



















# **TeleVantage QuickStart Guide**

# The ViewPoint folders

Use the Navigation pane on the left side of the ViewPoint window to choose folders. Folders appear in the **Favorite Folders** list when you click the Navigation pane icon shown.

Navigation pane	Folder	Description
	<b>Call Monitor</b>	Place calls and handle incoming calls (transfer calls, create conference calls, monitor voice mail).
	<b>Voice Mail \ Inbox</b>	Hear and manage your voice messages. To call back a message, right-click it and choose Place Call.
	<b>Contacts</b>	Manage an online phone book of your telephone contacts.
	<b>Call Log</b>	View a record of all your phone calls. To return the call, right-click it and choose Place Call.
		<b>Call Monitor \ Extensions</b> View all TeleVantage extensions, their personal statuses, and who is on the phone now.
		<b>Call Monitor \ Queue Monitor</b> Call Center agents only. View and manage agents, and view real-time queue statistics.
		<b>Configuration \ Call Rules</b> Set up custom call handling for individual callers or for specific dates or times.
		<b>Configuration \ Greetings</b> Record your voice-mail greetings and change the active greeting.
		<b>Configuration \ Personal Statuses</b> Manage personal statuses that communicate your location and availability to your coworkers and control how your incoming calls are handled.
		<b>Configuration \ Routing Lists</b> Set up "follow me" call forwarding (calls ring a series of numbers to find you), and direct calls to workgroups or other extensions.
		<b>Configuration \ Workgroups</b> Define groups of users and contacts. You can then send voice messages to the group, call all group phones, share your ViewPoint folders with the group, and more.

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# Legal page

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# Quick Reference

Use this page as a quick reference for the information you use most often.

**My extension:** \_\_\_\_\_

**My password:** \_\_\_\_\_

**My Direct Dial number** (if available):

\_\_\_\_\_

**ViewPoint Web Access URL:** \_\_\_\_\_

## Special access codes

Access Code	TeleVantage Feature	Default
	Access dial-by-name directory	411, *93
#	Log into account from internal dial tone	#
	Log into account from auto attendant	#
	Company Operator extension	0
	Emergency	911

Access Code	Dialing Service	Default
	Dial an outside line	9

# Welcome to TeleVantage

Your office phone is part of the award-winning TeleVantage phone system. This booklet provides an introduction to TeleVantage and a quick reference that will help you use the phone system and take advantage of its many time-saving features.

## Where to find more detailed information

- *Using TeleVantage.* This manual provides complete information on all TeleVantage features. To view the online book version, click **Help** on TeleVantage ViewPoint's menu bar. Your TeleVantage system administrator can also provide you with a printed copy or a PDF file that you can view or print using Adobe Acrobat Reader.
- **Online Help.** In any dialog box in ViewPoint, click **Help** or press **F1** for an explanation of that dialog box.

## Accessing TeleVantage

You can access TeleVantage in the following ways:

- **The phone.** To use most of TeleVantage's features, the phone is all you need. Verbal menus guide you through handling calls and customizing your account.
- **The TeleVantage ViewPoint application.** ViewPoint enables you to use the full power of the TeleVantage system. If you have ViewPoint installed, you can run it by choosing **Start > Programs > Vertical TeleVantage > TeleVantage ViewPoint**.
- **TeleVantage ViewPoint Web Access.** You can access a version of ViewPoint using a web browser. Ask your TeleVantage system administrator for the ViewPoint Web Access address, if it has been installed.

# Before You Begin

If you are a new TeleVantage user, you should personalize your account as soon as you can by performing the following tasks:

- **Record a voice title.** A voice title is a brief recording of just your name that TeleVantage plays to callers under various circumstances (such as when they look you up in the dial-by-name directory).

Pick up the phone and press **#**. Follow the prompts to log in, and then press **6 2 1** to record your name. Press **#** immediately after saying your name to end recording.

- **Record a voice-mail greeting.** A voice-mail greeting is the message that callers hear when they reach your voice mail. Your account comes with a prerecorded greeting, but it is best to record one in your own voice.

Pick up the phone and press **#**. Follow the prompts to log in, and then press **4 4** to record the greeting. Press **#** to end recording.

- **Change your password.** Your TeleVantage system administrator gave you your initial password. You should enter a new password that will be more secure.

Pick up the phone and press **#**. Follow the prompts to log in, and then press **6 3** to change your password.

You should choose a secure password. A secure password has at least 5 digits and contains neither your extension number, nor repeating digits (111), nor sequential digits (123). Your system may enforce some of these guidelines as requirements.

# Placing Calls

TeleVantage enables you to place calls using either the phone or ViewPoint.

When placing an external call, you must use an access code (usually 9). Your TeleVantage system administrator can tell you the access codes you should use.

