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Front Desk Application

USER GUIDE



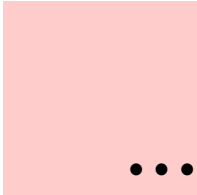


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Chapter 1

Introduction to Front Desk

VocalData's PressOne **Front Desk** is an application that can be used to manage incoming calls to a main telephone number at a particular site. For example, as the receptionist for your company you can use Front Desk to answer and transfer calls to the extensions listed in the directory. Incoming calls can also be placed on hold or camped on an extension.

Front Desk also allows you to retrieve and manage voice mail for the your main number.

Front Desk vs. Desktop Portal

The PressOne Front Desk application provides call-handling features for an attendant in a call-intensive environment and provides buttons for commonly used features for [Answering](#), [Releasing](#), [Transferring](#), [Parking](#) and [Camping](#) calls. Desktop Portal is designed for the individual phone user and has many more features that are specific to a user's personal phone.

NOTE: *The Desktop Portal and Front Desk **CANNOT** be installed on the same PC. If Desktop Portal was previously installed, it must be uninstalled and the PressOne directory removed before installing Front Desk. Failing to uninstall Desktop Portal before installing Front Desk may cause operational problems with the PC.*

Starting Front Desk

The PressOne Front Desk Application ("Front Desk") is a Windows software program that allows you to use certain phone features from your PC through an easy-to-use graphical user interface (GUI). Front Desk can be started in two ways:

- [From the Windows Start Menu](#)
- [By clicking a Front Desk icon on your desktop.](#)

Using the Windows Start Menu

1. Click on **Start**
2. Go to **Programs**
3. Go to **VocalData**
4. Click on **Front Desk**

Creating an Icon on Your Desktop

1. Click on **Start**
2. Go to **Programs**
3. Go to **VocalData**
4. Right Click on **Front Desk**
5. Go to **Send To**
6. Click on **Desktop (create shortcut)**

Logging In to Front Desk

Either on startup or when the **Login** Tab is selected, the login screen will appear displaying the following fields:

FIELD NAME	DESCRIPTION
Number	The first time you run the Front Desk application, you will be prompted to log on by entering the telephone number of one of the lines that has been assigned to the Front Desk telephone. The service provider or system administrator for the network should have already configured the phone to be a Front Desk phone through the Service Administrator application. A error message stating that the phone is not an Attendant Console will pop up if the phone number entered has not been configured as a Front Desk phone.
Password	You will also be prompted for a personal password that will be used to log on when you start the application again. NOTE: <i>PressOne recommends that, during log-on, you click the Save Password check box so that when you restart the Front Desk, you don't have to enter your password every time. However, you can uncheck the Save Password box at anytime if you feel the need to provide a level of security to your Front Desk application.</i>
Servers	You will also have to enter the server IP address that will be supporting your phone. Your system administrator should provide you with the server IP addresses to enter in the Servers text fields.
Toolbar Icons	You can add and delete icons and re-arrange the order of the icons on the toolbar. Refer to Chapter 3, "Customizing Front Desk".

Login Procedure

To login to Front Desk, from the login screen, do the following:

1. Enter the phone number of the Front Desk attendant.

2. Enter password.
3. Enter IP address (provided by your System Administrator).
4. Click on **Login**.

NOTE: You can check the **Save** box so you don't have to login to Front Desk again.

Changing the Login Password

The login password for Front Desk is configured by the system administrator. It cannot be changed from the Front Desk application. If you need to change the password, contact your system administrator.

Making Front Desk Your Own

To make Front Desk fit into your work environment, PressOne provides the following suggestions for changes you may want to make to your installation of Front Desk:

- [Set the number of columns](#) of entries in the Phone Tab
- [Customize the Phones Tab toolbar](#) with sort and move icons
- [Set key Front Desk options](#)
- [Become familiar with common tasks](#)

Set the number of columns of entries in the Phone Tab

Front Desk defaults to a single column of entries, which may result in much wasted space on today's large monitors. You can display up to ten columns of entries. Go to [Set Phones Tab Columns](#) in Chapter 3, "Customizing Front Desk".

Customize the Phones Tab toolbar with sort and move icons.

If you routinely re-sort the entries (by first name or last name or in ascending or descending order) or move entries around, you may want to [customize the phones tab toolbar](#) to add the buttons from the Sort and Move dropdown lists to the Phones tool bar by adding those actions to the toolbar. Refer to Chapter 3, "Customizing Front Desk" for more information.

1. Right-click on the Phones Tab toolbar.
2. Select Customize from the pop-up menu.
3. Click the Commands Tab in the Customize dialog box.
4. Select Phones in the Categories field.
5. Drag and drop the **Move** and **Sort** buttons to the Phones toolbar.

6. (Optional) You can drag and drop the **Move** and **Sort** buttons to the Customize dialog to remove them from the toolbar

Set key Front Desk options

- [Set call-based actions](#) (pop-up/minimize). (Refer to Chapter 9, “Options Tab”.)
 - Sets Front Desk to appear when calls arrive and disappear when you hang up.
 - Can also be set to appear if you place a call using your Front Desk phone.
- [Start Front Desk on Windows start](#) (Refer to Chapter 9, “Options Tab”.)
 - Using this setting makes sure that every time you start or have to reboot your computer, Front Desk is started so you don't miss any calls or get caught without the features and functions you need to handle calls.
- [Choose whether confirmations are turned on](#) (Refer to Chapter 9, “Options Tab”.)
 - You may want the confirmations turned on for a while until you are comfortable with Front Desk's features and then turn them off.
 - You may want to leave the confirmations on for features you don't use very often and turn them off for routine features like transferring and making calls.

Become familiar with common tasks:

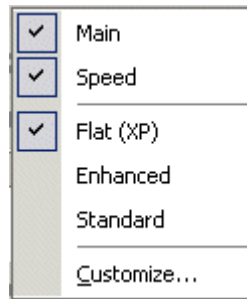
- Practice [Searching](#) and [Sorting](#) the Directory, Call Log and Voice Mail Tabs. (Refer to Chapter 2, “Shared Information and Common Tasks”.)
- [Group entries](#) in the Directory, Call Log and Voice Mail Tabs. (Refer to Chapter 2, “Shared Information and Common Tasks”.)
- [Add](#) and [Delete](#) private entries to the Phones Tab. (Refer to Chapter 5, “Phones Tab”.)
- [Right mouse click](#) on Phones or Directory entry to perform action (call, transfer, etc.)
- [Keyboard shortcuts](#) (Refer to Chapter 2, “Shared Information and Common Tasks”.)

Refer to Chapter 3, “Customizing Front Desk” for more ideas.

Right-clicking in Front Desk

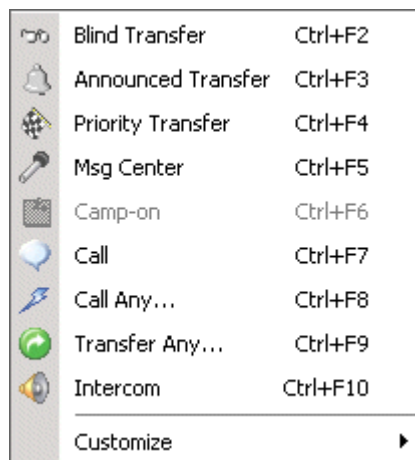
Front Desk supports the Windows right (or secondary) button click to bring up context sensitive pop-up menus.

Toolbar Pop-up Menu



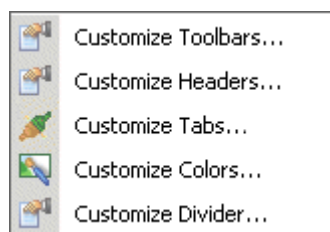
If activated from a call listing, the call handling features are active. If activated from an open area of the Call Information section, only the Customize sub-menu is available.

Tab Entry Pop-up Menu



When activated in the Phones, Directory, Call Log or Voice Mail Tab, the call handling features are active and available for making and handling calls and the Customize sub-menu is available.

Customize Sub-Menu



When activated from a pop-up menu, provides access to customization functions for the Front Desk features or components listed in the sub-menu.

NOTE: Menu items that are not accessible are grayed out.

Front Desk Components and Displays

Front Desk provides you with a variety of information about the calls being handled. The information collected by various Front Desk components and is organized into categories that are marked by tabs. To see the information under a tab, click on that tab. The Front Desk components and the information each provides are:

- [Call Information](#)
- [Call Log Tab](#)
- [Options Tab](#)
- [Directory Tab](#)
- [Phones Tab](#)
- [Voice Mail Tab](#)

Call Information

Call information is displayed by Front Desk as a list of calls that are or on hold at the Front Desk phone. Above and below the list are buttons for handling the calls. For more information, go to [Call Information](#) in Chapter 4, “Call Handling”.

Call Log Tab

Incoming and outgoing calls are logged automatically by Front Desk when it is active. The information displayed in the Call Log includes the direction of the call (In or Out), the phone number of the called or calling party (if available), the name of the called or calling party (if available), date and time of the call, and the duration of the call. For more information, go to [Chapter 7, “Call Log Tab”](#).

Options Tab

The Options Tab allows you to set operational parameters for Front Desk as well as changing which functions display confirmation dialog boxes when you use them. For more information, go to [Chapter 9, “Options Tab”](#).

Directory Tab

The Directory Tab displays all of the phones in the Corporate Directory and is automatically populated when Front Desk starts. The list is defined by the VOISS Administrator and cannot be modified from the Front Desk application. You may handle calls using the list, just the same as using the Phones tab. You can also add entries from the Directory Tab to the Phones List. by clicking a [Directory](#) entry and clicking [Add](#). For more information, go to [Chapter 6, “Directory Tab”](#).

Phones Tab

The **Phones** Tab accesses the **Phones** list. This is the primary screen that is displayed when Front Desk starts. It displays extensions that have been added from the **Directory** Tab. This list will usually be a subset of the complete system directory. [Entries can be sorted](#) by clicking the **Sort** button on the toolbar directly below the Phones Tab and using the dropdown menu.

This list displays more details about each user's phone than are shown in the Directory list. For more information, go to [Chapter 5, "Phones Tab"](#).

Voice Mail Tab

When you click the [Voice Mailbox Tab](#) for the Front Desk phone, you will be presented with the Voice Mail message area with control buttons. You can re-arrange the headings in any order by dragging the heading to a new location in the header area.

You can [group](#), [sort](#) and [search](#) the messages. You can [add and delete icons](#) and [re-arrange the order of the icons](#) on the toolbar. See [Voice Mail Controls](#) for more information on the controls available for voice messages.

Messages in the Voice Messages Area are displayed as follows:

- Unselected messages appear in black text against a white background.
- A selected message appears as white text against a black background.
- Unselected urgent messages are shown as white text against a red background.
- A selected urgent message is shown in black text. The background does not change.

To the left of the voice mail messages area are the mailboxes and the Inbox and Saved folder icons. Each mailbox is represented by a button which can be selected to go to that mailbox. Mailbox buttons may appear above or below the Inbox and Saved folder icons. The selected mailbox button appears just above the Inbox and Saved folder icons. For more information, go to [Chapter 8, "Voice Mail Tab"](#).



System Requirements

The Front Desk requires the following:

- Pentium-compatible PC with Windows 98/2000/XP
- 32 MB RAM
- 20 MB free hard disk space

Exit Front Desk

To quit the Front Desk application, do one of the following:

- Click the standard Windows exit button () in the upper right hand corner of the application.
- Click the exit button () under the menu bar.
- Select the **File** menu and select **Exit**.
- If the window is not displayed, do one of the following:
 - Right-click the Front Desk icon in the system tray and select **Exit** from the menu.
 - Right-click the Front Desk taskbar button and select **Exit** from the menu.

Uninstall Front Desk

1. Click the Windows **Start** button.
2. Select **Settings** and then **Control Panel**.
3. Run the **Add/Remove Programs** program.
4. Select **VOISS Desktop Portal**.
5. Click the **Add/Remove** button and follow the instructions.
6. Close the **Add/Remove** and **Control Panel** windows when you are finished.

NOTE: After uninstalling, you should use the Windows Explorer to look for the *VocalData* folder under *C:\Program Files*, and delete it if it exists.

Exception Messages

There are situations in which Front Desk may encounter problems and an **Exception Error** dialog will pop up. The following are some common errors and the recommended work around.

- **Previous version of Front Desk was not uninstalled before installing new version**
If this is the case, it may cause exception errors to occur while using various functions in Front Desk. The solution to this problem is to [uninstall](#) the Front Desk application and reinstall it.



Chapter 2

Shared Information and Common Tasks

This chapter presents the information and tasks that are common among several Front Desk components. An example of useful information would be the [keyboard shortcuts](#) that can be used in place of mouse clicks to execute frequently-used button presses. An example of a [common task](#) would be [sorting entries](#), since this task is used in the [Call Log](#), [Phone Directory](#), and [Voice Mail components](#).

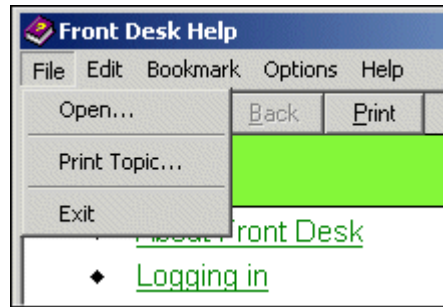
Keyboard Shortcuts

You can use the following keyboard shortcuts with Front Desk if you wish. You may want to [print this topic](#) and place it next to your keyboard for easy reference.

BUTTON NAME	KEYBOARD SHORTCUT
Answer	F2
Release	F3
Hold	F4
Park	F5
Redial	F6
Blind Transfer	Ctrl+F2
Announced Transfer	Ctrl+F3
Priority Transfer	Ctrl+F4
Message Center	Ctrl+F5
Camp-on	Ctrl+F6
Call (selected entry)	Ctrl+F7
Call Any...(entered number)	Ctrl+F8
Transfer Any...(entered number)	Ctrl+F9
Intercom	Ctrl+F10
Speed Numbers	Ctrl+Digit*

* - The digit equals the position of the speed number on the button bar above the Call Information area. Buttons are numbered left to right beginning with 1.

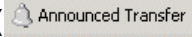
To print the keyboard shortcuts, click File/Print Topic... as shown.




Available Buttons

- [Announced Transfer](#)
- [Answer](#)
- [Blind Transfer](#)
- [Call](#)
- [Call Any Number](#)
- [Camp-On](#)
- [Hold](#)
- [Intercom](#)
- [Message Center](#)
- [Park](#)
- [Priority Transfer](#)
- [Redial](#)
- [Release](#)
- [Transfer Any Number](#)

Announced Transfer Button (Ctrl+F3)


Pressing the **Announced Transfer** button () will ring the extension where the call is being transferred. This allows the attendant to announce the call and confer with the called party. Until the transfer is completed, the call remains in the Call Information area, where it remains available to the attendant.

Answer Button (F2)


The **Answer** button () is used to [answer calls](#) ringing at any number assigned to the Front Desk telephone. This will activate the speaker phone or a headset connected to the phone.

If there is only one call shown in the Call Information area, the attendant can answer by clicking on **Answer** without first selecting the entry.

Blind Transfer Button (Ctrl+F2)

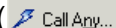
Pressing the **Blind Transfer** button () transfers the call directly to an extension without first notifying the person at that extension. When a call is blind transferred, it disappears from the Call Information area.

Call Button (Ctrl+F7)


The **Call** button () allows you to [call a selected entry](#) from the Phone, Directory, Voice Mail or Call Log Tab by doing one of the following:

- Click an entry and then click **Call**.
- Right-click an entry and click **Call** in the pop-up menu.


Call Any Number (Call Any...) Button (Ctrl+F8)

The **Call Any...** button () allows you to [dial a call to any number](#) you wish. Clicking **Call Any...** opens the Call a Number dialog box. You can click on the keypad or enter a number from the keyboard in order to place a call.


Camp-On Button (Ctrl+F6)

If a user's line is busy when a call is transferred to them, the attendant can place the call on hold on the user's phone line using the **Camp-on** button (). When the user's line is free, the call will be connected to the user's phone. Currently, only one call at a time can be camped on to any extension.

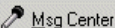
Hold Button (F4)

The **Hold** button () allows the attendant to keep a caller on the line while performing additional call handling chores such as transferring other calls, looking up a directory number or trying to locate the desired party. While a call is holding, the holding party occupies the associated line and it cannot be used for any other purpose. (To place a call on hold and free the line, see [Park Button \(F5\)](#) or [Park a Call](#)).


Intercom (Ctrl+F10)

Intercom provides the ability to press the **Intercom** button () to connect directly to a user in the phone network and speak to them through the telephone speaker without requiring any action on their part.

Message Center Button (Ctrl+F5)

The Message Center (**Msg Center**) button () is used to transfer a call directly to the voice mailbox of a selected user. This is available for users who are unavailable, busy, in Do Not Disturb mode or are out of service. Once the call is transferred to voice mail, it disappears from the Call Information area.

Park Button (F5)

The **Park** button () lets the attendant put a call in a special kind of hold that can be retrieved by simply dialing the park number (or in some systems by pressing the Park button on a telephone). When a call is parked, the associated line is freed for normal use (unlike hold, which ties up the line).

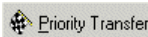
There are two kinds of park:

Multi Call Park - When a call is parked, you will hear a park number announcement. When you locate the person the caller is trying to reach, ask them to dial the park number to retrieve the call.


Call Park - Users within a partition have a shared park line. When a call is parked using the **Park** button, all users with a **Park** button get a notification that a call is parked. Any user with a **Park** button can retrieve the call.

***HINT:** If a paging system is available, the attendant can page a user to pick up the parked call.*

Priority Transfer Button (Ctrl+F4)


Pressing the **Priority Transfer** button () will activate the intercom feature on the user's phone where the call is being transferred. The attendant can announce who is calling over the speakerphone and allow the user to decide whether or not to accept the call. Until the transfer is completed, the call remains in the Call Information area, where it remains available to the attendant.

