MiVoice Business

Operator Help

RELEASE 9.1 SP1

April 2020

Contents

Introduction

What's New in this Release?

What’s New in 9.1 SP1?

MiVoice Business Console 9.1 SP1 includes the following features and enhancements:

- A new option in the **Audio** panel allows advanced audio device configuration.
- With Cloudlink Chat, you can now view a chat contact's phone number(s) and place calls from the chat window.
- Installation of the console in teleworker mode is now simpler with support for the MiVoice Border Gateway installer password in the MiVoice Business Console's Configuration Wizard.
- Windows 7 is no longer supported.
- Support for Postgres Database Release 12.1.

What’s New in 9.1?

MiVoice Business Console 9.1 includes the following features and enhancements:

- **User Messaging Enhancements**
  - The MiVoice Business Console now supports Cloudlink Chat when the option is enabled on the MiCollab Client Server. When Cloudlink Chat is enabled, chat messages can be sent to a contact, even if the contact is off-line. Presence is represented by a blue chat icon to indicate Cloudlink Chat is enabled.
  - The following additional enhancements are available for both Cloudlink and MiCollab chat:
    - A new chat window is available within the tools window. The window lists active chats on the left side and conversations on the right side.
    - The console toolbar now supports a new chat button. The chat function can also be assigned to a configurable keyboard key.
    - Improved notifications are provided when a new chat message is received. These include, unread message indications on the toolbar chat button and within the chat window, and windows visual and audible notifications.
    - Chat history support.
    - Emoji support (Cloudlink chat only)
  - Up to 16 MiVoice Business Consoles can now be supported in a MiCollab Solution with 20,000 contacts.
  - The port that the console uses to connect to the MiCollab Client Server is Port 36008 (instead of 6807 or 18100). Refer to the MiVoice Business Console Installation Guide for the updated port diagram.

What’s New in 9.0 SP1?

MiVoice Business Console 9.0 SP1 includes the following features and enhancements:

- **Microsoft Office 365 Support**
  - MiVoice Business Console supports calendar integration with Microsoft™ Office 365.
- **Call History Enhancements**
  - The Call History panel allows you to configure the number of entries returned from a call history search.
  - The console supports call back to caller's number directly from the Call History panel.
- **External LDAP Call Display**
  - MiVoice Business Console supports call display of names obtained from an external LDAP server if the MiVoice Business Multilingual Name Display using External LDAP feature is configured.

What's New in Release 9.0?

MiVoice Business Console 9.0 includes the following features and enhancements:

- **Phone Book Search - Search Within Name and Text Fields**
  - In ADF directory mode, the operator can now enable or disable phone book searching for characters within in a name or text field.
- **MiVoice Business Secure Connection**
  - The console supports Transport Layer Security (TLS) connections to the MiVoice Business when the MiVoice Business TLS system option is enabled. For security certificate management details, refer to the MiVoice Business Console Administrator Help and MiVoice Business Console Installation Guide.

What's New in Release 8.0 SP3?

MiVoice Business Console 8.0 SP3 includes the following features and enhancements:

- **Customizable Keyboard Keys**
  - You can assign PC keyboard keys to the frequently used console functions.

What's New in this Release 8.0 SP2?

No new features.

What's New in Release 8.0 SP1?

MiVoice Business Console 8.0 SP1 includes the following features and enhancements:

- **Support for Master Profile**
  - Master Profile allows configuration settings to be shared by a group of console users. The administrator sets this feature up on each console within the group. As part of the setup, the administrator designates a master console user responsible for selecting settings to be included in the master profile, making changes to those settings, and generating a master profile file containing the settings. The master profile file is subsequently imported when console users within the group start their console.

NOTE: *Master Profile replaces the Backup/Restore function that was available in earlier releases.*

- **Support for Postgres Database Release 9.6**

  - Master Profile replaces the Backup/Restore function that was available in earlier releases.
- **Phone Book Search**
  - The operator can perform a phone book search for characters contained in a name or text field in ADF directory mode.
- **Microsoft Exchange Server 2016**
  - MiVoice Business Console supports Microsoft™ Exchange Server 2016.

What's New in Release 8.0?

MiVoice Business Console 8.0 includes the following features and enhancements:

- **Documentation Improvements**
  - A new section called "What's New in this Release?" has been added.
  - The MiVoice Console Help has been divided into two separate Help files: MiVoice Business Console Operator Help and MiVoice Business Console Administrator Help.
- **MiVoice Business Phone Book Directory Support**
  - In MiVoice Business Release 8.0, Phone Book enhancements allow the administrator to exclude non-dialable telephone directory entries from the console's Phone Book. Additionally, the console now displays longer user names, longer department and location strings, e-mail addresses, and primary phone service indications.
  - User names can now contain multilingual characters by default. The Multilingual Name Display option has been removed.
  - User messaging and Calendar Integration features no longer require ADF as a prerequisite. ADF remains a prerequisite for MiCollab Service Federation with third-party servers.
- **Headset Answer/Release Support**
  - The operator can now answer and release calls from Jabra™ and Plantronics™ audio devices".
- **BLF All List**
  - A BLF list containing all monitored extensions is automatically generated.
- **Missed Calls Integration into Call History**
  - You can see the missed call details under the Call History tab.
- **My Queued Calls**
  - My Queued Calls, within the Queued Calls area, provides a comprehensive view of all the current calls in the console, that is, the Incoming, Held, Transferred, and the Parked calls.
- **Emergency Notification on Headset/Handset device**
  - In addition to playing an emergency ring tone on the console ringer, the console will now play an emergency notification tone on a headset/handset device if the option to hear ringing on a headset/handset device is enabled.
- **Configurable MAC Address**
  - The administrator now has an option within the configuration wizard to assign a unique MAC address that has been provided by Oria to the console instead of using the default PC MAC address.
- **MiVoice Border Gateway Secure Connection**
  - This new option controls whether the console connects to the MiCollab Client Server using a direct connection or a secure connection through the MiVoice Border Gateway.
- **Microsoft Windows 10**
  - Support for Microsoft™ Windows 10.

What's New in MiVoice Business Console Release 7.2 SP1?

MiVoice Business Console Release 7.2 SP1 includes the following features and enhancements:

- Mitel Brand Header Support.
- Ability to search and sort when editing a BLF List.
- Ability to display multi-line greetings and remarks in the Source area.

What's New in MiVoice Business Console Release 7.2?

MiVoice Business Console 7.2 includes the following features and enhancements:

- Support for ISO-8859-1 character set (accented characters) in User Login ID and password, presence integration, chat, and IM functionality in User Messaging.
- Support for MiVoice Border Gateway resiliency.

What's New in MiVoice Business Console Release 7.1?

MiVoice Business Console 7.1 includes the following features and enhancements:

- Multilingual Name Display (UTF-8) — When ADF is enabled, this option allows multilingual names, such as Russian and Chinese, to display in many areas of the Console Display, such as the Phone Book, Busy Lamp Field, Call History, Source and Destination and so forth.
- Enhancements to the Comments function — allows 1500 characters to be entered into a comment, and also allows the following: bold, underline, italics, as well as changes to font, text size, and style of text.
- Number of ADF entries — increased to 130,000.
- Number of BLF Private Lists — increased to 500.
- New Ring Options — allows you to select a tone to be played for incoming calls.
- Auto Unmute — lets you have a call automatically unmute when the called party answers during a supervised transfer.

What's New in MiVoice Business Console Release 7.0 SP1?

MiVoice Business Console 7.0 SP1 includes the following features and enhancements:

- Support for Exchange 2013.
- Support for Windows 8 Touchscreen.
- Support for Comments in Transfer Assistant.
- Support for incoming call ringing on headset/handset devices.
- Support for a unique PC-based MAC address for hosting deployments.

About Mitel MiVoice Business Console

The MiVoice™ Business Console is an integrated console application for MiVoice Business. It features an intuitive user interface for smooth, efficient call handling.

The MiVoice Business Console requires the following:

- a Windows PC with Microsoft Windows 8, Windows 8.1, or Windows 10
- a Bluetooth headset, or USB headset or handset, and
- a full-size keyboard with a numeric keypad or a USB keypad, and speakers

If you require assistance using Help, see *About Getting Help*.

About the Console Users

In this Help system, you may see Console users referred to by different names. For the purposes of this guide, Console users fit into two main categories. These roles may be assumed by console operators themselves, or a lead operator, depending on the size of your call management team. Roles may also overlap.

- Console Administrators - typically responsible for installation, upgrades, configuring and maintaining operator and user data (for example, for the Call History or User Messaging feature), enabling specific features, and performing high-level system administration.
- Operators - these users use the Console to effectively interface with callers directly, using console features and functionality to handle calls.

About the Document Set

In addition to this help, your MiVoice Business Console comes with a comprehensive set of printable and electronic documentation, including the document listed in the table below.

Document Name	**Description**
MiVoice Business Console Quick Reference Guide	Introduces the main features of the MiVoice Business Console and explains how to perform basic call-handling tasks.
MiVoice Business Console Operator Help	Describes the Console interface, how to get started, how to manage audio, how to handle calls, as well as advanced topics.
MiVoice Business Console Administrator Help	Describes the Configuration Settings and provides detailed procedures for configuring the console for such features as Additional Database Fields, Busy Lamp Field, Call History, User Messaging, and so forth.
MiVoice Business Console Installation and Configuration Guide	Provides detailed instructions for the console administrators who are installing and configuring the MiVoice Business Console.

Accessing the document set

Go to Document Center, for easy access to the Quick Reference Guide, Transition Guide, and Installation and Configuration Guide. You do not need a Mitel Online (MOL) account to download these end-user guides.

Conventions used in this guide

Throughout this guide, the Call Handling keys on the PC numeric keypad are in bold type, for example, **Answer, Release, Hold,** and **Cancel**. For example, press the **Answer (Enter key)**. Call Handling buttons are represented by their respective icon .

Softkey commands that appear on your screen and correspond to the Function keys (F1, F2, F3, etc.) at the top of your keyboard are shown in brackets, for example, **[Source]** or **[Destination]**.

See *About keyboard controls* for more information.

NOTE: In Microsoft Windows 8 and later, you have the option to use a touch screen.

In this guide, when the term **Select, Click** or **Right-click** is used, you may also use Touch Screen controls to perform the actions.

About Getting Help

Mitel programs feature standard Windows Help options to help you while you work. This help is available to you any time.

To access the Help system while you are working:

- Select **Help** from the main menu area, and then **Operator Help** or **Administrator Help** topics.

Find help quickly

The Help system provides you with a number of ways to find information quickly:

To search	Use this feature
By topic	The Contents tab gets you directly to the information you need. This tab provides you with a complete list of the main topics in the Help system. To open a book in the list, double-click the book. To choose a topic, click the topic name. When you click a topic in the list, the Help system takes you directly to the relevant information.
By word or phrase	The Search function is a handy feature for finding a particular word or phrase across all topics in the Help system. To access the Search function, click the Search tab. The Search function lets you specify a word or phrase that relates to the subject you want more information about, then it links the subject you've specified to the relevant topic(s). At this point, you can select the topic that's most likely to have the information you're looking for. It's the quickest way to find the information you need.

Contact Mitel

World Headquarters

4000 Innovation Dr

Kanata, Ontario, Canada K2K 3K1

Telephone: 613-592-2122

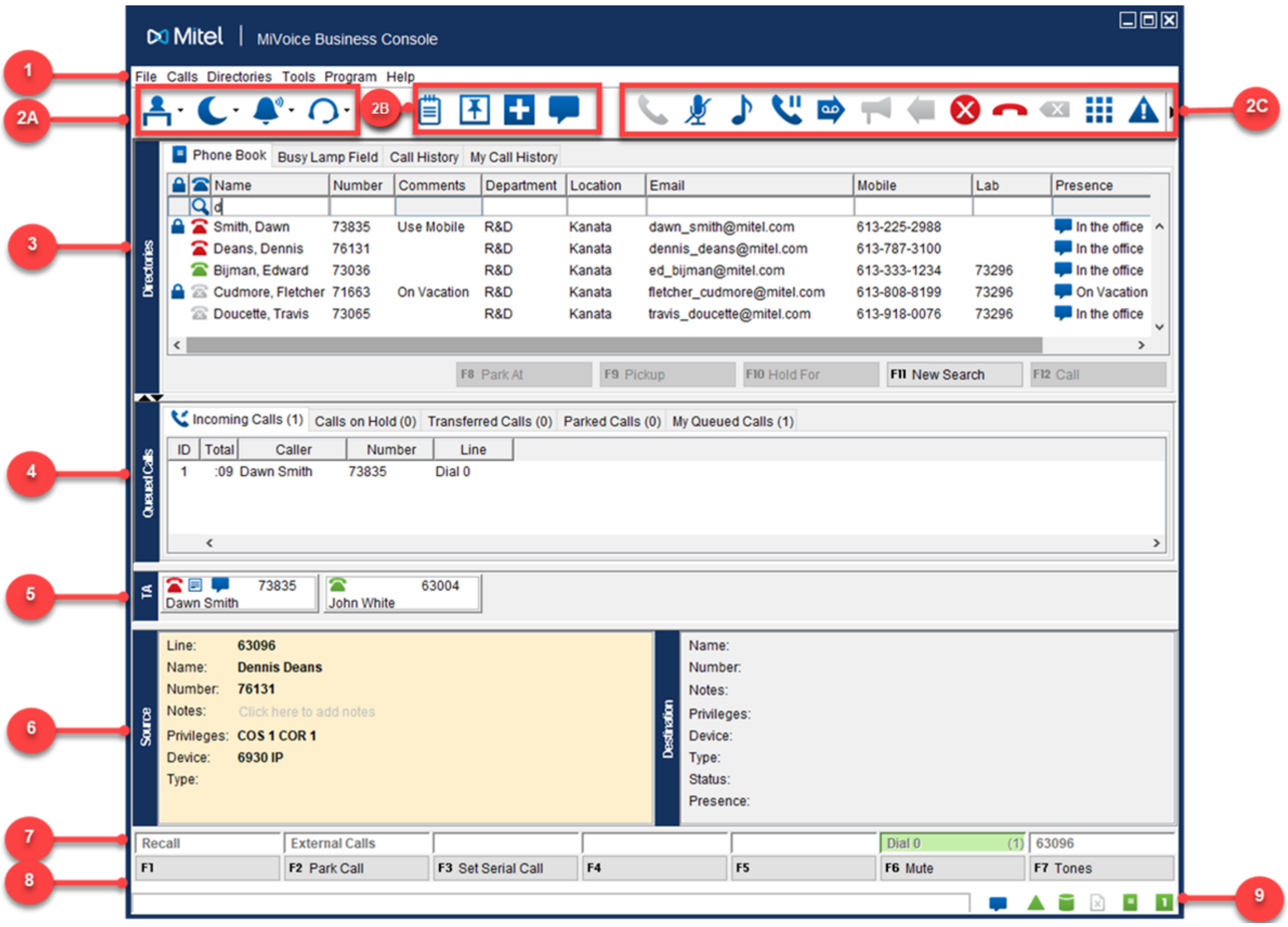
Fax: 613-592-4784

Internet: http://www.mitel.com

The Console Interface

Main Window

The main console screen includes nine panels or areas, which are shown and described below.



Number	Panel/Area	Description
1	*Menu*	Provides access to the other areas of the Console screen and the ability to configure settings. Select from the drop down menus.
2A	*Operator Status Area*	Shows you at a glance the status of the console and operator devices — for example whether the console ringer is on or off and whether the system is in Day or Night Service.

2B	*Tools*	Provides access to the Console tools, including Scratch Pad, Bulletin Board, Emergency Calls, Chat, and Guest Services (if enabled).
2C	*Call Handling Area*	Provides access to call handling functions.
3	*Directories Area*	Accesses the Phone Book application for finding users on the system. Also accesses the Busy Lamp Field application for obtaining the status (busy, idle, and so forth) of selected extensions. Call History is also available to search the call history of past calls handled by all operators.
4	*Queued Calls Area*	Displays detailed call information for *Incoming Calls*, *Calls on Hold*, *Transferred Calls*, *Parked Calls*, and *My Queued Calls*. Use these displays to answer and monitor call status, as well as retrieve or recover a call.
5	*Transfer Assistant*	When the Transfer Assistant is enabled, you will see the Transfer Assistant area above the Source and Destination areas. It displays the most frequent and recent destinations for the calling party.
6	*Source and Destination*	Displays the calling party (source) and the called party (destination) for all calls handled by the console.

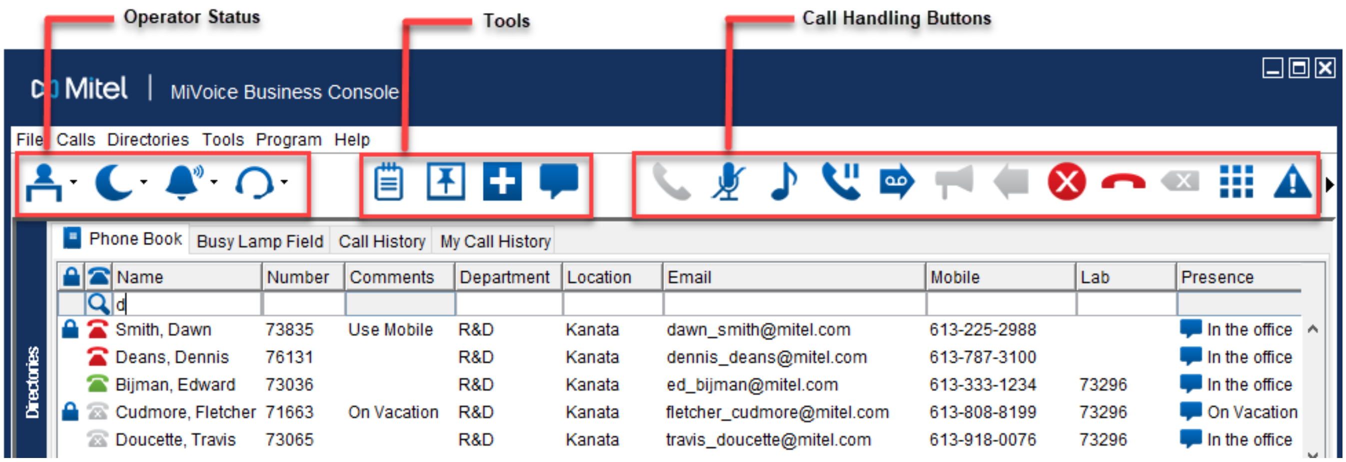
7	*Call Waiting/Line*	Provides visual indications of incoming calls on up to six lines plus a Recall line. This area complements the Incoming Calls display in the Queued Calls area by allowing you to view at a glance the number and priority of calls waiting, even when the Incoming Calls display is not visible. The background color of the line label associated with the incoming call indicates how many calls are waiting: **green** for one call, **yellow** for two calls, and **red** for three or more calls. The number in brackets, for example, **(1)**, also shows you how many calls of a particular type are waiting.
8	*Softkey Area*	Displays softkey commands. The commands correspond to the Function keys on the computer keyboard.
9	*Status Area*	The status area displays information messages and the status of several features and functions of the MiVoice Business Console.

Toolbar

The console toolbar contains three areas:

- *Operator Status*
- *Tools*
- *Call Handling Buttons*

You can configure the buttons in the Tools and Call Handling areas. You may want to change their position or delete buttons you don't use. See *Configuring the Toolbar* for more information. You cannot change or configure the buttons in the Operator Status area.



Configuring the Toolbar

You can configure the buttons in the Tools and Call Handling area. You may want to change their position or delete buttons you don't use. You cannot change or configure the buttons in the Operator Status area.

- Right-click on an existing button.

