



TDS[®] *managed*IP Hosted

Receptionist Business/Office User Guide

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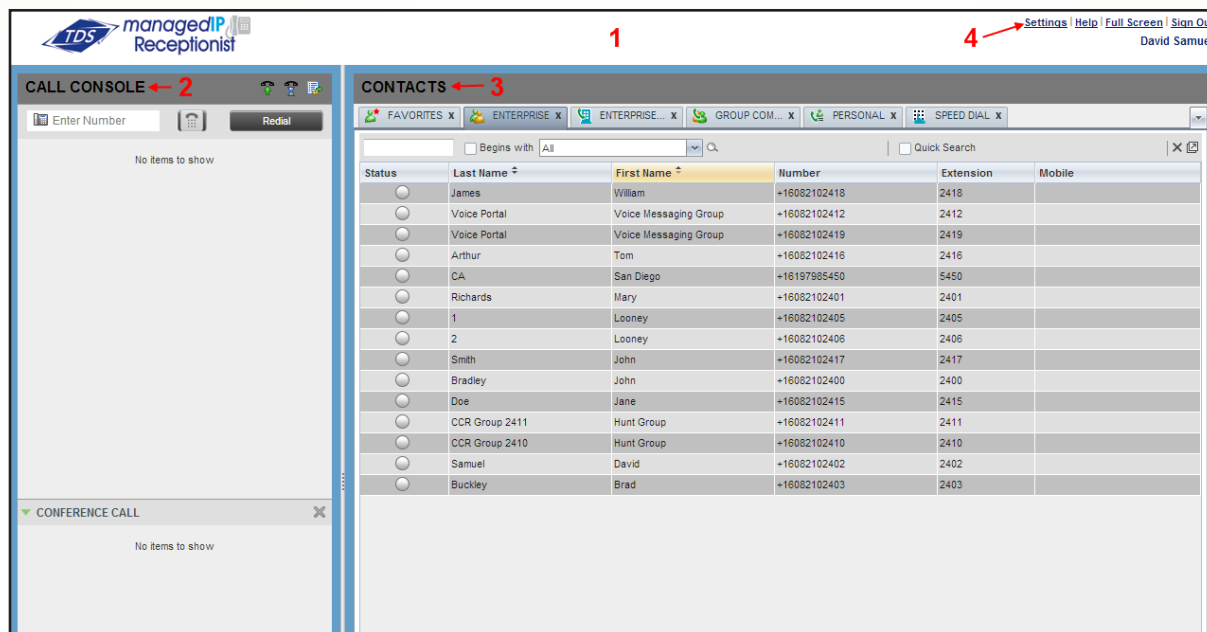


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Receptionist Interface

The *managedIP* Hosted Enterprise is a full-featured Telephony Attendant designed to support the needs of front-office personnel in any environment. It supports the full set of call control options, large-scale line monitoring, multiple directory options and views, and other features required in large or distributed organizations.



The Receptionist interface includes:

1. **Logo pane** — displays links to other pages or functions of Receptionist and error, warning, and information messages. It also provides the logged-in user information.
2. **Call Console** — displays current calls to view and manage.
3. **Contacts pane** — contains your contact directories allowing you to easily make calls and monitor select contacts.
4. **Settings** — enables you to configure various aspects of the Receptionist.



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Call Console

The Call Console is where you manage your current calls.

It contains the following:

- **Lists of current calls** – allows you to perform actions on them.
- **Dialer** – allows you to make ad-hoc calls and redial up to 10 of the most recently dialed numbers.
- **Conference panel** – This lists call legs of your current conference call and allows you to take actions on conference calls.

For each call, the following information is displayed: name and phone number of the remote party (if available), call state, and call duration. For held calls, the time the call has been on hold is displayed. For a recalled call, information about the user, against whom the call has been parked appears.

Contacts Pane

Use the Contacts pane to call, monitor, and manage your contacts. The pane lists available contact directories.

- **Group/Enterprise** – Contacts in your enterprise or group
- **Personal** – Contacts in your Personal directory
- **Favorites** – Contacts whose status you are (statically) monitoring and configured on the Web portal
- **Speed Dials** – Speed dial numbers configured for 8 and/or 100 service

The Contacts pane also contains the **Search** feature, which you use to search for contacts and

the Directories panel, which consolidates the contacts from several directories.

Settings and Help


- Click **Settings** to access a page which allows you to configure the Receptionist.
- Click **Help** to open the TDS *managed*IP Hosted Thin Client Receptionist User Guide in PDF format.