Redial Button (F6)


The **Redial** button () is used to redial the last number dialed from the Front Desk phone using the **Call**, **Call Any...** or speed dial buttons. It does not redial numbers that were the target of a transfer.

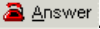
To redial a number, click **Redial**, press **F6** or right-click in the Call Information area and click **Redial** on the pop-up menu.

Refresh Button

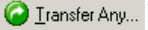
The Directory and Voice Mail Tabs feature a **Refresh** button () that allows the user to refresh the entries in the tab. You can click Refresh to redisplay all of the entries in the tab to make sure you have all the latest entries in the Directory tab or to update voice mails that may have been saved or deleted by users.

Release Button (F3)

The [Release](#) button () lets you disconnect from a call without having to hang up the handset. Hanging up a call this way means you will not get the reminder tone in the handset that the phone is off-hook. It also allows incoming calls to ring through to the telephone.

NOTE: *Calls on hold cannot be disconnected using the **Release** button until the call is taken off hold. The **Release** button will be grayed out until the call is taken off hold by clicking the **Answer** button ().*

Transfer Any Number Button

The **Transfer Any...** button () allows you to [transfer a call to any number](#) you wish. Clicking **Transfer Any...** opens the Call a Number dialog box. You can click on the keypad or enter a number from the keyboard in order to place a call.

Commonly Performed Tasks

Commonly performed tasks can be done in more than one Front Desk component. In each component, how the task is performed is very similar if not the same. Commonly performed tasks included [grouping entries](#), [searching entries](#), and [sorting entries](#).

Grouping Entries

Front Desk allows you to drag field headings into the area immediately above them and group [Call Log Tab](#), [Directory Tab](#), and [Voice Mail Tab](#) entries according to the heading just moved. You may create sub-groupings by dragging additional headings into the grouping area. The listings will then show the first group type with the typical + or - sign to allow you to expand and contract the group to show the rest of the information in the order the field headings are arranged.

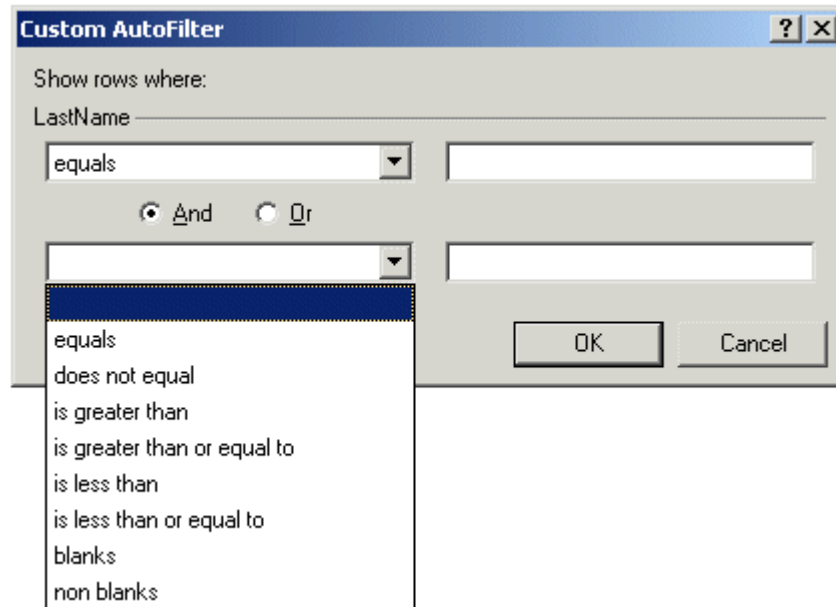
You may return the field headings to the main area by dragging them back. Brightly colored arrows will show you where you are about to place the column heading.

For example, in the Call Log you may want to group by Name and Date. Drag the Name heading to the grouping area and then drag the Date heading. You will see each name listed with a + sign. Click on the + and you will see a list of all the Dates when calls were made or received for that Name. Click the + by a date and you get a list of calls for that date.

Experiment with grouping in the Call Log, Directory and Voice Mail Tabs to find a method that works for you.

Searching Entries

Entries in the [Call Log Tab](#), [Directory Tab](#), and [Voice Mail Tab](#) can be searched by clicking on the search button (▾) in the column headings and selecting a choice from the drop down list or selecting Custom to open the Custom AutoFilter dialog box.



This example shows the Custom AutoFilter dialog box for a search based on the LastName field. The dialog box will show the name of the field where the search button was clicked. To perform a search, do the following:

1. Select the operator you wish to use from the pull down list in the top box. (To avoid hiding the bottom search fields, the operator list is shown for the bottom field.)
2. Enter the parameter for the search in the field to the right of the operator:
 - a name:
 - an individual's full, first or last name (depending on the field your are searching on)
 - in the Directory, a company name
 - a telephone number
 - a date (for Voice Mail and Call Log). For dates, a drop down calendar is provided from a drop down arrow in the parameters field.
 - a duration (for Voice Mail and Call Log)
3. Further refine your search by selecting And or Or by clicking the appropriate radio button.
4. Repeat steps 1 and 2 for the operator and parameter fields under the And/Or radio buttons.

Sorting Entries

[Call Log Tab](#), [Directory Tab](#), and [Voice Mail Tab](#) entries may be sorted by any of the fields by clicking on the field header. A down arrow will appear in the header when the field is being sorted in ascending order. An up arrow will appear in the header when the field is being sorted in descending order. You can click the same header again to reverse the order of the sort from ascending to descending or vice versa.

You may also arrange the headings in any order you wish by dragging them back and forth using the mouse.

Commonly Performed Tasks

Chapter 3


Customizing Front Desk

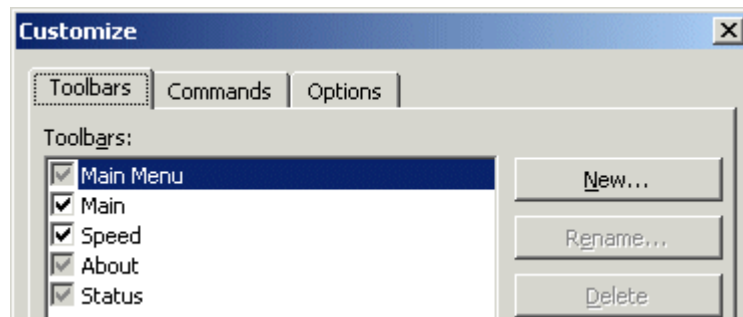
Customizing Front Desk can be done to suit your needs and to make the program more “user friendly” to you. Four Front Desk components can be customized: [toolbars](#), [headers](#), the [number of columns used](#) in the Phones Tab display, and [call information colors](#).

Customizing Toolbars

Front Desk lets you customize the toolbar under the menu bar and the toolbars that appear on the tabs (Phones, Directory, Voice Mail, etc.) to show more or fewer icons than the ones that appear when you start the program for the first time. You can also [re-arrange the order](#) of the icons on the toolbars.

NOTE: *The features for some buttons are not yet available. If you drag an icon from the Customize dialog box to a toolbar and it appears grayed out after closing the Customize dialog box, then the feature is not yet available.*

The Front Desk window is divided into upper Call Information area and a lower Front Desk component information area. At the upper-left corner of each area is a  button. Left-click on this button in the desired area to open the Customize dialog box for that area.



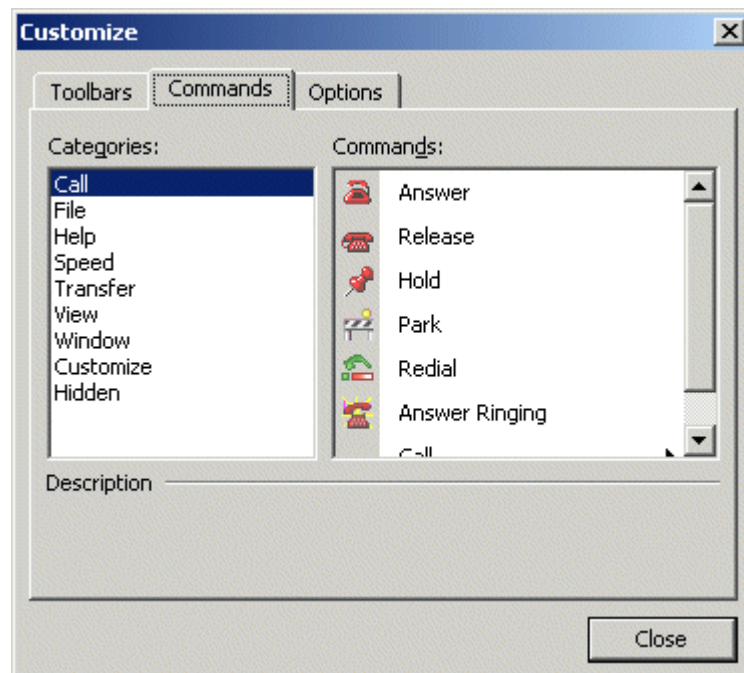
Click the [Toolbars](#) to control whether the toolbar shows on the tab, [Commands](#) to add or remove icons from a toolbar by dragging and dropping, or [Options](#) to set how the icons are displayed on the toolbar.

NOTE: *You can add icons from other tabs (such as dragging Add Private from the Directory listings to the Voice Mail toolbar) but they may not work if the feature is not supported within the tab.*

Use the **Drag to create Separators** button to create a vertical separator line between groups of button by dragging the button to the toolbar to the place you want it to be. With the Customize dialog box open, you can grab the separator line with the mouse and drag it to a new location on the toolbar. To remove the separator line, drag it back onto the Customize dialog box and drop it anywhere within the box.

Toolbar Commands Customization

This tab lets you add and remove feature and function icons to the main toolbar under the menu bar and the toolbars on each of the feature tabs. You add icons to a toolbar by dragging them from the Commands field onto the toolbar. You remove them by dragging them off the toolbar to anywhere on the Customize dialog box. Front Desk automatically wraps the toolbar if you have more icons that will fit across the width of the screen.



Helpful Hints

- Select the tab in the dropdown field or the Categories field that matches the tab toolbar you were using when you right-clicked and chose Customize. This allows you to see the available feature icons for that toolbar in the Commands field.

NOTE: You can add icons from other tabs (such as dragging Add Private from the Directory listings to the Voice Mail toolbar) but they may not work if the feature is not supported within the tab.

- Drag the icons for the features you want available from the one toolbar to the other toolbar and place them where you want them.

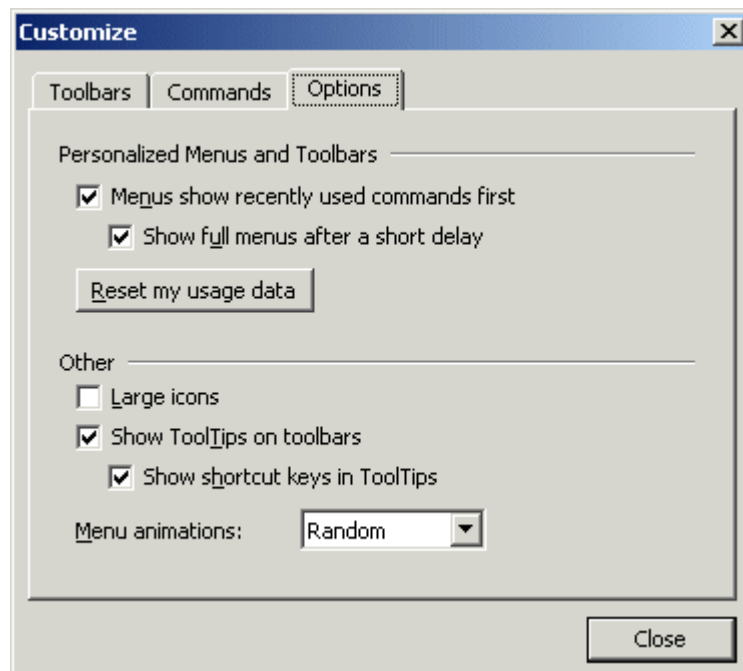
CAUTION: Check to make sure you have not duplicated icons already on the toolbar or added the same one twice. Front Desk will allow you to have multiple copies of the same icon on a toolbar.

- While you have the Customize dialog box open, you can re-arrange the order of the icons by dragging them to the location on the toolbar where you want them to be. This allows you to put your most used icons in the position where you can most easily find and use it.

NOTE: The features for some buttons are not yet available. If you drag an icon from the Customize dialog box to a toolbar and it appears grayed out after closing the Customize dialog box, then the feature is not yet available.

Toolbar Options Customization

The Options Tab of the toolbar customization dialog box allows you have some control over the general appearance of the icons on the toolbars.

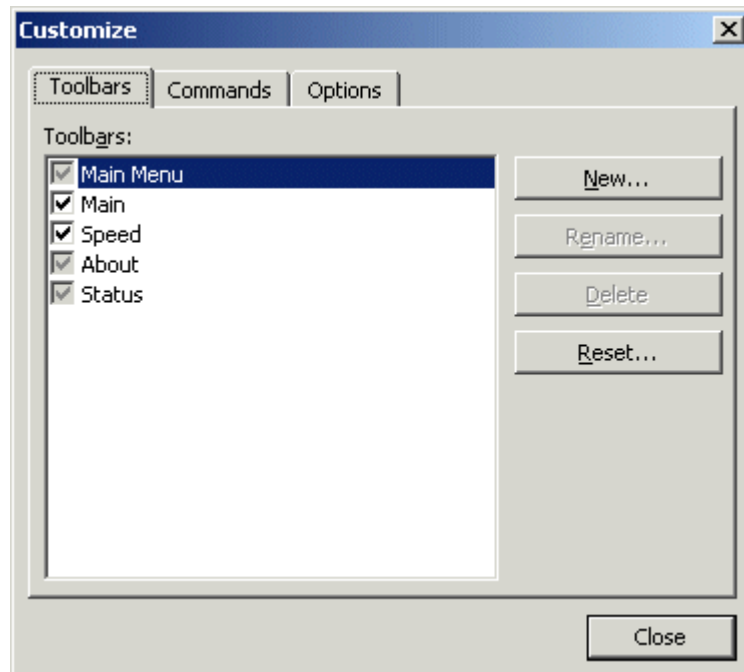


Checking the **Menu show recently used items first** checkbox set Front Desk to rearrange the order of menus accessed from the menu bar based on the number of times any menu selection was used. This means the most used item on a menu would be placed first on the menu list in the future, the next most used item second and so forth. This keeps the menu items you use the most at the top of the list where they are most accessible. To return menu items to their default positions on the menus, click the **Reset Usage Data** button.

The Other section of the dialog allows you to choose to see large icons and whether tooltips (those briefly appearing boxes that identify the purpose of an icon) are shown. You can even select whether the tooltip includes the keyboard shortcut for that icon.

Toolbar Toolbars Customization

This tab in the Customize dialog box lets you determine whether a toolbar appears and if captions are used. The table following the graphic explains the fields and buttons.

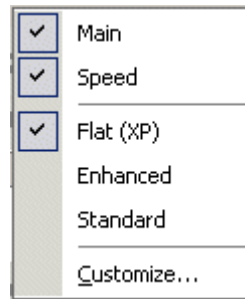


FIELD OR BUTTON NAME	DESCRIPTION
Toolbars checkbox field	If a toolbar is checked it will appear.
Reset button	Resets any changes made to the highlighted toolbar to the default values.
New	Allows creation and naming of a user-defined (custom) toolbar.
Rename	Allows name of highlighted user-defined (custom) toolbar to be changed.
Delete	Deletes highlighted user-defined (custom) toolbar.

Re-arranging Toolbar Icon Order

You can re-arrange the order of the icons on the main toolbar and the toolbars of all the function tabs by doing the following:

1. Right-click in the toolbar where you want to re-arrange the icons.
2. Select Customize from the pop-up menu.



3. When the Customize dialog box appears, move it out of the way, if necessary.
4. Drag and drop the icons to create the order you want.
5. Close the Customize dialog box.

Customizing Headers

Header customization allows you to display the information you want arranged the way you want. You can [add and delete headers](#) and customize headers in the [Call Information list](#), [Call Log Tab](#), [Directory Tab](#), and [Voice Mail Tab](#).

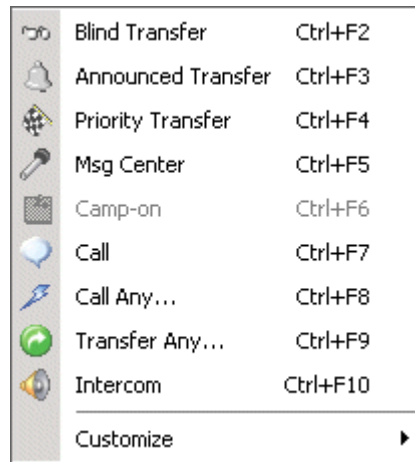
Adding/Deleting Headers

On the [Call Log Tab](#), [Directory Tab](#), and [Voice Mail Tab](#) you can [add and delete headers](#) included in the display and re-arrange the order of the headers.

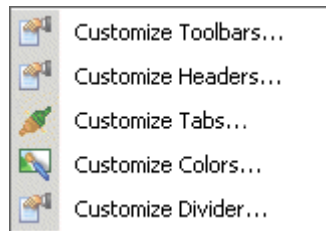
You can re-arrange the headings in any order by dragging the heading to a new location in the header area. Brightly colored arrows will show you where the heading will be placed.

Adding or Deleting Headers

1. Right-click anywhere in the tab entry area or the Call Information list area and select Customize from the pop-up menu.