OR

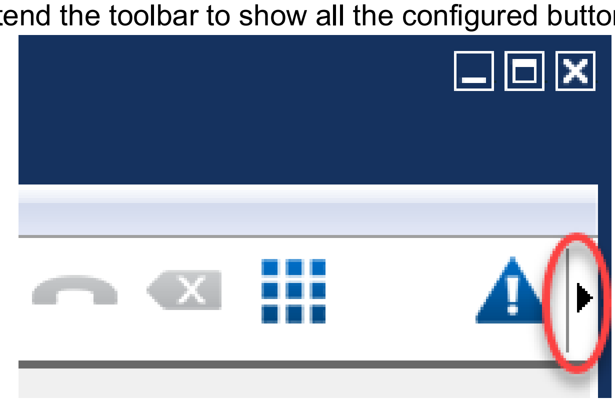
- Right-click on a button area.

You will see a list of the available options that you can select. You have the option to **Return Buttons to Default**.

Expand the Toolbar

You can expand the toolbar if the MiVoice Business Console window has been made smaller and not all the buttons are visible.

- Click the arrow ▸ to extend the toolbar to show all the configured buttons.



Call Handling Buttons

The Call Handling buttons are grouped into the following areas:

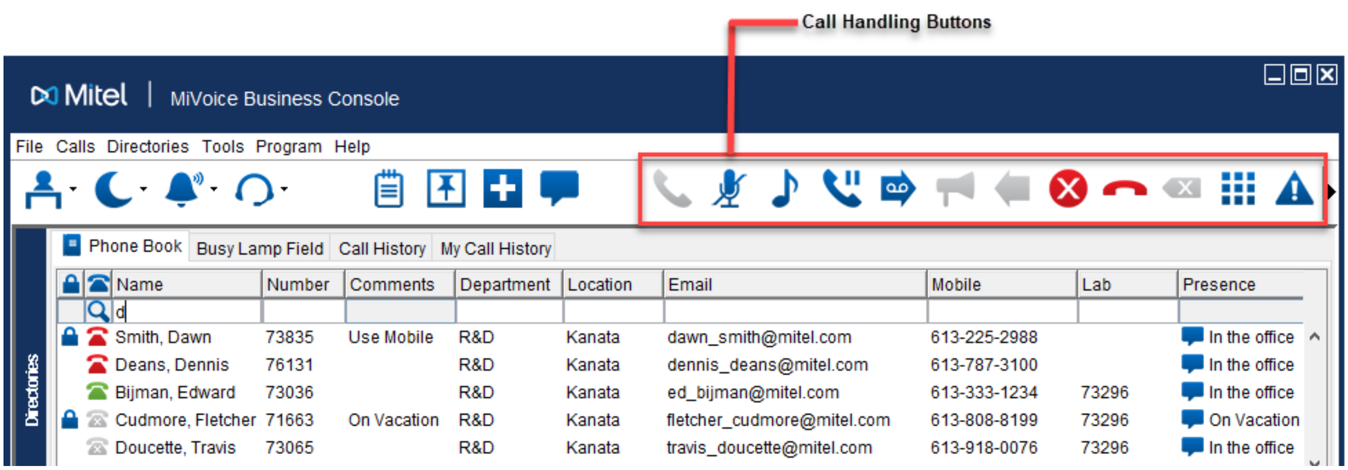
- *Call Handling*, and
- *Miscellaneous*

You can click on a button in the Call Handling area to answer calls, put calls on hold, release calls, and cancel calls, and much more. See the table below. You can also *change the position* of buttons and add or delete buttons on the toolbar.

Call Handling buttons are context sensitive.

- A blue icon means the button can be used.
- A red icon indicates the button is active and can be used.
- A grey icon means the button cannot be used in the current call context.

Miscellaneous buttons are used to report logs and used for third-party interfaces.



Call Handling Buttons

The table below describes the call handling buttons.

	CALL HANDLING	
Button	**Name**	**Meaning**
	Answer	Answer an incoming call.
	Mute	Press to mute or unmute the call. = Mute Off (you can be heard) = Mute On (you can't be heard)

	Tones	Allows DTMF tones to be generated when dialing into voice mail and other systems. = Tones Off = Tones On
	Hold	Place a call on hold.
	Voice Mail	Transfer a call to voice mail.
	Pager	Access paging equipment to make announcements.
	Recover	Retrieve the last transferred call.
	Cancel	Cancel or disconnect the call in the active Source or Destination area.
	Release	Release the call. Parties in the Source and Destination area are transferred together.
	Correction	Correct digits that have been dialed.
	Keypad	Open the keypad window for mouse-based dialing and call handling.

Miscellaneous Buttons

The table below describes the miscellaneous buttons.

	MISCELLANEOUS	
Button	**Name**	**Meaning**
	Report Problem	This button can be used to capture log information to aid in problem resolution.

	Third Party Interface	This button can be configured for a third-party application.
Blank	Open Button/Blank	Right-click to configure the button.

Operator Status Area

You can perform the following tasks using the buttons in the Operator Status area:

- make the *console absent or present*
- select *day or night service*
- turn the *ringer on or off*
- select the *audio device* that you are using and make adjustments to the volume

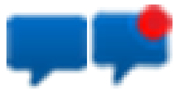
When you select a button in the **Operator Status** area, a drop-down menu appears. Choose the desired option. A check mark appears by the selected item.

Tools Area

The Tools buttons in the toolbar open the Scratch Pad, the Bulletin Board, Chat, and Emergency Calls. If enabled, Guest Services will be available.

The table below describe the Tools buttons. The Tools Window can be set (pinned) to always remain on  top of the other windows.

	TOOLS	
Button	**Name**	**Meaning**
	*Scratch Pad*	Save telephone numbers for faster dialing or store names and numbers of callers for future reference.
	*Bulletin Board*	Post information for other operators to see and store speed dial numbers that all operators can use.
 	*Emergency Calls*	Display information about emergency calls. • **Blue**- no emergency calls • **Red**- emergency calls in log
	*Guest Services*	Display, change or enter room information in a Hotel/Motel installation.

	*Chat*	Display or send chat messages. • Blue - no unread chat messages. • Blue with red dot - unread chat messages.

Directories Area

Within the Directories area, you will see the following four areas to help you handle calls:

- *Phone Book* allows you to search your system's directory for people and extensions.
- *Busy Lamp Field* (BLF) allows you to monitor the status of extensions and pick up calls ringing those extensions.
- *Call History* lets you view and search past call history records associated with all console operators configured to share the same database.
- *My Call History* allows you to view and search the call history records for calls handled by you.

If the *Additional Database Feature* is enabled on your console, you may see additional fields in the Directories area.

To access the Directories area

- Click the corresponding tab in the **Directories** area.
  OR
- Click **Directories** in the Menu area, followed by **Phone Book**, **Busy Lamp Field**, **Call History** or **My Call History**.
  OR
- Press the corresponding **Phone Book**, **Busy Lamp Field**, **Call History** or **My Call History** keyboard key.

You can also *customize* your view of the Directories area. Some of the call information is hidden by default; you can choose to hide or display columns depending on your call-processing needs.

Phone Book display and Busy Lamp Field Display

The following call information appears in the Phone Book and Busy Lamp Field display:

- Privacy Indicator
- Busy Lamp Field status
- Name
- Number
- Comments (from the automatically generated Comments file)
- Department
- Location
- Primary Phone Service
- Email

Call History and My Call History display

The following call information appears in the Call History and My Call History displays:

- *Caller's Privacy Indicator*
- *Caller's Busy Lamp Field status*
- *Caller Name*
- *Caller Number*
- *Caller's Presence*
- *Call Time*
- *Destination's Privacy Indicator*
- *Destination's Busy Lamp Field status*
- *Destination Name*
- *Destination Number*
- *Destination's Presence*
- *Frequency - Number of times the calling party was transferred to the destination number*.
- *Type - type of call: Missed, Answered, Held, Outgoing, Parked call, Transferred call*.
- *Console DN - the Console DN is the Directory Number of the operator Console that performed the action*.

Customize the Directories Area

The Directories area displays *Phone Book*, and these optional features: *Busy Lamp Field*, *Call History*, and *My Call History* information.

You can customize the Directories columns to display the information you wish to see, with the exception of the Privacy and Busy Lamp Field (BLF) table view status columns.

Customize your view of the Directories area by

- adding and removing columns
- resizing columns to show more or less information
- reordering columns
- maximizing and restoring the area
- sorting columns
- Toggling your view of the BLF area between table view and tile view
- changing the number of columns of tiles in BLF tile view - see *Options (Busy Lamp Field)*

See *Directories Area* for detailed information on the fields displayed.

To add or remove columns

1. Right-click any column header.
2. Click **Select Fields** on the pop-up menu. The Select Fields dialog box is displayed.
3. Check or deselect the columns that you want to add or remove.

You can also right-click and select **Remove This Column** to delete an unwanted column.

To resize a column

- Using your mouse, move the cursor to the vertical line separating the column header until the cursor becomes a double-headed arrow.
- Click and drag the column to the desired size.

To reorder the columns

- Using your mouse, drag and drop one column at a time to the desired location within the Directories area.

To maximize and restore the Directories area

1. Locate the one-touch expandable arrow icons positioned between the Directories area and the Queued Calls area.
2. Click the UP arrow ( ) and DOWN arrow ( ) to maximize/restore the Directories area, as required.

TIP: You can also maximize/restore the Directories area by pressing the **Phone Book** or **BLF** key, by double-clicking the **Phone Book** or **BLF** tab in the Directories area, or by selecting the Phonebook or BLF directories menu item.

To sort the Directories area fields

You can quickly sort the Directories area fields by clicking the column header. Some fields are not available for sorting, such as Privacy, BLF Tile view, and Presence.

When you sort by Name, Department, and Location, the entries appear in alphabetical or inverted alphabetical order.

- Click the column header once to sort, a second time to invert the sort, and a third time to "un-sort" the information in the column.

Why do the BLF columns sometimes appear unsorted?

If you sort any of the BLF list columns and exit the Busy Lamp Field, the list remains in the order you last specified. Because the list maintains the order that you last specified, it may appear "unsorted" when you re-enter the BLF area. To re-sort the list in an order that you prefer, simply click on the column header once or twice, until you get the desired sort order.

Related Topics

- *Connect two calls on hold*
- *Connect two calls on hold*

Queued Calls Area

Within the Queued Calls area, you will see the following five areas to help manage calls:

- *Incoming Calls* allows you to view and answer calls. The Incoming Calls display shows recalls at the top of the list, then all other calls either in order of arrival, or in order of assigned call-answering priority (if you have specified line priority).
- *Calls on Hold* allows you to view or retrieve calls you have put on hold.
- *Transferred Calls* allows you to view and retrieve calls that you have transferred and are ringing an extension.
- *Parked Calls* allows you to view and retrieve calls that you have parked against an extension.

- *My Queued Calls* allows you to get a comprehensive view all the current calls in the console, that is, the Incoming, Held, Transferred, and the Parked calls.

To access the Queued Calls area

- Click the corresponding tab in the **Queued Calls** area.
  OR
- Click **Calls** in the **Menu** area, followed by the **Incoming Calls**, **Calls on Hold**, **Transferred Calls**, **Parked Calls** or **My Queued Calls**.
  OR
- Press the corresponding **Incoming Calls**, **Calls on Hold**, **Transferred Calls**, **Parked Calls** or **My Queued Calls** keyboard key.

NOTE: Depending how you *customize your Queued Calls area*, each one may display a variety of the call information presented below. Some of the call information is hidden by default; you can choose to hide or display columns depending on your call-processing needs.

Incoming Calls display

When an incoming call arrives, the following call information appears in the Incoming Calls display:

- Incoming Call ID
- Total time that the call has been queued
- Caller's name and number
- Line name or line number indicating what line the call arrived on.
- Type of call, if the call is a recall (this field is hidden by default)
- Device type that the caller is using, if the call is internal; or the trunk type that the call arrived on (this field is hidden by default)
- VIP status for a guest (optional)

Calls on Hold display

When a call has been placed on hold, the following information appears in the Calls On Hold display:

- Call on Hold ID
- Hold Order Icon indicates the last held call (appears beside the last call placed on hold)
- Time and Total time
- Caller's name and number
- Note - use this field to annotate the call on hold. To edit this field, click on it and type.
- Private Number indicator (hidden by default)
- Combined BLF Status and DND status
- For Name and Number - name and extension of the person the caller is trying to reach
- Department and Location - the department and location of the person the caller is trying to reach
- VIP status for a guest (optional)
- Presence information

Transferred Calls display

When a transferred call is released, the following call information appears in the Transferred Calls display:

- Transferred Call ID

- Transferred Time and Total time
- Caller's name and number
- Notes - This field can be modified while the call is being answered or when it is placed on hold.
- Line that the caller dialed and that the call arrived on.
- icon that indicates the privacy status of the destination
- icon that shows the BLF status of the destination
- Transferred To shows the name of the person you transferred the call to
- Number, Department and Location of the person you transferred the call to.
- VIP status for a guest (optional)
- Presence information

Parked Calls display

When a call is parked at an extension, the following call information appears in the Parked Calls display:

- Parked Call ID
- Parked Time and Total time
- Caller's name and number
- Notes - This field can be modified while the call is being answered or when it is placed on hold.
- Line that the caller dialed and that the call arrived on.
- icon that indicates the privacy status of the destination
- icon that shows the BLF status of the destination
- Parked At shows the name of the person for whom you Parked the call
- Number shows the number of that person
- column indicates the parking slot number
- Department and Location are for the person for whom you Parked the call.
- VIP status for a guest (optional)
- Presence information

My Queued Calls display

The My Queued Calls tab displays all the calls that are active in the Queued Calls area based on the longest total time. The following information appears in the My Queued Calls tab:

- A queue type icon to indicate the type of call (incoming, held, parked or transferred).
- All of the fields available within the Incoming Calls, Calls on Hold, Transferred Calls and Parked Calls areas, with the exception of the Incoming Call ID, Transferred Call ID and Parked Call ID. Note that all fields are not enabled by default.

What do you want to do?

Connect two calls on hold

Read Frequently Asked Questions about the Queued Calls display

Customize the Queued Calls Area

The Queued Calls area has a number of columns of optional information.

You can customize the columns to display the information you wish to see by

- adding and removing columns
- resizing columns to show more or less information
- reordering columns
- maximizing and restoring the area
- customizing information for the ToolTip

The ID column and those with icons as heading labels (Private, BLF Status, and Hold Order) cannot be resized. All columns are removable except for the ID column; the ID column and at least one other column must stay displayed.

See *Queued Calls Area* for detailed information on the fields displayed.

To add or remove columns

1. Right-click any column header.
2. Click **Select Fields** on the pop-up menu. The Select Fields dialog box is displayed.
3. Check or deselect the columns that you want to add or remove.

You can also right-click and select **Remove This Column** to delete an unwanted column.

To resize columns

- Using your mouse, move the cursor to the vertical line separating the column header until the cursor becomes a double-headed arrow.
- Click and drag the column to the desired size.

To reorder the columns

- Using the mouse, drag and drop one column at a time to the desired location within the Queued Calls area.

To maximize and restore the Queued Calls Area

1. Locate the one-touch expandable arrow icons positioned between the Directories area and the Queued Calls area.
2. Click the UP arrow (▲) and DOWN arrow (▼) to maximize/restore the Queued Calls area, as required.

TIP: You can also maximize/restore the **Queued Calls** area by double-clicking the associated tab in the **Queued Calls** area.

To choose the information that displays in a ToolTip

You can choose the information that displays in a ToolTip when you hover the mouse over an item.

1. Right-click any one column header.
2. Select **Configure ToolTip**. A Configure ToolTip Fields dialog box appears.
3. Select an item from one list and press the appropriate left or right button action (the << or >>) to move it to the other list.
4. To move the items, select a list item or items and press either the **Move Up** or **Move Down** button that appears on the left side of the dialog.

5. Click **OK**.

Source and Destination Area

The Source and Destination sections display the calling party and the called party for all calls handled by the console.

The information displayed in both areas includes

- the name of the party, extension or trunk number or trunk label
- the type of extension and status of call (e.g., ringing)
- privileges assigned to the trunk or extension
- the type of call (for example, Conference, Recall, Serial)
- icon that indicates the privacy status of the destination

- Notes
- Presence information (available in the Destination area when the Configurable Source/Destination option is selected)
- VIP status for a guest (optional)

The *Source* area shows the line on which you answered the call. The *Destination* area shows call forwarding information. The Window background color indicates which area is active.

Customize the Source and Destination Areas

In the Source and Destination areas, you can select which fields you wish to see and the order in which they are presented.

You can toggle the Configurable Source/Destination panel on or off.

To turn on or turn off the Configurable Source/Destination Panel

- From the **Directories** menu, choose **Configurable Source/Destination Panel**.
  A check mark indicates if the Configurable Source/Destination Panel is enabled.

To configure the Source Window display items

1. Right-click the mouse in the Source Panel area. **The Configure Source Panel** menu selection appears.
2. Click **Configure Source Panel**. The Source Panel Field Configuration dialog appears.
3. Select an item from the Excluded Fields or Included Fields and press the appropriate left or right button action (the << or >>) to move it to the other list.
4. To move the items, select a list item or items and press either the **Move Up** or **Move Down** button that appears on the left side of the dialog.
5. Click **OK**.

To configure the Destination Window display items

1. Right-click the mouse in the Destination area. The **Configure Destination Panel** menu selection appears.
2. Click **Configure Destination Panel**. The Destination Panel Field Configuration dialog appears.
3. Select an item from the Excluded Fields or Included Fields and press the appropriate left or right button action (the << or >>) to move it to the other list.
4. To move the items, select a list item or items and press either the **Move Up** or **Move Down** button that appears on the left side of the dialog.
5. Click **OK**.

NOTE: The Multiple Company Directory, Presence Integration, and Guest VIP Status features are only supported in the Configurable Source/Destination Panel.

Softkey area

The buttons at the bottom of the main console screen and in the Directories area display Softkey commands. These commands correspond to the **F1** to **F12** keys on your computer keyboard.

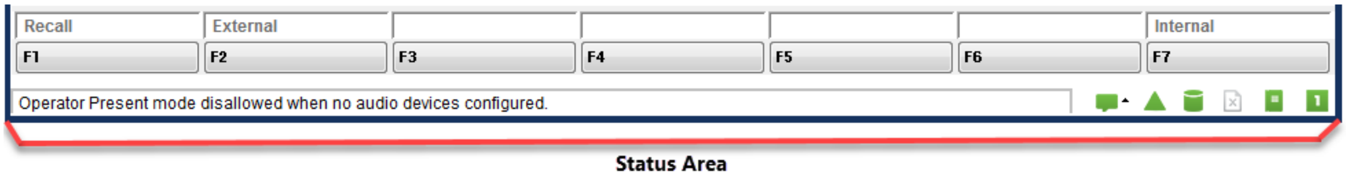
You use them to perform a variety of call handling functions. Softkeys are not fixed to a function; instead, they change depending on the state of the call you are handling or the feature you are using.

For example, when you not in a call, you can use a softkey to *answer an incoming call*, but when you are in a call, the same softkey might be used to mute the conversation.