Managing Calls

Dial Contact

1. In the Contacts pane, expand the target directory.
2. Click the contact and then click **CALL**.
3. To dial an extension, click **EXT**, or to dial a mobile number, click **MOB**. The call appears in the Call Console.


Dial Ad-Hoc Number

1. In the Dialer , enter the number
2. Click **Dial**

Redial Number (up to 10 previous dialed numbers)

1. In the Dialer, click **Redial**.
2. From the list of recently called numbers, select the number to call

Dial from Call History

1. In the Call Console, click Call History 
2. In the dialog box, select Placed Calls, Received Calls, or Missed Calls from the Show drop-down list
3. Click a call log
4. Click Call for that log



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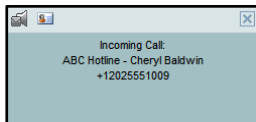
View Current Calls

Current calls are always visible. To display the details of the conference call:


1. Click the **Expand** button In the Conference panel 

View Incoming Calls Details


If the Call Notification feature is enabled, a window appears on top of the system tray when you receive a call, which displays the name and number of the caller. If the call is from a call center, the call center name is displayed as well.



Save vCard

When Outlook is running, you can save the caller's phone number and personal information as a vCard in Outlook when you receive a call by clicking **Add vCard** in the Call Notification pop-up window. 

Open URL

You can open a Uniform Resource Locator (URL) page in your browser. To obtain more information about an incoming call, click the **Web Pop URL** in the Call Notification pop-up window. It will launch a URL page in your browser. 

Answer Call

In the Call Console, move the mouse over an incoming call and then click **ANS** for that call.


Hold Call

This function is not available from a remote office. In the Call Console, move the mouse over the call and then click **HOLD** for that call.

Resume Call

In the Call Console, move the mouse over the call and then click **ANS**. This function is not available from a remote office.

End Call

In the Call Console, click **END**  for the call to end. The call is removed from the Call Console.

Blind Transfer

Calls can be blind transferred while active, held, or ringing (in).

1. In the Call Console, select the call to transfer.
2. To transfer the call to an ad-hoc number, enter the number in the Dialer and then click **Transfer**.
3. To transfer the call to a contact, click a contact in one of the Contacts directories and then click TXR for that contact.

Supervised Transfer

To transfer an active inbound call with supervision:

1. In the Call Console, select the call.
2. Dial the number or contact to transfer the call to.
3. If the number is busy, either retry or dial another number.
4. Move the mouse over the new, non-selected call and then click **TXR**.

Transfer with Consultation

Calls can be transferred while active, held, or ringing (in).

1. Dial the number or contact to transfer the call to.
2. When the call is answered, speak to the party.
3. In the Call Console, select the call to transfer.
4. Move the mouse over the new call and then click **TXR**.



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Transfer to Voice Mail

1. In the Call Console, select the call to transfer.
2. In the Contacts pane, click a contact with Voice Mail (in the Group/Enterprise or Favorites directory)
3. Click **VM** for that contact.
4. Transfer the call to your own Voice Mail by selecting yourself.

Camp on Busy Contact

Camp external calls trying to reach a busy extension and the call will be transferred when the destination becomes available.

1. In the Call Console, select the call to camp.
2. In the Group/Enterprise or Favorites directory, click a busy or ringing contact and then click **CAMP** for that contact

Note: The call will be removed from the Call Console. If the call timer expires before the call is answered, the call will be recalled to your device and reappears in the Call Console.

Directed Call Pickup

Answer a call on behalf of another person.

1. In the Contacts pane, expand the Group/Enterprise or Favorites directory.
2. Click a ringing contact and click **ANS**. The call appears in the Call Console.

Start Three-Way Conference

1. If necessary, place calls to participants.
2. In the Call Console, select one of the calls to conference.
3. Move the mouse over the non-selected call and then click **CONF**. The calls are moved to the Conference Call panel.

Hold Conference

To hold the conference, in the Conference Call panel header, click **HOLD**.

Resume Conference

To resume the conference, in the Conference Call panel header, click **ANS**.

Hold or Resume Conference Participant

- To place a participant on hold, click **HOLD**.
- To resume a participant, click **ANS**.

Leave Conference

To leave the conference, click **LEAVE** in the Conference Call panel header. The other parties stay connected but are removed from the Conference Call panel.

Note: Only you are able to leave a Three-Way conference.

