMAIL__: The e-mail address of the user

- __GROUP__: The name of the Commander group to which the user belongs

- __SERVICE_PROVIDER__: The name of the Commander service provider to which the user belongs

- __PHONE__: The phone number of the user

- __REMOTE_PHONE__: The phone number of the remote party

- __REMOTE_NAME__: The name of the remote party (when available)

- __CALL_TYPE__: "Incoming" or "Outgoing"

- __DNIS_NAME__: The name of the DNIS on which the call was received

- __DNIS_PHONE__: The phone number of the DNIS on which the call was received

9.1.4 Workspace

Reception Central allows you to customise elements of your workspace, such as the size and placement of the main window on the desktop. The system remembers the setup between sessions.

The following elements can be customised:

- The size and position of the web browser window in which the main interface is displayed

- The size of the panes (*Call Console, Contacts*, and *Queued Calls*)

NOTE 1: This functionality does not work in Internet Explorer, due to a technical limitation of Internet Explorer.

NOTE 2: When a window is vertically resized, the panes do not always resize to fill the window. To resize a window, drag the window from the bottom right-hand corner or collapse and then expand the panes after resizing to adjust them to the window.

Buttons:

- *Save Workspace* – This button, when clicked, saves the current workspace.

- *Load Workspace* – This button, when clicked, arranges your workspace according to the last saved configuration.

- *Restore To Default* – This button, when clicked, restores the workspace to the system default configuration.

- *Always save workspace on signout* – When you sign out from the client, Reception Central asks you whether you want to save your current workspace. To save your workspace automatically when signing out without being asked, check the *Always save workspace on signout* box.

To customise your workspace:

1) Arrange the windows the way you like.

2) Click the **Save Workspace** button to save the current configuration. To restore the system default, click **Restore To Default**.

3) At any time to return to the last saved configuration, click the **Load Workspace** button.

9.1.5 Drag and Drop

You use the *Drag and Drop* setting to customise the *Drag and Drop* operation.

- *Transfer the call automatically, when it's dropped on a contact* – This setting allows you to enable or disable automatic call transfer on Drag and drop. When this box is checked, the call is automatically transferred to the contact's phone number when the call is dropped on the contact.

9.2 Settings – Application

You use the Application tab to configure your availability to take calls as well as the policies used to process calls.
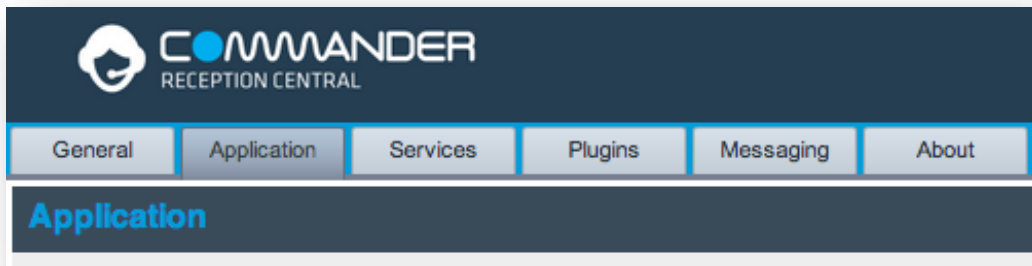
Figure 54 Settings – Application

The settings can be configured on this page and are described in the following subsections.

9.2.1 Queue Membership

These settings allow you to select which queues you want to join.

To join queues:

1) To join a specific queue, select the check box on the line for the queue.

2) To join all queues, select the check box in the column header.

> **NOTE**: If you are not allowed to join/leave a queue, the line for the queue is dimmed and you can only view your join status in the queue. To change your join status in a queue if you are not allowed to do it yourself, contact your administrator.

For queues on this page, you can select columns to appear and you can sort and group queues by any column.

9.2.2 Operator Policies

The *Operator Policies* setting allows you to select your post sign-in state in your queues.

Sign-In State – This drop-down list allows you to select your availability to receive calls from queues upon signing in to Reception Central.