2. Select Customize Colors from the sub-menu.

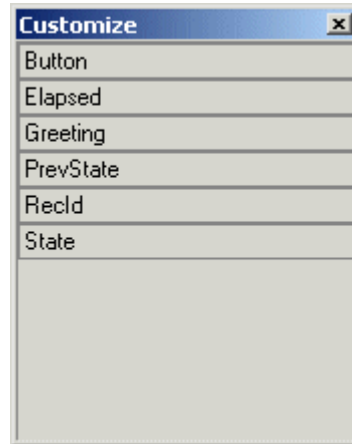


NOTE: *Menu items that are not accessible are grayed out.*

3. Depending on whether you are in the Call Information list or a tab when you do this, you will see the [Call Information Customize dialog box](#), [Voice Mail Tab Customize dialog box](#), [Directory Tab Customize dialog box](#) or [Call Log Tab Customize dialog box](#).
4. Drag and drop headers between the tab and the dialog box.

Call Information List Header Customization

You can drag and drop headers between the Customize dialog box and the Call Information area to add or delete headers. The table following the dialog box explains the various headers, both the default headers and the ones available in the dialog box.

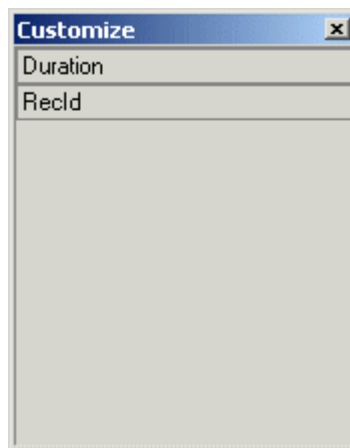


HEADER NAME	DESCRIPTION
Number	Called or calling number, if available.
Duration	Length of call in Hours:Minutes:Seconds (HH:MM:SS format).
Status	Provides the status of the call as well as the status of any line appearances (other than the Front Desk line) that are assigned to the Front Desk telephone.
Information	This is Caller ID, if available.
Outgoing	If checked, call was outgoing from Front Desk phone. Otherwise, it was incoming to the Front Desk phone.
Notes	This is additional information about the call, such as Hold, Park, Forwarding information, Camp-On information, etc.
Button	The number of the button on the Front Desk phone where the call comes in or goes out.
Elapsed	This heading is for a state used for troubleshooting and should only be added to the headers upon the request of support personnel.

HEADER NAME	DESCRIPTION
Greeting	The greeting to be given by the Front Desk operator for calls arriving at a certain button, which is usually associated with another user's line. For example, the Front Desk user must occasionally answer calls for company executive, the text might read "Ms. Jones office. How may I help you?"
PrevState	This heading is for a state used for troubleshooting and should only be added to the headers upon the request of support personnel.
RecId	This state is used for troubleshooting and should only be added to the headers upon the request of support personnel.
State	This state is used for troubleshooting and should only be added to the headers upon the request of support personnel.

Call Log Tab Header Customization

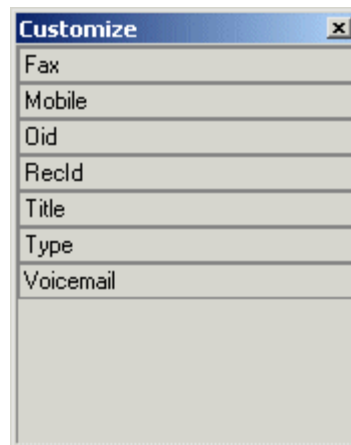
You can drag and drop headers between the Customize dialog box and the Call Log Tab to add or delete headers. The table following the dialog box explains the various headers, both the default headers and the ones available in the dialog box.



HEADER NAME	DESCRIPTION
Outgoing	If checked, the call was placed from the Front Desk phone. Otherwise, the call was answered at the Front Desk phone.
Number	The calling or called number.
Date/Time	The Front Desk date and time of the call.
Duration	The length of the call in Hours: Minutes:Seconds (HH:MM:SS format).
Information	Other information about the call. Generally this will be the called or calling party's name.
Duration	Length of the call in seconds.
RecId	This heading is for a state used for troubleshooting and should only be added to the headers upon the request of support personnel.

Directory Tab Header Customization

You can drag and drop headers between the Customize dialog box and the Directory Tab to add or delete headers. The table following the dialog box explains the various headers, both the default headers and the ones available in the dialog box. All information in these fields comes from the corporate directory information entered by the system administrator for each user.

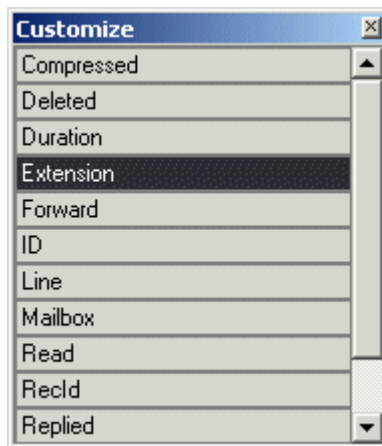


HEADER NAME	DESCRIPTION
First Name	User's first name.

HEADER NAME	DESCRIPTION
Last Name	User's last name.
Company	User's company name.
Extension	User's extension number.
Fax	User's fax number.
Mobile	User's cell phone number.
Oid	This heading is for a state used for troubleshooting and should only be added to the headers upon the request of support personnel.
ReclId	This heading is for a state used for troubleshooting and should only be added to the headers upon the request of support personnel.
Title	User's title.
Type	The kind of directory entry - either Global (corporate) or Local (personal).
Voicemail	User's direct access voice mail number (voice mail access digits and user's extension).

Voice Mail Tab Header Customization

You can drag and drop headers between the Customize dialog box and the Voice Mail Tab to add or delete headers. The table following the dialog box explains the various headers, both the default headers and the ones available in the dialog box. The terms are listed in alphabetical order.

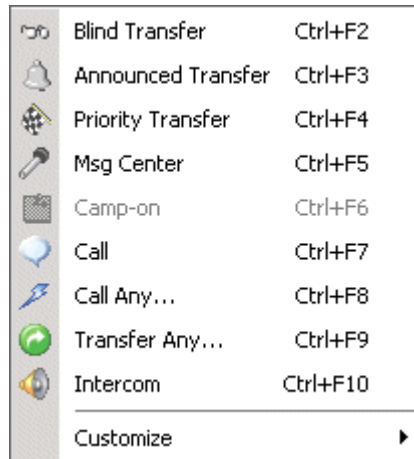


NOTE: Not all headers listed in the Customize dialog box are shown in the figure. In Front Desk, drag the scroll box at the right down to display the other headers in the list.

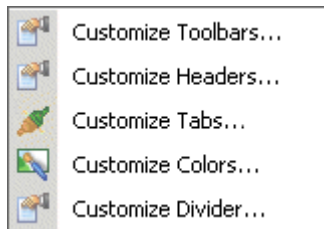
HEADER NAME	DESCRIPTION
Compressed	If checked, the message is compressed.
Deleted	If checked, the message has been deleted.
Duration	Length of the call in Hours:Minutes: Seconds (HH:MM:SS format).
Duration (w/icon)	Length of the call in seconds.
Extension	This heading is for a state used for troubleshooting and should only be added to the headers upon the request of support personnel.
Forward	If checked, the message was forwarded.
ID	IMAP email ID of the voice mail message.
Line	Button number (on the user's telephone) of the voice mail button.
Mailbox	The label of the voice mail button assigned to your Front Desk phone.
Number	The telephone number of the person who left the message, if available. Internal numbers will appear as only extension number. External numbers will be the full telephone number.
Read	If checked, the message has been read.
Received	The date and time the message was received in the user's local time.
ReclD	This heading is for a state used for troubleshooting and should only be added to the headers upon the request of support personnel.
Replied	If checked, the user sent a reply to this message.
Reply	If checked, the message was a reply message.
Saved	If checked, the message has been saved into the Saved mailbox
Sender	The name of the person who left the message, if available.
Urgent	If checked, the message was marked urgent by the sender.

Set Phones Tab Columns

1. Right-click in the Phones Tab entry area.

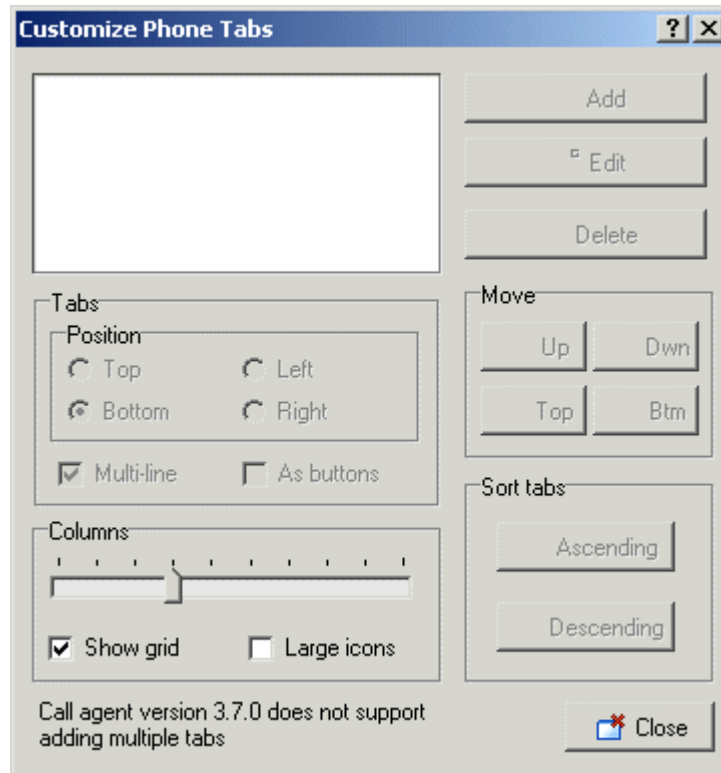


2. Select Customize from the sub-menu.



NOTE: Menu items that are not accessible are grayed out.

3. Select **Customize Tabs...** from the pop-up menu.



4. Use your mouse to move the **Columns** indicator in the Customize Phone Tabs dialog box back and forth on the slider bar to set the number of columns of user entries that will appear in the Phones Tab.
(Numbering starts at 1 on the left up to 10 on the right.)
5. Close the Customize Phone Tabs dialog box.
6. Check to see if the number of columns you chose works on your monitor.
7. Return to the Customize Phone Tabs dialog box, if necessary, and choose a different setting until you are satisfied with the way the Front Desk Phones Tab looks.

Customizing Call Information Colors

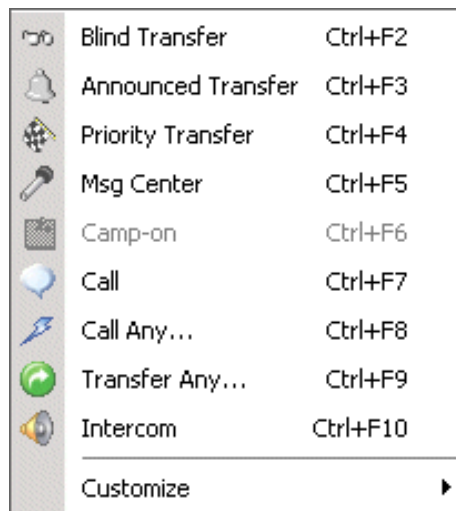
You can customize the colors used for call states that appear in the Call Information window and the type font used for the text. Call states that you can change are active, connected, dialing, other, hold (short and long) park (short and long), camp-on (short and long) and ringing (incoming and outgoing).

CAUTION: *When choosing colors, make sure you don't use a color that's already in use unless you specifically want the same color for two different conditions. For example, Hold, Park and Camp-on long conditions are all red*

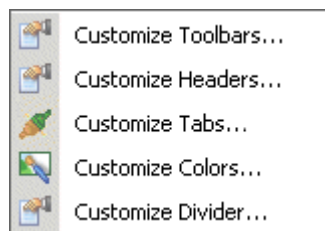
as a reminder that this call needs attention immediately. Also remember that if anyone else uses the your Front Desk station (covering when you need to be away for a moment) the colors need to help, not confuse, them.

To change the colors or type font, do the following:

1. Right-click anywhere in the call information window.
2. Select Customize from the pop-up menu.

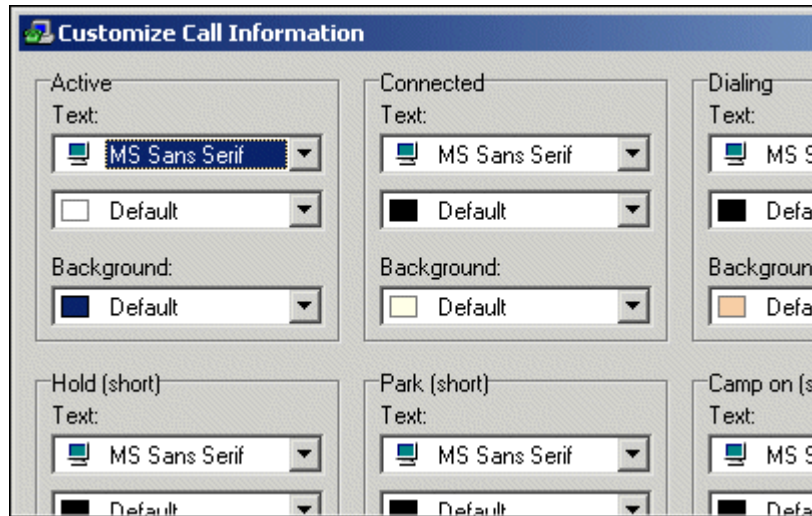


3. Select Customize Colors from the sub-menu.



NOTE: Menu items that are not accessible are grayed out.

4. Find the condition you wish to change and make the modifications.



- Note that the top two fields for each status are the text font type and color. Be sure to make your text color a contrasting color to your background color. Otherwise, you could end up not being able to see the text against the background.

5. Changes made become effective immediately and remain until changed.

CAUTION: *There is no confirmation dialog box for color changes. When you select a new color, it is used immediately.*



Chapter 4 Call Handling

How Front Desk handles a call depends on whether the call is [incoming](#) (being answered), being [transferred](#), or [outgoing](#) (being made).

Keyboard Shortcuts

For incoming calls, outgoing calls, and call transfers, keyboard shortcuts can be used in place of mouse clicks to execute frequently-used button presses. In command lists and paragraph titles, button presses that have a keyboard shortcut have the shortcut given in parentheses. For example: **Answer a Call (F2)**. Go to [keyboard shortcuts](#) in Chapter 2, “Shared Information and Common Tasks” for more information.

Incoming Calls

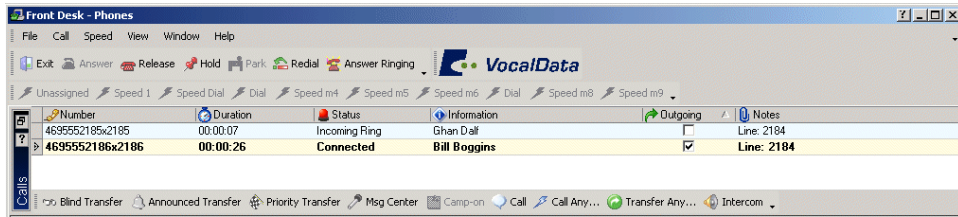
Front Desk provides [call information](#) and allows you to handle incoming calls in the following ways:

- [Answer a Call \(F2\)](#)
- [Answer a Call Waiting Call \(Double-click on incoming call\)](#)
- [End a Call \(F3\)](#)
- [Hold a Call \(F4\)](#)
- [Park a Call \(F5\)](#)

Call Information

The top portion of the PressOne Front Desk window displays a list of all calls that are active or on hold at the Front Desk phone. Also displayed above and below the Call Information area are buttons to help you make, receive and route calls. Just below the Menu Bar is a row of buttons including **Exit**, **Answer**, **Release**, **Hold**, **Park** and **Redial**. Speed dials that are assigned to your phone will appear next and can be used to call users by clicking on them. Under the Call Information area are the buttons for **Blind Transfer**, **Announced Transfer**, **Priority Transfer**, **Message**

Center, Camp-on, Call (selected user), Call Any User, Transfer Any User and Intercom.





When a call is placed to the Front Desk phone, the Call Information area will display the following information:

HEADER NAME	DESCRIPTION
Number	The phone number or extension of the call.
Duration	Time elapsed since the call was answered.
Status	Shows the status of the call, such as connected, held, etc.
Information	The name of the caller or called party, if known. Otherwise, "Unknown" is displayed.
Outgoing	If checked, the call was dialed from the front desk phone. If not checked, the call was received by the Front Desk phone.
Notes	Shows the line in use, if it appears on the Front Desk phone.

The width of each field can be changed by clicking on the right edge of the field header with the left mouse button and stretching or shrinking the header. Headers can be added or deleted by [customizing the headers](#). You can also [customize the colors used for each call state](#) in the call information area.

NOTE: *If a caller hangs up while the call is being held at the Front Desk position, what happens depends on what brand the Front Desk phone is.*


- *If you are using a PressOne IP telephone, the call shows as "Busy" in the Call Information. You must retrieve the "Busy" call by clicking Answer ( Answer) and then click Release ( Release) to hang up the call (which will probably be playing the off-hook signal).*
- *If you are using a Cisco device and the same situation occurs, the call is cleared.*

Answer a Call (F2)


As the Front Desk user, you can answer a call for any number that is assigned to the Front Desk telephone.

To answer an incoming call:

- Double-click on the caller in the [Call Information](#) list.

- Select a call in the Call Information area and click the **Answer** button ( Answer).
- Select a call in the Call Information area and press **F2**.

This will activate the speaker phone or a headset connected to the phone. The Duration column will start to increment showing the length of time the call has been active.


NOTE: *If there is only one call shown in the Call Information, the attendant can answer by clicking on **Answer** ( Answer) or pressing **F2** without selecting the call to answer.*

Answering Call Waiting

Front Desk offers the usual Call Waiting capability: You can [answer an incoming call](#) while you are already talking to a caller, and once the second call is answered, you can [switch back and forth between the calls](#).