Status Area

The Status area consists of the bottom part of the console screen as shown in the diagram below. The Status bar shows information messages in the lower left corner and the following status icons in the right corner:

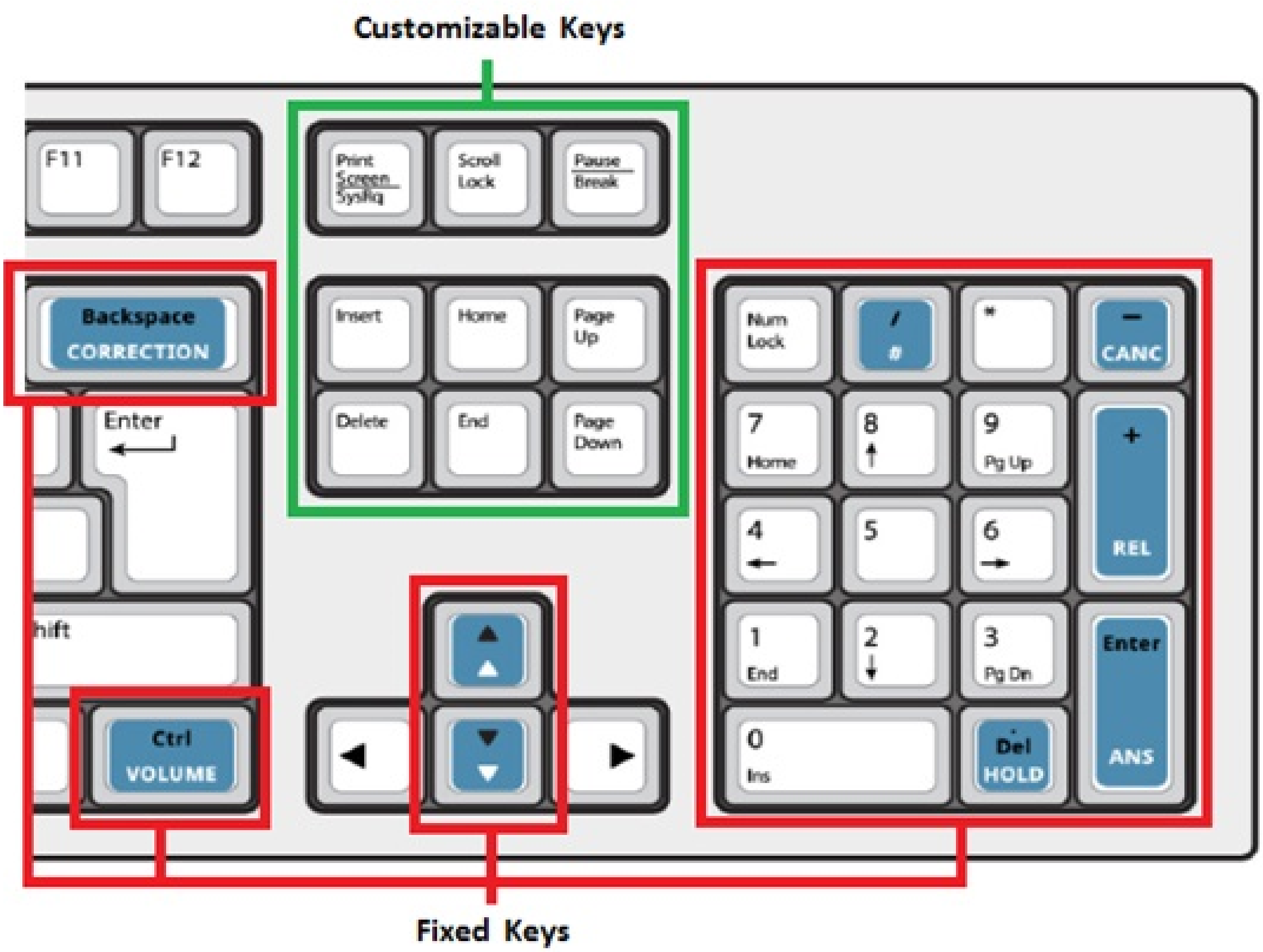
- Chat Status (see *Presence (Operator)*)
- Master Profile Status (see *Master Profile*)
- Property Management System - if Guest Services is enabled (see *About the Console Display (Guest Services)*)
- Call Block Status - if Guest Services is enabled (see *About the Console Display (Guest Services)*)
- Call History Database Status (see *Call History Database Status*)
- MiVoice Business/ADF Directory Synchronization Status (see *MiVoice Business and ADF Status*)
- Phonebook Status (see *Phone Book Status*)
- MiVoice Business Status (see *Functions of the integrated Mitel Media Server*)



PC Keyboard

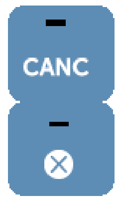
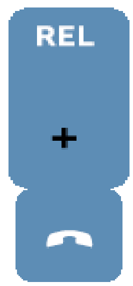
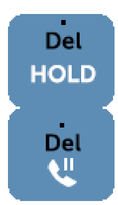
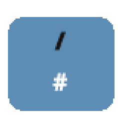
The PC numeric keypad can be used for most call handling tasks. Labels are available for the keys as illustrated in the diagram below.

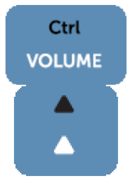
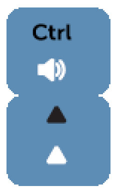
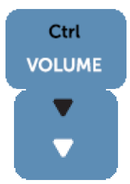
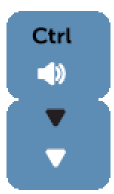
The PC keyboard keys can be used for call handling tasks, such as dialing, accessing features and volume control. The keys are arranged in two groups: fixed keys and customizable keys.



Fixed Keys and Their Functions

The table below lists the keys that can be used.

Function	Key Label	Operation
Cancel (- key)	or 	Cancel the call.
Release (+ key)	or 	*Transfer or release the call*.
Answer (Enter key)	or 	*Answer calls*.
Hold (. Del key)	or 	*Place a call on hold*.
Feature Access# (/ key)		Used for feature access or as commands when interacting with a voice mail system.
Feature Access * (* key)	Not applicable	Same as above.
Dial (0-9 keys)	Not applicable	*Dial Numbers*.

Correction (Backspace key)	or 	Delete digits, correct digits.
Increase Volume (Up arrow key)	+ 	*Adjust ringer volume* and *Adjust Headset or Handset volume*.
	+ 	
Decrease volume (Down arrow key)	+ 	Same as above.
	+ 	

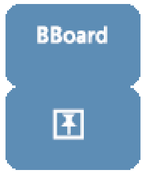
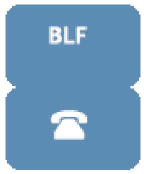
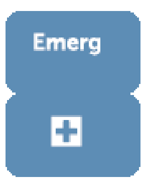
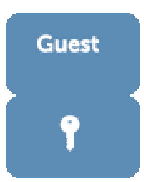
Customizable Keys and Their Functions

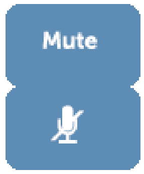
You can customize keys on your PC keyboard to allow keyboard access to console functions. To assign the keyboard key to a function, see *Connect two calls on hold*.

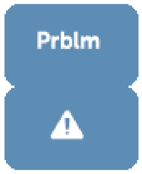
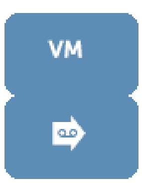
NOTE: If the main window of the console is not in focus, or if the key is not programmed, standard keyboard functions apply.

The table below lists the functions that are available:

Function	Key Label	Operation

Bulletin Board	or 	Opens the *Bulletin Board* tools window where you can post or access information that is shared with other operators, for example, speed dial numbers.
Busy Lamp Field	or 	Opens the **Busy Lamp Field** tab in the *Directories Area* where you can monitor the status of extensions and pick up calls ringing those extensions.
Call History	or 	Opens the **Call History** tab in the *Directories Area* where you can view and search past call history records.
Calls on Hold	or 	Opens the **Calls on Hold** tab in the*Queued Calls Area*where you can view and retrieve the calls you have put on hold.
Chat	Not available	Opens the *Chat* tools window to view or send chat messages.
Emergency Call Log	or 	Opens the *Emergency Call Log* tools window where you can view information about emergency calls.
Guest Services	or 	Opens the *Guest Services* tools window where you can display, change or enter room information in a Hotel/Motel installation.
Incoming Calls	or 	Opens the **Incoming Calls** tab in the *Queued Calls Area* where you can view and answer incoming calls.

Mute	or 	Allows you to mute a call during a conversation to prevent the other party from hearing you. See *Mute Calls*.
My Call History	or 	Opens the **My Call History** tab in the *Directories Area* where you can view and search past call history records for the calls handled by you.
My Queued Calls	or 	Opens the **My Queued Calls** tab in the *Queued Calls Area* where you can view and retrieve incoming, held, transferred, and parked calls.
Pager	or 	Allows you to access paging equipment for making announcements.See *Paging*.
Parked Calls	or 	Opens the **Parked Calls** tab in the *Queued Calls Area* where you can view and retrieve calls that you parked against an extension.
Phone Book	or 	Opens the **Phone Book** tab in the *Directories Area* where you can search your system's directory for people and extensions.
Recover	or 	Allows you to recover the last call you transferred. See *Transfer and Retrieve Calls*.

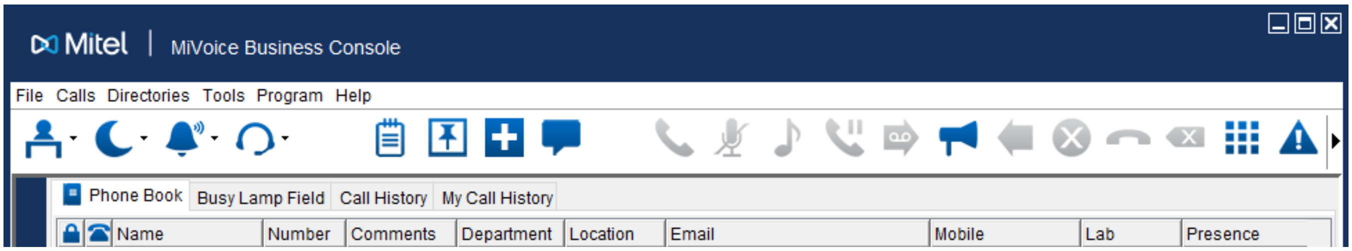
Report Problem	or 	Allows you to capture log information to aid in problem resolution.
Retrieve	or 	Allows you to retrieve an incoming, held, transferred or parked call displayed in the **Queued Calls** area by pressing the retrieve key, and then dialing the ID number of the queued calls entry. You can also retrieve the longest held call by pressing the retrieve key, and then dialing the star key (*). For more details see *Answer Calls*, *Hold and Retrieve Held Calls*, *Transfer and Retrieve Calls* and *Park and Retrieve Parked Calls*.
Scratch Pad	or 	Opens the *Scratch Pad* tools window where you can save or access personal information such as your own speed dial numbers.
Tones	or 	Allows you to send subsequently dialed digits as tones to access special services such as voice mail. See *Generate Tones During a Call*.
Transferred calls	or 	Opens the **Transferred Calls** tab in the *Queued Calls Area* where you can view and retrieve the calls that you have transferred, which are ringing an extension.
Voice Mail	or 	Allows you to transfer an active call directly to the requested party's voice mailbox. See *Transfer a Call to a Voice Mailbox*.

Using the PC Numeric Keypad to Dial Numbers

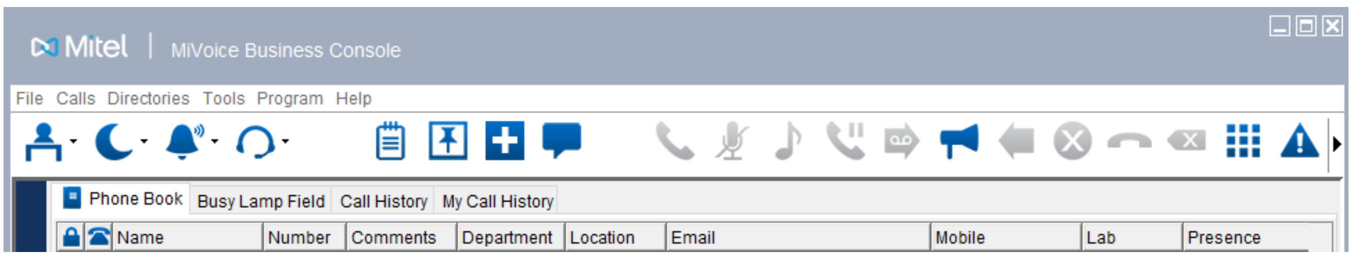
You dial numbers using the PC numeric keypad. The PC numeric keypad functions when the console main window is the active window.

The Active Window

The console window has a blue border when it is active (in focus) and the PC numeric keypad can be used for call handling operations.



When the console has a grey border, the window is inactive (out of focus) and cannot be used for call handling operations.



NUM LOCK is not required for call handling functions when the main window is active. To enter digits in Scratch Pad, Bulletin Board, or Guest Services windows, NUM LOCK must be ON. If Guest Services is the active window, pressing 1234 on the PC numeric keypad will enter the Room Number 1234 into the Room Number field in Guest Services.

If you use a call function from the Scratch Pad or Bulletin Board, the focus automatically switches back to the main console window so you can continue with the call handling functions, such as entering Release to transfer a call.

Other Ways of Dialing

Use the numbers along the top of your keyboard to enter a directory number into the **Number** field of **Phone Book**. You cannot use the PC numeric keypad.

You can also dial numbers using the On-Screen Keypad. See *On-Screen Keypad*.

Using the On-Screen Keypad

You can use the on-screen keypad to

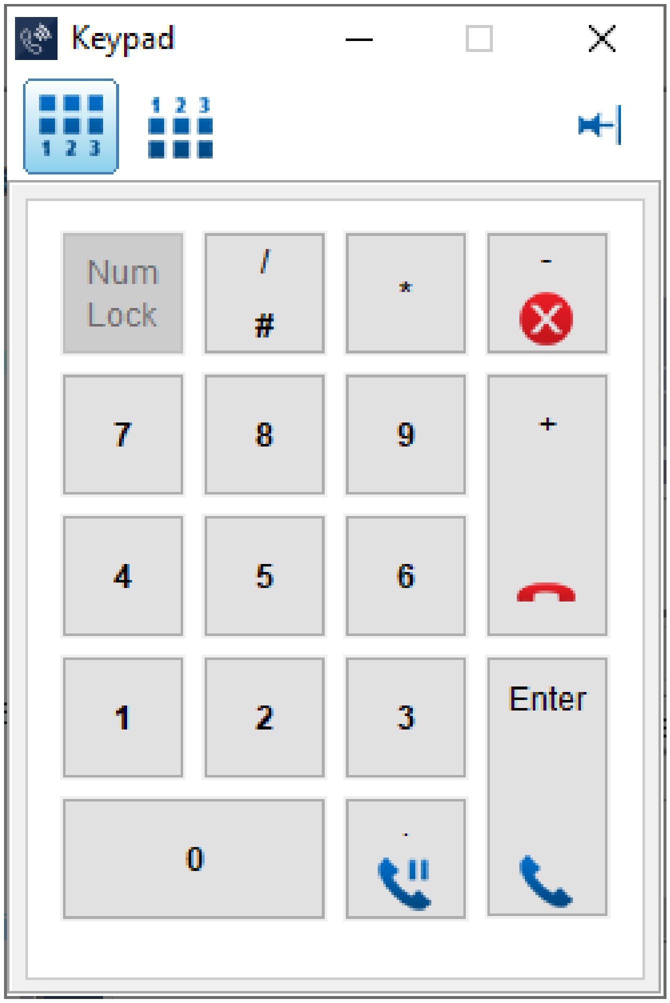
- perform call handling functions
- dial numbers

The on-screen keypad can be set (pinned) to always remain on top of the other windows.

To display the on-screen keypad

- Select the **Keypad**  button from the **Tools** area at the top of the screen.

The on-screen keypad is displayed. You can also launch the keypad tutorial from here.



You can display the Keyboard keypad format (with 1,2,3 at the bottom)  or the telephone keypad format (with 1,2,3 at the top) .

Getting Started

Start the MiVoice Business Console Application

Prerequisite: You must use a wired network connection with the MiVoice Business Console. Turn off any wireless connections.

Select the MiVoice Business Console icon

You may see this icon in the following locations:

- as a shortcut on your desktop
- on the tile-based start screen in Windows 8 and later
- within the PC Start menu on Window 8.1 and later

NOTE: If a security certificate error is displayed when you start the console, ask your system administrator to verify the certificate using the MiVoice Business Console Configuration Wizard.

Set Operator Present/Absent

To receive incoming calls, set your console to the Present State. This action assigns an operator license for the time that you use the console.

Your audio device must be connected in order to set your status to Present. If your audio device is not connected, you will see a message in the lower left corner of the console window.

To set the Operator Present

1. Click the drop-down menu arrow beside the Operator Status button.
2. Click Operator Present .

   You will hear a confirmation tone on the conversation device.

To obtain an operator license from another operator

At times, all licenses may already be in use. A dialog will be displayed that allows you to obtain a license from another operator.

1. Select a Name from the list of currently active operators.
2. Click **Force Absent**.

This action sets this console to Operator Present and the other one to Operator Absent . If there is only one operator present, the system will not be put into Night Service when the other operator is forced absent.

To set the Operator Absent

1. Click the drop-down menu arrow beside the Operator Status button.
2. Click Operator Absent .

When you activate Operator Absent, all new and waiting calls to your directory number (DN) continue to ring other available consoles that are configured with the same softkey DN.

Calls on hold and parked calls can be retrieved and handled normally. If there are no available consoles for new or waiting calls, or if held or parked calls time out, the calls are automatically rerouted to programmed destinations. You can still originate calls when you are absent.

The table below describes the various states of Operator Status.

OPERATOR STATUS		
Button	**Name/Tooltip**	**Meaning**
	Operator Present	Operator is available to take calls.
	Operator Absent	Operator is not available to take calls.
	Operator Unavailable	Operator status is unavailable (console is not connected).

Set Day and Night Service

Office telephone systems are typically placed in Night Service after regular hours, or whenever the last available console is left unattended.

Calls then ring alternate answering points—either designated extensions, or a night bell. Additionally, the change from Day to Night service may affect some users depending on their *COS* and *COR*. For example, a user might have a COR that allows external calls when the system is in Day service but not when in it is in Night service.

Depending what Service status the console is in, one of the following four buttons appears in your *Operator Status* area.

DAY/NIGHT SERVICE		
Button	**Name**	**Meaning**
	Day Service	Call routing is based on day service.
	Night Service 1	Call routing is based on Night Service 1.
	Night Service 2	Call routing is based on Night Service 2.
	Unknown day/night service	The console is not connected to a MiVoice Business controller.

To change the service mode

1. Click the drop-down menu arrow beside the Day/Night Service button.
2. Select **Day Service**,**Night Service 1**, or **Night Service 2**.

   NOTE: *If the last available operator console has not processed a call after the programmed time-out period (the default is 10 minutes), the console changes to Operator Absent status. If that operator console is the last active operator, the system automatically goes into Night Service1 () mode.*

Exit the Console Application

- On the **File** menu, click **Exit** or click the **X** in the top right corner.

  NOTE:

  – If your console is the only one on the system, the system automatically switches to *Night Service*1 ()mode when you close the MiVoice Business Console. Calls then ring night bells or another designated answering point. If there are other consoles, yours will switch to Operator Absent status () when you close the application. Other answering points will continue to receive the calls that would otherwise go to your console.

  – A confirmation dialog window is displayed if there is an active call.

  – A confirmation dialog window is displayed if the Master Profile functionality is enabled and configuration changes have been made that will be lost when the console is restarted.

  – A pop-up window is displayed if there is a connection to the MiCollab Client Service. The console automatically closes this pop-up window when the connection has closed. You cannot start another instance of the MiVoice Business Console until this window is closed.

Related Topics

- *Connect two calls on hold*
- *Functions of the integrated Mitel Media Server*

Managing Audio

Manage Audio on the PC 

Prerequisite: Ensure the Administrator has configured audio devices for your console.