## Placing calls with the phone

- **Calling another extension.** Pick up the phone and dial the extension.
- **Calling an external number.** Dial an access code and the number.
- **Calling direct to voicemail.** Dial the extension followed by \*. (May not be enabled for your system.)
- **Calling while on another call.** Press **Flash #**. Your caller is put on hold. Dial the new call. To switch between calls, press **Flash**.

## Placing calls with ViewPoint

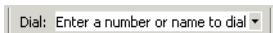
If your phone is on-hook when you place a call with ViewPoint, it rings to connect you to the call.

Choose **File > New > Call**. In the Place Call To dialog box, do one of the following:

- **Call another extension.** Click **Extensions**, click the extension you want to call, and then click **OK**.
- **Call an external number.** From the **Call Using** drop-down list, select the access code and dialing service to use. In **Name/Number**, enter the number to dial. Then click **OK** to place the call.

### Quick ways to place calls with ViewPoint

Type an extension or phone number into the **Dial** field on the menu bar, and press **Enter**. You can also type the name of a user or contact, or drag-and-drop text into it.



You can also right-click an extension or contact in the Phonebook pane of the Call Monitor folder and choose **Speed Dial** or **Place Call**.



# Answering Calls

TeleVantage enables you to screen your calls before answering them, either verbally over the phone using call announcing or visually in ViewPoint.

## Answering with the phone

- **Answering your phone.** Pick up the phone.
- **Answering another ringing phone.** Pick up your phone. Press \* **91 #**. If more than one phone is ringing, enter the extension that you want to answer before pressing **#**.

### The “Call From” prompt

If you hear “Call from <name>” when you answer the phone, you have call announcing turned on. After the announcement, you can do the following:

- **Press 1.** Accept the call.
- **Press 2 or hang up.** Send the call to voice mail. (Hanging up sends them to your next routing list action; pressing **2** sends them to the final action.)
- **Press 3.** Send the call to voice mail and monitor the message being left. (To pick up, press **Flash 1**.)

### Turning off the “Call From” prompt

In ViewPoint, choose **Tools > Options**. Click the Phone > Call Announcing tab. Uncheck **Internal**, **External**, and **External Direct**. Click **OK**.

When you answer the phone now, you will be connected immediately with the caller.

## Answering with ViewPoint

Pick up the phone. Select the row of an incoming call in the Call Monitor and choose **Actions > Take Call**. If you are already on a call, that call is put on hold.

**Related Options.** Choose **Tools > Options**.

Phone tab

- Turn call waiting on or off.

Phone \ Ring Patterns tab

- Customize the ring pattern for different types of calls.

# Transferring Calls

A *blind transfer* transfers the call without your announcing it first. The recipient answers the phone and speaks to the caller directly.

A *supervised transfer* puts the caller on hold and lets you speak to the recipient first. Depending on the recipient's response you can complete the transfer or keep the call.

## Transferring with the phone

Press **Flash 1**. Enter the extension or external number (include access code with external numbers).

- **To complete a blind transfer.** Hang up.
- **To perform a supervised transfer.** Connect to the recipient (the caller is put on hold).
  - To complete the transfer, hang up.
  - To cancel the transfer, press **Flash 1**. You are reconnected with the caller.

If you have turned on direct transfer, use just **Flash**, not **Flash 1**. See page 20.

## Transferring with ViewPoint

In the Call Monitor folder, click the call that you want to transfer. Choose **Actions > Transfer**. Select the recipient (if it is an extension or contact) or enter the phone number.

- **To do a blind transfer.** Click **Blind**. Click **OK**.
- **To do a supervised transfer.** Click **Supervised**. Click **OK**.
  - To complete the transfer, click **Complete**.
  - To cancel the transfer and return to the caller, click **Cancel**.

### Drag-and-drop transfers

With the Phone pane turned on in the Call Monitor folder (**View > Phonebook Pane**), you can blind-transfer a call by dragging it from the Call Monitor to an extension. **CRTL-drag** to do a supervised transfer. **ALT-drag** to transfer directly to the extension's voicemail. **SHIFT-drag** to open the Transfer To dialog box.

# Call Handling

See *Using TeleVantage* for many more call handling options.

## Putting a call on hold

### Using the phone

Press **Flash**. To return to the caller, press **Flash** again.

To put a caller on hold without hearing the telephone command prompts, press **Flash 7**.

### Using ViewPoint

Select the call in the Call Monitor folder and click **Actions > Hold**.

## Creating a conference call

### Using the phone

Place the first call. Press **Flash #** to put the call on hold and place the second call. Repeat for subsequent calls.

When you have placed all calls, press **Flash 5** to conference them together.

### Using ViewPoint

Place the first call. Click the call in the Call Monitor folder and click **Actions > Conference**. Using the Conference With dialog box, place the second call. When the call is answered, click **Complete** to add the party to the conference. Repeat to add other parties.