To answer a second call while continuing the first call:

During a conversation, if your phone rings and you want to answer the call using the Front Desk, do the following:

1. Tell the current caller that you are going to place them on hold.
2. Do one of the following:
 - Double-click the incoming call in the [Call Information](#) list.
 - Click **Answer** ( Answer).
 - Press **F2**.

NOTE: *Any of these will automatically place the active call on hold.*

3. Speak with the new caller.

To switch between calls:


Once you are on the second call, you can switch between two or more calls by using one of the following methods

Method 1

Double-click on the line that is on hold, which puts the current caller on hold and picks up the held call.

Method 2

1. Click the desired call in the Call Information list.


2. Click **Answer** ( Answer).or press **F2**, which puts the current caller on hold and picks up the held call.

NOTE: *If you do not answer a new incoming call, it will be sent to a pre-defined destination, which is usually a voice mailbox but may also be an overflow position or recorded announcement.*

Hang Up/Release a Call (F3)


To disconnect from a call:

1. Select the call listing in [Call Information](#) list.
2. Click the [Release](#) button ( Release) on the main toolbar.

NOTE: *Calls on hold cannot be disconnected using the **Release** button until the call is taken off hold. The **Release** button will be grayed out until the call is taken off hold by clicking the **Answer** button ( Answer).*

Hold a Call (F4)

To put a call on hold:

1. During a conversation, notify the caller you are going to put them on hold and do one of the following:
 - Click the **Hold** button.
 - Press **F3**.
 - Right-click the call and click **Hold** in the pop-up menu.
2. The entry for the caller will change colors in the [Call Information](#) list and the Duration column will increment to show how long the caller has been on hold.
3. To resume the conversation, do one of the following:
 - Double-click the held call.
 - Select the held call and click [Answer](#) ( Answer).
 - Right-click the held call and click [Answer](#) in the pop-up menu.

NOTE: *After the party is on hold for 1 minute, the system rings the associated line to remind you that the party is still on hold.*

While a call is holding, the holding party occupies the associated line and it cannot be used for any other purpose. (To place a call on hold and free the line, see [Park](#)).

Park a Call (F5)



This feature lets you park a call. Parking a call is similar to placing a call on hold, except that when a call is parked; the associated line is freed for normal use (unlike hold, which ties up the line).

There are two kinds of call parking:

Multi Call Park - When a call is parked, you will hear a park number announcement. When you locate the person the caller is trying to reach, ask them to dial the park number to retrieve the call.

Call Park - Users within a partition have a shared park line. When a call is parked using the **Park** button, all users with a **Park** button get a notification a call is parked. Any user with a **Park** button can retrieve the call.

To park a call:

1. Inform the caller that you are going to place them on hold.
2. Do one of the following:
 - Click the **Park** button ( Park).
 - Press **F5**.
3. You will hear an announcement of the parked call number.
4. The entry for the caller will change colors in the [Call Information](#) list, the Duration column will increment to show how long the caller has been on hold, and the word Park is placed in the Notes area.
5. Contact the person for whom the call is intended and inform them of the parked call number.
6. If you need to retrieve the parked call, do one of the following:
 - Select the call in the Call List and click **Answer** ( Answer).
 - Select the call in the Call List and press **F2**.

NOTE: After the party is parked for 1 minute, the system rings the associated line to remind you that the party is still parked.

Transfer Calls

Front Desk allows you to perform the following call transfers:

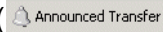
- [Announced Transfer](#) (**Ctrl+F3**)
- [Blind Transfer](#) (**Ctrl+F2**)
- [Priority Transfer](#) (**Ctrl+F4**)
- [Message Center Transfer](#) (**Ctrl+F5**)
- [Transfer to Any Number](#) (**Ctrl+F9**)
- [Camp-On a Call](#) (**Ctrl+F6**)

There are two **Confirm** dialog boxes that appear during a call transfer, the first asking if you want to call the extension that is the transfer destination, the second asking if you want to complete the transfer. Both dialog boxes have **Yes** and **No** buttons that allow you to finish or quit the call transfer.

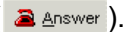
NOTE: Each **Confirm** dialog box also has a check box labeled “Do not show this message again”. Checking this box means future call transfers are handled by Front Desk as if the **Yes** button has been clicked. A **Confirm** dialog box with this check box selected is not displayed again. To uncheck the box, select the **Options** tab and choose the desired dialog box from the displayed **Confirm** list. Refer to [Choose Confirmation Notification](#) for more information.

NOTE: A **Confirm** dialog box is displayed for a maximum of sixty seconds. After twenty seconds, a forty-second countdown begins and a timer is displayed. If no action is taken before the countdown reaches zero, Front Desk will assume the **Yes** button has been clicked and perform the related action.

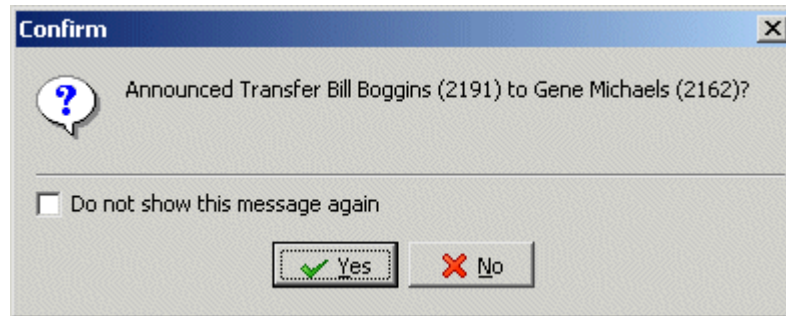
Announced Transfer (Ctrl+F3)

Clicking the **Announced Transfer** button () will ring the extension where the call is being transferred to allow the attendant to announce the call and confer with the called party. Until the transfer is completed, the call remains in the [Call Information](#) list, where it remains available to the attendant.

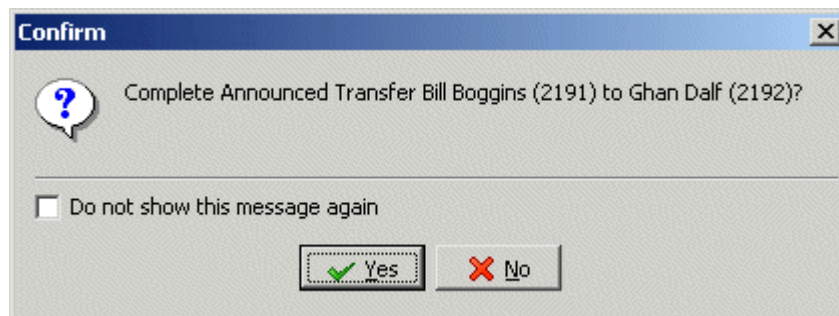
To perform an Announced Transfer:

1. If not already connected to the call, do one of the following:
 - Double-click the call in the [Call Information](#) list.
 - Select the call and click [Answer](#) ().
 - Select the call and press **F2**.
 - Right-click the call and click [Answer](#) in the pop-up menu.
2. Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab.
3. Click **Announced Transfer** (or press **Ctrl+F3**). **Announced Transfer Confirm** dialog box is displayed.

- Alternative to Steps 2 and 3 - Right-click a user entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click **Announced Transfer** on the pop-up menu. Announced Transfer **Confirm** dialog box is displayed.



4. Click a button in the dialog box to take action:
 - Click **Yes** to ring the extension.
 - Click **No** to quit the transfer and go back to Front Desk. You are still connected to the caller. Go to step 6.
5. When the user answers the phone, tell them about the incoming call and ask if they wish to receive the call.
 - If they wish to receive the call, click **Yes** in the Complete Announced Transfer **Confirm** dialog box to transfer the call.





- If the user does not wish to receive the call, click **No** in the Complete Announced Transfer **Confirm** dialog box to end the call with the user. Go to Step 6.
6. Tell the caller that the person is unavailable and ask if they would like to leave a voice mail message or be transferred to another line.
 - If the caller wants to leave a voice mail message, transfer the call directly to the user's voice mail by doing one of the following:
 - Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click [Msg Center](#).
 - Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and press **Ctrl+F5**.
 - Right-click the entry area of the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click [Msg Center](#) on the pop-up menu.
 - If the caller wants to be transferred to another line, repeat Steps 2-5.

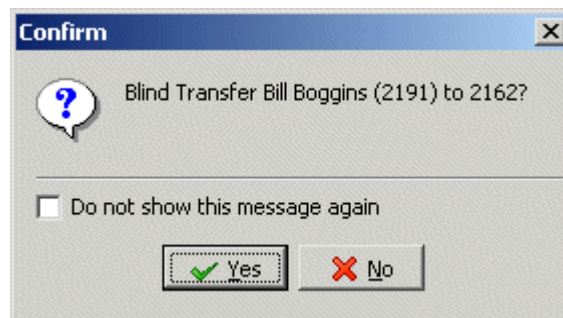
7. If the user does not wish to leave a voice message or be transferred to another line, click [Release](#) ( Release) to hang up.

Blind Transfer (Ctrl+F2)


Clicking the **Blind Transfer** button ( Blind Transfer) transfers the call directly to an extension without first notifying the person at that extension. When a call is blind transferred, it disappears from the Call Information.

To perform a blind transfer:


1. If not already connected to the call, do one of the following:
 - Double-click the call in the [Call Information](#) list.
 - Select the call and click [Answer](#) ( Answer).
 - Select the call and press **F2**.
2. Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab.
3. Click **Blind Transfer** ( Blind Transfer) or press **Ctrl+F2** to transfer the call. Blind Transfer **Confirm** dialog box is displayed.
 - Alternative to Steps 2 and 3 - Right-click a user entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click **Blind Transfer** on the pop-up menu. Blind Transfer **Confirm** dialog box is displayed




4. Click a button in the dialog box to take action:
 - Click **Yes** to transfer the call to the extension.
 - Click **No** to quit the transfer and go back to Front Desk. You are still connected to the caller. Go to step 5.
5. Tell the caller that the person is unavailable and ask if they would like to leave a voice mail message or be transferred to another line.
 - If the caller wants to leave a voice mail message, transfer the call directly to the user's voice mail by doing one of the following:
 - Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click [Msg Center](#).
 - Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and press **Ctrl+F5**.

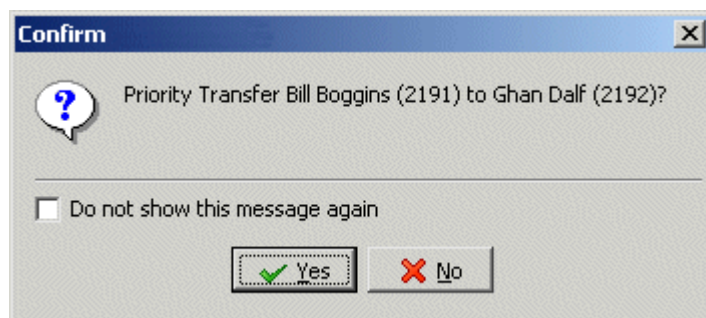
- Right-click the entry area of the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click [Msg Center](#) on the pop-up menu.
 - If the caller wants to be transferred to another line, repeat Steps 2-4.
6. If the user does not wish to leave a voice message or be transferred to another line, click [Release](#) ( Release) to hang up.

Priority Transfer (Ctrl+F4)

Clicking the **Priority Transfer** button ( Priority Transfer) will activate the intercom feature on the user's phone where the call is being transferred. The attendant can announce who is calling over the speakerphone and allow the user to decide whether to accept the call. Until the transfer is completed, the call remains in the Call Information, where it remains available to the attendant.

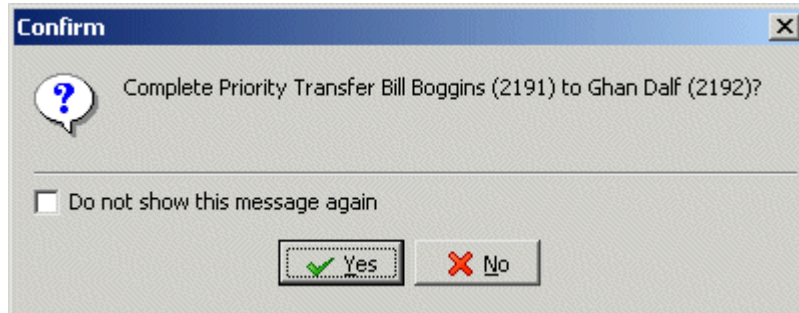
To perform a Priority Transfer:


1. If not already connected to the call, do one of the following:
 - Double-click the call in the [Call Information](#) list.
 - Select the call and click [Answer](#) ( Answer).
 - Select the call and press **F2**.
2. Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab.
3. Click **Priority Transfer** (or press **Ctrl+F4**) to ring the extension where the call will be transferred. Priority Transfer **Confirm** dialog box is displayed.
 - Alternative to steps 2 and 3 - Right-click a user entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click **Priority Transfer** on the pop-up menu. Priority Transfer **Confirm** dialog box is displayed.




4. Click a button in the dialog box to take action:
 - Click **Yes** to transfer the call to the extension. The Complete Priority Transfer **Confirm** dialog box is displayed.
 - Click **No** to quit the transfer and go back to Front Desk. You are still connected to the caller. Go to step 5.
5. If you clicked **Yes**, announce the incoming call over the speakerphone. (The user can answer via the speakerphone or by picking up the handset.)

6. When the user answers the phone, tell them about the incoming call and ask if they wish to receive the call.
 - If they wish to receive the call, click **Yes** in the Complete Priority Transfer **Confirm** dialog box to transfer the call.




- If the user does not wish to receive the call, click **No** in the dialog box to end the call with the user. You are still connected to the caller. Go to Step 7.
7. Tell the caller that the person is unavailable and ask if they would like to leave a voice mail message or be transferred to another line.
 - If the caller wants to leave a voice mail message, transfer the call directly to the user's voice mail by doing one of the following:
 - Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click [Msg Center](#).
 - Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and press **Ctrl+F5**.
 - Right-click the entry area of the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click [Msg Center](#) on the pop-up menu.
 - If the caller wants to be transferred to another line, repeat Steps 3-6.
 8. If the user does not wish to leave a voice message or be transferred to another line, click [Release](#) () to hang up.

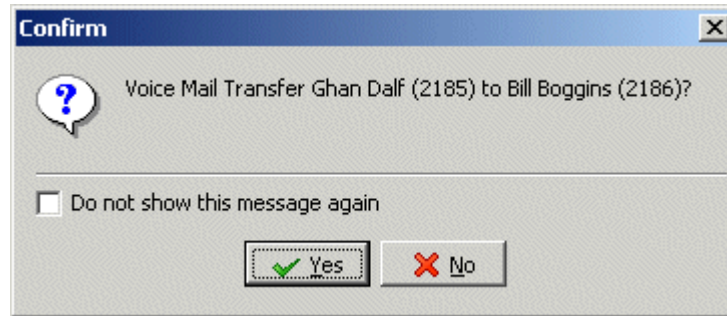
Message Center - Transfer to Voice Mail (Ctrl+F5)


The Message Center (**Msg Center**) button () is used to transfer a call directly to the voice mailbox of a selected user. This is available for users who are available, busy, in Do Not Disturb mode or are out of service. Once the call is transferred to voice mail, it disappears from the [Call Information](#) list.

To transfer a call directly to the voice mailbox of a particular user:

1. If not already connected to the call, do one of the following:
 - Double-click the call in the [Call Information](#) list.
 - Select the call and click [Answer](#) ().
 - Select the call and press **F2**.
2. Tell the caller you are transferring them to voice mail.

3. Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab.
4. Click **Msg Center** press **Ctrl+F5** to transfer the call to the user's voice mailbox. Voice Mail Transfer **Confirm** dialog box is displayed.
 - Alternative to steps 3 and 4 - Right-click a user entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click **Msg Center** on the pop-up menu. Voice Mail Transfer **Confirm** dialog box is displayed.





5. Click a button in the dialog box to take action:
 - Click **Yes** to transfer the call to voice mail.
 - Click **No** to quit the transfer and go back to Front Desk. You are still connected to the caller. You can:
 - Repeat steps 3-5 for another extension.
 - Perform a call transfer to a voice line instead of to voice mail.
6. If the user does not wish to leave a voice message or be transferred to another line, click [Release](#) () to hang up.

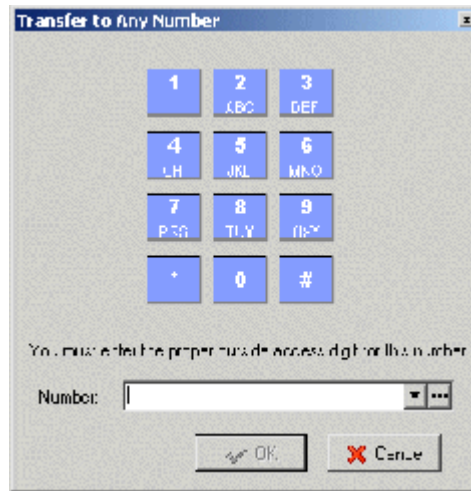
Transfer to Any Number (Ctrl+F9)

You can transfer a call to any outside number (can also be used for transferring to internal numbers) by clicking the **Transfer Any...** button ().

To transfer to any number from Front Desk:

1. If not already connected to the call, do one of the following:
 - Double-click the call in the [Call Information](#) list.
 - Select the call and click **Answer** ().
 - Select the call and press **F2**.
2. Once connected to the call, do one of the following:
 - Click on **Transfer Any...**()
 - Press **Ctrl+F9**.

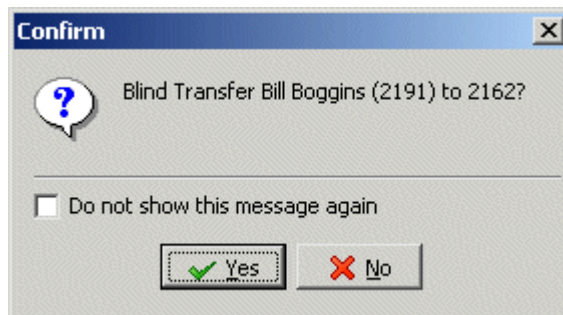
- Right-click the entry area of the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click **Transfer Any...** on the pop-up menu. The Transfer to Any Number dialog box is displayed.