IMPORTANT: To ensure that the ringer will be audible in the case of emergency calls, do not mute the volume in the Windows Sound Panel or turn the volume off on the speaker itself.

You will hear calls ringing on your configured ringer or headset. The table below describes the Audio icons.

NOTE: If you are using a Digital Enhanced Cordless Telecommunications (DECT) headset or handset with Wideband audio and experience a delay in audio when you answer a call, you may need to configure your audio device for Narrowband operation. Refer to the device manufacturer's document for instructions.

AUDIO DEVICE STATUS		
Button	Name	Meaning
	One headset or handset is available	One audio device (conversation) is available to talk with callers.
	Two headsets or handsets are available	Two audio devices (conversation and listener) are configured and active. The selected device can be used for conversation mode and the other device remains in listener mode.
	Headset/Handset not available	The configured audio devices are not in service, for example, not plugged in.
	Headset/Handset not configured	No audio devices are configured.

You may have one or more audio devices configured. If two devices are configured, indicated by the  icon, the 2nd device can be used as a listening device, typically used by a supervisor to monitor a new operator during training.

You can also use the 2nd device as a backup device, if your primary devices fails. The other device will automatically switch to conversation mode.

TIP: Screen Pop is an alternative to notify you of an incoming call. See *Enable Screen Pop*.

Selecting your audio device

1. Choose the device you want to use for calls.
2. Ensure the audio device you want to use is available from the  audio drop down list. A checkmark indicates the selected device.
3. If your audio device isn't listed, plug in the device, and then select it in the **Audio Panel**.

A confirmation tone is played in the conversation device when:

- when you set your console Present
- when you select a different device from the audio drop down list

See *Audio Panel* for further details.

Switching between audio devices

You can quickly switch to an alternate audio device provided it's in service (indicated by a blue icon).

1. Select the button in the toolbar. Available headsets will be indicated by a blue icon.
2. Select your audio device/headset from the list. You will hear a confirmation tone for the new conversation device.

A checkmark indicates the selected device.

Test your audio device

1. Click
2. Click **Audio Panel**.
3. Select the **Audio Device Selection** tab.
4. Click the **Test** button and listen for the test tone to ensure that you have the correct headset connected.

Plugging/Unplugging Your Audio Device

Unplugging the headset from the console automatically enables the other device if it is plugged in. If neither is plugged in, the console changes to Operator Absent status. Or, if you are the last active operator, the system goes into *Night Service*1 ( ) mode. Plugging the headset back in, does not automatically change the Operator status back to Present status.

NOTE: If you plug your headset into a different USB port, the device will be given a different name and it may need to be reconfigured in the Audio Panel.

Configuring Audio Options

Ask your system administrator for assistance in configuring any audio devices.

What if I turn my ringer off or mute it? Will I still hear emergency calls?

Yes, emergency calls will override Ringer Off as long as the volume has not been muted in the Windows sound panel and the speaker has not been turned off.

Audio Panel

Use this dialog box to set up the headset and/or handset audio devices and ringer device, and select the ring tone for incoming calls.

To access the audio panel

- Click and select **Audio Panel**.

OR

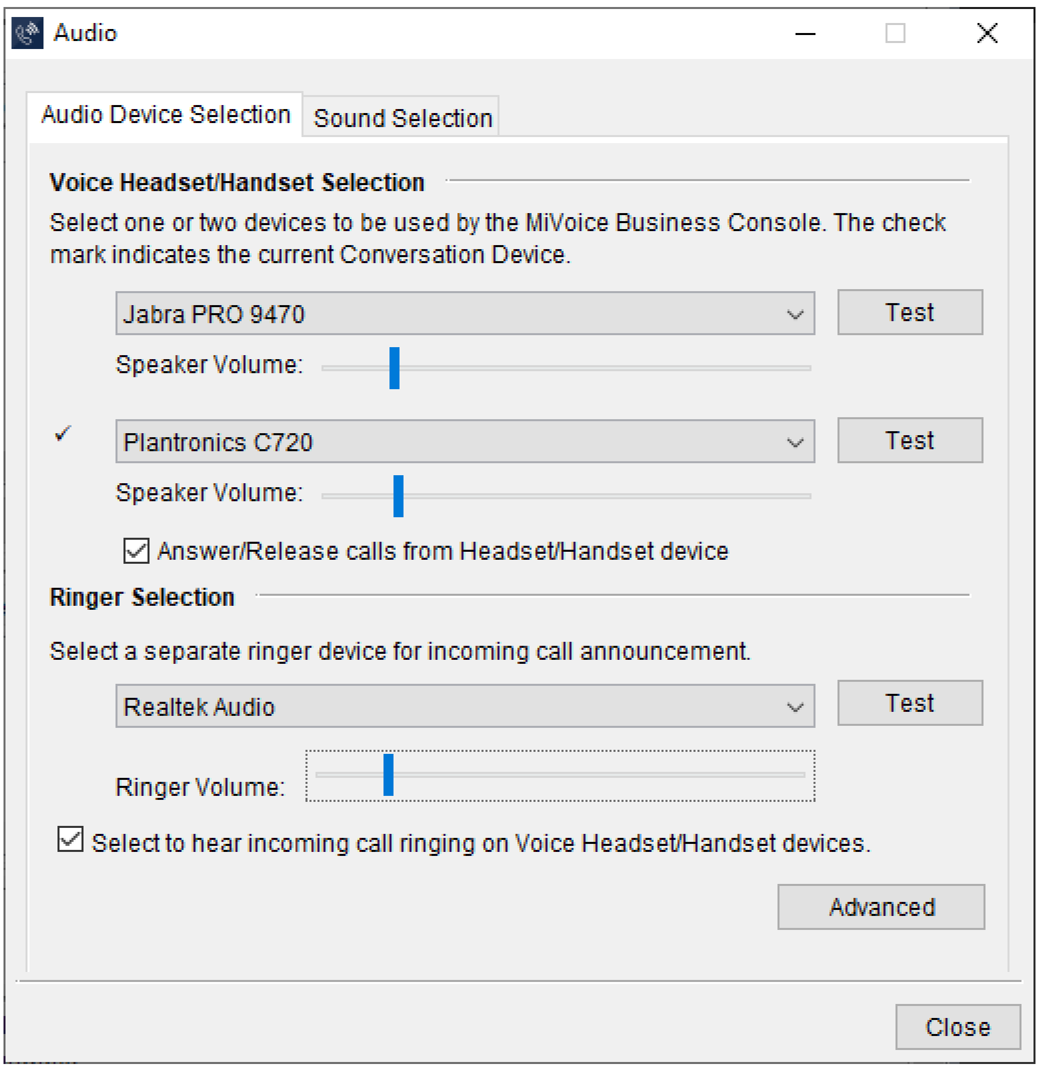
- Select **Audio** from the **Tools** menu.

Selecting the Audio Devices

The **Audio Device Selection** tab allows you to select headset or handset devices that have both a play-back and sound recording device (that is, a device with both a microphone and speaker in it). Devices that provide a speaker can be selected as a ringer device.

You can adjust the Speaker and Ringer volume as well as test the devices using this screen.

See *Manage Audio on the PC* before adjusting these settings.



To select a Handset/Headset or ringer device

1. Click the **Audio Device Selection** tab.
2. Click the drop-down menu.
3. Select the device.
4. Select the **Answer/Release calls from Headset/Handset device** option.
5. Adjust the Speaker or Ringer Volume.
6. Press **Test** to test the volume.
7. Click **Close**.

NOTE: Some audio devices have multiple speakers and/or microphones. If you experience audio issues with a device, use the **Advanced** option in the audio panel to select a different speaker and/or microphone.

The first headset or handset device selected will be used as the conversation device. The second headset or handset device selected will be the listener device. A check appears beside the conversation device.

You can switch to a different conversation device using the Audio button on the toolbar.

To answer and release calls from your Handset/Headset device

- Select the Answer/Release calls from Headset/Handset device checkbox to answer/release calls from your handset or headset device.
  For more information on the devices supported, see *Headset Button Control*.

To enable ringing on the voice Handset/Headset device(s)

- Select the checkbox to hear incoming calls ringing on the voice handset or headset device.

Ringing plays on the headset or handset device for incoming calls only. Ringing is not applied while you are in a call.

Emergency ringing is applied to the ringer device and an emergency notification tone is applied to the headset or handset device if the option to hear incoming calls ringing on the headset or handset device is enabled.

Ringer volume settings only apply to the ringer device.

Selecting Sound Options

The **Sound Selection** tab allows you to select the sound to be played for Incoming Calls:

- Incoming call (Console is idle) — the sound is played to all programmed Audio devices, including the headset, backup headset, and ringer.
- Incoming call (Console is busy) — the sound is played on the ringer device only.

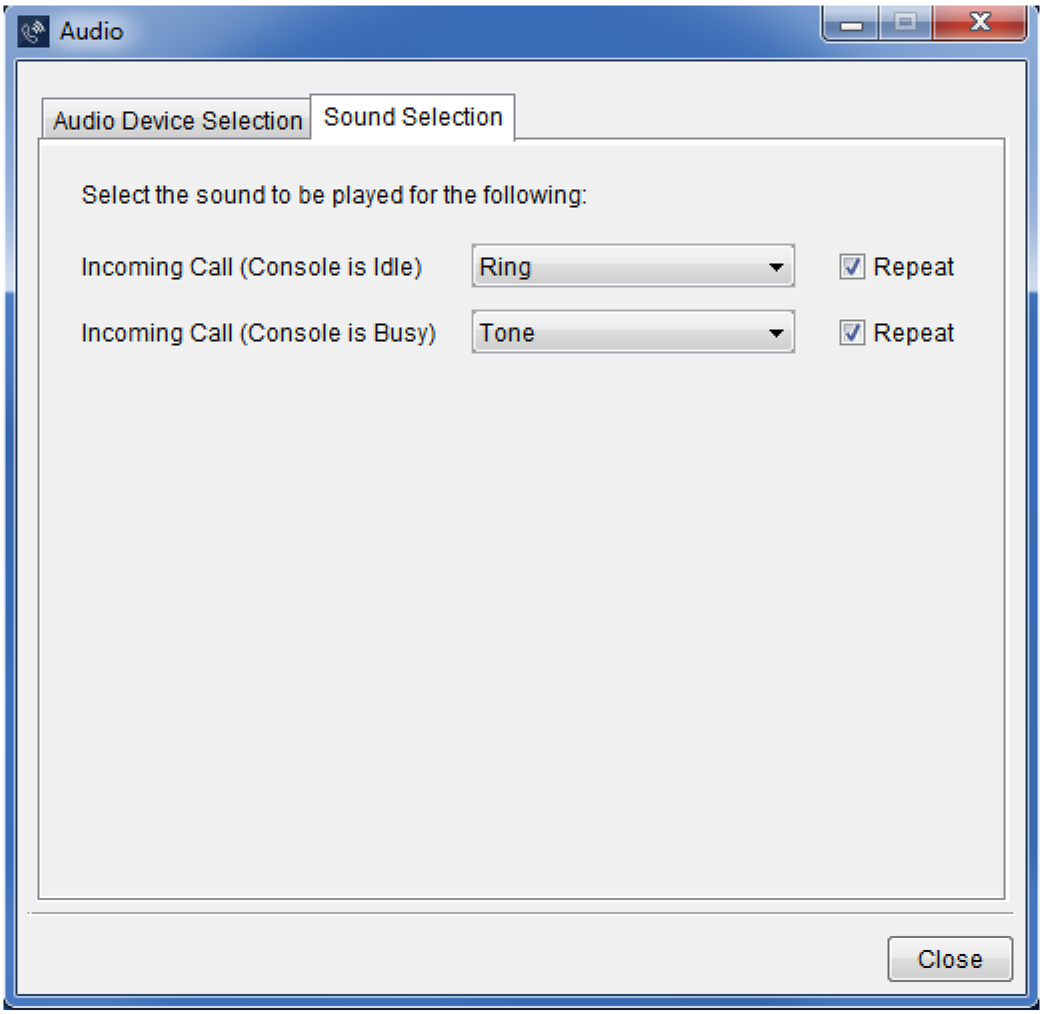
The sound options are Ring, Tone, or None.

It is recommended that you select the **Repeat** checkbox for Incoming Calls if you are using a wireless headset because connection delays may cause you to miss the first few seconds of sound during an incoming call.

Check your headset manufacturer documentation because most wireless headsets have configurable options to minimize these delays.

To select a sound option

1. Click the **Sound Selection** tab.
2. Click the drop-down menu and select the sound for **Incoming call (Console is idle)**.
3. Click the drop-down menu and select the sound for **Incoming call (Console is busy)**.
4. Select the **Repeat** check box to have the sound repeated more than once.
5. Click **Close**.



Turn Console Ringer On or Off 

The status of the ringer is indicated in the *Operator Status* area.

RINGER STATUS		
Button	Name	Meaning

	Ringer On	You will hear the ringer when a new call arrives.
	Ringer Off	You will not hear the new call announcement when a new call arrives. The operator has chosen not to use an available ringer or the headset/handset to announce a new call.
	Ringer not available	Ringer is configured but the selected ringer devices have failed or been unplugged.
	Ringer not configured	No ringer device is configured to alert the operator of new call.

To turn the ringer on or off

1. Click the drop-down menu arrow beside the Ringer Status button.
2. Select **Ringer On** or **Ringer Off** .

   NOTE: *When the ringer is off, the Incoming Calls display and the Call Waiting indicator (that is, the color of the softkey associated with each call) provide the only indications that you have calls waiting. See Incoming Calls display and Call Waiting/Line area for more details.*

   IMPORTANT: If the ringer is turned off, an emergency call will override and ring the ringer device.

Adjust Ringer Volume

You can adjust the ringer volume using your PC keyboard while your console is ringing. You can also adjust the ringer volume at any time by clicking and selecting **Audio Panel**, and adjusting the volume slider.

To increase the ringer volume while a call is ringing

- Press and hold the Ctrl key and press the --up arrow to increase the volume.

To decrease the ringer volume while a call is ringing

- Press and hold the Ctrl key and press the down arrow key to decrease the volume.

IMPORTANT: To ensure that the ringer will be audible in the case of emergency calls, do not mute the volume in the Windows Sound Panel or turn the volume off on the speaker itself.

Adjust the Headset or Handset Volume

You can adjust the headset or handset volume using your PC keyboard while you are in a call. You can also adjust the headset or handset volume at any time by clicking and selecting **Audio Panel**, and

adjusting the volume slider.

To increase the headset or handset volume while in a call

- Press and hold the Ctrl key and press the --up arrow to increase the volume.

To decrease the headset or handset volume while in a call

- Press and hold the Ctrl key and press the down arrow key to decrease the volume.

You can use the volume and mute on your headset. The mute on your headset is independent and does not mute the console application.

Headset Button Control

You can use the Answer/Release buttons on Jabra™ and Plantronics™ headsets to answer and release calls. Volume and Mute are still controlled by the console. The mute on the headset will mute the call at the headset and will not mute the console application. The volume control from the headset will adjust the volume within the console application.

An option is enabled on the Audio Panel that allows the Answer/Release buttons to work on your headset. For more information, see *Audio Panel*.

Headsets Supported

- USB wired/wireless or Bluetooth headsets from Plantronics are supported.
- USB wired/wireless headsets from Jabra are supported. Bluetooth support is not available.

Limitations

Multiple headset devices plugged into the PC can cause unpredictable answer/release button behavior.

- If you are using a Plantronics headset for your console, ensure only one Plantronics headset is plugged into the PC. If you need a second headset, a Jabra headset is recommended.
- You may use two Jabra headsets, however they must be different models.

Call Handling Basics

Answer Calls

When a new call arrives at the console

- you will hear ringing on the configured ringer and/or the headset or handset
- the call appears in the *Incoming Calls* display, and
- the line label associated with the call changes color (green if it is the only call waiting at the line, yellow if a second call is also waiting at the line, or red if three or more calls are waiting at the line). The Answer button also changes color.

You can answer calls several different ways:

- Answer on a "first-come, first-served" or call-answering priority with the **Answer (Enter key)**
  OR
- Answer the call by pressing the **Answer/Release** button on your headset.
  OR
- Answer selectively by pressing the corresponding softkey.
  OR
- Answer selectively by choosing the call from **Incoming Calls** display.
  OR
- Answer selectively by double-clicking on the entry in the **Incoming Calls** display.
  OR
- Answer selectively by pressing the **Retrieve** keyboard key, and then dialing the Incoming Calls queue position (1-9) of the call you want to retrieve.

  NOTE:
  - You cannot answer a new call until the one you are engaged in is transferred, disconnected, or put on hold.
  - You can also selectively answer an incoming call in the **My Queued Calls** display by double clicking the entry or pressing the **Retrieve** keyboard key, and then dialing the **My Queued Calls** queue position (1-9).

What do you want to do?

Answer calls on a "first-come, first-served" basis

Annotate the call

See more information about answering calls

Make Calls

You can dial an internal extension number or the number of a telephone outside the system. One or both of the *Source* and *Destination* areas must first be clear.

To call an extension

1. *Dial the extension number* using the PC numeric keypad or on-screen keypad.
   Information about the extension appears in the Destination area.
2. You have several options:

- Press the Release (+ key) or or Answer/Release button on your headset to hang up the call.
  OR
- Press [Override] to intrude into the Destination party's call if permitted by your and the extension's *Class of Service* (See *Override*).
  OR
- Press **[Callback]** to receive notification when the extension becomes available.

To call an outside number

1. Dial the External Line Access Code (usually the digit "9").
2. Dial the telephone number.

   Information about the outside call appears in the Destination area.

To correct misdialed digits

- Use the Dialing Correction button or the Backspace key on the PC keyboard to delete the last misdialed digit.

Related Topics

- *Connect two calls on hold*
- *Functions of the integrated Mitel Media Server*

Transfer (Extend) and Retrieve Calls

You can transfer a call to an extension or an outside number and you can monitor and retrieve calls after you transfer them. You can also choose the *Transfer Mode* for calls.

When a transferred call is released, detailed *call information* appears in the Transferred Calls display so you can monitor the call.

To transfer an answered call

1. Dial the destination number.
   The caller is automatically placed on *Consultation Hold* while you complete the transfer.
2. Press the **Release(+ key)** or or

   the Answer/Release button on your headset.

to connect the caller to the destination. If the extension is busy, the transferred call will automatically *camp on* to the line to wait until it becomes free.
If the called party fails to answer within a time-out period, the transferred call (if it is an outside line) returns to the console as a Recall. For information about Recalls, see *Answer Recalls*.
If you waited for an answer in order to introduce the caller, you can use the **Source** and **Destination** softkeys to speak privately with either party.

To retrieve or recover a transferred call

You can retrieve a transferred call only when the Source and/or Destination area on the screen is clear and the transferred call still appears in the *Transferred Calls* display, or you can recover your last transferred call. See *Recover a Transferred call*.

1. Double-click the entry in the **Transferred Calls** display.
   OR
   Press the **Retrieve** keyboard key and dial the **Transferred Calls** queue position ID (1-9) of the call you want to retrieve.

   NOTE: You can also retrieve a transferred call in the **My Queued Calls** display by double-clicking the entry or pressing the Retrieve keyboard key and dialing the **My Queued Calls** queue position (1-9).
2. Press **[Dial DEST]** to release the call to the original **Transferred To** party, if the caller wishes to try to reach that person again.

   NOTE: If you have annotated the transferred call, refer to those notes so that you don't have to ask again for the caller's name or the name of the person the caller wishes to reach.