You can also create a conference with drag-and-drop by dragging an extension from the Phonebook pane to a call in the Call Monitor. The extension is added to the call.

#### Related Options. Choose **Tools > Options**.

##### Phone tab

- By default, TeleVantage rings your phone if you leave a call on hold too long. Under "Ring back if I leave a call on hold or parked," you can turn off this feature or change the amount of time TeleVantage waits before ringback.

##### Phone \ Call Announcing tab

- When a call is transferred to you, you can have TeleVantage announce the name of the person who is transferring the call in addition to the caller's name. Check "Announce Who Is Transferring."

# Voice Messages

Managing voice mail is easy using the phone or ViewPoint.

## Using the phone

To log in, dial # <extension> # <password> #.

- **To listen to your new voice messages.** Log in and press **1**. You can also press **2** to hear your saved messages.
- **To send a voice message.** Log in and press **3**. Record your message. When you are done, press # **1**. Enter one or more extensions to which you want to send the message, followed by #.

Enter multiple extensions like this:

ext1 # ext2 # ext3 # #

## Using ViewPoint

In any Voice Mail folder, double-click the message that you want to hear.

- **To save a message.** Drag the message to the Saved folder or to another folder of your own creation.
- **To create a new folder.** Right-click **Inbox** in the Folder List and choose **New Folder**.
- **To delete a message.** Click the message and press Delete. The message moves to the Deleted folder. To delete the message permanently, empty the Deleted folder by choosing **Tools > Empty Deleted Folder**.

To view the Folder List, click **All Folders** in the Navigation pane.

### Notes

- See the inside back cover for more voice message and greeting options using the phone.
- You have a limited amount of space in which to store voice messages (including Deleted ones). To see how much you have used, choose **Tools > Options** and click the Voice Messages \ Usage tab.
- You can listen to voice messages over the phone or over your computer speakers. Choose **Tools > Audio Output** to switch between them.

# Greetings

A greeting is the message callers hear when they reach your voice mail. TeleVantage lets you record and name multiple greetings for different occasions (for example, “Away from my desk,” “Weekend,” “On vacation”), and easily switch between them. The *active greeting* is the one currently being used.

## Using the phone



To log in, press **# <extension> # <password> #**.

- **To hear your greeting.** Log in and press **4 1**.
- **To record a new greeting.** Log in and press **4 6**.
- **To change the active greeting.** Log in and press **4**. After a greeting plays, press **2** to advance to the next greeting. When you reach the greeting you want to make active, press **3**.

## Using ViewPoint

You can use personal statuses as an easy way to change your active greeting. See page 10.

You can also go to the Greetings folder. The active greeting is marked by .

- **To hear a greeting.** Double-click the greeting.
- **To record a new greeting.** Choose **File > New > Greeting** and pick up your phone. In the Greeting dialog box, click . After the beep, begin speaking. When you are finished, click . Enter a **Name** and the **Contents** of the greeting. Click **OK**.
- **To change the active greeting.** Click the greeting that you want to make active. Click **Actions > Set as Default and Active**.

**Related Options.** Choose **Tools > Options**.

Voice Messages tab (and subtabs)

- Set the maximum length for a single voice message.
- Automatically empty the Deleted folder to save space.
- Receive an e-mail, a page, or a call whenever you receive a new voice message.


# Personal Status

Personal statuses such as Available, In a Meeting, or On Vacation display your location and availability to your coworkers. You can see other users' personal statuses and they can see yours, making it easy to tell at a glance whether someone is available to take a call.

Personal status also can determine how your incoming calls are handled. You can use personal status as a quick way to send calls directly to voice mail, play a specific voice mail greeting, or forward your calls.

## Changing your personal status

Your current personal status is always visible on the ViewPoint status bar. To change your personal status, do either of the following:

- In ViewPoint, click  Available ▾ and choose another personal status.
- Using the phone, log in and press **6 1**.

## Predefined statuses

The following statuses are predefined in TeleVantage:

- **Available.** Indicates that you are at your desk and ready to receive calls.
- **Do Not Disturb.** Sends your incoming calls directly to voice mail without ringing your phone.
- **In a Meeting / Out of the Office / On Vacation.** Same as DND, and tells people where you are.
- **Agent statuses.** For call center queue agents only, to indicate whether they are taking queue calls.

To edit a personal status, double-click it in ViewPoint's Personal Statuses folder.

## Custom personal statuses

You can create custom personal statuses, for example, a status called "Working From Home" that forwards calls to your home phone.

To create a custom personal status, choose **File > New > Personal Status**.

# Forwarding Calls


TeleVantage lets you forward your calls to another extension or to an external phone number so that you can receive your calls whether you are down the hall, at home, or on the road.