3. Dial the number to transfer to by clicking the numbers in the keypad or enter the digits from your keyboard.

NOTE: Be sure to include the access digit for an outside line and any required long distance digits.


4. Click a button in the dialog box to take action:
 - Click **OK** (or press **<Enter>** on the keyboard) to transfer the call. The Blind Transfer **Confirm** dialog box is displayed.
 - Click **Cancel** to remain on the line. You are still connected to the caller. You can repeat steps 2-4 for another extension, or go to step 6.





5. Click a button in the dialog box to take action:
 - Click **Yes** to transfer the call to the extension.
 - Click **No** to quit the transfer and go back to Front Desk. You are still connected to the caller. You can repeat steps 2-5 for another extension, or go to step 6.
6. Tell the caller that the call cannot be completed and ask if they would like to leave a voice mail message (if calling an internal extension) or be transferred to another line.

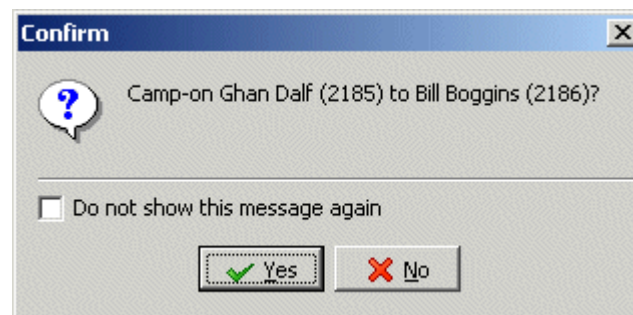
- If the caller wants to leave a voice mail message, transfer the call directly to the user's voice mail by doing one of the following:
 - Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click [Msg Center](#).
 - Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and press **Ctrl+F5**.
 - Right-click the entry area of the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click [Msg Center](#) on the pop-up menu.
 - If the caller wants to be transferred to another line, repeat Steps 2-5.
7. If the user does not wish to leave a voice message or be transferred to another line, click [Release](#) ( Release) to hang up.

Camp-On a User's Line (Ctrl+F6)



If a user's line is busy when a caller wants to be transferred to them, the attendant can place the call on hold on the user's phone line using the **Camp-on** button ( Camp-on). When the user's line is free, the call will be connected to the user's phone. Currently, only one call at a time can be camped on to any extension.

To use the camp-on features:

1. If not already connected to the call, do one of the following:
 - Double-click the call in the [Call Information](#) list.
 - Select the call and click **Answer** ( Answer).
 - Select the call and press **F2**.
2. Select the extension you wish to camp-on to by clicking an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab.
3. Click **Camp-On** ( Camp-on) (or press **Ctrl+F6**). Camp-on **Confirm** dialog box is displayed.
 - Alternative to steps 2 and 3 - Right-click a user entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click **Camp-On** on the pop-up menu. Camp-on **Confirm** dialog box is displayed.



4. Click a button in the dialog box to take action:


- Click **Yes** to transfer the call and camp on the extension. The entry for the call will turn blue in the Call Information until it is answered. (When the call is answered, it will disappear from the Call Information.)
 - Click **No** to quit the transfer and go back to Front Desk. You are still connected to the caller. You can repeat steps 2 and 3 for another extension, or go to step 5.
5. The call can be retrieved from Camp On by selecting it in the Call Information list and clicking **Answer** ().
- NOTE:** *After the party is on camped on for one minute, the system rings the associated line to remind you that the party is still on hold.*
6. Tell the caller that the call cannot be completed and ask if they would like to leave a voice mail message (if calling an internal extension) or be transferred to another line.
- If the caller wants to leave a voice mail message, transfer the call directly to the user's voice mail by doing one of the following:
 - Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click [Msg Center](#).
 - Click an entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and press **Ctrl+F5**.
 - Right-click the entry area of the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab and click [Msg Center](#) on the pop-up menu.
 - If the caller wants to be transferred to another line, perform the necessary call transfer procedure.
7. If the user does not wish to leave a voice message or be transferred to another line, click **Release** () to hang up.

Dialing Out

Front Desk allows you to place calls by using the following methods:

- [Call Any Number](#) (**Ctrl+F8**)
- [Call a Selected User](#) (**Ctrl+F7**)
- [Transfer to Any Number](#) (**Ctrl+F9**)

Call Any... (Ctrl+F8)

You can place a call to any inside or outside number by clicking the **Call Any...** button ().

To dial a number from Front Desk:

1. Select the [Call Any...](#) button.
2. Click on the numbers using the mouse or enter the number in the text field using the number keys on your keyboard.

- If dialing an outside number, be sure to include the access digit for an outside line.
3. Click **OK** (or press **<Enter>** on the keyboard) to make the call.
 - If you are not using a headset and do not have the handset lifted, the speaker on your phone will be activated.

Alternative method:

1. Right-click anywhere in the [Phones Tab](#), [Call Log Tab](#), [Directory Tab](#), and [Voice Mail Tab](#) entry area.
2. Select **Call Any...** from the pop-up menu.
3. Click on the numbers using the mouse or enter the number in the text field using the number keys on your keyboard.
 - If dialing an outside number, be sure to include the access digit for an outside line.
4. Click **OK** (or press **<Enter>** on the keyboard) to make the call.
 - If you are not using a headset and do not have the handset lifted, the speaker on your phone will be activated.

Call Selected User (Ctrl+F7)


To call a user in the phone network:

1. Click a user entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab.
2. Click **Call** (or press **Ctrl+F7**).
3. Click **Yes** in the confirmation box (if it appears).
4. Wait for the called party to answer.

Alternative method:

1. Right-click a user entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab.
2. Click **Call** on the pop-up menu.
3. Click **Yes** in the confirmation box (if it appears).
4. Wait for the called party to answer.

Transfer to Any Number (Ctrl+F9)

You can transfer a call to any outside number (can also be used for transferring to internal numbers) by clicking the **Transfer Any...** button (). Refer to [Transfer to Any Number](#) in Chapter 4, “Call Handling” for more information.

Chapter 5

Phones Tab

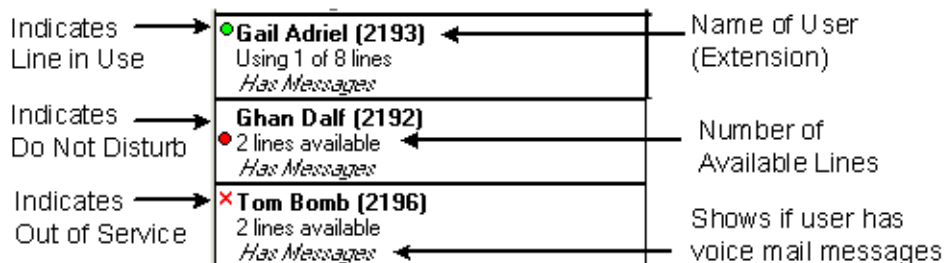
In this section, the following information is provided to you:

- [Phones Tab Overview](#)
 - [Customizing the Toolbar](#)
 - [Keyboard Shortcuts](#)
 - [Toolbar Icons](#)
 - [Phone List Operations](#)
- [Phone Tab Entries Handling](#)
 - [Managing Phone Tab Entries](#)
 - [Adding Directory Entries](#) (Refer to Chapter 6, "Directory Tab")
 - [Adding Non-Directory Entries](#)
 - [Editing Non-Directory Entries](#)
 - [Moving Entries \(in the list order\)](#)
 - [Sorting Entries](#)
 - [Aligning Entries](#)

Phones Tab Overview

The **Phones** list (accessed by clicking the **Phones** Tab) is the primary screen that is displayed when Front Desk starts. It displays extensions that have been added from the **Directory** Tab by clicking a [Directory](#) entry and clicking [Add](#). This list will usually be a subset of the complete system directory. [Entries can be sorted](#) by clicking the **Sort** button on the toolbar directly below the Phones Tab and using the dropdown menu.

This list displays more details about each user's phone than are shown in the Directory list. The following information is displayed:



A legend at the bottom of the Phones Tab explains the symbols as a helpful reminder:



Keyboard Shortcuts

Keyboard shortcuts can be used in place of mouse clicks to execute frequently-used button presses. In command lists and paragraph titles, button presses that have a keyboard shortcut have the shortcut given in parentheses. For example: **Answer a Call (F2)**. Go to [keyboard shortcuts](#) in Chapter 2, “Shared Information and Common Tasks” for more information.

Toolbar Icons

Front Desk lets you [customize the toolbar](#) under the menu bar and the toolbars that appear on the tabs (Phones, Directory, Voice Mail, etc.) to show more or fewer icons than the ones that appear when you start the program for the first time. You can also [re-arrange the order](#) of the icons on the toolbars. Go to [Customizing Front Desk](#) Chapter 3, “Customizing Front Desk” for more information.

Phones List Operations



The following [Call Handling](#) operations are available for entries in the Phones list.

NOTE: Except for the “Use Intercom” and “Deleting Entry from Phone List” procedures, all the procedures listed are in Chapter 4, “Call Handling”.

- [Answer a Call \(F2\)](#)
- [Release a Call \(F3\)](#)
- [Hold a Call \(F4\)](#)
- [Park a Call \(F5\)](#)
- [Answer a Call Waiting Call \(Double-click on incoming call\)](#)
- [Call a Selected User \(Ctrl+F7\)](#)
- [Call Any Number \(Ctrl+F8\)](#)
- [Camp-On a Call \(Ctrl+F6\)](#)
- [Delete Entry from Phones List](#)
- [Transfer a Call](#)
 - [Blind Transfer \(Ctrl+F2\)](#)
 - [Announced Transfer \(Ctrl+F3\)](#)
 - [Priority Transfer \(Ctrl+F4\)](#)
 - [Message Center Transfer \(Ctrl+F5\)](#)

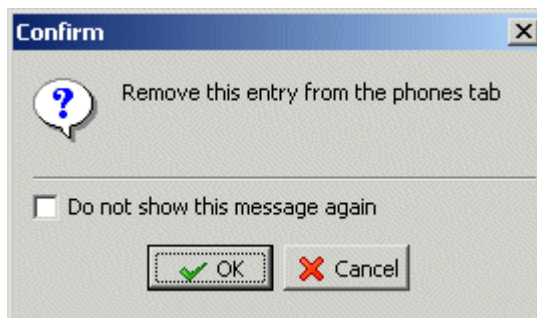
- [Use Intercom](#) (Ctrl+F10)

Deleting a Phones List Entry


Entries in the Phones list can be removed by using the **Remove** button (). Directory entries are removed from the Phones Tab and can be added back to the list, using the [Add to Phones](#) function on the [Directory Tab](#). Non-directory entries are deleted and can only be added back by using the **Add** button ().

To delete an entry from the Phones Tab, do the following:

1. Click on the entry you wish to remove to highlight it.
2. Click **Remove**.
3. Click **OK** to remove the entry to the Phones Tab or click **Cancel** to end without removing the entry.




4. The entry is removed from the Phones Tab.

NOTE: When a directory entry is deleted from the system (main) directory, it is not automatically deleted from the Phones List. If this happens, the Phones List entry for the deleted directory entry will display the blue “not updating” status icon (). The Phones List entry should be deleted as described here.

Intercom (Ctrl+F10)


Intercom provides the ability to connect directly to a user in the phone network and speak to them through the telephone speaker without requiring any action on their part.

To contact a user with the Intercom feature:

1. Click a user entry in the [Phones Tab](#), [Call Log Tab](#), [Directory Tab](#), and [Voice Mail Tab](#).
2. Click the [Intercom](#) button () or press **Ctrl+F10**.
 - Alternative to steps 1 and 2 - Right-click a user entry in the [Phones](#), [Directory](#), [Voice Mail](#) or [Call Log](#) Tab, then click the [Intercom](#) button on the pop-up menu.
3. Click **Yes** in the confirmation box (if it appears).

4. Speak to the user.

HINT: *If you ask the user questions and get no reply, ask them to pick up the handset and continue to speak with them.*

5. When you are finished speaking with the user, click the [Release](#) button ( Release) or press **F3** to hang up.

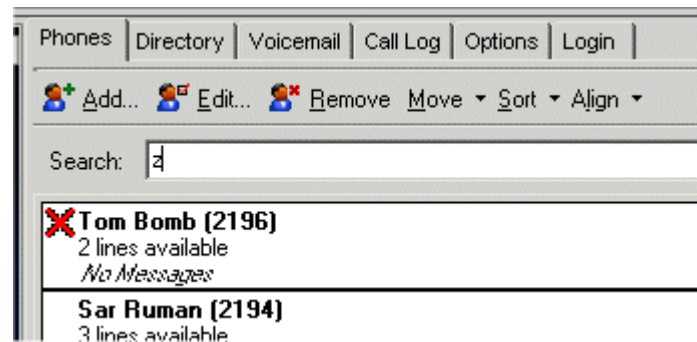
Phones Tab Entries Handling

Phones Tab entries handling involves operations you can perform on the directory entries in the Phones Tab to organize and maintain them. These operations include:

- [Managing Phone Tab Entries](#)
- [Adding Directory Entries](#)
- [Adding Non-Directory Entries](#)
- [Editing Non-Directory Entries](#)
- [Moving Entries \(in the list order\)](#)
- [Sorting Entries](#)
- [Aligning Entries](#)

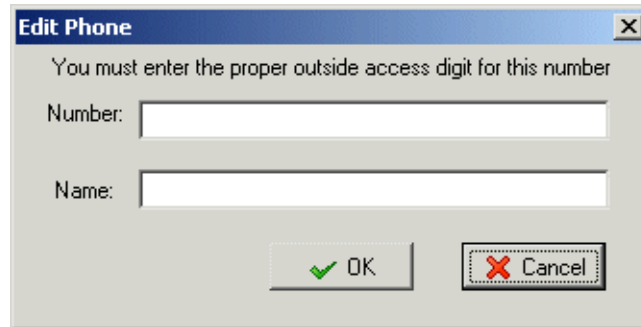
Managing Phones Tab Entries

The Phones Tab has a toolbar just under the tab that allows you to manage the phones list as well as navigate through it to find listed users.

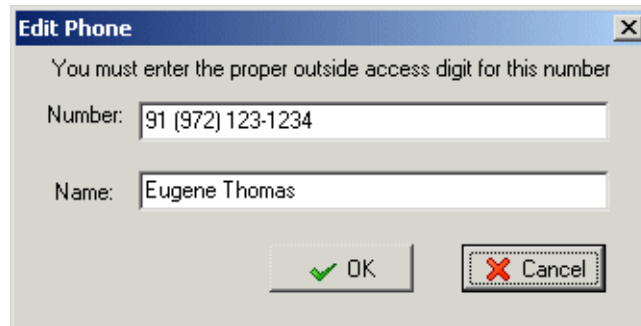


The buttons and their functions are:

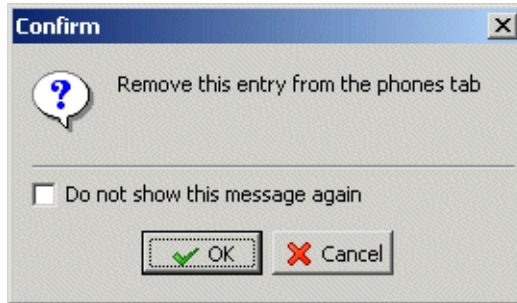
BUTTON NAME	FUNCTION
Add	Allows you to add entries to the Phones Tab that are not included in the Directory Tab . These could be spouses' telephone numbers, vendor or client numbers, etc. Done using the Add dialog box:



Edit	Allows you to edit the entries you added to the Phones Tab. You cannot edit entries that came from the Directory Tab . Done using the Edit dialog box:
-------------	--



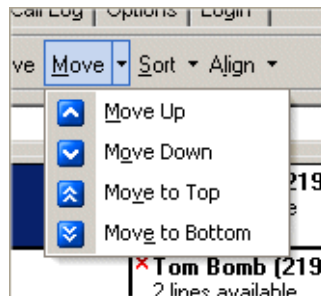
BUTTON NAME	FUNCTION
Remove	Allows you to remove entries from the Phones Tab. Once you have selected the entry or entries to remove from the Phones Tab, click Remove and click OK to remove them or Cancel to leave them in the Phones Tab. Done using the Remove dialog box:



You can use the Windows standard of Shift+Click and Ctrl+Click to select multiple users in the list. Users selected may be contiguous or non-contiguous.

NOTE: When a directory entry is deleted from the system (main) directory, it is not automatically deleted from the Phones Tab. If this happens, the Phones Tab entry for the deleted directory entry will display the blue “not updating” status icon (☒). The Phones Tab entry should be deleted. [View Deleting a Phones List Entry.](#)

Move	Allows you to move an entry up or down in the list or to the top or bottom of the list by making a selection from a pull down list. Done using the Move pull down list:
-------------	---



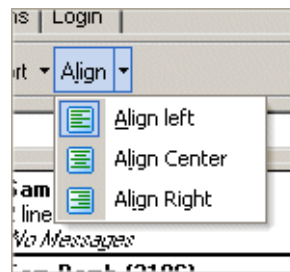
You can add the Move buttons to the Phones toolbar by [customizing the toolbar.](#)

BUTTON NAME	FUNCTION
Sort	Allow you to sort the order in which entries are shown by making a selection from a pull down list. Done using the Sort pull down list:



You can add the Sort buttons to the Phones toolbar by [customizing the toolbar](#).

Align	Allow you to align the text in entries as left, right or centered by making a selection from a pull down list. Done using the Align pull down list:
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You can add the Align buttons to the Phones toolbar by [customizing the toolbar](#).