Reaching a Busy Number or an Extension with Do Not Disturb Activated

If the dialed number is busy or the extension has Do Not Disturb activated, do one of the following:

- Press the **Source** softkey to talk with the caller in Source without losing the Destination information.
- Press the **Cancel (- key)** or and then dial a different number if you think you can locate the requested party elsewhere.
- Press the **Source** softkey, and then the **Redial Dest** softkey to redial the same destination number.
- Press the **Override** softkey to intrude into the extension user's call (if permitted by your and the extension's *Class of Service*).
- Press **Release(+ key)** or or the Answer/Release button on your headset to *camp-on* the caller on to the busy extension.

What do you want to do?

Transfer a call to a voice mailbox

Recover a call

Transfer a call using the Transfer Assistant

Read more about Transferring Calls

Check the user's availability using BLF Status

Check the user's availability using Presence Integration

Check the user's availability using the MS Office Calendar Integration

Hold and Retrieve Held Calls

You can place up to six callers on hold while you check for information or page the person the caller is requesting.

When a call has been placed on hold, detailed *call information* appears in the *Calls On Hold display*.

To place a call on hold

- Press the **Hold (Del key)** or .

To retrieve a call on hold

You can retrieve calls on hold only when the *Source* and/or *Destination area* on the screen is clear and the calls still appears in the *Calls on Hold* display.

1. Double-click the entry in the **Calls on Hold** display.
   OR
   Press the **Retrieve** keyboard key and dial the Calls on Hold queue position (1-6) of the call you want to retrieve.
   OR
   Press the **Retrieve** keyboard key and then the star key (*) on the keypad to retrieve the longest held call.

   NOTE: You can also retrieve a held call in the **My Queued Calls** display by double clicking the entry or pressing the **Retrieve** keyboard key, and then dialing the My Queued Calls queue position (1-9), or the star key (*).
2. Speak to the caller.
3. Press **[Dial DEST]** to release the call to the original Held For party, if the caller wishes to try to reach that person again.

To remotely retrieve a call on hold (from another's Operator's Calls on Hold queue)

This feature allows you or any extension user to retrieve a call on hold at another console.

- Dial the Attendant Hold - Remote Retrieve access code, followed by the ID from the Calls on Hold queue.

To place an answered call on hold with destination information

1. With the call to be held in the Source or Destination area, click on the desired destination from the Directories area.
2. Select **[Hold For]**.

   The call is placed on hold and the desired destination information is populated in the Calls on Hold queue entry.

To add destination information to an already held call

1. Select the entry in the Calls on Hold queue.
2. Right click on the desired destination in the Directories area or Transfer Assistant.
3. Select **[Hold For]** from the pop-up menu.

The desired destination information is populated in the selected Calls on Hold queue entry.

Hold Recall

The *Calls On Hold* display can show two timers for each call on hold:

- The **Total** timer begins counting when the call first arrives at the console. It indicates the total duration of the call.
- The **Time** timer begins counting when you place the call on hold. It indicates how long the caller has been on hold. The timer is reset to zero each time the call is retrieved and placed on hold again.

The **Time** and **Total** time are limited to 99:59 (minutes:seconds).

Calls left on hold longer than the limit determined by system programming recall the console. When a call recalls its **ID** and hold **Time** values turn bold and alternate between the default colors (black or white) and orange. The **Total** time value for the calls will also turn bold. Answer the recall using the procedure for retrieving a call on hold.

What do you want to do?

Annotate the call

Connect a call on hold to the Source or Destination party

Connect two calls on hold

Check the user's availability using BLF Status

Check the user's availability using Presence Integration

Check the user's availability using the MS Office Calendar Integration

Related Topic

- *Connect two calls on hold*

Park and Retrieve Parked Calls

You can place a call in a special park state and page the requested party to retrieve the call. If the call is not retrieved, the system will either forward the call, or the call will recall to you. You may also retrieve the parked call.

The Parked Call display in the *Queued Calls* area allows you to view and retrieve calls that you have parked.

When a call has parked, detailed *call information* appears in the *Parked Calls* display list.

To park a call against an extension

With the call to be parked in the *Source* area, or with the call to be parked in the *Destination* area (with an empty *Source area*), do **one** of the following:

1. Press or click **[Park Call]** and observe that the Park Call form replaces the Destination area. Then dial the desired extension number.
2. Search for and select the extension number in the **Directories** area, then either press or click **[Park At]** or *right-click the entry* and select **Park At** from the pop-up menu.

To retrieve a Parked call

You can retrieve a call parked at an extension only when the Source and/or Destination area on the screen is clear and the *Parked Calls* display is showing.

- Double-click the entry in the **Parked Calls** display.
  OR
- Press the **Retrieve** keyboard key and dial the **Parked Calls** queue position (1-9) of the call you want to retrieve.
  NOTE: *You can also retrieve a parked call in the* ***My Queued Calls*** *display by double-clicking the entry or pressing the Retrieve keyboard key, and then dialing the* ***My Queued Calls*** *queue position (1-9).*

Conditions

- Call Park queue data is lost if the originating console restarts or fails over to a secondary controller.

What do you want to do?

Check the user's availability using BLF Status

Check the user's availability using Presence Integration

Check the user's availability using the MS Office Calendar Integration

Conference Calls

Up to eight parties (including yourself) may be connected to form a conference call. If needed, you can also place a conference on hold.

To set up a conference call

- With the two parties connected to the console—one in the Source area and the other in the Destination area—press **[Conference]**.

To split a conference to speak privately to either caller

- Press either **[Source]** or **[Destination]**.

To add more parties to a conference

1. Dial the number of the next party.
   The word "Conference" and a Conference number now appear in the Source area, and the number of the dialed party appears in the Destination area.
2. Press **[Conference]**.

   The new party is added to the conference. The parties already in the conference hear a brief tone each time a party is added.
   If the line is busy or unanswered or the person is unavailable, press **Cancel** to reconnect to the conference. You may continue dialing to add more parties to the conference.

To release the console from the conference

- Press the **Release (+ key)** or or press the Answer/Release button on your headset.

Once you release the conference, you cannot re-enter it.

Related Topic

- *Connect two calls on hold*

Answer Recalls

If an external call transferred from the console to an extension is not answered within a certain time, the call returns to the console as a **Recall** in the *Call Waiting/Line panel*. In the Incoming Calls display, the call appears with highest priority (that is, at the top of the list).

Because Recalls are given priority, they are answered first when you press the **Answer (Enter)** key or or the Answer/Release button on your headset.

To answer a Recall

The *Source* and *Destination* areas must both be clear.

1. Press **[Recall]**.
   OR
   Press the **Answer (Enter)** key or or the **Answer/Release** button on your headset.
   You are now connected to the recalling party and can ask if the caller wants to continue waiting or wants you to ring another extension.

   NOTE: Any notes that were added to the call prior to it returning as a recall no longer appear. If you wish, you may *annotate the call* again.
2. Depending on what the caller wants, you have several options at this point:
   - Press **[Redial Dest]** if the caller wants to continue waiting.
   - Dial another extension.
   - Press the **Release(+ key)** or or the Answer/Release button on your headset to disconnect the call.
   - Press to transfer the caller to the extension's voicemail box (For more information, see *Transfer a call to a voicemail box*).

   NOTE: *Serial calls and Parked Calls will also recall the console.*

Recover a Released Call

You can recover an unanswered call that you released to the wrong extension in several ways.

To recover the last call transferred from the console

- Press in the Call Handling toolbar or the Recover keyboard key to retrieve a call that you just released to the wrong extension.

To recover a call that is not the last call you released from the console

- You can recover any released call if it still appears in your *Transferred Calls* display. See *Retrieving a Transferred Call*. You can also *Pick Up the call*.

Transfer a Call to a Voice Mailbox

Voice Mail transfers an active call directly to the requested party's voice mailbox. Use this feature when you know that the party is unavailable or when the caller only wishes to leave a voice message.

You can also transfer a call to Voice Mail that has recalled, or a call that has been retrieved from the Queued Calls area, including Held and Parked calls. ***NOTE:*** *The Direct Transfer to Voice Mail feature must be programmed on the MiVoice Business for the Voice Mail transfer to work.*

You can use one of several methods to transfer a call to a user's Voice Mail.

To transfer an answered call to a destination's voice mail

1. Press , or the **Voice Mail** keyboard key.
2. Dial or select the transfer destination using the *Transfer Assistant* or the *Directories area*.

To transfer a recall or retrieved call to the original destination's voice mail

- Press , or the **Voice Mail** keyboard key.

To transfer a recall or retrieved call to a different destination's voice mail

1. Select the new destination using the Directories area.
2. Press , or the **Voice Mail** keyboard key. ***NOTE:*** *If the transfer to voice mail recalls, a **Recall - Voice Mail** indication displays in the Status Field of the Destination Panel.*

Pick Up Calls

If an extension is ringing, you can pick up that call from the **Directories** area or **Transfer Assistant** and speak to the caller directly.

To pickup call

The *Source* and *Destination* areas must both be clear.

1. Ensure that the or ringing icon is shown beside the extension.
2. Select the entry.
3. Press **[Pick Up]** or right-click an entry and select **Pickup**.

Mute Calls

You can mute a call while in a conversation to prevent the other party from hearing you.

Mute a Call

While in a call/conversation:

- Press , or press **[Mute]**, or the **Mute** keyboard key.

The**Mute** button in the **Call Handling** toolbar will turn red when Mute is enabled.

Unmute a Call

- Press , or press [Mute] again, or the Mute keyboard key again.

Mute mode will be automatically disabled at the end of a call. For instance, when a call is cancelled or completed, the mute mode will be automatically turned off allowing for the Operators voice to be heard by the next incoming caller upon Answer.

Auto Unmute

If the Auto Unmute option is enabled, the console automatically unmutes when you perform an operation that connects you to another party.

For example:

- When you mute a conversation with your connected party and dial another party who answers.
- When you mute a conversation with your connected party and swap to another party by pressing **[Source]** or **[Destination]**.
- When you mute a conversation with your connected party and then form conference pressing **[Conference]**.

NOTE: The mute button on the headset is not integrated with the mute function on the console. The headset mute button will mute a call, but it does not turn mute on within the console application.

Related Topic

- *Connect two calls on hold*

Generating Tones During a Call

At times you may need to send tones in order to access special services such as voice mail.

To generate tones

Once the connection is made and you are prompted to enter digits:

1. Press , or **[Tones]**, or **Tones** keyboard key.
2. Dial the digits using the keyboard or on-screen dial pad.

To turn off tone signaling

- Press, or **[Tones]**, or Tones keyboard key.

OR

- Press the **Release(+ key)** or or the **Answer/Release** button on your headset to disconnect your console from the call.
  Tone signaling stops automatically.

Managing Calls in the Directories Area

You can handle calls in the Directories area using the available softkeys or the right-click menu.

The call handling tasks are listed below with the different methods to complete the task. Each bullet represents an option you can use.

Call

- Select the entry's number field and click **[Call]**.
- Select the entry's number field and press the **ENTER** key on the keyboard.
- Double-click any entry's number field.
- Right click an entry, and then select **Call** from the pop-up menu.

OR

In the **Phone Book** and **Busy Lamp Field** areas, do the following:

- Select the entry using the arrow keys on the keyboard or click on other fields (except number fields, email, presence and comments fields)
- Click **[Call]** or press **ENTER**.
  OR
- Double-click other fields (except number fields, email, presence and comments fields) for the entry.
  NOTE: *In the **Call History** area, if there are multiple call options available, a pop-up dialog is displayed when you double-click the entry fields.*

Hold For

- Select the entry and click **[Hold For]**.
- Right click an entry and select **Hold For** from the pop-up menu.
- Select **[Caller Name]**, **[Caller Number]** as displayed in the Call History search records. For example, **Smith**, **John5432**. Click **Hold For**.

Park At

- Select the entry and click **[Park At]**.
- Right click an entry and select **Park At** from the pop-up menu.
- Select **[Caller Name]**, **[Caller Number]** as displayed in the Call History search records. For example, **Smith**, **John5432**. Click **Park At**.

Pick Up

- Select the entry and click **[Pick Up]**.
- Right click an entry and select **Pick Up** from the pop-up menu.

Voice Mail

- Press , or the Voice Mail keyboard key, and then call the destination using one of these methods:
  – Select the entry and click **[Call]**.
  – Select the entry and press the **ENTER** key on the keyboard.

- Double-click any entry.
- Double-click a specific dialable number field within the entry to dial that number.

- Right click an entry **and select Voice Mail** from the pop-up menu.
- Select **[Caller Name]**, **[Caller Number]** as displayed in the Call History search records. For example, **Smith**, **John 5432**. Click **Voice Mail**.

Email

- Right click an entry and select Email from the pop-up menu.
- Choose a predefined message.

OR

- Double-click an entry's email address field.

Instant Message (IM)

- Right click an entry and select **IM** from the pop-up menu.
- Select **Send Instant Message** and choose a predefined message.
  OR
- Double-click an entry's presence field.

Presence

- Right click the presence field. A chat session is started.

Check Calendar

- Right click an entry and select **Check Calendar** from the pop-up menu.
  NOTE: *The Check Calendar option is only available for e-mail addresses that have the same domain name as your email address (such as**yourcompany.com**in**Joe@yourcomany.com**).*

Dynamic Status

- Right click an entry and select **IM** from the pop-up menu; then click **Set Dynamic Status** from the pop-up menu.

Edit Comments

- Double-click the entry's **Comments** field.
- Right click an entry and select *Edit Comments* from the pop-up menu. ***NOTE:*** *The availability of the options, **Hold For**, **Park At** and **Voice Mail** depends on the call state.*

Managing Calls in the Transfer Assistant

You can manage calls in several way using the Transfer Assistant. The various methods are listed below; each bullet represents an option you can use.

Call

- Double-click any entry.
- Right click an entry and select **Call** from the pop-up menu.

Hold For

- Right click an entry and select **Hold For** from the pop-up menu.

Park At

- Right click an entry and select **Park At** from the pop-up menu.

Pick Up

- Right click an entry and select **Pick Up** from the pop-up menu.

Voice Mail

- Right click an entry and select **Voice Mail** from the pop-up menu.

Email

- Right click an entry and select **Email** from the pop-up menu.
- Choose a predefined message.

  OR

- Double-click an entry's email address field.

Instant Message (IM)

- Right click an entry and select **IM** from the pop-up menu.
- Select **Send Instant Message** and choose a predefined message.

OR

- Double-click an entry's presence field.

Check Calendar

- Right click an entry and select Check Calendar from the pop-up menu.

  NOTE: *The **Check Calendar** option is only available for e-mail addresses that have the same domain name as your email address (such as **yourcompany.com** in **Joe@yourcomany.com**).*

Dynamic Status

- Right click an entry and select **IM** from the pop-up menu; then click **Set Dynamic Status** from the pop-up menu.

Edit Comments

- Double-click the entry's **Comments** field.
- Right click an entry and select *Edit Comments* from the pop-up menu.

Advanced Features

Account Codes

An Account Code is a type of password for the system. You may need to enter an account code to access certain features or to record a call on the SMDR log for billing or accounting purposes.

To enter an Account Code

1. Dial the Verified or Non-Verified Account Access Code.
   A Verified code provides access to features; a Non-Verified Code records calls on the SMDR log.
2. Dial the Account Code, ending in #.

   If you make a mistake, press the **Cancel(- key)** or  and try again.
3. Continue dialing.

Additional Database Fields Feature

The Additional Database Fields (ADF) feature displays additional information about a directory entry in the Directories area, the Queued Calls area, and the Source and Destination areas.

The Additional Database Fields directory feature can be configured by your administrator to provide you with information, such as:

- First Name, Last Name
  or
  Full Name (mandatory)
- Telephone Directory Name (Display Name)
- Primary Phone Service (PPS) indicated by an icon  in the Phonebook panel
- Extension (mandatory)
- Extension's BLF status
- Extension's privacy indicator
- EMail
- Instant Messaging
- Department
- Location
- Extension Type (for example, conference unit)
- Job Title
- Home Number
- Mobile Number
- Fax Number
- Company Name
- Comments (stored in a separate data file)

- Any other user-defined field for additional information, for example, license plate, lab extension, address, birth date, and so forth.

ADF can also be set up to display and distinguish

For viewing purposes, console operators can rearrange these fields as desired in the Phone Book or BLF displays.

BLF List Select on Answer

BLF List Select on Answer is an optional feature that allows you to see the Busy Lamp Field (BLF) list for a specific company when you answer an incoming call. The Multiple Company directory must be enabled to use this feature.

To turn on or turn off BLF List Select on Answer

- From the **Directories** menu, choose BLF List Select on Answer.
  A check mark indicates if the BLF List Select on Answer option is enabled.

Related Topics

- *Connect two calls on hold*
- *Connect two calls on hold*

Busy Lamp Field (BLF)

You can use the Busy Lamp Field feature to monitor the status of extensions and pick up calls ringing those extensions. Busy Lamp Field (BLF) is an optional feature.

Busy Lamp statuses appear in any of the Directories, Queued Calls, and Transfer Assistant areas.

You can use the Busy Lamp field of the Directories area to group BLF entries into lists, which can be viewed in the table view or the tile view format. ***TIP:*** *You can create BLF lists with your favorites at the top of the list. They will always appear at the top when the list is unsorted. You can also create shared and private BLF lists. For more information on configuring BLF lists, see Busy Lamp Field Lists.* The BLF List status icons displayed in the Busy Lamp Field Directories area indicate the shared attribute of BLF Lists.

To display the Busy Lamp Field

- Click the Busy Lamp Field tab in the *Directories* area.
  OR
- Select the **Directories** menu from the Main Menu, then select **Busy Lamp Field**.
  OR
- Press the **Busy Lamp Field** keyboard key.

To view a specific BLF list

- Click the list from the left pane of the BLF area.
  List entries for the selected list appear in the right pane. ***TIP:*** *The*  *indicates a private busy lamp list;*  *indicates a shared busy lamp list.*

To toggle between BLF table and tile views

- Click the table view button or the tile view button to select the desired view.

To search the Busy Lamp Field

- Locate an entry in the BLF list using a search similar to *Phone Book* search.
- Click to navigate to the next matching entry in the list or to navigate to the previous matching entry.

> ***NOTE:*** *The search criteria for* ***Names*** *matches entries with* ***either*** *a first* ***or*** *last name that starts with the search string. The search criteria for other fields matches entries that start with the search string. If the Additional Database Fields feature is enabled and fields are defined containing phone numbers, then the criteria will match entries that contain the search string (allowing fragments of a phone number to be located).*

If you are using the Multiple Company Directory feature, BLF lists are automatically created for each company. These lists are private. The BLF list name is the same as the Company's name.

If the BLF feature is unavailable, for example, if it was disabled after the console was installed or if the console has lost its connection with MiVoice Business, a gray icon is displayed at the top of the Status column.

For detailed information on configuring one or more BLF lists, consult the System Administrator section.

What do you want to do?

Check the user's availability using BLF Status

Related Topics

- *Connect two calls on hold*
- *Connect two calls on hold*

Busy Lamp Field Lists

You can create one or more BLF lists. BLF lists are either private or shared.

The console also creates an automatic BLF All List that contains all the BLF monitored extensions. The BLF All List is automatically updated, so you need not manually edit the list.

You can *create*, *delete*, *rename or change share attribute*, and *duplicate* lists. You can also *add and remove entries* from a list, and *refresh the BLF area*.

To create a BLF list

1. Choose **Directories** from the main menu, then select **Edit BLF List**.
2. Click **Create**.

   The **Create BLF List** dialog appears.
3. Type a name for the list in the text box, and remember to adhere to the *name conditions*.

TIP: Choose a short BLF list name to ensure the name remains within the Windows path length limit, which counts both the directory path and file name.