9.3 Settings – Services

You use the Services tab to configure various services assigned to you by your administrator on Commander, which are applicable to Reception Central. These settings are only available if you have been assigned such services. For more information, see your administrator.

The services are grouped into two categories: Active and Inactive.
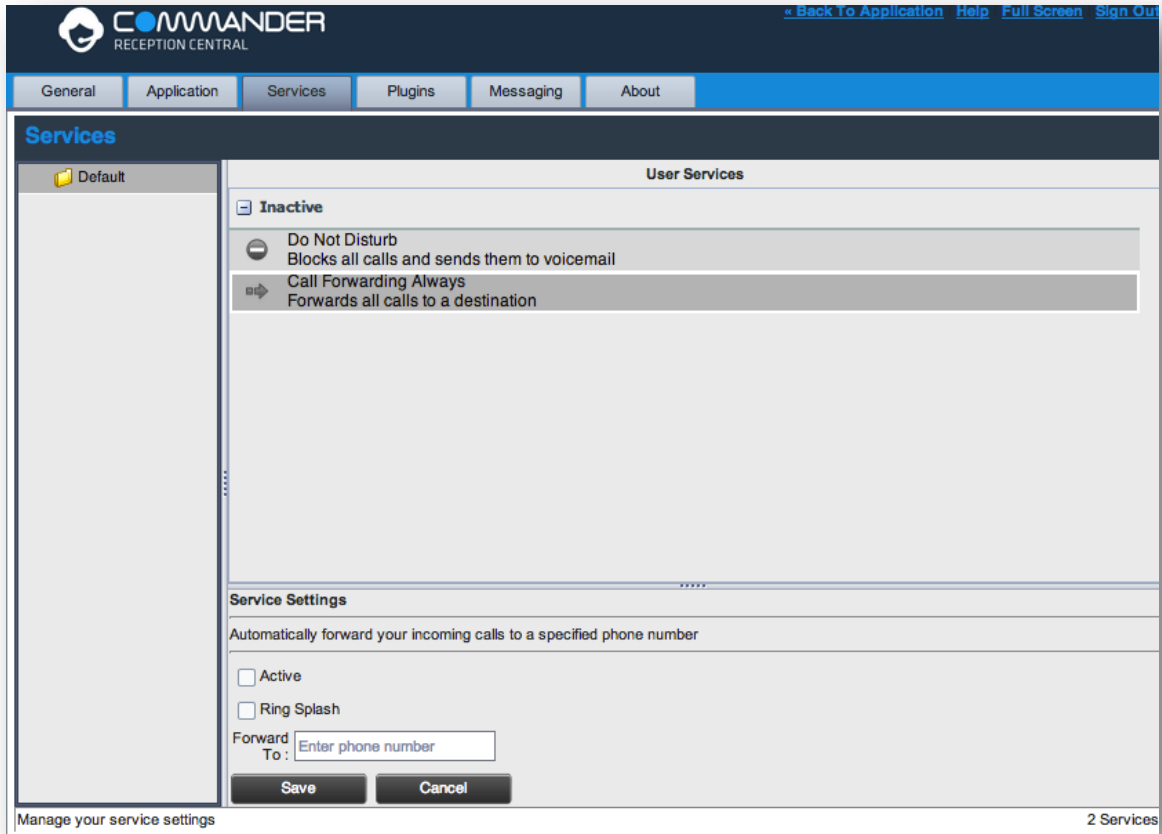
Figure 55 Settings – Services

The services that you can configure (if you have been assigned the services) are:

■   Do Not Disturb – When you activate this service, you are not available to take calls, and all your calls are automatically sent to your voice mail.

■   Call Forwarding Always – When you activate this service, you need to provide the phone number to forward your calls to. When the service is active, all your calls are forwarded to the specified number.

To activate a service:

1)   Select the service and check the *is Active* box. The service is moved from the *Inactive* to *Active* category.

2)   If you enabled the Call Forwarding Always service, in the *Forward To* text box that appears, enter the phone number to forward the calls to.