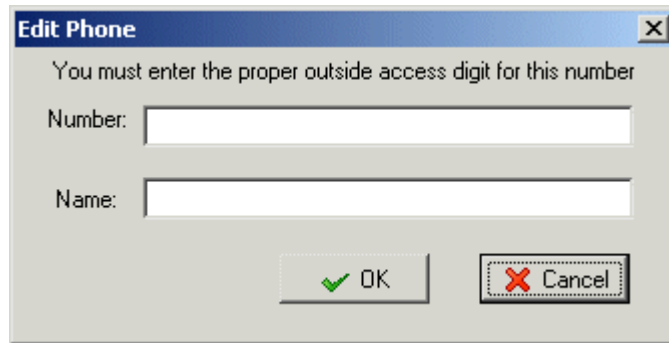
Adding Non-Directory Entries to the Phones Tab

You can add non-directory entries to the Phones Tab, such as spouses' telephone numbers, vendor or client numbers, etc. for easy access if you use the Phones Tab as the main tab for Front Desk.

To add non-directory numbers do the following:

1. Click **Add** ( Add...).

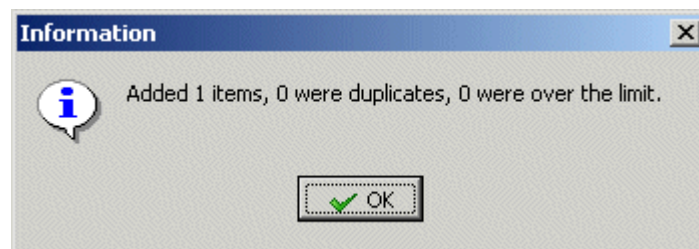
2. Enter the number and name in the Edit Phone dialog box.



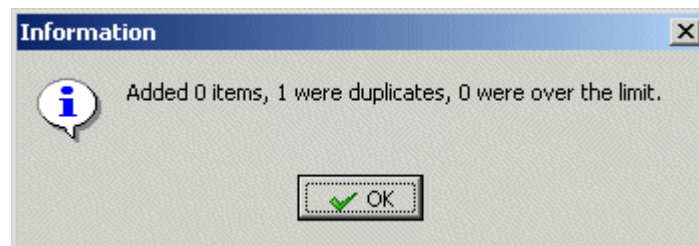
NOTE: Be sure to enter outside access digits and long distance digits if needed to make the call from your phone.

3. Click **OK** to add the entry to the Phones Tab or click **Cancel** to end without adding the entry.
4. If you clicked OK twice, click OK in the Information box to complete the process.

You may see one of two information boxes - one tells you the entry was added...



while the other one tells you it was already there and was not added again.

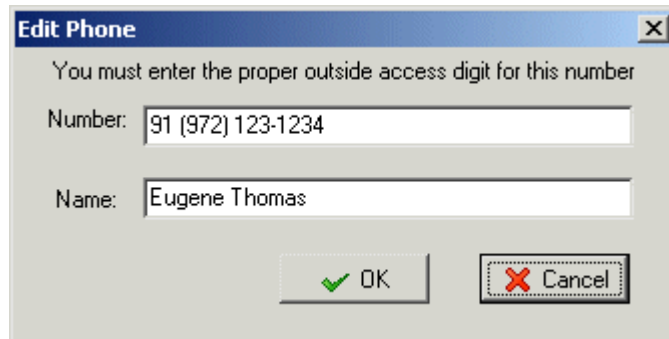


Editing Non-Directory Entries

You can easily edit non-directory entries to the Phones Tab by doing the following:

1. Click **Edit** ( Edit...).

- Click in the number or name field in the Edit Phone dialog box and edit the information. (This example shows phone number 91 (972) 123-1234 and name Eugene Thomas.)



- Click **OK** to save the changes in the Phones Tab or click **Cancel** to end without saving the changes.
- The changes are saved in the entry in the Phones Tab.

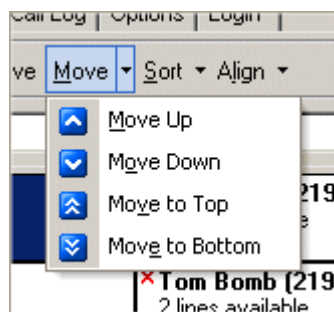
Moving Entries in the Phones List

There are two ways to move entries in the Phones list, one of which requires some minor [customization of the Phones Tab toolbar](#).

The default method involves selecting an entry and then selecting **Move** and the direction of movement for one step of movement (up, down, top, bottom) until the move is completed. With customization, the move buttons are placed on the toolbar and can be clicked repeatedly until the move is completed.

Default Method

- Click on an entry to select it.
- Click on the **Move** button to expose the drop-down list.

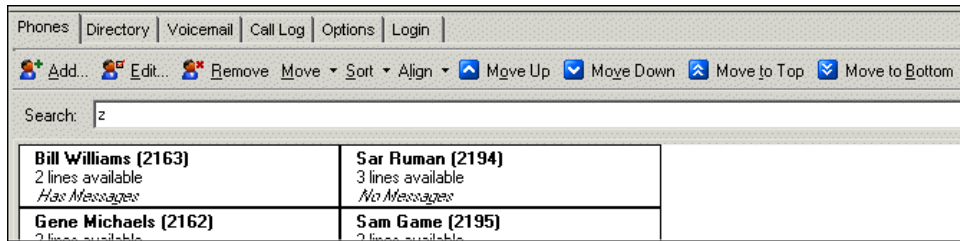


- Click on the direction you wish to move the entry.
- The menu closes.
- Repeat as necessary to get the entry to the position you desire.

Customized Method

NOTE: *This method assumes you have customized the toolbar with the move buttons.*

1. Click on an entry to select it.
2. Click on the movement buttons on the toolbar until the entry is moved to the desired location.



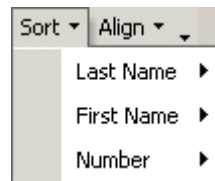
Sorting Phone Tab Entries

There are two ways to sort the entries in the Phones list, one of which requires some minor [customization of the Phones Tab toolbar](#).

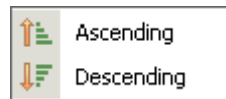
The default method involves clicking **Sort** and then selecting the sort method from the drop-down menu. With customization, the sort methods are placed on the toolbar and can be clicked at any time to re-sort the list.

Default Method

1. Click on the **Sort** button to expose the drop-down menu.



2. Click on the sort method you wish to use to expose the sort order sub-menu.

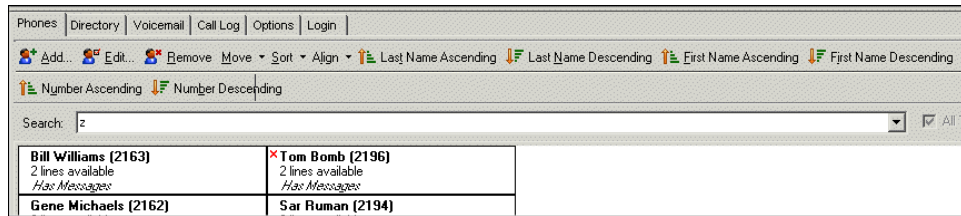


3. Click on the sort order you wish to use.
4. The menus close.

Customized Method

NOTE: *This method assumes you have customized the toolbar with the move buttons.*

Click on the desired sort method on the toolbar.



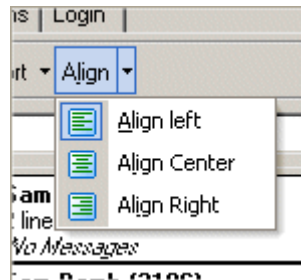
Aligning Entries in Phones Tab

There are two ways to align the entries in the Phones list, one of which requires some minor [customization of the Phones Tab toolbar](#).

The default method involves clicking **Align** and then selecting the desired alignment from the drop-down menu. With customization, the alignments are placed on the toolbar and can be clicked at any time to change the entries' alignment.

Default Method

1. Click on the **Align** button to expose the drop-down list.

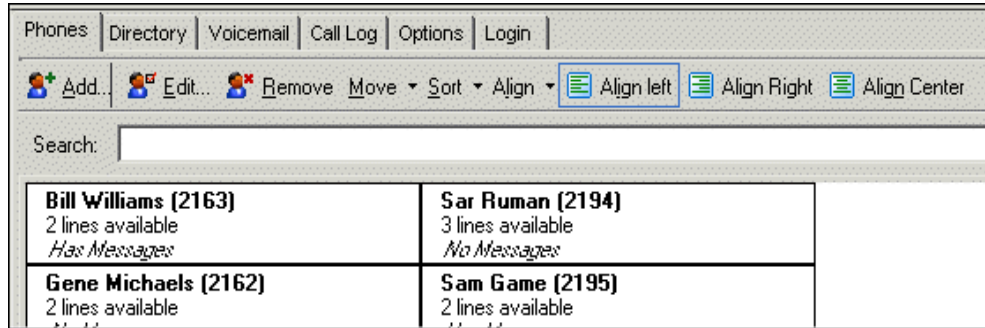


2. Click on the alignment you wish to use.
3. The menu closes.

Customized Method

NOTE: This method assumes you have customized the toolbar with the move buttons.

Click on the desired alignment on the toolbar.





Chapter 6 Directory Tab

The Directory Tab displays all of the phones in the Corporate Directory and is automatically populated when Front Desk starts. The list is defined by the PressOne Administrator and cannot be modified from the Front Desk application. You may handle calls using the list, just the same as using the [Phones Tab](#).

Keyboard Shortcuts

Keyboard shortcuts can be used in place of mouse clicks to execute frequently-used button presses. In command lists and paragraph titles, button presses that have a keyboard shortcut have the shortcut given in parentheses. For example: **Answer a Call (F2)**. Go to [keyboard shortcuts](#) in Chapter 2, “Shared Information and Common Tasks” for more information.

Toolbar Icons

Front Desk lets you [customize the toolbar](#) under the menu bar and the toolbars that appear on the tabs (Phones, Directory, Voice Mail, etc.) to show more or fewer icons than the ones that appear when you start the program for the first time. You can also [re-arrange the order](#) of the icons on the toolbars. Go to [Customizing Front Desk](#) Chapter 3, “Customizing Front Desk” for more information.

Directory Tab Operations

The operations that are available on the Directory Tab are:

- [Add to Phones List](#)
- [Sort Entries](#) (Refer to Chapter 2, “Shared Information and Common Tasks”.)
- [Group Entries](#) (Refer to Chapter 2, “Shared Information and Common Tasks”.)
- [Search Entries](#) (Refer to Chapter 2, “Shared Information and Common Tasks”.)
- [Refresh the List](#) (Refer to Chapter 2, “Shared Information and Common Tasks”.)
- [Set Field Width](#) (Refer to Chapter 7, “Call Log Tab”.)
- [Answer a Call \(F2\)](#) (Refer to Chapter 4, “Call Handling”.)


- [Answer a Call Waiting Call](#) (**Double-click on incoming call.**) (Refer to Chapter 4, “Call Handling”.)
- [Call a Selected User](#) (**Ctrl+F7**) (Refer to Chapter 4, “Call Handling”.)
- [Call Any Number](#) (**Ctrl+F8**) (Refer to Chapter 4, “Call Handling”.)
- [Camp-On a Call](#) (**Ctrl+F6**) (Refer to Chapter 4, “Call Handling”.)
- [Delete from Phone List](#) (Refer to Chapter 5, “Phones Tab”.)
- [End a Call](#) (**F3**) (Refer to Chapter 4, “Call Handling”.)
- [Hold a Call](#) (**F4**) (Refer to Chapter 4, “Call Handling”.)
- [Park a Call](#) (**F5**) (Refer to Chapter 4, “Call Handling”.)
- [Transfer a Call](#)
 - [Blind Transfer](#) (**Ctrl+F2**) (Refer to Chapter 4, “Call Handling”.)
 - [Announced Transfer](#) (**Ctrl+F3**) (Refer to Chapter 4, “Call Handling”.)
 - [Priority Transfer](#) (**Ctrl+F4**) (Refer to Chapter 4, “Call Handling”.)
 - [Message Center Transfer](#) (**Ctrl+F5**) (Refer to Chapter 4, “Call Handling”.)
 - [Transfer to Any Number](#) (**Ctrl+F9**) (Refer to Chapter 4, “Call Handling”.)
- [Use Intercom](#) (**Ctrl+F10**) (Refer to Chapter 5, “Phones Tab”.)

Adding Directory Entries to the Phones Tab

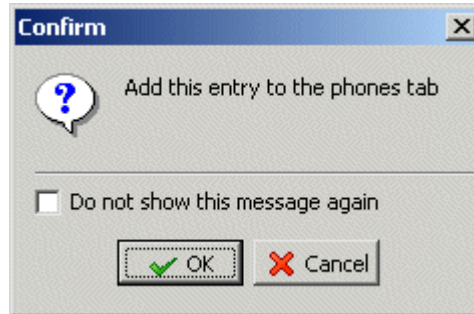
Adding Directory Entries in the [Directory Tab](#) to the [Phones Tab](#) may be done in two ways:

- By [adding individual directory entries](#) to the Phones Tab.
- By [adding all directory entries](#) to the Phones Tab

To add a phone listed in the [Directory Tab](#) to the [Phones Tab](#):

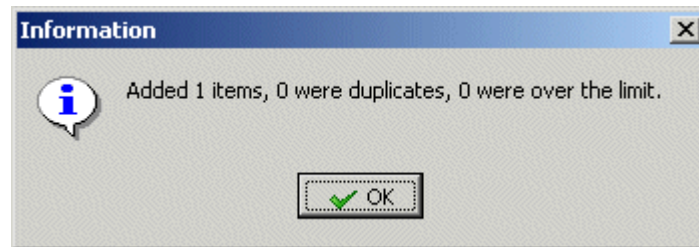
1. Select the listing in the Directory Tab.
2. Click the **Add** button ( Add...).

3. Click OK in the Confirm dialog box to add the entry to the Phones Tab or Cancel to abort.

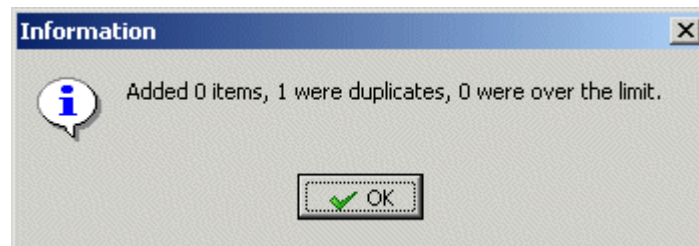


NOTE: If you leave the dialog open without action, Front Desk will take action on its own to add the entry and close the dialog box.


4. A message will pop up indicating that the user was successfully added to the Phones list.



NOTE: If the user is already in the Phones Tab list, an error message will appear telling you that no items were added and that one or more were duplicates. Duplicates are not added to the Phones Tab.



To Add All Directory Entries to the Phones List:

1. Select the first entry in the [Directory Tab](#).
2. Scroll down the Directory list and hold down the **<Shift>** key while clicking on the last entry in the Directory. This will cause all of the entries in the Directory to become highlighted.
3. Click the **Add** button ( Add...).
4. A pop-up message will be displayed listing all of the users that were added to the Phones list. If any of the Directory entries are duplicates, they will not be added.



Chapter 7 Call Log Tab

Incoming and outgoing calls are logged automatically by Front Desk when it is active. The information displayed in the Call Log includes the direction of the call (In or Out), the phone number of the called or calling party (if available), the name of the called or calling party (if available), date and time of the call, and the duration of the call.

- [Sort Entries](#) (Refer to Chapter 2, “Shared Information and Common Tasks”.)
- [Group Entries](#) (Refer to Chapter 2, “Shared Information and Common Tasks”.)
- [Search Entries](#) (Refer to Chapter 2, “Shared Information and Common Tasks”.)
- [Call Log Description](#)
- [Set Field Width](#)
- [Delete a Call Log Entry](#)
- [Dial Back a Call Log Entry](#)

Keyboard Shortcuts

Keyboard shortcuts can be used in place of mouse clicks to execute frequently-used button presses. In command lists and paragraph titles, button presses that have a keyboard shortcut have the shortcut given in parentheses. For example: **Answer a Call (F2)**. Go to [keyboard shortcuts](#) in Chapter 2, “Shared Information and Common Tasks” for more information.

Toolbar Icons

Front Desk lets you [customize the toolbar](#) under the menu bar and the toolbars that appear on the tabs (Phones, Directory, Voice Mail, etc.) to show more or fewer icons than the ones that appear when you start the program for the first time. You can also [re-arrange the order](#) of the icons on the toolbars. Go to [Customizing Front Desk](#) Chapter 3, “Customizing Front Desk” for more information.

Call Log Description

Incoming and outgoing calls are logged automatically by Front Desk when it is active. The difference between incoming and outgoing calls are as follows:

- Incoming calls are always logged while Front Desk is active. The call is logged upon disconnection.
- Outgoing calls are logged when one of the following events occur:
 - The called phone starts ringing.
 - You hear a busy signal.
 - You are connected to the called party.

Call Log Fields

The Call Log may be [sorted](#), [grouped](#), [searched](#) and the [field width changed](#). You can also [add and delete headers](#) in the Call Log.

A down arrow will appear in the header when the field is being sorted in ascending order. An up arrow will appear in the header when the field is being sorted in descending order.

The following default information is displayed in the Call Log:

FIELD NAME	DESCRIPTION
Outgoing	Shows the direction of a call, whether incoming or outgoing, by use of a checkbox. If the checkbox under Outgoing is checked, the call was outgoing from the Front Desk user. If the not checked, the call was incoming to the Front Desk user.
Number	Shows the phone number of the called or calling party.
Date/Time	Shows the date and time of the call.
Duration	Shows the duration of the call in Hours:Minutes:Seconds (HH:MM:SS) format.
Information	Shows the name of the called or calling party, a trunk group name or other information about the call.