4. Do one of the following:
   - Select **Private** to create a private list.
   - Select **Shared** to create a list that all console operators can access and edit.
5. Click **OK**.

To delete a list

1. Choose **Directories** from the main menu, then select **Edit BLF List**.
2. Select the list you want to delete from the drop-down menu of BLF lists.
3. Click **Delete**.
4. Click **Yes** to confirm the deletion, or **No** to cancel.

To rename a list or change its share attribute

1. Choose **Directories** from the main menu, then select **Edit BLF List**.
2. Select the list you want to rename or modify from the drop-down menu of BLF lists.
3. Click **Rename**.
4. You have the following options:
   - To rename the list, type a name for the list in the text box. Remember to adhere to the *name conditions*.
   - To change the list's share attribute, select **Private** to make the list private, or **Shared** to make the list accessible and editable by all console operators.
5. Click **OK**.

To duplicate a list

1. Choose **Directories** from the main menu, then select **Edit BLF List**.
2. Select the list you want to duplicate from the drop-down menu of BLF lists.
3. Click **Duplicate**.
4. Type the name for the list that you want to base on the existing list. Remember to adhere to the *name conditions*.
5. Select **Private** to make the list private, or **Shared** to make the list accessible and editable by all console operators.
6. Click **OK**.

To add or remove BLF list entries

1. Choose **Directories** from the main menu, then select **Edit BLF List**.
2. Select the list you want to add or remove entries from.
3. Select an entry from either the right or left pane.
   - To select consecutive entries, click the first one, press and hold down **SHIFT**, and then click the last one.
   - To select non-consecutive entries, hold down **CTRL** while you click individual entries.
   - To search for an entry, type all or part of the name in the **Find Names starting** with box.

4. Do any of the following:
    a. Click **Add** to add the selection to the displayed BLF list, or **Remove** to delete it.
    b. Click **Move Up** or **Move Down** until the selection is in the desired position. Note that **Move Up**, **Move Down** and ruler are enabled only when the right pane is not in a sorted order.
5. Click **OK**.

To refresh the BLF List

After you have edited the BLF list, ensure that you refresh the list so that both the list contents as well as the list index appear in the BLF area.

- Select **Directories** from the main menu, then select **Refresh BLF Lists**.

For Shared Lists, you must **Refresh BLF Lists** at all consoles that are sharing that list.

See *Busy Lamp Field (BLF)* for information on displaying the BLF List at the Console and toggling between BLF views.

Busy Lamp Field Status Icons

The BLF status icons appear in any of the Directories, Queued Calls, and Transfer Assistant areas. See the table below for a list of icons and their status.

Icon	Extension Status	DND*
	Idle	Off
	Idle	On
	Ringing	Off
	Ringing	On
	Busy	Off
	Busy	On
	Hot Desk user logged out	
	Call Forward Always	
Blank (No icon)	Not monitored	DND status not known

* Do Not Disturb applies to extensions only.

Bulletin Board

The Bulletin Board is shared by all MiVoice Business Consoles on systems that have a network connection. Use it to post information that you want other operators to see and to store speed dial numbers that all operators can access.

To post information on the Bulletin Board

1. Press **Bulletin Board** , or the **Bulletin Board** keyboard key.

2. Press **[Edit]**.

   Only one person at a time can edit the Bulletin Board; if someone else is editing it, the Bulletin Board background stays gray after you press **[Edit]**.
3. Type the information you want to post.
4. Press **[Save]**.

   To view the most recent changes to the Bulletin Board, press **[Refresh]**.

To dial a telephone number posted on the Bulletin Board

- Select the telephone number and press **[Call]**.
  OR
- Double-click the selected number.

To delete information in the Bulletin Board

- Select the information and then press **Delete**.

NOTE: Information posted on the Bulletin Board is stored in a file on your network. You can modify the location by selecting **Options (Tools)** on the **Tools** menu.

Calendar Advisory Messages

You can view the Calendar Advisory messages of MiCollab Client users to see when they are available to receive calls.

Calendar Advisory messages are only available when Presence Integration is enabled. The Calendar Advisory messages are updated dynamically, based on the appointments in the calendar supported for that user.

You can view Calendar Advisory messages for a contact by viewing the Presence tooltip in the Directories area, Queued Calls area, Transfer Assistant and Destination area.

The following Calendar Advisory messages are available:

- Next appt at < >
- No appointments today
- In appt until <>

Related Topics

- *Connect two calls on hold*

- *Connect two calls on hold*

Call Answering Priority

The console is usually set up to answer incoming calls on a 'first-come, first-served' basis.

When you press the **Answer (Enter)** or or the Answer/Release button on your headset with multiple calls waiting, the call that has been waiting longest will be answered first. Alternatively, you can assign priorities to calls based on their destination. For example, you might give higher priority to calls to your company's main listed directory number (LDN) than to Dial 0 calls (i.e., internal calls to the console).

See *Options (Answer Priority)* to configure these options. ***NOTE:*** *The **Answer** key has a hierarchy when the console is set up to answer calls on a "first-come, first-served" basis: recalls are answered first, followed by other calls either in order of call-answering priority, or in order of arrival. If more than one call is waiting at a particular softkey, those calls will be answered on a "first-come, first-served basis".*

Call History

Call History provides you with two ways to view past calls. You can view all calls that were handled by all operators or calls that you handled.

Call History also provides a database of calls that can be used with *Transfer Assistant*. The Call History feature must be enabled in order to access the Call History database and use the Transfer Assistant feature. See *Options (Call History)*. ***NOTE:*** *Missed Calls do not display in My Call History. Also, the frequency of Missed Calls is not displayed, but the most recent time that a call was missed from a particular Name and Number is described.*

See the *Directories* area for information on the fields displayed for Call History.

To display Call History

- Click the **Call History** or **My Call History** tab in the Directories area.
  OR
- Select Directories from the Main Menu, then select **Call History** or **My Call History**.
  OR
- Press the **Call History** or **My Call History** keyboard key.

To Search Call History

1. Click **[New Search]** to clear any previous search values.
2. Type a search value in one or more of the search text boxes below the field that you want to search, similar to *Phone Book*.
3. Press the **ENTER** key on the keyboard or the **[Search]** button to complete the search and highlight the first matching entry.
4. Entries that match what you typed appear in the Call History area.
5. *Call an Entry*. ***TIP:*** *Use the mouse or the **Tab** key to move between search boxes.*

For example, if you search using the Time field, you can enter search values such as:

- **<N** to search the past n days, for example, <7 to search all call records only in the last 7 days

- Enter the date only to search for a specific day, **mm/dd/yy** (date format)
- **start_date - end_date** to search call records for a specific time, for example, to search call records from 1st Dec 2013 to 15th Dec 2013, enter 12/1/13 - 12/15/13.

See *Call History Searching Tips* for more information.

The database must be connected in order to perform a search. Check the status icon at the bottom right side of your screen in the *Status area* to ensure the MiVoice Business Console is connected to the database.

Cancel Call Forwarding

Call Forwarding lets an extension user route some or all calls to other extensions. You can cancel Call Forwarding on behalf of individual extension users, or for all extensions in the system.

To cancel all types of Call Forwarding for a single extension

1. Select **Cancel All CFWD** from the Program menu.
2. Enter the extension number using the computer keyboard.
3. Click **Yes**.

To cancel Call Forward - Follow Me for a single extension

1. Select **Cancel Station CFFM** from the **Program** menu.
2. Enter the extension number using the computer keyboard.
3. Click **Yes**.

To cancel all Call Forwarding for all extension users

1. Select **Cancel All CFWD** using the **Program** menu.
2. Click **Yes**.
3. Click **Yes** again to confirm the cancellation.

Clear All Features

From your console you can disable features activated on any extension in the system.

These are the features you can clear:

- All Call Forwarding
- Do Not Disturb
- Callbacks to other users

To cancel all features on an extension

1. Select **Cancel Station Features** from the **Program** menu.
2. Enter the extension number using the computer keyboard.
3. Click **Yes**.

NOTE: Clear All Features only affects features activated by the extension user. Any Message notifications or Callbacks set on the extension by others will still be in place. Similarly, Clear All Features will have no effect on the station user’s Account Codes or Class of Service.

Clear Phone Book on Answer

This feature clears the previous Phone Book area contents when you answer an incoming call. Then, it places the cursor in the left-most search field and allows you to start a new search immediately.

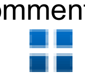
To turn on or turn off Clear Phone Book on Answer

- From the **Directories** menu, choose **Clear Phone Book on Answer**.
  A check mark indicates if Clear Phone Book on Answer is enabled.

Comments in the Directories Area

This feature allows you to add your comments to an entry in the Directory's area for further use. Comments can be shared among operators, similar to *Bulletin Board*.

To display a Directories entry's comments

- In Phone Book or BLF *table view* , move the mouse over the entry's **Comments** field. A tool tip appears displaying the full contents of the comment.
- In BLF *tile view* , move the mouse over the comments icon .

Depending on the context, these features will be available.

To add or edit an entry's Comments

1. Do one of the following:
   – Right-click the entry (in either table or tile view) and select **Edit Comments**.
   – Double-click the entry's **Comments** field (in table view only).
2. Type a new comment or edit the existing comment.
   – You can use the **Edit**, **Color**, **Font**, and **Style** menus to format comments. Use the **Return** or **Enter** key to create a new line. Use the keys at the top of the keyboard to type numbers into the Edit box.
   – Comments will always be displayed in the chosen color. If colored ADF entries are used, the ADF file color will not override the comment color.
   – You can still receive and make calls while editing comments using the *PC Numeric Keypad*.
3. Click **Save**.

NOTE: The Comment text can be up to 1500 characters in length. An alert sounds if the Comment text reaches the maximum number of characters.

TIP: To make a Comment more readable, you may enter multiple lines of text. Only the first line of text is visible in the Comments field; however, the tool tip displays the complete text with line breaks.

NOTE: If the Comments field is temporarily unavailable, an alert notifies you and the error message "Comments File Unavailable" appears.

To dial a telephone number in Edit Comments

- Double-click the selected number.

Do Not Disturb (Extensions)

Extension users usually set and cancel Do Not Disturb (DND) on their own phones but you may be asked to do it for them. When set, DND prevents calls from ringing the extension.

To activate Do Not Disturb on behalf of an extension user

1. Select **Set Station DND** from the **Program** menu.
2. Enter the extension number.
3. Click **Yes**.

To cancel Do Not Disturb on behalf of an extension user

1. Select **Cancel Station** DND from the **Program** menu.
2. Enter the extension number.
3. Click **Yes**.

To cancel Do Not Disturb for all extensions

1. Select **Cancel All DND** from the **Program** menu.
2. Click **Yes**.
3. Click **Yes** again to confirm the cancellation.

Dynamic Status

You can view the status of MiCollab Client users when *Presence Integration* is enabled. The status can contain Dynamic Status messages, custom text, and *Calendar Advisory Messages*.

The Directories area, Queued Calls area, and Destination area display Dynamic Status information in the **Presence** field and **Presence** tooltip. Additionally, you can view Dynamic Status information in the Transfer Assistant tooltip.

The Dynamic Status messages are updated dynamically as users change their status in the MiCollab Client Service. The Dynamic statuses can be customized within the MiCollab Client. Example statuses include:

- At lunch
- Do not disturb
- Gone for the day
- In a meeting
- In the office
- Mobile
- Out of the office
- Working from home

Set Dynamic Status

You can set the Dynamic Status for a MiCollab Client in the Directories area and Transfer Assistant. **NOTE:** *Dynamic Status can only be set for contacts that are hosted on the same MiCollab Client server as the Operator.*

1. Right-click on the entry.
2. Click **IM** from the pop-up menu.
3. Click **Set Dynamic Status** from the pop-up menu.
4. Select the Dynamic Status from the drop-down menu or enter custom text in the **Custom text** area.
5. Click **OK**.

Email

The Email feature allows operators to quickly send emails to entries in several areas of the MiVoice Business Console:

- Directories area
  - BLF
  - Phone Book
- Queued Calls area
  - Calls on Hold
  - Transferred Calls
  - Parked Calls
- Transfer Assistant area

Depending how you initiate the email, the User Messaging feature may automatically populate the email fields and body text with the following:

- **To**- the email address of the entry you selected.
- **Subject**- the caller name and number (if you have a caller in the Source panel when you initiate the email and if the caller info is available), and the predefined message description, if you selected one.
- **Line 1 of email body**- the date, time, time zone, and GMT offset when the email was initiated (for example, **May 1, 2014 10:55 AM EST (GMT -0500**) **TIP:** *The date and time is included in the body of the email in case time elapses between the time that you initiate the email and the time that you send it. This prevents confusion about the timing of the email, especially if the 'sent' time that is automatically embedded in email headers seems inaccurate.*
- **Line 2 of email body**- caller name, if a caller is in the Source panel and caller info is available
- **Line 3 of email body**- caller number, if a caller is in the Source panel and caller info is available
- **Line 4 of email body**- the selected predefined message text, if available (for example, "This person would like you to call them back.")

To send an email to an entry

1. Display the panel area.
2. Right-click the entry. **NOTE:** *Right click is only available in the Calls on Hold queue if there is a Holding For party.*

3. Click **EMail** from the pop-up menu. ***NOTE:*** *The email address of the entry appears after the EMail option in the pop-up menu. For example, you may see* ***EMailJoe@yourcompany.com****. If an address is not configured for the entry, the option does not appear.*
4. Select the appropriate pre-defined message, if available. ***NOTE:*** *If no predefined messages are available, you do not see the sub-menu of message options. In this case, a blank email opens when you click* ***Send EMail****.*
5. Press **Send**. ***TIP:*** *You can also double-click a BLF or Phone Book entry's email address to open a blank email window.*

Related Topics

- *Connect two calls on hold*
- *Connect two calls on hold*
- *Connect two calls on hold*

Emergency Calls

This feature raises an alarm at the console to notify you that an extension has placed an emergency call so that you can direct emergency services, for example, police or ambulance personnel, to the location from which the call was placed.

This notification consists of a special emergency ring and a message in the status area. Additionally, the emergency call log button flashes in red. This notification consists of a special emergency ring and a message in the status area. An emergency notification tone is also played on your headset/handset device if you have the option to play incoming call ringing on your headset/handset enabled. Additionally, the emergency call log button flashes in red. ***IMPORTANT:*** *Ensure that you have a ringer properly configured, that the PC volume is not muted, and the speaker is not turned off so that so you can hear the emergency call alarm. Emergency calls override the Ringer if you have set the ringer off in the Operator Status area.*

To display and acknowledge an Emergency Call

1. Click the Emergency Call Log ( ), or press the **Emergency Call Log** keyboard key.
2. Click **Clear** to acknowledge the current emergency call.

To delete an Emergency Call

1. In the **Emergency Call** Log, select the cleared emergency call you wish to delete.
2. Click **Delete**.

   Only cleared logs can be deleted. The MiVoice Business will retain all Emergency Call Logs.

To close the Emergency Call Log

- Click **Close**.
  Once you exit the MiVoice Business Console, all logs are discarded from the **Emergency Call** Log; however, the logs can be retrieved through the MiVoice Business.

What does the icon in the Emergency Call Log mean?

Emergency calls appear in the **Emergency Call** Log, with the most recent call listed first. A current emergency call is marked with the Emergency Call Log ( ) icon; previous emergency calls are not marked with the icon. Therefore, only emergency calls marked with the icon can be cleared.

Sometimes I cannot view the current emergency details - why?

Only one person can view the current emergency call details at a time. Other operators receive "Emergency Call Displayed by <extension>" in the response area at the bottom of their application. If another operator is viewing the current emergency call details, you can still access locally cleared emergency call information, but you cannot access or clear the current call.

Sometimes the Emergency Call Log disappears - why?

If you do not click **Clear** approximately 60 seconds after receiving the emergency call, the log reverts to **Phone Book** so another operator can view the current emergency call details.

If another operator doesn't acknowledge the emergency call, click the Emergency Call Log **Emergency Call Log** ( ) icon again, or press the Emergency Call Log keyboard key again to open the **Emergency Call Log**.

Incoming Calls Threshold

To reduce call-waiting times, your system may be programmed to present incoming calls to other consoles or answering positions. If your system is programmed this way, you can specify the number of calls that must be incoming before the system rings your console.

To set the incoming calls threshold, refer to *Options (Queued Calls)*.

Screen Pop is also controlled by the Incoming Calls Threshold. See *Enable Screen Pop* for more information.

Instant Messaging

The Instant Messaging (IM) feature allows you to quickly and easily initiate an Instant Messaging conversation in the following areas of the MiVoice Business Console:

- Directories area
- Queued Calls area, except Incoming Calls queue
- Transfer Assistant area
- Destination area

For this feature to work, *Presence* Integration must be enabled and the party you wish to chat with must be a MiCollab client or a third-party client (supported through MiCollab Federation).

Depending on how you initiate the IM conversation, the Instant Messaging feature may automatically populate the IM conversation window fields and body text with the following:

- **Participant**- the IM address of the entry you selected.
- **IM body text**- the selected predefined message text, if available (for example, "This person would like you to call them back.")

To start a new chat or to view a previous chat for a specific user

1. Double-click on the user's presence field in the directories, queued calls, or transfer assistant areas to open the chat window for the user.

   NOTE: If the Presence field is blank for the entry, the IM option is not available. If the presence icon is grey, chat is unavailable.

2. Press **Chat** , or the **Chat** keyboard key to open the chat window and click the user's entry in the chat list on the left side.

   NOTE: To view previous chats for a user that is not in the chat list, enter the user's name in the search area at the top of the chat list and click on the user or select the user and press enter. You can also open previous conversations by double clicking on the user's presence field in the console's main window.

   NOTE: If you use Cloudlink Chat, the list also includes contacts that have sent you messages when the console is closed.

3. Enter your message in the lower right text box and click **Send**.

   NOTE: If you are in a call, the source party's name and number are automatically populated in your new chat message.

   NOTE: To clear the entered text, click **Cancel**.

To send a predefined message to a specific user

1. Right-click on the user's entry in the console's main window.
2. Click **IM** from the pop-up menu.
3. Click **Send Instant Message.**
4. Select the appropriate predefined message, if available. ***NOTE:*** *If you are in a call, the source party's name and number is automatically populated in a new chat message, followed by the selected predefined message. If you are not in a call, only the predefined message is populated.* ***NOTE:*** *If predefined messages are not available, the message sub-menu option is not displayed. In this case, the chat window is opened to enter the message.*

Receiving chat messages from other users

When another user sends you a message:

- The chat button in the toolbar and the chat button in the chat window are updated with an unread message indication .
- An unread message indication (red dot) is placed beside the sender's entry in the chat list.
- Windows visual and audible notifications are provided (supported on windows 10 if notifications are enabled on your PC).

To view a chat message received from another user

1. Press **Chat**, or the **Chat** keyboard key to open the chat window and select the user with the unread message indication (red dot) from the chat list.
   OR
2. Double-click on the user's presence field in the directories, queued calls, or transfer assistant areas.

NOTE: When a chat with unread messages is opened, the unread messages indication is removed from the user's entry in the chat list. If there are no more chats with unread messages, the unread message indication is removed from the chat button in the toolbar and the chat button in the chat window.

NOTE: With Cloudlink chat, you can add emojis to chat messages by clicking the emoji in the button area of the chat window and selecting an emoji from the list.

To call directly from the chat window

1. Press **Chat**, or the **Chat** keyboard key to open the chat window.
2. Search for the user in the search area at the top left of the chat list.
3. Right-click the user from the chat entry and select **Call**.

Related Topics

- *Connect two calls on hold*
- *Connect two calls on hold*

Master Profile

Master Profile allows configuration settings to be shared by a group of console users.