End Conference

To end the conference, click **End** in the Conference Call panel header. The calls are terminated and removed from the Conference Call panel.

Barge In on Call

1. Expand the Group/Enterprise or Favorites panel.
2. Click a busy contact and then click **BARGE**. A Three-Way Conference is established.

Send Email to Contact


1. Expand the Group/Enterprise or Favorites panel.
2. Click a contact with email
3. Click **EMAIL**.
4. In the message window, enter the required information and click **Send**.





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View Call History

1. In the Call Console, click **Call History** .
The dialog box will display your placed, received, and missed calls.
2. To view call logs in a group, select the group from the Show drop-down list.

Delete Call Logs

1. In the Call Console, click **Call History** .
The dialog box appears.
2. To delete all call logs, click **Delete All**.
3. To delete a specific log, click **Delete Call Log** for that log. 

Receive Calls from Queues


To start or stop receiving calls from queues:

1. Click the **Settings** link at the top right-hand corner of the Logo panel on the main interface.
2. Click the Application tab.
3. In the Queue Memberships section, check the Queue box for each call center to join.
4. In the Operator Policies section, select your Post Sign-In ACD State from the drop-down list.

Enable Call Waiting and Auto Answer

1. To enable Call Waiting, click **Call Waiting** in the Call Console.


Note: The icon with the blue box around the phone indicates that Call Waiting is enabled.

2. To enable **Auto Answer**,  click Auto Answer in the Call Console.

Note: This feature works only if your device is Advanced Call Control (ACC)-compliant. In addition, if Auto Answer is enabled on the server, you must not enable Auto Answer in the client.

Managing Contacts

Show Directories








1. At the top of the Contacts pane, click **Options**.
2. Select View, then Directories, and then select or unselect the directories to display/hide. To display all directories, select All.
3. To display a directory in the Directories panel, select that directory from the drop-down list. To display all directories, select Show All.
4. To display a directory below the Call Console, click the **Pullout Directory** button  for that directory in the Directories panel while the Show All option is selected.

Monitor Contacts Statically

The Favorites directory, configured on the Web portal, displays the phone status of contacts. This is called static monitoring.

Phone States

The possible contact phone states are


- | | |
|---|--|
|  Idle |  Do Not Disturb |
|  Busy |  Private |
|  Ringing |  Forwarding |
|  Unknown | |



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Search Contacts


1. In the Search panel, select the directories to search from the drop-down list.
2. To narrow the contact search, start with the text to search by checking the Begins with box.
3. In the Search text box, enter the text to search and press **ENTER**. You can enter partial information, such as part of a name or number. The text is matched against all attributes and the search results will be displayed in the Search panel.
4. To clear the search results, click **Reset** 

Note: Search is not case-sensitive.

View Contact Details

Expand the target directory panel and click a contact.


Manage Speed Dial/Personal Directories

1. In the Speed Dial or Personal panel, click **Edit**  and the dialog box appears.
2. To add an entry, click **Add**.
 - For a Speed Dial entry, select the dial code and enter the number and description of contact.
 - For a Personal entry, enter the name and number.
3. To delete an entry, select the entry and click **Delete**.
4. To modify a Speed Dial entry, double-click the entry to make it editable and then modify it as necessary.

Note: You cannot modify a Personal entry.



Keyboard Shortcuts

Key	Equivalent Mouse Action
ESC	Click the Close button  in a dialog box.
ESC	Cancel the changes.
/	Click the Dialer text box.
?	Click the Search text box.
ARROW DOWN	Click the scroll bar or the next item on a list.
ARROW UP	Click the scroll bar or the previous item on a list.
PAGE DOWN	Scroll down one page.
PAGE UP	Scroll up one page.
1...9	Select a call in the Call Console.
SPACEBAR	Click Answer on the selected incoming call in the Call Console.
<PERIOD>	Click End on a selected call in the Call Console.
ENTER	Click Dial .
ENTER	Click Search .
+	Click Transfer in the Dialer.
SHIFT+1..9	Select a ringing call and click Answer .
SHIFT+1..9	Select an active call and click Hold .
SHIFT+1..9	Select a held call and click Retrieve .
S or s	Click on Settings link.
B or b	Click on the Back to Application link.
R or r	Click the Call History button.
H or h	Click the Help link.
SHIFT+L or SHIFT+I	Click the Sign Out link.

Additional Support

- Contact the *managedIP* Administrator at your company or
- Visit support.tdsmanagedip.com/hosted for additional resources