Set Field Widths

The width of each field can be changed by clicking on the right side of the field header with the mouse and stretching or shrinking the header.

Delete Call Log Entry

1. Click the **Call Log** Tab.
2. Highlight the entry or entries that you want to delete.


NOTE: *You can use the Windows standard of Shift+Click and Ctrl+Click to select multiple entries in the list.*

3. Click the  **Delete** button (under the tabs) or press the **<Delete>** key on your PC keyboard.

4. When prompted, to confirm the deletion, click **OK** to delete the entry or **Cancel** to cancel the operation.

Dial Back a Call Log Entry

You can call a phone number in an entry in the Call Log Tab using one of the following methods:

- Double-click the desired entry.
- Select the desired log entry and click the  **Callback** button on the toolbar.
- Right-click on the entry and click **Call** in the pop-up menu.

NOTE: *Not all entries can be dialed back. If the call was from an unknown number, this function cannot be used.*

Dial Back a Call Log Entry



Chapter 8

Voice Mail Tab

The Voice Mail Tab is the Front Desk component that allows you to operate the Voice Mail function. From the Voice Mail Tab, you can do the following:

- [Voice Mail Tab Overview](#)
- [Access the Voice Mailbox](#)
- [Customizing the Toolbar](#) (Refer to Chapter 3, “Customizing Front Desk”.)
- [Customizing Headers](#) (Refer to Chapter 3, “Customizing Front Desk”.)
- [Listen to Messages](#)
- [Save Messages](#)
- [Delete Messages](#)
- [Forward Messages](#)
- [Forward Voice Messages Dialog Box Help](#)
- [Callback Caller](#)
- [On-Screen Message Controls](#)
- [Sort Entries](#) (Refer to Chapter 2, “Shared Information and Common Tasks”.)
- [Group Entries](#) (Refer to Chapter 2, “Shared Information and Common Tasks”.)
- [Search Entries](#) (Refer to Chapter 2, “Shared Information and Common Tasks”.)
- [Set Field Width](#) (Refer to Chapter 7, “Call Log Tab”.)
- [Change the Voice Mail Password](#)
- [Call Any Number \(Ctrl+F8\)](#) (Refer to Chapter 4, “Call Handling”.)
- [Call a Selected User \(Ctrl+F7\)](#) (Refer to Chapter 4, “Call Handling”.)
- [Use Intercom \(Ctrl+F10\)](#) (Refer to Chapter 5, “Phones Tab”.)

Keyboard Shortcuts

Keyboard shortcuts can be used in place of mouse clicks to execute frequently-used button presses. In command lists and paragraph titles, button presses that have a keyboard shortcut have the shortcut given in parentheses. For example: **Answer a Call (F2)**. Go to [keyboard shortcuts](#) in Chapter 2, “Shared Information and Common Tasks” for more information.

Toolbar Icons

Front Desk lets you [customize the toolbar](#) under the menu bar and the toolbars that appear on the tabs (Phones, Directory, Voice Mail, etc.) to show more or fewer icons than the ones that appear when you start the program for the first time. You can also [re-arrange the order](#) of the icons on the toolbars. Go to [Customizing Front Desk](#) Chapter 3, "Customizing Front Desk" for more information.

Voice Mail Tab Overview

When you click the [Voice Mailbox Tab](#) for the Front Desk phone, you will be presented with the Voice Mail message area with control buttons. You can re-arrange the headings in any order by dragging the heading to a new location in the header area.

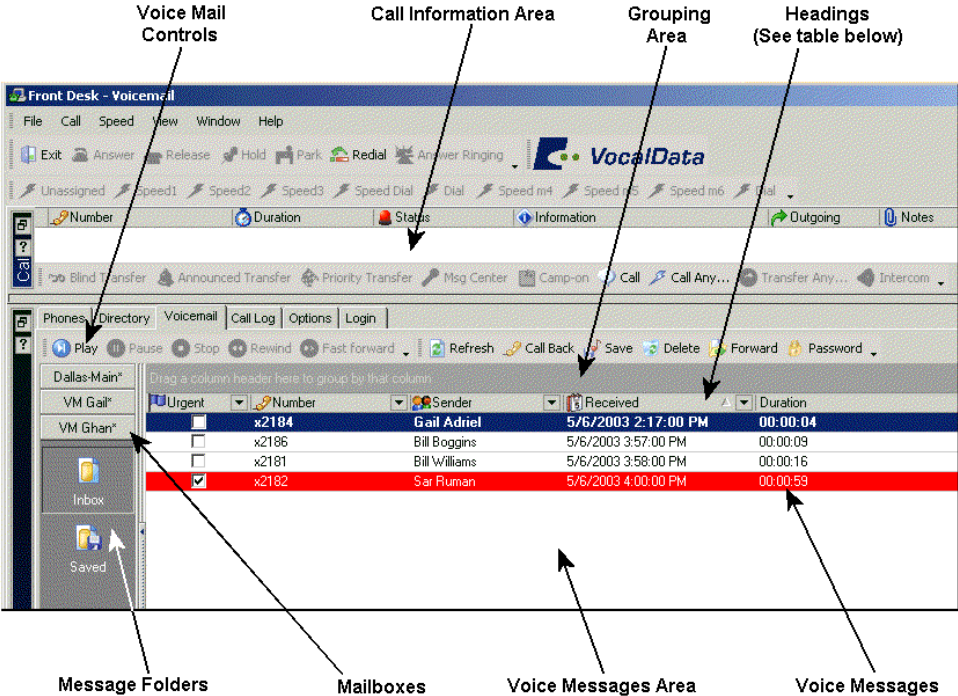
You can [group](#), [sort](#) and [search](#) the messages. See [Voice Mail Controls](#) for more information on the controls available for voice messages.

Messages in the Voice Messages Area are displayed as follows:

- Unselected messages appear in black text against a white background.
- A selected message appears as white text against a black background.
- Unselected urgent messages are shown as white text against a red background.
- A selected urgent message is shown in black text. The background does not change.

To the left of the voice mail messages area are the mailboxes and the Inbox and Saved folder icons. Each mailbox is represented by a button which can be selected to go to that mailbox. Mailbox buttons may appear above or below the Inbox and Saved folder icons. The selected mailbox button appears just above the Inbox and Saved folder icons.

The mailbox button shows the name of the voice mailbox as it appears on the button assigned to the Front Desk phone by the system administrator. The name on the button may be changed using Front Desk.





HEADING NAME	DESCRIPTION
Urgent	If checked, the message was labeled as urgent by the caller. Urgent messages are shown as white text against a red background. A selected urgent message is shown in black text. The background does not change.
Saved	If checked, the message has been saved from the Inbox folder to the Saved folder.
Number	The number of the caller (if available).
Sender	The name of the sender (if available).
Received	The date and time the message was received in the Inbox folder.
Duration	The length of the message.

Accessing Voice Mail for the Front Desk Phone

The Front Desk application shows all voice mails for each voice mail button assigned to the Front Desk telephone. Generally, as a Front Desk user, you will start seeing voice mails from your telephone number (if you have voice mail) and from the Main Number (if it has voice mail and a Main Number voice mail button is assigned to your phone). Voice mails are identified by Mailbox, which is the label for the voice mail button assigned by your administrator.

To listen to a voice mail, you can either:

- Click on one of the listed voice mails and click the **Play** button (), or...
- Double-click on one of the listed voice mails. It will begin to play.

You may [sort the voice mails](#) by clicking in any heading. You may [group the voice mails](#) by dragging any heading into the area immediately above it. You can also [search the voice mails](#) by clicking on the search button () and selecting a search criteria.

When a voice mail button is been added to your Front Desk telephone, the first time you access the Voice Mail Tab you will be prompted to enter the password for the voice mail account in the password field of a section that appears in the Voice Mail Tab. This information should be provided by your system administrator.



Once the password has been typed in:

- Click on at the right end of the password field to enter the password, or...
- Click on at the right end of the password field to quit. The password prompt will erase.


If a voice mail button is removed from your Front Desk telephone, you may see voice mails for the removed voice mail mailbox until you login to Front Desk again.

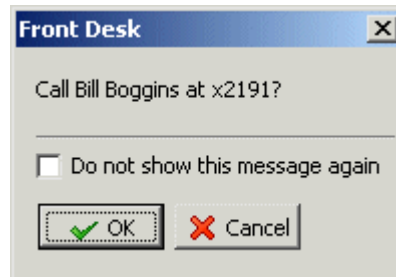
See [Voice Mail Tab Overview](#) for a description of the controls and entries on the Voice Mail Tab.

Callback Caller

Front Desk allows you to dial the telephone of any person who leaves you a voice message if their telephone number is displayed in the voice mail record.

To call back the person who left the message, do the following:

1. Make the call by doing one of the following:
 - Double-clicking the message.
 - Selecting the message and clicking  **Callback**.
 - Right-clicking the message and clicking **Call** in the pop-up menu.



2. Click **OK** to make the call or **Cancel** to not make the call.

NOTE: *Not all callers can be called back. If there is no telephone number associated with the message, this feature cannot be used.*

Changing the Voice Mail Password

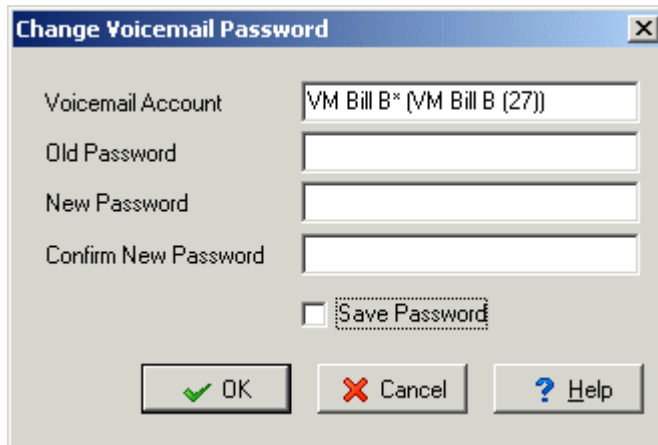
The voice mail password is initially configured using the PressOne Service Administrator application. It can be changed by the attendant using the Front Desk application.

To change the voice mail password:

1. Log into the voice mailbox.
2. Click on the **Change Password** button ( **Password**) on the Voice Mail Tab toolbar.

NOTE: See [Voice Mail Controls](#) for a diagram of the buttons on the Voice Mail Tab.


3. When you click on the **Change Password** symbol, the following dialog will appear:

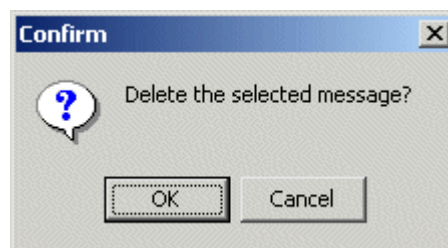


4. In the **Old Password** field, enter the password that you used to log into voice mail.
5. In the **New Password** field, enter the desired new password.
NOTE: *The new password must be 8 digits or less. Letters cannot be used.*
6. Enter the same new password again in the **Confirm New Password** field.
7. Click **OK** to change the password.
8. To cancel the operation and not change the password, click **Cancel**.

Deleting Voice Mail Messages

To delete a voice mail message:


1. Click on the message in the mailbox.
2. Click the **Delete** button () on the Voice Mail Tab toolbar.
3. in the confirmation dialog, click **OK** to delete the message or **Cancel** to keep the message.

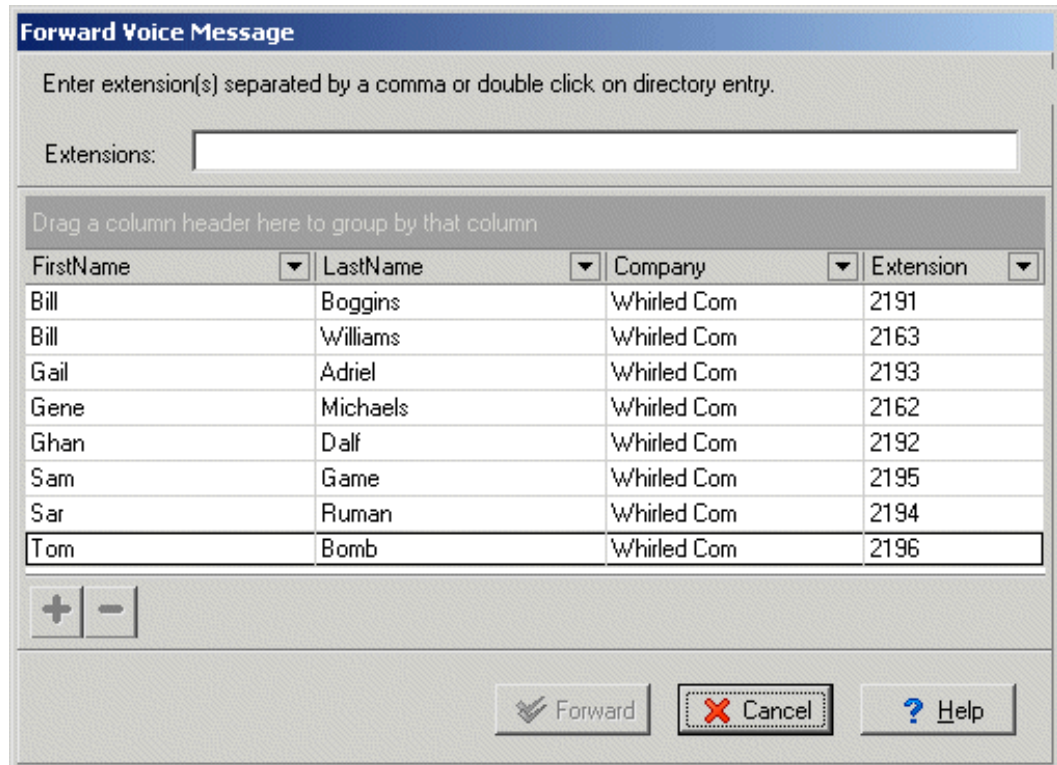


NOTE: *You can use the Windows standard of Shift+Click and Ctrl+Click to select multiple messages in the list.*

Forwarding a Voice Message

To forward a voice mail message to the mailboxes of one or more recipients, follow these steps:

1. Click once on the message in the Voice Mail list to highlight it.
2. Click on the **Forward** button () on the Voice Mail Tab toolbar to open the Forward Voice Message dialog box.



Enter extension(s) separated by a comma or double click on directory entry.

Extensions:


Drag a column header here to group by that column

FirstName	LastName	Company	Extension
Bill	Boggins	Whirled Com	2191
Bill	Williams	Whirled Com	2163
Gail	Adriel	Whirled Com	2193
Gene	Michaels	Whirled Com	2162
Ghan	Dalf	Whirled Com	2192
Sam	Game	Whirled Com	2195
Sar	Ruman	Whirled Com	2194
Tom	Bomb	Whirled Com	2196

+ -


Forward Cancel Help

NOTE: You can [sort](#), [group](#) and [search](#) the entries in the Forward Voice Message dialog box.

3. Add extension numbers to the Extensions field by doing one of the following:
 - Double-clicking listings to include them in the Extensions field.
 - Highlight a listing and click the **Plus** button () to add it to the Extensions field.
 - Use the keyboard to enter one or more extension numbers in the Extensions field being sure to separate the entries with commas. (Example, 1234, 1235, 1243, etc.).

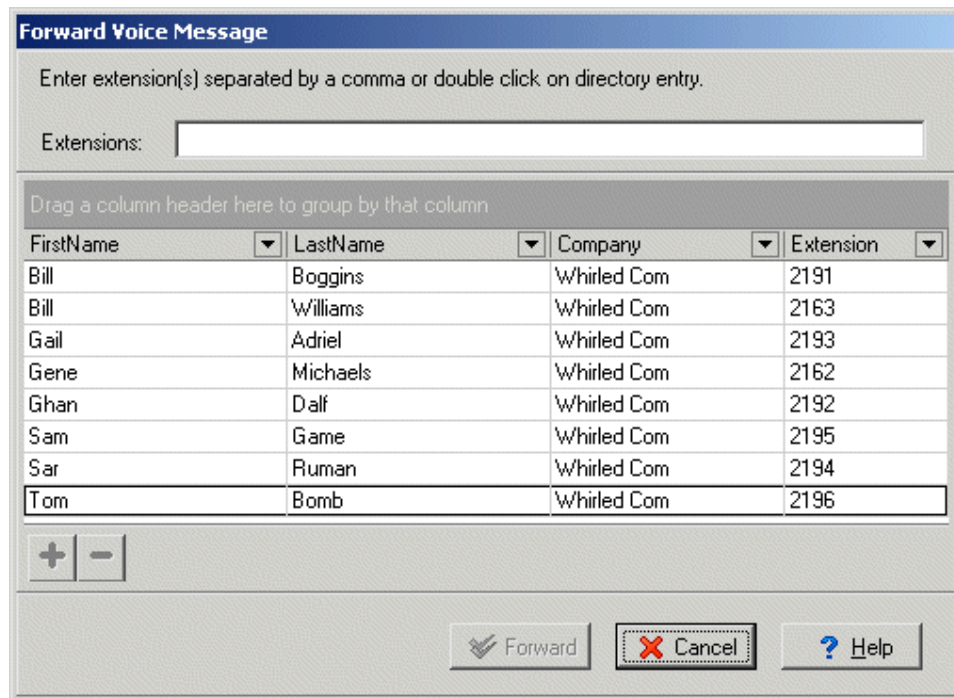
NOTE: If there are no entries in the Forward Voice Message dialog box, click the Login Tab and then the **Login** button. Return to the Voice Mail Tab and attempt to forward the message again.

4. Check the list of numbers in the Extensions field to be sure there are no duplicates and that these are the people who should receive the message.

NOTE: You can remove recipients by deleting their number in the Extensions field using the keyboard or by clicking on their listing and then clicking the **Minus** button ().

5. Click **Forward** to send the message to the mailboxes of the selected user(s) or click **Cancel** to quit without forwarding the message.