When master profile is enabled on your console you will see one of the following icons in the Status Area:

- A green icon indicating that the import of settings has been successful.

- A red icon indicating that an error condition has occurred. The errors may include:

- The import of the shared settings has failed. In this case your console runs with its last known settings. Any configuration changes made by the master since your last successful start up will not be in effect on your console.
- Your console is a master console and you have changed shared settings but have not generated the master profile file. Your configuration changes will be lost if your console is restarted without generating the master profile.
- Your console is not a master console and you have changed shared settings. The configuration changes should be made by the master console and a new master profile should be generated to prevent the configuration changes from being lost.
- The import of the shared settings had errors. In this case, unrecognized settings are ignored. This can happen if the master profile file is corrupt or the file was generated by a console running a different software release. Ensure consoles are running the same software release and regenerate the master profile.

You can view the items are in the master profile by navigating to **Tools > Options > Master Profile**.

To generate the Master profile, see *Options (Master Profile)*. For more detailed information on the Master Profile, see *MiVoice Business Console Administration Help*.

MS Office Calendar Integration

When MS Office Calendar Integration is available, you can check someone's calendar and see when they are available using the following areas of the MiVoice Business Console:

- Directories area
  - BLF
  - Phone Book
- Queued Calls area (except Incoming Calls)
- Transfer Assistant area

To check the Calendar of an entry

1. Select the entry from the appropriate area.
2. Right-click on the entry.
3. Select **Check Calendar** from the drop-down menu.

   The Calendar Window shows the availability information of the caller. You can select any other day from the Calendar to get the availability information.

Availability Information

- Availability information is shown for 24 hours of a day.
- The Current hour is at the center of the displayed day's hours.
- A Vertical scroll bar is provided to see all 24 hours of a day.
- A Color Code used for status is shown in the table below.

Color Code	Status
	Busy
	Tentative
	Out of Office
	No Information
	Free

Multiple Company Directory

The MiVoice Business Console can be connected to a MiVoice Business that services multiple companies. When the Multiple Company Directory feature is enabled, the following four additional Company fields are added in **Queued Calls** area and **Source** area:

- Greeting
- Dialed Company
- Dialed Number
- Comments

To turn on or turn off Multiple Company Directory

- From the **Directories** menu, choose **Multiple Company Directory**.
  A check mark indicates if Multiple Company Directory is enabled.

To facilitate answering calls, turn on the following features:

- *Phone Book Lookup upon Answer*
- *Clear Phonebook on Answer*
- *BLF List Select on Answer*

Operator Hold

This feature allows you to place a call on hold for retrieval by another operator or extension user. Up to six calls can be held at the console at any one time.

To hold a call for retrieval by an extension user

1. Put the call on hold.
   The screen displays the call in the first available Hold position in the Calls on Hold Queue.
2. Page the requested party, informing him or her of the digits to dial to retrieve the call. See *Hold and Retrieve Calls*.

Override

You can interrupt a busy extension or intrude on a busy outside line.

To intrude on a busy extension

1. Press **[Override]**.
   All parties in the conversation hear Override Tone for as long as you are connected to the call. Everything you say is overheard by all connected parties.
2. After the override, you may, press the **Release(+ key)** or or press the **Answer/Release** button on your headset to disconnect the console from the call.

   OR
3. Press the **Cancel (- key)** or to reconnect to the call in Source and disconnect from the call in *Destination*.

Paging

If your system has paging equipment, you can use it to make announcements to one or more areas or “zones”.

To make a page

The Source and Destination area of your screen must be clear.

1. Press **Pager**, or the **Pager** keyboard key.
   If you have only one paging zone, you will be immediately connected to the pager.
2. Make your announcement.

If you have more than one paging zone

1. After pressing **Pager**, or the **Pager** keyboard key, dial the 2-digit Paging Zone Code—(01-15) or 00 for all zones.
2. Listen for a long beep. Once you are connected to the paging circuit, one of these messages appears on your screen:
   – "Page Zone Busy" — someone else is accessing the paging equipment. Try again later, or press **[Override]** to interrupt the page in progress.
   – "Page Zone Unassigned" — you do not have access to that paging zone.
   – "Connected to Pager" — you are connected and can make your announcement.

To end a page

- Press the **Cancel(- key)** or or the **Release (+ key)** or or press the **Answer/Release** button on the headset.
  You are disconnected from the paging equipment.

Phone Book

Use the Phone Book to search your system's directory for people and extensions.

To display Phone Book

- Click the **Phone Book** tab in the *Directories* area.
  OR
- Select **Directories** from the Main Menu, then select **Phone Book**.
  OR
- Press the **Phone Book** keyboard key.

To search the Phone Book

You can access the directory while connected to a caller.

1. Click **[New Search]** to clear any previous search values.
2. Type a search value in one or more of the enabled search text boxes below the field that you want to search (See *Phone Book Search All* to use only the Name field to enter search criteria).

   TIP: Use the mouse or the **Tab** key to move between search boxes.

For example, if you search the Full Name field for "John Smith", you can enter search values such as

- S, J - Last name, First name
- J S - First letter(s) of first name and last name
- S, - First letter(s) of the last name only
- ,J - First letter(s) of the first name only
- Smi - First letter(s) of the last name and if no matches are found searches the first letter(s) of the first name.

TIP: If you are not sure of the name, type as many characters as you know and pause. The search will run and show all matching entries. You can continue to refine the search by adding more characters or entering more search values in other fields. If you are sure of the name, immediately press [Enter] to complete the search and highlight the first matching entry.

TIP: If you are not sure of the correct spelling and if the Additional Database Fields feature is enabled, you can enter a subset of the characters as your search criteria. For example, if you want to search for "Philip Brown" and enter the characters "lip" in the search field, the search results display all entries that contain "lip", such as "Phi**lip**", "Fi**lip**", "Phil**lip**" and so on. This search capability is available for name and text field types (ADF field types FN, LN, TDN, and TXT). To turn on or turn off this capability, see *Phone Book Search Within Name and Text Fields*.

NOTE: If your search criteria includes spaces or commas, the search operation is performed as described in the first tip.

TIP: Searching and Multilingual characters.

By default, a console phonebook search uses the MiVoice Business Directory which only supports ASCII or non-multilingual characters. The console however, will display multilingual characters that have been configured by the administrator in the ESM User and Services Configuration form. For example, "Jill Whitén" will have a user name "Jill Whitén" and a directory name "Jill Whiten". To obtain phonebook results for "Jill Whitén" you may enter the name as "Jill Whiten" or "Jill Whitén". In the latter case, the console converts the multilingual " è" character to the ASCII "e" prior to searching the directory.

In ADF mode the console performs an exact search. For example, entering a name search value of "Jill Whitén" will return an entry with the name "Jill Whitén" but not an entry with the name "Jill Whiten".

3. Entries that match what you typed appear in the Phone Book area.
4. *Call the Entry*.

The *Phone Book status* is displayed in bottom right corner of the console screen.

If the *Additional Database Fields feature* is enabled, more fields are available to search. Some of these additional fields can be displayed in colour to enhance call handling.

The *Phone Book Search All* feature allows you to enter all your search criteria in the Name field.

Additionally, you can turn on the *Clear Phonebook on Answer* feature that automatically clears the previous Phone Book area contents and places the cursor in the left-most search field.

Phone Book Lookup Upon Answer

With the Multiple Company feature, the Phone Book Lookup on Answer allows you to search for names within the corresponding company's directory.

To turn on or turn off Phone Book Lookup on Answer

- From the **Directories** menu, choose **Phone Book Lookup on Answer**.

A check mark indicates if the Phone Book Lookup on Answer is enabled.

To answer a Multiple Company Directory call

When you answer a call, the Company name that appears in the Dialed Company field in the Source area is automatically populated in the appropriate Phone Book search field.

If you are using the MiVoice Business Directory, the **Location** field is populated. When Additional Database fields (ADF) is enabled, the **Company** field is populated.

To connect the call to the requested person

1. Place the cursor in the **Name** field.
2. Enter the name of the person requested by the caller.

See *Phone Book* for information on search techniques.

Related Topic

- *Connect two calls on hold*

Phone Book Search All

You can use the Phone Book Search All feature to simplify your Phone Book searches by entering all your search criteria into the Name field. This eliminates the need to enter information in separate fields. The entered criteria is searched for in all database columns.

These entries are displayed at the top of the list. The *Additional Database Fields* (ADF) feature must be enabled.

To turn on or turn off Phone Book Search All

- From the **Directories** menu, choose **Phone Book - Search All From Name Field**.
  A check mark indicates if the **Phone Book - Search All**is enabled.

To perform a Phone Book Search All

You can access the Phone Book while connected to a caller.

1. *Display the Phone Book.*
2. Click **[New Search]** to clear any previous search values.
3. Type a search value in **First Name** or **Full Name** text box.

   The Phone Book tab icon shows the progress of the search. See *Phone Book Search in Progress Indicators*.
4. Entries that match what you typed appear in the *Phone Book* area.
5. When you see the results, you can place your mouse over the name to see more information. This tooltip provides all the information available in the other displayed columns, so you don't need to scroll across the screen.
6. *Call an Entry*.

   Field names in the column headers appear in blue. The Right Click manager highlights the fields in blue that can be called from the Phone Book Search All.

Presence

You can view the Presence information for a contact in the following areas of the MiVoice Business Console:

- Directories Area
- Queued Calls Area
- Transfer Assistant
- Destination Area

Presence information includes the icon representing the Chat/Instant Message status, as well as the Dynamic Status and Calendar Advisory Messages. Presence information is provided by the MiCollab Client Service or a third-party MiCollab Client Service (supported through MiCollab Federation).

Presence Integration must be enabled.

To monitor Presence information for a contact

1. Look at the Presence Icon that appears for the contact.
2. To read the icons, see the table below.

Icon	Meaning
	**Online** The contact is online and available for chat. Applicable for MiCollab chat contacts only.
	**Busy** The contact is busy. Applicable for the third party contacts only.
	**Away** The contact is away from his/her desk. Applicable for MiCollab chat contacts only.
	**Chat not available** For MiCollab chat contacts, the contact is offline. For Cloudlink chat contacts, the cloudlink server is not available.
no icon	Feature is not configured
	**Chat Enabled** Cloudlink Chat is enabled. You can send a chat message to the contact any time.

TIP: You can also hover over a **Presence** field with your mouse to display a tooltip that shows the contact's IM address, and a text description of the icon, for example, Busy, the Dynamic Status, and a Calendar Advisory Message.

Presence (Operator)

The Operator's presence is shown in the *Status Area*. Other MiCollab Clients can see the Operator's status.

To change your Presence Status

1. Click on the **IM Status** drop-down menu in the lower right corner.
2. Click on the status you wish to set.

You can hover the mouse over the Presence status icon to display a tooltip with additional information.

The table below lists the icon and its meaning.

IM Status	Meaning
	**Online** The operator is online and available for chat. Applicable for MiCollab chat only.
	**Away** The operator is away from his/her desk. Applicable for MiCollab chat only.
	**Appear Offline** or **Offline** The operator has selected to appear offline (for MiCollab chat only) or the feature is currently not available.
	**Chat Enabled** Cloudlink Chat is enabled. Chat messages can be sent at any time. Messages sent to your console when your console is closed will be received when the console is restarted.

Related Topics

- *Connect two calls on hold*
- *Connect two calls on hold*

Resilient Talk State

Resiliency gives you the ability to handle calls in the event of a MiVoice Business controller or a network-level failure. When a failure occurs, the console will attempt to connect, or “Fail Over”, to a secondary MiVoice Business controller. This is called “Fail Over”. When the failure is corrected, the console will re-connect, or “Fail Back” to the primary MiVoice Business controller.

What happens to calls during a Fail Over?

When the console “Fails Over” to another controller, the console will present a message in the Status Area indicating that you have limited call handling capabilities. During this time the party you are talking to remains connected to the console. This is referred to as “Resilient Talk State”.During this time, you will hear a tone indicating you are in this state and call handling features such as Hold, Transfer, Conference and Page will not be available. You may still end the call using the **Cancel (- key)** or the **Release(+ key)**.

When you complete your current call, the console will connect to its secondary controller and call handling features become available once again.

See *MiVoice Business Status* for the meaning of the icons and messages that appear during Fail Over.

What do I do when the MiVoice Business Console is in "fail over" state?

Take a message or ask the caller to call back later (fail over state usually lasts less than 30 seconds). Once the console has connected to a MiVoice Business, or will appear in the Console Status area, and you will be able to resume normal operation.

Scratch Pad

The Scratch Pad is your own personal phone directory and Speed Dial list. Use it to save telephone numbers for faster dialing or to store the names and numbers of callers for future reference.

To enter information in the Scratch Pad

1. Press **Scratch Pad** , or the **Scratch Pad** keyboard key.
2. Type a name, a telephone or extension number, and any other information you want to save.
3. Press **[Save]** to save the information or press **[Cancel]** to cancel the contents of the Scratch Pad.

To delete information in the Scratch Pad

- Select the information and then press **Delete**.

To dial a telephone number in the Scratch Pad

- Select the telephone number and press **[Call]**.
  OR
- Double-click the selected number.

Screen Pop

With Screen Pop enabled, you can have the console main window "pop" to be the active window when it is minimized or behind another window, and when an incoming call reaches the Incoming Calls Threshold.

For example, you can *set the Incoming Calls Threshold* to **1**, and your console window will "pop" when one or more calls arrive at your console.

See *Options (Application Settings)* to configure Screen Pop.

Serial Call

If a caller wants to talk to several people in a row, use the Serial Call feature. When the first call ends, the caller returns to the console instead of being disconnected. You can then dial the next call. The serial call keeps returning to the console until all the intended calls have been made.

To set up a serial call for a caller in the Source area

1. Tell the caller to remain on the line after completing each call.
2. Press **[Set Serial Call]**.
3. Dial an extension number.
4. Press the **Release(+ key)** or or press the **Answer/Release** button on your headset.

   The console is released from the call. When the extension you dialed hangs up, the Serial Call returns to the console as a recall. For information on handling recalls, see *Answer Recalls*.

To cancel a Serial Call

- When the caller has finished the series of calls, press **[Cancel Serial]**.

System Speed Call

Frequently dialed telephone numbers are available for you and other extension users for speed dialing.

To speed dial a call

- Dial the System Speed Call Number.
  The stored telephone number is dialed automatically.
  NOTE: *If you find that you are frequently dialing the same number, add them to your personal Speed Call list in the Scratch Pad. For more information, see Scratch Pad. You can also use the Bulletin Board to store speed call numbers for use by all operators; see Bulletin Board.*

Teleworker/Remote Operation

You can use your MiVoice Business Console as a teleworker in your home or in other locations away from the office. After your MiVoice Business Console is installed and configured, you can access most of the features of your office voice network.

Your Administrator will set up the programming and configuration of your MiVoice Business Console and home gateway router. You will receive instructions on how to set up the MiVoice Business Console at home.

If you do not have access to the Corporate Network when working remotely, you will not be able use features, such as Bulletin Board and Call History if they are configured on a network drive.

How can I tell if my Console is in Teleworker mode?

Hover over the MCD status icon in the Status Area. The tool tip will indicate that you are connected to the MiVoice Business Controller and a MiVoice Business Gateway.

For more details on configuring the MiVoice Business Console for remote operation, see your System Administrator.

Transfer Mode

You can select the method that works best for you when transferring calls. The **Transfer Mode** can be selected from the **Directories** Menu. The Transfer Mode option that you select applies to the *Directories Area* and the *Transfer Assistant*.

See the table below for a description of the different options.

Option	Description
Dial (default)	When you call the entry, that directory number is dialed.
Dial & Release	When you call the entry, that directory number is dialed and the call is released to that directory number.
Dial, Release & Answer	When you call the entry, that directory number is dialed, the call is released to that directory number, and the next pending incoming call is answered.

If **Dial & Release** or **Dial**, **Release**, **& Answer** is selected, the call is transferred only if the destination is in a ringing state. If the destination is Busy or Out of Service, the call is not transferred.

Transfer Assistant

The Transfer Assistant helps in speedy call transfers by providing you with the most likely transfers that a caller might want.

To turn on or turn off Transfer Assistant

- From the **Directories** menu, choose **Transfer Assistant on Answer**.
  A check mark indicates that **Transfer Assistant** is enabled.
  NOTE: *Transfer Assistant on Answer is unavailable in the Directories menu if Call History is not enabled. See Options (Call History).*

To Transfer an Answered Call

1. Double-click on the desired party in the **Transfer Assistant** area.
   The caller is automatically placed on *Consultation Hold* while you complete the transfer.
2. Press **Release(+ key)** or or press the **Answer/Release** button on your headset.

How the Transfer Assistant Shows Calls

When you answer a call, a list of possible transfer destinations is displayed in the **Transfer Assistant** panel above the **Source** and **Destination** panels. Double-click the transfer destination name that matches the caller's requested destination. The call is handled according to the *Transfer Mode* selected.

The **Transfer Assistant** panel displays a combination of the **Most Recent** and the **Most Frequent** destinations for the caller and the **Most Often** transfer destinations recorded in the Call History database.

The transfer destinations are taken from the Call History database as follows:

- The eight **Most Recent** transfer destinations and the eight **Most Frequent** transfer destinations for the caller are determined.
- Duplicate entries are removed and the number of Transfer Assistant tiles that can be displayed is calculated.
- If there is space for additional tiles, the **Most Often** transfer destinations are also added.
- The tiles displayed are sorted by name:
  - **Most Recent** and **Most Frequent** transfer destinations for the caller are displayed in black font.
  - **Most Often** transfer destinations are displayed in blue font.

To disable the Most Often destinations on your Transfer Assistant display, right-click the **Transfer Assistant** area when there are no tiles presented, and select **Display Callers' Transfer Destinations Only**.

What do you want to do?

Manage Calls in the Transfer Assistant

User Messaging

User Messaging is an optional feature and allows you to

- Monitor *Presence* information at a glance
- *Initiate Instant Message (IM) conversations* with contacts. The IM feature works with the 'Presence' feature.
- Send *Emails*

The Presence and IM features require *Presence Integration*.

To configure these features, contact your system administrator.

Conditions

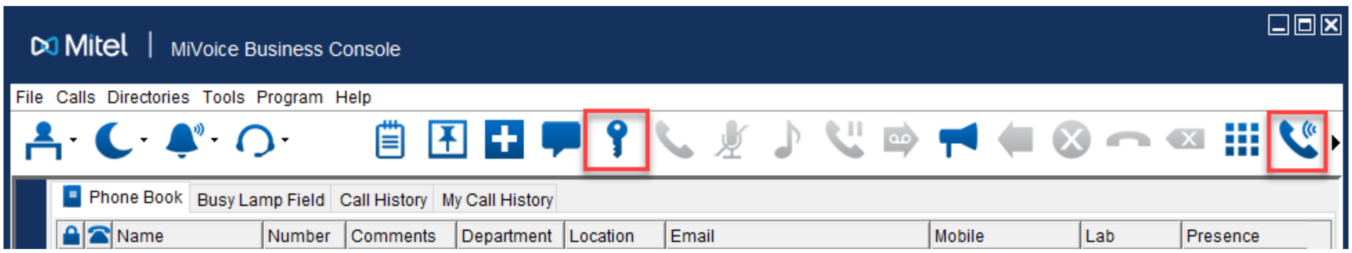
- The MiVoice Business Console must be connected to the MiVoice Business system and a server running an instance of the Mitel MiCollab client/server.
- Operators should not log into their MiCollab Client account while using the Presence Integration feature on the console.