3)   To generate a ring splash for incoming calls, check the *RingSplash* option.

4)   To save your changes, click **Save**.

9.4 Settings – Plug-ins

You use the Plugins tab to configure the plug-in software used by Reception Central to provide functionality such as call notification, LDAP and Outlook directories, program shortcuts, and call logs.

Figure 56 Settings – Plugins

9.4.1 Notification

These options control when and how incoming call notification "pop-up toasts" are displayed. The options you can set are as follows:

■ *Focus window for incoming calls* – When this option is checked and the browser window running Reception Central is minimised, Reception Central automatically restores the window on incoming calls.

This does not work in Firefox. In Internet Explorer, there must be only one tab open in the web browser running Reception Central.

- *Show notifications for calls* – When this option is checked, Reception Central displays the *Call Notification* pop-up window on top of other applications' windows when you receive a call. When you check this box, you need to select an option from the drop-down list to specify the condition under which notifications are displayed.

  This does not work if there are other tabs open in the same web browser window as Reception Central. In addition, if calls come within eight seconds of each other, the *Call Notification* pop-up window only appears for the first call of that series.

9.4.2 Microsoft Outlook

The Microsoft Outlook options control Outlook integration with Reception Central. They are only visible if Outlook integration is enabled in Reception Central.

The options you can set are as follows:

- *Enable/Disable Outlook Integration* – This determines whether Reception Central integrates with Outlook to provide you with access to your Outlook contacts. If Outlook integration is disabled, the corresponding desktop plug-in software components are not downloaded from Commander.

- *Retrieve contacts from* – This option allows you to specify where to look for your Outlook contacts.

- *Use Outlook contacts as preferred CLID lookup* – When this option is checked, Reception Central uses Outlook to try to identify a caller, when the caller ID is unknown.

9.4.3 LDAP v3

LDAP settings allow you integrate an *LDAP* directory with Reception Central. These options are only visible if LDAP integration is enabled in Reception Central. If you do not know the appropriate settings, contact your system administrator.

Make sure you have correctly imported a valid certificate in the Java Keystore (JKS) with the keytool.

To import a certificate:
1) Click **Start** and then select *Run…*
2) Type "cmd" and click **OK**.
3) Type "<Java Runtime Path>\bin\keytool -import -alias <aliasname> -file <path><certificate file name> -keystore %JAVA_HOME%\jre\lib\security\cacerts".

To verify the certificate:
1) Click **Start** and select *Run…*
2) Type "cmd" and click **OK**.
3) Type "<Java Runtime Path>\bin\keytool -printcert -file <path><certificate file name>".

The *LDAP* directory options are as follows:

- *Enable/Disable LDAP Integration* – This determines whether Reception Central provides *LDAP* directory lookup services. Clicking the **Enable LDAP Integration** button enables the controls for LDAP settings.

- *LDAP Hostname* – This is the network address of the LDAP server.

- *LDAP Port* – This is the port number for the LDAP server. This is compulsory and can be obtained from your system administrator.

- *Search Base* – The text box determines the location in the LDAP server tree that Reception Central looks in when executing a search. The check box, when checked, searches all sub-trees within the search base until the specifications are found.

- *Encrypt Connection* – This option determines whether Reception Central uses encryption when connecting to the LDAP server. Note that if encryption is enabled, you may have to use of a different port.

- *("cn=_ _Search_ _Text")* – This option specifies an additional search filter to apply to all directory searches. For example, to include the search criteria in the filter you must include (cn=*__SEARCH_TEXT__*). Alternatively, in another example, "(telephoneNumber=*)" restricts search results to users who have a telephone number assigned.

- *Attribute Mapping* – This table controls the way that Reception Central maps attributes returned from the directory server to columns displayed in the list of search results.

  In each row of the table, enter an LDAP attribute in the *Remote Attribute* column. Enter a corresponding local attribute in the *Local Attribute* column. Typical Remote Attribute values are "cn", "sn", "telephoneNumber", "mobile", "homePhone", and "mail".

- *Authentication Required* – When this box is checked, Reception Central must provide a user name and password to the directory server to conduct searches.