NOTE: Forwarding will not delete the message from your mailbox. See [Deleting a Message](#).



Forward Voice Message

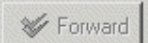

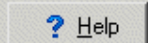
Enter extension(s) separated by a comma or double click on directory entry.

Extensions:

Drag a column header here to group by that column

FirstName	LastName	Company	Extension
Bill	Boggins	Whirled Com	2191
Bill	Williams	Whirled Com	2163
Gail	Adriel	Whirled Com	2193
Gene	Michaels	Whirled Com	2162
Ghan	Dalf	Whirled Com	2192
Sam	Game	Whirled Com	2195
Sar	Ruman	Whirled Com	2194
Tom	Bomb	Whirled Com	2196

+ -



Using the Forward Voice Message Dialog Box


This dialog box allows you to forward a voice message to multiple users.

NOTE: If there are no entries in the Forward Voice Message dialog box, click the **Login Tab** and then the **Login** button. Return to the **Voice Mail Tab** and attempt to forward the message again.

To forward a voice message you will need to do the following:


1. Locate the listings of the users you want to forward the message to:
 - If the listings are grouped, expand the groupings.

- It may be helpful to [sort the list](#) by clicking in the heading or [search the list](#) by clicking the **Search** button () and choosing a search criteria from the dropdown list or using the custom function.
2. Select the recipient(s) to forward to by:
 - Double-clicking listings to include them in the Extensions field.
 - Highlight a listing and click the **Plus** button () to add it to the Extensions field.
 - Use the keyboard to enter one or more extension numbers in the Extensions field being sure to separate the entries with commas. (Example, 1234, 1235, 1243, etc.).
 3. Check the list of numbers in the Extensions field to be sure there are no duplicates and that these are the people who should receive the message.





NOTE: *You can remove recipients by deleting their number in the Extensions field using the keyboard or by clicking on their listing and then clicking the **Minus** button ().*
 4. Click the **Forward** button to send the message to the recipients or click **Cancel** to exit from the Forward Voice Mail dialog without forwarding the message.

Listening to Voice Mail

To listen to a voice mail, you can either:

- Click on one of the listed voice mails and click the **Play** button (), or...
- Double-click on one of the listed voice mails. It will begin to play.


You can also control the playback of the message by doing the following:


- Pause by clicking the **Pause** button ().
- Stop playback by clicking the **Stop** button (). Message rewinds to the beginning.
- Rewind 10 seconds by clicking the **Rewind** button ().
- Fast Forward 10 seconds by clicking the **Fast forward** button ().

NOTE: *You cannot start listening to a voicemail message on your phone and switch to Front Desk in the middle of the message. The playback control buttons will not work. A good rule is to change the method of listening to your messages (phone or Front Desk) only when you are between messages.*

Save Voice Mail

To save a voice mail message:

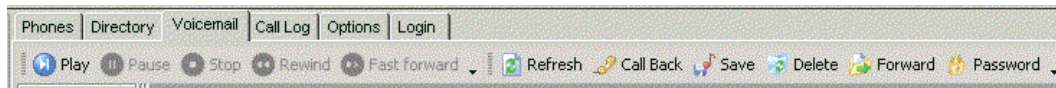
1. Click on the message in the mailbox.
2. Click the **Save** button () on the Voice Mail Tab toolbar.
3. The message will be moved to the Saved folder.



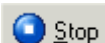


NOTE: *Once messages have been moved to the Saved folder, the screen display may still show the messages in the Inbox folder. Click the **Refresh** button () on the Voice Mail Tab toolbar to update the screen display.*







TIP: *You can use the Windows standard of Shift+Click and Ctrl+Click to select multiple messages in the list.*

Voice Mail Controls

There are several controls on the toolbar just under the Voice Mail Tab. These allow you to perform various operations on the voice mails in the mailbox. The toolbar is shown below, together with a table explaining the button actions. The **Pause**, **Stop**, **Rewind** and **Fast forward** buttons become active (turn blue) when a message is played.



BUTTON NAME	DESCRIPTION
 Play	Plays the selected voice mail through the Front Desk telephone handset, headphone or speakerphone. NOTE: <i>You cannot start listening to a voicemail message on your phone and switch to Front Desk in the middle of the message. The playback control buttons will not work. A good rule is to change the method of listening to your messages (phone or Front Desk) only when you are between messages.</i>
 Pause	Pauses a playing message and resumes a paused message.
 Stop	Stops the currently playing message and rewinds it to the beginning.
 Rewind	Rewinds the currently playing message 10 seconds.
 Fast forward	Forwards the currently playing message 10 seconds.

BUTTON NAME	DESCRIPTION
 Refresh	Updates the voice mail list to make sure all available messages are shown and that deleted messages are not displayed.
 Callback	Calls the originator of the voice mail (if a phone number is available).
 Save	Moves the message to the Saved folder.
 Delete	Deletes the message from the voice mail system.
 Forward	Forwards the message to a list of recipients entered in the Forward Voice Message dialog box .
 Password	<p>Opens the Change Password dialog box that lets you change the password for any voice mail mailbox that you can access. You can use this to change the password to your mailbox, or to change the password to another user's mailbox when they forget theirs.</p> <p>NOTE: <i>To change the password to another user's mailbox, you must have access to their mailbox.</i></p>



Chapter 9 Options Tab

The Options Tab allows you to set operational parameters for Front Desk as well as changing which functions display confirmation dialog boxes when you use them.

- [Choosing Confirmation Notification](#)
- [Setting Call-Based Actions](#)
- [Startup \(Start at Windows boot\)](#)
- [Call Log \(Maximum Entries\)](#)
- [Adding/Deleting Icons](#) (Refer to Chapter 3, “Customizing Front Desk”.)
- [Re-arranging Toolbar Icons](#) (Refer to Chapter 3, “Customizing Front Desk”.)

Keyboard Shortcuts

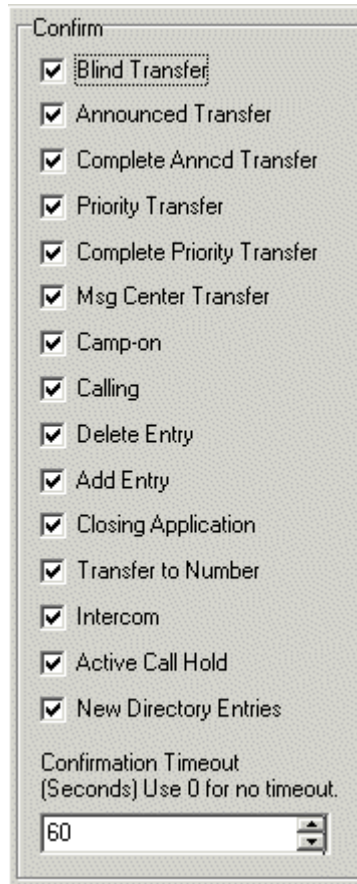
Keyboard shortcuts can be used in place of mouse clicks to execute frequently-used button presses. In command lists and paragraph titles, button presses that have a keyboard shortcut have the shortcut given in parentheses. For example: **Answer a Call (F2)**. Go to [keyboard shortcuts](#) in Chapter 2, “Shared Information and Common Tasks” for more information.

Choose Confirmation Notification

The various functions of the Front Desk can be configured so that a confirmation message appears when you take an action. While you may find this function helpful while learning to use Front Desk, once you are familiar with the features and functions you may want to turn the confirmation messages off.

To turn the confirmation message on or off, do the following:

1. Select the **Options** Tab.
2. Click the check box next to the particular function in **Confirm** area to make the checkmark appear or disappear.
 - Confirmation messages will appear when the check box is checked.
 - Confirmation messages do not appear when the check box is blank.



3. Set the amount of time you wish the confirmation dialog to display in the Confirmation Timeout field.
 - Time is set in 10-second intervals.
 - Default timeout is 60 seconds.
 - Minimum timeout is 0 seconds and maximum timeout is 240 seconds.

Setting Call-Based Actions

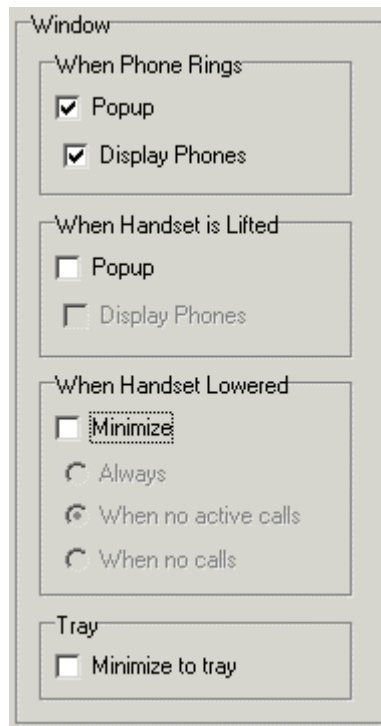
Front Desk can be set as the active window on your PC screen and be minimized to the taskbar or system tray based on Front Desk-related actions. This allows the you to minimize Front Desk and use the PC for other purposes, but without having to restore Front Desk each time the phone rings. It also allows you to set Front Desk to disappear when you are finished handling a call without having to make any extra effort.

Front Desk can also be set so that it always appears with the [Phones Tab](#) displayed so that you are immediately ready to answer calls. Otherwise, it will appear displaying the last tab you were using before minimizing the window.

It can also be set so that minimizing Front Desk places it in the system tray instead of on the taskbar.

You manage the Front Desk actions using the checkboxes in the **Window** area of the **Options** Tab. The selection is active when a check appears in the checkbox.

Possible actions are:



Popup checked - Front Desk pops up when phone rings.

If Display Phones is checked, the [Phones Tab](#) is shown when Front Desk pops up.

Popup checked - Front Desk pops up when the handset is lifted.

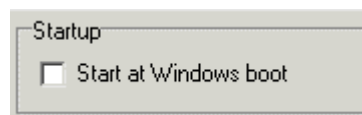
If Display Phones is checked, the [Phones Tab](#) is shown when Front Desk pops up.

Minimize checked - Front Desk is minimized when handset is replaced depending upon which condition is satisfied (which radio button is selected).

Minimize to tray checked - Front Desk is minimized to the system tray. Otherwise, Front Desk will be minimized as a taskbar button.

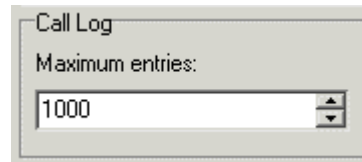
Startup (Start at Windows boot)

Front Desk provides an easy way to set the program to start every time you start your computer by clicking the checkbox labeled **Start at Windows boot** in the Startup section of the **Options** Tab.



Call Log (Maximum Entries)

Front Desk lets you set the maximum number of [Call Log](#) entries by using the up and down arrows in the **Maximum Entries** field in the Call Log section of the **Options** Tab.



Default value is 1000. Clicking the up and down arrows changes the value in increments of 10. For example, clicking the up arrow once makes the maximum number of entries 1010. You can also click in the Maximum Entries field and type in a new number. The change is effective immediately and carries forward to future sessions until you change it again.



Chapter 10

Frequently Asked Questions

This chapter is a list of frequently asked questions that Front Desk users might have. The questions are arranged into three groups: [General Questions](#), [Questions on Call Handling](#), and [Questions on Front Desk Appearance](#).

General Questions

I've started using Front Desk, and I want to make some changes so Front Desk is customized for me. How do I?

Refer to [Making Front Desk Your Own](#) in Chapter 1, "Introduction to Front Desk" for information on how to customize Front Desk.

How do I use keyboard shortcuts?

Keyboard shortcuts can be used in place of mouse clicks to execute frequently-used button presses. In command lists and paragraph titles, button presses that have a keyboard shortcut have the shortcut given in parentheses. For example: **Answer a Call (F2)**. Go to [keyboard shortcuts](#) in Chapter 2, "Shared Information and Common Tasks" for more information.

How do I customize the toolbars I use?

Refer to [Customizing Toolbars](#) in Chapter 3, "Customizing Front Desk".

How do I customize the headers I use?

On the Directory, Voice Mail and Call Log Tabs you can add and delete headers included in the display and re-arrange the order of the headers. Refer to [Adding/Deleting Headers](#) in Chapter 3, "Customizing Front Desk".

How do I access Voice Mail for the Front Desk phone?

Refer to [Accessing Voice Mail for the Front Desk Phone](#) in Chapter 8, "Voice Mail Tab".

How do I exit Front Desk?

Refer to [Exit Front Desk](#) in Chapter 1, "Introduction to Front Desk".

How do I uninstall Front Desk?

Refer to [Uninstall Front Desk](#) in Chapter 1, "Introduction to Front Desk".

Questions on Call Handling

How do I answer a call?

Refer to [Answer a Call](#) in Chapter 4, "Call Handling".

How do I answer an incoming call when I'm already on another call?

Refer to [Answering Call Waiting](#) in Chapter 4, "Call Handling".

How do I call any number?

Refer to [Call Any...](#) in Chapter 4, "Call Handling".

How do I call a specific person?

Refer to [Call Selected User](#) in Chapter 4, "Call Handling".

A caller has left me a voice mail. How do I call them back?

Refer to [Callback Caller](#) in Chapter 8, "Voice Mail Tab".

I need to talk to someone right away, but their phone line is busy. How do I have Front Desk notify me when they are off the phone?

Refer to [Camp-On a User's Line](#) in Chapter 4, "Call Handling".

There is a phone number entry in the call log I need to call. How do I do this?

Refer to [Dial Back](#) in Chapter 7, "Call Log Tab".

How do I forward a voice mail?

Refer to [Forwarding a Voice Message](#) in Chapter 8, "Voice Mail Tab".

How do I place a call on hold?

Refer to [Hold a Call](#) in Chapter 4, "Call Handling".

How do I park a call?

Refer to [Park a Call](#) in Chapter 4, “Call Handling”.

How do I make a call to a number that is outside my network?

Refer to [Call Any...](#) in Chapter 4, “Call Handling”.

How do I make a call using the intercom?

Refer to [Intercom](#) in Chapter 5, “Phones Tab”.

I need to transfer a call to someone, and it’s not necessary that I announce it. How do I do this?

What you need to do is a blind transfer. Refer to [Blind Transfer](#) in Chapter 4, “Call Handling”.

I need to transfer a call to someone, and I have to announce it first. How do I do this?

What you need to do is an announced transfer. Refer to [Announced Transfer](#) in Chapter 4, “Call Handling”.

How do I transfer a call directly to someone’s voice mail?

Refer to [Message Center -Transfer to Voice Mail](#) in Chapter 4, “Call Handling”.

I need to transfer an important call to someone, even if I have to interrupt them. How do I do this?

What you need to do is a priority transfer. Refer to [Priority Transfer](#) in Chapter 4, “Call Handling”.

How do I transfer a call to an outside number?

What you need to do is called Transfer to Any Number, and works for both internal and external numbers. Refer to [Transfer to Any Number](#) in Chapter 4, “Call Handling”.

How do I redial a call?

Refer to [Redial Button](#) in Chapter 2, “Shared Information and Common Tasks”.

How do I release a call?

Refer to [Release Button](#) in Chapter 2, “Shared Information and Common Tasks”.

How do I delete a Call Log entry?

Refer to [Delete Call Log Entry](#) in Chapter 7, “Call Log Tab”.

How do I listen to a voice mail message?

Refer to [Listening to Voice Mail](#) in Chapter 8, “Voice Mail Tab”.

How do I save a voice mail message?

Refer to [Save Voice Mail](#) in Chapter 8, “Voice Mail Tab”.

How do I delete a voice mail message?

Refer to [Deleting Voice Mail Messages](#) in Chapter 8, “Voice Mail Tab”.

Questions on Front Desk Appearance

How do I customize the actions that take place?

Refer to [Toolbars Commands Customization](#) in Chapter 2, “Shared Information and Common Tasks”.

How do I customize Front Desk options?

Refer to [Toolbar Options Customization](#) in Chapter 3, “Customizing Front Desk”.

How do I customize the toolbars I use?

Refer to [Toolbar Toolbars Customization](#) in Chapter 3, “Customizing Front Desk”.

How do I rearrange the order icons are displayed?

Refer to [Re-arranging Toolbar Icon Order](#) in Chapter 3, “Customizing Front Desk”.

How do I set the number of columns displayed in the Phones Tab?

Refer to [Set Phones Tab Columns](#) in Chapter 3, “Customizing Front Desk”.

How do I sort entries in the Phones Tab?

Refer to [Sorting Phone Tab Entries](#) in Chapter 5, “Phones Tab”.

In a list, how do I move entries in the list order?

Refer to [Moving Entries in the Phones List](#) in Chapter 5, “Phones Tab”.

How do I Group Entries?

For information on grouping Call Log, Directory or Voice Mail entries, go to [Grouping Entries](#) in Chapter 2, “Shared Information and Common Tasks”.

How do I Search Entries?

For information on searching Call Log, Directory or Voice Mail entries, go to [Searching Entries](#) in Chapter 2, “Shared Information and Common Tasks”.

How do I Sort Entries?

For information on sorting Call Log, Directory or Voice Mail entries, go to [Sorting Entries](#) in Chapter 2, “Shared Information and Common Tasks”.

How do I add entries to the Phones List?

Refer to [Adding Directory Entries to the Phones Tab](#) in Chapter 6, “Directory Tab”.

How do I delete entries from to the Phones List?

Refer to [Deleting a Phones List Entry](#) in Chapter 5, “Phones Tab”.

How do I edit non-directory entries in the Phones List?

Refer to [Editing Non-Directory Entries](#) in Chapter 5, “Phones Tab”.

How do I add Phone Tab entries?

Refer to [Adding Non-Directory Entries to the Phones Tab](#) in Chapter 5, “Phones Tab”.

How do I align Phone Tab entries?

Refer to [Aligning Entries in Phones Tab](#) in Chapter 5, “Phones Tab”.



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