Guest Services

About the Console Display (Guest Services)

When Guest Services is enabled, you will see the following information on the console display to help you in a hotel/motel installation:

- additional buttons in the *Call Handling toolbar* (see the diagram below)
- additional status information in the *Status Area*
- presentation of the Guest Services softkey when a call from a guest room is answered



Guest Services Call Handling Buttons

The table below describes the Guest Services buttons.

GUEST SERVICES		
Button	**Name**	**Meaning**
	Guest services	Display, change or enter room information in a Hotel/Motel installation.
	Room monitor	Allows the operator to listen in on a guest room that has room monitor enabled.

Guest Services Status

The *Status area* displays the Call Block status and PMS link status at the bottom right corner of the MiVoice Business Console application.

GUEST SERVICES - Status Area		
Name	**Icon**	**Status**

Call Block		Call Block Off
		Call Block On
		Call Block Disabled
Property Management System (PMS)		PMS On
		PMS Failure
		PMS Feature Disabled

Display Rooms

You can display room information while in a call with a guest in the room, or you can search for a room using the Guest Services tool.

To display room information while in a call with a guest in a room

- Press **[Guest Services]**.

To search for and display room information using the Guest Service tool

1. Press Guest Services , or the **Guest Services** keyboard key.

2. Display the room by doing one of the following:
   - **By room number**: Enter the room number in the Room Number box.
   - **By occupancy or condition status**: Click **Room Status**, and then select states from the **Occupancy** and **Condition** lists.
   - **By name**: To find a guest's room, click **Last Name of Guest**, and then type the guest's last name.
3. Press **[Search]**.
4. To view information for a room in the list if you search by room number or condition, click to select it, and then press **[Select]**. Use the arrow keys or the **Page Up** and **Page Down** keys to scroll through the rooms.

Change Room Information

Room information includes guest name, room occupancy and condition status (Vacant, Clean, Out of Service, etc.), outgoing call charges and restrictions, and the status of message waiting, wake-up call, and other guest services.

To display, enter, or change room information

1. *Display the room*.
2. Make the required changes (if any), and then press **[Save]**. ***NOTE:*** *The information displayed is different depending on whether the console is connected to a room or a suite; see About Suite Services for details.*

After displaying the room information, you can...

- Enter or change the name of the guest and the company or group he or she is affiliated with. The guest's name can have a maximum of 21 characters. Enter the guest's last name first and, if desired, the first name preceded by a space and a comma. For example, Smith, John.
- *Check the guest in or out*
- *Change the room's occupancy or condition status*
- *Enter, change, or clear the wake-up call time*.
- *Set or change outgoing call restrictions*
- *Allow or block room-to-room calling*
- Set or cancel *Do Not Disturb* indication
- *Clear the `Msg Cost' and `Calls' information for calls placed from the room*
- *Set VIP Status*
- *Set Guest Language*

Change Room Occupancy and Condition Status

The room occupancy and condition states are as follows:

Occupancy	Condition
Vacant	Clean
Occupied	Not Clean
Reserved	Maid Present (see note) To Be Inspected Out of Service

To change a room's occupancy and condition status

1. *Display the room*.
2. Select states from the **Occupancy** and **Condition** lists.
3. Press **[Save]** to save the changes.

NOTE:

– The Maid status can only be changed from the room by dialing a code.
– Depending on system programming, all 'occupied and clean' rooms may automatically change to 'occupied and not clean' at a specified time each day.

Check-in/Check-out

Checking in a guest changes the status of a room to Occupied; checking out changes the room to Vacant. Both check-in and check-out set the room fields to default values. The Call Block and Call Restriction settings for the room are also reset to values specified by system programming.

To check in or check out a guest

1. *Display the room*.
2. Press **[Check-In]** or **[Check-Out]**.
3. Enter the name of the guest and the company or group he or she is affiliated with.
4. Press **[Save]** to save the changes.

Set and Clear Wake-up Calls

Both you and the guest can set, change, and cancel wake-up calls for a guest room. The system does not distinguish whether a wake-up call is set, changed, or cancelled from the console or guest room telephone. So, for example, a guest can cancel a wake-up call that you set and vice-versa.

Wake-up calls can be set to occur up to three times a day with or without daily repetition. For each wake-up, you can specify whether the call is made by the system (an Automatic wake-up) or the operator or other hotel employee (a Personal wake-up).

To set, change, or cancel a wake-up time

1. *Display the room*.
2. For each wake-up call that you want to set up, specify the frequency (once or daily) and method (automatically by the system or personally by a hotel employee) of delivery.
3. Click in the **Wake-up** box, and then type the hour and minutes in 24-hour format. You must enter four digits-for example 0630 for 6:30 AM (or 1830 for 6:30 PM).
4. To cancel a wake-up call, delete the time from the **Wake-up** box.
5. Press the **Save** softkey to save the changes. ***NOTE:*** *If the guest fails to answer the wake-up call, the system will ring the room a maximum of four more times at intervals of two to seven minutes. If the guest still does not answer, the wake-up call could be routed to the console.*

Set Guest Language

This feature allows you select the language required by the guest.

When a new language is selected from an console, it overwrites the current language for all telephones in the guest room or suite. Softkeys and display messages appear in the new language.

When a new language is selected from a telephone, only that telephone is modified. Other members of the suite (if any) retain the original language.

To change the language on a room extension

1. *Display the room*.
2. Select the desired language from the Language list.

3. Press **Save** to save the changes.

Set VIP Status

This feature allows you to program a room extension with a VIP status label. When the guest places a call, the label appears on the operator console and display phones, enabling hotel staff to respond accordingly.

To set the VIP status on a room extension

1. *Display the room*.
2. In the VIP list, select the desired VIP status.
3. To indicate that the room does not have a VIP status, select the VIP0 status level (labelled blank).
4. Press **Save** to save the changes.

VIP information is displayed in the *Queued Calls area*, and the *Source and Destination areas*. See *Configure Source/Destination Panel* for details on how to configure the VIP field.

Set VIP Wakeup

If VIP Wakeup is enabled, the guest will always receive a personal wake-up call, even if the extension is configured to receive an automatic wake-up call.

To enable VIP wakeup on a room extension:

1. *Display the room*.
2. In the VIP Wakeup list, select **On** to enable the feature or **Off** (the default value) to disable it.
3. Press **Save** to save the changes.

Set Do Not Disturb Status

Do Not Disturb (DND) prevents calls from ringing a guest's telephone. It does not affect the guest's ability to make calls.

To set DND on a room extension

1. *Display the room*.
2. In the DND list, select **On** to enable the feature or **Off** (the default value) to disable it.
3. Press **Save** to save the changes.

Set Call Restrictions

You can control the type of telephone calls that guests can place from the phones in their rooms. There are three levels of call restriction: Internal, Local, and Long Distance.

The system provides three more levels (labeled Option 1, 2, and 3) that can be used to impose special call restrictions. Ask your system administrator for instructions about the use of these restrictions.

To set or remove call restrictions for a room

1. *Display the room*.
2. From the Call Restriction list, choose one of the following:
   - **Internal** to allow internal calls only.
   - **Local** to allow internal and local calls.
   - **Long Distance** to allow internal, local, and long distance calls
   - **Option 1**, **Option 2**, **Option 3** to impose special call restrictions determined by system programming.

NOTE: Your system may be programmed to automatically change call restrictions for rooms at check-in and check-out time.

Block Room-to-Room Calls

Call Block stops guests from placing calls to other rooms. You can control when Clock Block takes effect and the rooms affected by it.

To control whether Call Block affects a room

1. *Display the room*.
2. In the **Call Block** list, select the option you want.
3. Press **[Save]**.

To turn Call Block on or off for the entire system

1. Select **Guest Services** on the **Tools** menu.
2. Select **Toggle Call Block**.

   The Call Block status is displayed at the bottom right corner of the console in the *Status Area*. ***NOTE:*** *Your system may be programmed to turn Call Block on and off for all affected rooms at certain times of the day and for individual rooms at check-in/check-out time.*

Monitor Guest Rooms

Guests can use their room phone as a listening device to monitor their room from a remote station. The remote station can be an operator console, an extension, or an outside phone calling into the system on aDISA trunk.

To use the console to listen in on a room that has room monitoring activated

You can only monitor a room from an idle console.

1. *Display the room*.
2. Select **Room Monitor**.
3. Dial the room number using the console keypad.
4. Listen for three short beeps followed by audio from the room.

To disconnect the console from the room

- Press **Cancel (- key)** or or **Release(+ key)** or or press the **Answer/Release** button on your headset.

NOTE:

- If room monitoring is not activated on the room phone, you will hear reorder tone or a beep.
- If you see 'Monitor Busy,' then another extension is already monitoring the room.
- If you see 'Class Restricted' or 'Access Disallowed,' then the room cannot be monitored because of restrictions on the console or the room phone.

Clear Message Register

The message register is a record of the number and cost of all external calls placed from a guest room telephone.

A guest's message register is automatically cleared when that guest is checked out. If a guest prefers to pay for calls on a daily basis, you can manually clear the register.

To display or clear a room's message register

1. *Display the room*.
2. The **Message Cost** and **Calls** fields show the total cost and number of all external calls placed from the room.
3. Click **Clear** to erase the *Message Cost* and *Calls* totals.

Print Reports

If a printer is connected to the console, you can request printed reports of message registers, room status and automatic wake-up calls. Some reports print automatically. For example, whenever a wake-up call is set, changed, or canceled, a record of the event is printed.

To print a report

- On the **Tools** menu, select **Guest Services** followed by the command that corresponds to the report that you want to print.

Configuration Settings

Directory Administration Configuration

Use this dialog box to enable the Additional Database Field feature and configure related file locations for ADF-related features. Also use this dialog box to configure the number of phone book entries to be returned during a MiVoice Business phone book search.

To open this dialog

1. Select **Directory Administration** from the **Tools** menu.
2. Click on the **Configuration** option.

Enable Additional Database Fields Feature

Select this option to allow your console to obtain directory information from ADF files instead of the MiVoice Business.

ADF, Comments and Multi-company directory file locations

These fields define locations for ADF-related features. For assistance, contact your system administrator.

Phone Book Settings

Enter the number of entries to be returned from a MiVoice Business phone book search and the time that the phone book results should persist in the console directory cache.

Directory Administration Maintenance

Use this dialog box to specify how often the ADF data is reloaded into the console and to configure the ADF/ESM Phonebook directory synchronization.

To open this dialog

1. Select **Directory Administration** from the **Tools** menu.
2. Click on the **Maintenance** option.

Load ADF Directory Data

Specify the scheduled interval that the console refreshes ADF data from file.

ESM Directory Synchronization

Specify the location of the exported ESM Directory file and schedule the frequency that the exported data is used to update the ADF data file.

Schedule Synchronization

Specify a daily sync more than 15 minutes after the MiVoice Business Directory export time.

Synchronize Now

Synchronizes the data immediately instead of at the scheduled time.

Options (Answer Priority)

Use this dialog box to specify how many calls must be waiting before the system presents them to your console and which incoming calls get answered first when you press the **Answer (Enter key)** or  or **headset answer/release** button.

To open this dialog

1. Select **Options** from the **Tools** menu.
2. Click on the **Answer Priority** option.

First-come, First-served

Select this option to answer the longest waiting call first. *Recalls* are always answered first, followed by other calls in order of arrival.

Assigned Line Priorities

Select this option to prioritize calls by *LDN*. The one(s) listed in the telephone directory and Directory Assistance) or type (Recall, Dial, External, Wats, etc.) For each LDN or call type, enter a number from 1 to 7. The lower the number the higher the priority. Typically, highest priority is given to calls to your company's main telephone number.

NOTE: *You can select the call that you want to answer by pressing a softkey (Recall, Dial, External, Wats, etc.) instead of the **Answer** key.*

Options (Application Settings)

Use this dialog box to select the screen pop feature, select the language to be used for the console, and to enable the Auto Unmute option.

To open this dialog

1. Select **Options** from the **Tools** menu.
2. Click on the **Applications Setting** option.

Screen Pop

Enable the Screen Pop feature to have the console main window come to the foreground upon incoming calls. The console window will "pop" from the minimized state or from behind other windows when a call is received and the Incoming Call Threshold is reached.

Language

Use this option to select the operating language for the console. All text on the console screen will appear in the language you choose after you restart your console.

Call Handling Settings

Use the Auto Unmute option to have the console automatically unmute when you perform an operation that connects you to another party.

For example:

- When you mute a conversation with your connected party and dial another party who answers.
- When you mute a conversation with your connected party and swap to another party by pressing **[Source]** or **[Destination]**.
- When you mute a conversation with your connected party and then form conference pressing **[Conference]**.

Options (Busy Lamp Field)

Use this dialog box to select whether you want to use the Busy Lamp Field feature, to select locations for BLF Lists, and to modify BLF Tile View settings.

To open this dialog

1. Select **Options** from the **Tools** menu.
2. Click on the **Busy Lamp Field** option.

Enable Busy Lamp Field Feature

Select this option to allow your console to receive and display busy lamp statuses from the MiVoice Business after a console restart.

BLF List Files

These fields define the location of your shared and private busy lamp lists. See **BLF Lists** to create and edit lists. For assistance, contact your system administrator.

BLF Tile View

This option allows you to select the number of tile columns that you would like to have in the BLF area when you are in tile view.

Options (Calendar)

Use this dialog box to select whether you want to use the MS Office Calendar Integration feature and to enter the Microsoft Exchange Server login details.

To open this dialog

1. Select **Options** from the **Tools** menu.
2. Click the **Calendar** option.

Enable Calendar Feature

Select this option to allow your console to access and display calendar information.

Email Address, Password, and Exchange Server Address

These fields define login information needed to access the Microsoft Exchange Server. For assistance, contact your system administrator.

Options (Call History)

Use this dialog box to select whether you want to use the Call History feature and to enter Call History database login details.

To open this dialog

1. Select **Options** from the **Tools** menu.
2. Click the **Call History** option.

Enable Call History Feature

Select this option to allow your console to write to and read from the call history database.

Database User Name, Password, Server Name and Database Name

These fields define login information needed to access the Call History database. For assistance, contact your system administrator.

Call History Search Maximum

You can specify the maximum number of results that a call history search returns. In the text box, enter the number range. The default value is 100.

Call History Prefix Digits

You can configure that outgoing calls be prefixed with a numeral, an asterisk, or a hash symbol. A maximum of seven digits can be configured as prefix. In the text box, enter a prefix value. The prefix is automatically displayed before the external caller's number when you call back the external caller from the **Call History** or the **My Call History** panel.

Options (Master Profile)

This dialog box is used by the Administrator to create a master profile containing common configuration settings that can be imported when the console application is started.

NOTE: This panel is only available if Master Profile is enabled through the Configuration Wizard. Only a designated master can modify and generate the Master Profile.

To open this dialog

1. Select **Options** from the **Tools** menu.
2. Click the **Master Profile** option.

To Generate a Master Profile

1. In the **Master Profile** option, select the option or group of options that you want to include in the Master Profile.
2. Click **Generate Master Profile** to write the current values for selected options to the Master Profile file.
3. Restart the master console.

   The restart is required to ensure that the new settings are imported successfully.

   NOTE: Users that share the master profile must restart their console for the changes to take effect.

Options (Keyboard)

Use this dialog box to assign keyboard keys to the console functions.

To open this dialog

1. Select **Options** from the **Tools** menu.
2. Click on the **Keyboard** option.

To assign a keyboard key to a console function

1. Click the **Key** column cell next to the function that you want to configure.
   A drop-down list appears, displaying the list of configurable keys.
2. From the list, select the key you want to assign to the console function. If a key is not assigned to a function, the value of the cell is **unassigned** by default.

NOTE: Ensure that a key is not assigned to multiple functions.

3. Click **Apply** or **OK** to save the changes.

To reassign or remove the keyboard key assigned to a console function

1. In the **Key** column, click the cell next to the function that you want to remove.
   A drop-down list box appears with the list of configurable keys.
2. Do one of the following:
   – Select a new key you want to assign for the function. The cell displays the selected key.
   – Select unassigned to remove the key assigned for the function. The cell becomes blank.
3. Click **Apply** or **OK** to save the changes.

Options (Queued Calls)

Use this dialog box to select the incoming calls threshold and various timeout values for incoming, transferred, and parked calls.

To open this dialog

1. Select **Options** from the **Tools** menu.
2. Click the **Queued Calls** option.

Incoming Calls Threshold

To reduce call-waiting times, your system may be programmed to present incoming calls to other consoles or answering positions. If your system is programmed this way, enter the number of calls that must be incoming before the system presents them to your console.

Incoming Calls

Displays the **Timeout Value for Incoming Calls**, indicating the amount of time an incoming call can remain queued before a visual alert appears. Set the value in seconds from 0 to 999. The default setting is 30 seconds.

Transferred Calls

Displays the **Timeout Value for Transferred Calls**, indicating the amount of time a transferred call can remain queued before a visual alert appears. Set the value in seconds from 0 to 999. The default setting in 60 seconds.

Parked Calls

Displays the **Timeout Value for Parked Calls**, indicating the amount of time a parked call can remain queued before a visual alert appears. Set the value in seconds from 0 to 999. The default setting is 120 seconds.

Options (Tools)

Use this dialog box to enable Guest Services. You can also set the maximum number of entries returned when searching the Guest Services directories. You can also set the path to the file required for Bulletin Board function.

To open this dialog

1. Select **Options** from the **Tools** menu.
2. Click the **Tools** option.

Enable Guest Services

Click the check box to enable the Guest Services feature. The feature takes effect when the console is restarted. By default, this feature is not enabled.

On the console restart, the following changes occur:

- the Guest Services icon appears in the Tools area at the top of the screen and in the Tools window.

- the PMS link status and Call Block status display at the bottom of the console screen in the Status Area.
- Guest Services is enabled in the Tools menu.

Set Guest Services Range

A low value can speed up searching by displaying only a portion of entries that match what you type. For example, if you set the value to 10, and then Search for "Smith," the console will list the first 10 entries beginning with "Smith." If the entry you're looking for isn't listed, make the search more specific by including person's first name.

Set Bulletin Board Location

Shows the location of the Bulletin Board file as specified when the console was installed. If the file has moved since installation, enter its new location in the box provided.

Options (User Messaging)

Use this dialog box to Enable Presence Integration, configure MiCollab Client Server login information, chat status settings, and predefined message locations for chat and email messages.

To open this dialog

1. Select **Options** from the **Tools** menu.
2. Click the **User Messaging** option.

Populate or clear the User sign-in name, password, Server, and Messages directory path, as required.

Enable Presence Integration Feature

Select this option to allow your console to connect to the MiCollab Client Server to receive presence information and to chat with contacts.

NOTE: Cloudlink chat capability is enabled on the MiCollab Client Server.

User Login ID, Password and Server

These fields define login information needed to connect to the MiCollab Client Server. For assistance, contact your system administrator.

MiVoice Border Gateway Secure Connection

Do either of the following to connect MiVoice Business Console to the MiCollab Client Server:

- Enable the **MiVoice Border Gateway Secure Connection** option if you want to connect to the MiCollab Client Server using secure connections (HTTPS on port 443 and SIP on port 6807) through MBG.

  NOTE: *If you are using secure connections, the MiVoice Border Gateway web certificate must be trusted by Java™ version 1.8.0_152.*

- Disable the **MiVoice Border Gateway Secure Connection** if you want to connect directly to the MiCollab Client Server (HTTPS on port 80 and WebSocket on port 36008).

Chat Away Status Settings

Use this option to enable away status for your console and to define how long your PC must be idle before your chat status is set to ‘away’.

NOTE: Chat Away Status is not supported when Cloudlink chat is enabled.

Predefined Message Location

This field defines the location of message text that you can select to be added to an email or instant message you are sending.

For assistance, contact your system administrator.

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