- *DN* – This is the user name Reception Central uses when connecting to the LDAP server when *Authentication Required* is checked.

- *Password* – This is the password that corresponds to the authentication *DN*.

9.4.4   Program Shortcuts

You use the *Program Shortcuts* settings to create Reception Central shortcuts on your desktop for convenient access to Reception Central.

The program shortcuts plug-in allows for the creation of a desktop shortcut on a Windows platform, which when clicked, launches Reception Central in your default web browser.

- Add Shortcut – This button, when clicked, creates a Reception Central shortcut on your desktop.

- Remove Shortcut – This button, when clicked, removes the previously created Reception Central shortcut. If you did not create a shortcut using the Add Shortcut button, the Remove Shortcut button has no effect.

9.4.5   Call Event Log

This plug-in software provides the ability to store call event statistics locally on your computer.

- Enable/Disable Call Event Log Integration – This double-action button allows you to enable or disable log archival on your computer.

- Rotate Log – This parameter allows you to specify the frequency with which the log is rotated. You select the frequency from the drop-down list.

- Open Log Location – This link, when clicked, goes to the location on your computer where the log is stored.

  The log is saved at the desired interval as a comma-separated value (CSV) file in the following path:

  <Drive>:\Documents and Settings\<Windows_Username>\Application Data\Commander\BW Reception Central\profiles\<BW_UserID>\statistics

  where:

  – *Drive* is the drive letter where your profile is stored (typically C).

  – *Windows_Username* is your Windows user name.

  – *BW_User_ID* is your Commander user ID.

  The following events are captured based on activity that occurs on the Reception Central client:

Statistic	Description	Allowed Values	Example Value
Commander User ID	Commander user ID	String	jsmith@abc.net
Call Center ID	Call Center ID for inbound queued calls only	String, null	ABCSales
Availability	Operator's *joined* state	Joined, Not Joined, null	Joined

Statistic	Description	Allowed Values	Example Value
ACD State	Operator's *ACD* state. Typically, operators should always be Available. This value is not changeable in Reception Central.	Sign-On, Available, Unavailable, Wrap-Up, Sign-Out, null	null
Call ID	ID of the call	String, null	192.168.1.5:1
Call State	State of the call	Idle, Incoming, Outgoing, Active, Held, Remote Held, Detached, Released, null	Incoming
Personality	The personality of the call. It indicates whether the user originated this call or whether the call was placed to the user.	Integer (0, 1, 2) 0 = Commander Originator 1 = Originator 2 = Terminator	0
Remote Name	External caller name	String or null	null
Remote Number	External caller number	String or null	5555551234
Last Redirected Name	Last redirected name	String or null	Jane Doe
Last Redirected Number	Last redirected number	String or null	null
Time	Date stamp of record	Long Date/Time Format	2008-04-03 12:08:17.859

NOTE: Each row in the archive file records a *single* event change. Columns such as *Availability*, *ACD State*, and *Call State* may contain null values since an alternate column value caused the event change. For example, Incoming is stored in *Call State* while *Availability* (and other columns) store null.

9.5 Settings – Messaging

The Messaging tab allows you to configure various messaging options for Reception Central. Currently, only e-mail messaging is supported.

Figure 57 Settings – Messaging

From the drop-down list, select the mail client to use for e-mails.

If you selected the *custom SMTP server* option, you also need to configure the following options:

- *Display Name* – This is the name that is displayed in the *From* field.

- *Reply-to Address* – This is the address where reply messages can be sent.

- *Default Subject* – This is the subject that appears when you generate an e-mail message in Reception Central.

- *SMTP Host* – This is the IP address of the SMTP host.

- *SMTP Port* – This is the port of the SMTP host.

- *Mail Template* – This is the mail template to use.

- *Outgoing SMTP Server Requires Authentication* – When this option is set, authentication is required to send e-mails.

- *Username* – This is the name you must enter to authenticate yourself.
- *Password* – This is the password part of your authentication credentials.
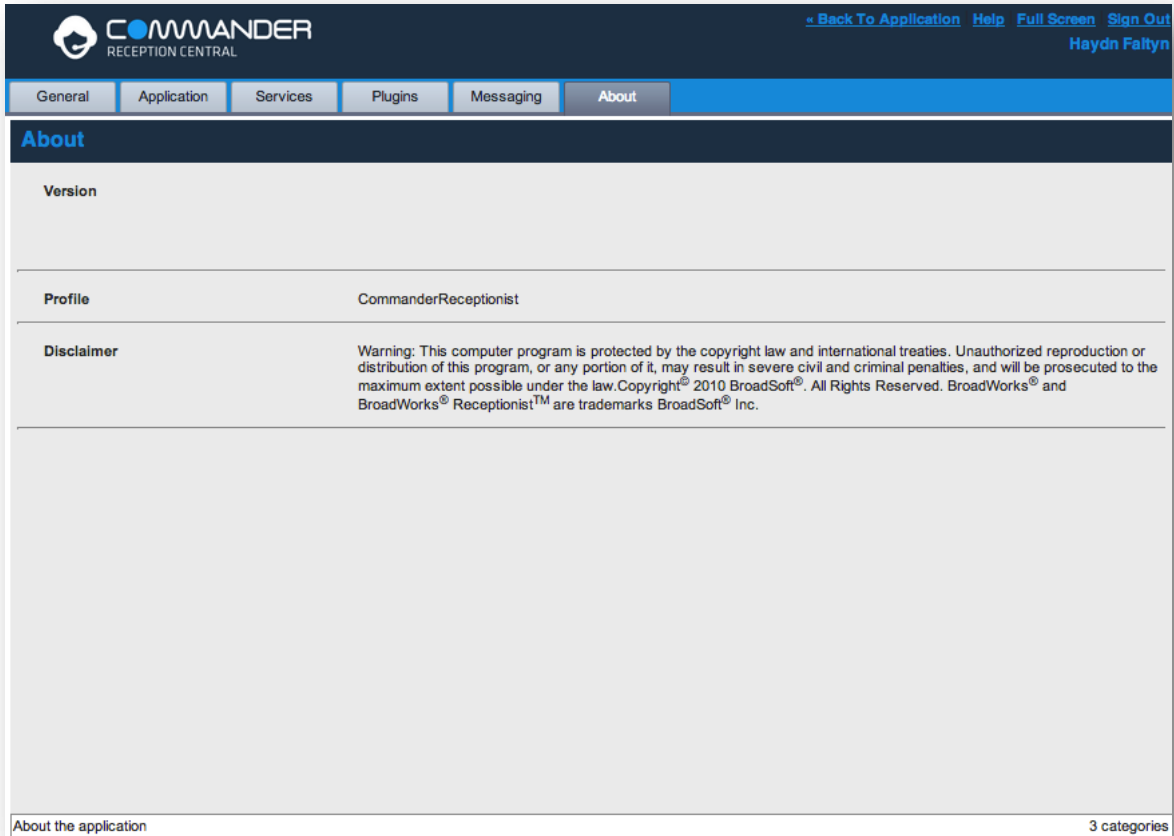
9.6   Settings – About

Use the About tab to view the information about Reception Central.

Figure 58 Settings – About Page

The following information is provided on this page:

- Version – This is the software version of the Commander Reception Central client.
- Profile – This is the Reception Central client profile used.
- Disclaimer – This is the Reception Central copyright Information.

10 Appendix A: Glossary and Definitions

10.1 Phone States

Phone states show the state of the monitored contact's phone line.

Phone State	Icon	Description
Idle		This is when the contact's phone is on-hook (available to receive a call).
Busy		This is when the contact's phone is off-hook (on a call, busy).
Ringing		This is when the contact's phone is ringing.
Do Not Disturb		This is when the contact has the Do Not Disturb service turned on.
Private		This is when the contact has enabled their Privacy feature.
Call Forwarding Always		This is when the contact has the Call Forwarding Always service turned on.
Unknown		The contact is not monitored. **NOTE**: Virtual users cannot be monitored.

10.2 Call States

Call states are the states that your current calls can be in. They are as follows:

Call State	Display Name	Icon	Description
Ringing In (Local)	Incoming Local		This represents a Click-To-Dial call ringing on your phone.
Ringing In (Remote)	Incoming		The call is coming in and ringing on your phone.
Ringing In (Recalled Call)	Call Recalled		The call was parked or camped and is being recalled because its timer has expired.
Ringing Out	Outgoing		The call is outgoing, ringing out. This is equivalent to a phone ringing on the called party's phone.
Active	Active		The call is an active call.
On Hold	Held		The call is on hold.
On Hold (Remote Held)	Remote Held		The call is held by the remote party.
Active (In Conference)	Active		The call is in a conference and active.
Held (In Conference)	Held		The call is in a conference and on hold.

11 Appendix B: Keyboard Shortcuts

When using keyboard shortcuts, make sure that the main interface window is in focus.

CMDR_COMMANDER PHONE RECEPTION CENTRAL USER GUIDE_GD_41764

Key	Equivalent Mouse Action	Description
ESC	Click the **Close** button ⊠ in a dialog box.	This closes the open dialog box.
ESC	Cancel the changes.	This exits the currently selected editable item, such as a text box.
/	Click the *Dialer* text box.	This places the cursor in the *Dialer* text box; it retains the currently selected item (if applicable). **NOTE**: In Internet Explorer 8, the "/" shortcut key does not always work. Pressing the key clears the default *Enter Number* text, but does not place the cursor in the input box.
?	Click the *Search* text box.	This places the cursor in the *Search* text box; it retains the currently selected item (if applicable).
ARROW DOWN	Click the scroll bar or the next item in a list.	This selects the next item in the *Call Console* or *Queued Calls* pane.
ARROW UP	Click the scroll bar or the previous item in a list.	This selects the previous item in the *Call Console* or *Queued Calls* pane.
PAGE DOWN	Scroll down one page.	This goes to the next page in the *Call Console* or *Queued Calls* pane.
PAGE UP	Scroll up one page.	This goes to the previous page in the *Call Console* or *Queued Calls* pane.
1….9	Select a call in the *Call Console*.	Pressing "1" selects the first call, pressing "2" selects the second call, and so on.
SPACEBAR	Click **Answer** on the selected incoming call in the *Call Console*.	This answers the selected incoming call or if no call is selected, the incoming call that has been waiting the longest. Pressing the SPACEBAR again answers the next longest waiting incoming call, which puts the previously answered call on hold.
<PERIOD>	Click **End** on a selected call in the *Call Console.*	This ends the selected call.
ENTER	Click **Dial**.	If the cursor in placed in the *Dialer* text box, the entered digits are dialed.
ENTER	Click **Search**.	If the cursor is placed in the *Search* text box, a search is performed.
+	Click **Transfer** in the *Dialer*.	This transfers the selected call to the ad hoc number entered in the *Dialer*.
SHIFT+1..9	Select a ringing call and click **Answer**.	Pressing **SHIFT+1** selects and answers the first ringing call, pressing **SHIFT+2** selects and answers the second ringing call, and so on.
SHIFT+1..9	Select an active call and click **Hold**.	Pressing **SHIFT+1** selects and places the first active call on hold, pressing **SHIFT+2** selects and answers the second active call, and so on.
SHIFT+1..9	Select a held call and click **Retrieve**.	Pressing **SHIFT+1** selects and retrieves the first held call, pressing **SHIFT+2** selects and retrieves the second held call, and so on.
S or s	Click on **Settings** link.	This opens the *Settings* page if main window is in focus.
B or b	Click on **Back to Application** link.	This goes back to the main page from the *Settings* page.
R or r	Click the **Call History** button.	This opens the *Call History* dialog box.
H or h	Click the **Help** link.	This opens this guide in a PDF format.
SHIFT+L or SHIFT+l	Click the **Sign Out** link.	This signs the user out of the application.