## Forwarding with the phone

To log in, press **# <extension> # <password> #**.

- **To forward your calls to another extension.**  
Log in and press **5 2**. Enter the extension.  
From another extension, you can log in and press **5 1**.
- **To forward your calls to an external number.**  
Log in and press **5 3**. Enter the phone number as you would dial it, including the access code (usually 9).  
From an external phone that supplies caller ID, you can call your office, log in, and press **5 1**.
- **To turn off call forwarding.** Log in and press **5 4**.

## Forwarding with ViewPoint

- **To forward your calls.** Choose **Tools > Call Forwarding**. Check **Forward Calls**. If you are forwarding to an external number, select the access code to use (usually 9) from the **Call Using** drop-down list. Click **OK**.  
Alternatively, from a remote location, log into ViewPoint using the **Remote Number** option, then check **Forward my calls...** at the next dialog box.
- **To turn off call forwarding.** Choose **Tools > Call Forwarding**, or click  on the status bar. Uncheck **Forward calls**.

You can also use personal statuses as an easy way to forward your calls. See page 10.

# Contacts

The Contacts folder in ViewPoint functions as an online phone book in which you can store your telephone contacts. After you enter contacts into TeleVantage, you can do the following:

- Place a call to a contact with a click of the mouse.
- Teach TeleVantage to recognize contacts when they call. Their names appear in the Call Monitor when your phone rings, so that you can see who is calling. You can also play custom greetings for individual contacts or route their calls differently than other calls, using call rules (see page 15).

## Entering a contact

In ViewPoint, click **File > New > Contact**. In the Contact dialog box, enter the contact's information (click **Help** for assistance) and click **OK**.

### Contact voice titles

A contact can have a voice title, which is a short recording you make of the contact's name. If you use call announcing, TeleVantage announces calls from a contact by saying "Call from <voice title>."

## Placing a call to a contact

Type a portion of the contact's name in the toolbar Dial field in ViewPoint, then press **Enter** to place the call.

You can also right-click a contact in the Contacts folder or Phonebook pane and choose **Speed Dial** or **Place Call**. With **Place Call** you can select the number to dial.

You can also choose **File > New > Call** from any folder, click **Contacts**, then select the contact and click **OK**.

**Related Options.** Choose **Tools > Options**.

ViewPoint tab

- You can customize the Contacts folder so that double-clicking a contact places a call to the contact's default phone number. Doing this makes it faster for you to call a contact from ViewPoint.



# Caller Recognition

TeleVantage recognizes contacts when they call by their Caller ID numbers (or PIN numbers; see below). Each contact has a list of numbers that TeleVantage uses to identify that contact. To view the list, open the contact in the Contacts folder and click the Caller Identification tab.

## Adding a phone number for contact recognition

Use either of the following methods to add a phone number to a contact's Caller Identification tab:

- Enter it as one of the contact's phone numbers and check **Use phone number as caller identification for this contact**.
- When the contact calls, associate the caller ID number of the call with the contact. Select either the active call in the Call Monitor, the record of the call in the Call Log, or the voice message from a Voice Mail folder. Choose **Actions > Associate**. In the Associate dialog box, select the contact. Select whether to use the caller ID name or number for contact recognition. Click **OK**.

TeleVantage will then recognize the contact on subsequent calls from that phone number.

## Contact PINs

Contact PINs enable TeleVantage to recognize contacts when they call from any phone, even a phone without caller ID. A contact PIN is a unique number that you give to the contact to add to your extension. For example, if your extension is 115, and you assign Tom Smith a contact PIN of 77, you would tell Tom Smith that your extension is 11577. When a call arrives for extension 11577, TeleVantage knows it is Tom Smith calling for you.

To assign a contact PIN to a contact, right-click the contact and choose **Open**, click the Caller Identification tab, and enter the PIN number.

# Routing Lists

A routing list tells TeleVantage how to route calls to you. All incoming calls are handled by a routing list. By default, you have a routing list that rings one phone—your desk phone, known as *Where I Am*—and if there is no answer, sends the call to your voice mail. (When you use call forwarding, the *Where I Am* phone number changes to the forwarding number, but the routing list remains otherwise the same.)

You can create custom routing lists that ring a number of phones in sequence to find you, or that send callers to somewhere other than voice mail if you do not answer. You can create different routing lists for different situations. The *active routing list* is the one that is currently used.

An easy way to switch between routing lists is to create custom personal statuses that use the different routing lists, and switch between those.


## Example routing lists

- If you work in your office and in the conference room down the hall, a routing list can ring your office phone first, and then if you do not answer, ring the conference room phone.
- When you go on vacation, you might forward your calls to a co-worker. You could also switch to a routing list that, if your co-worker does not answer, sends calls to his voice mail instead of yours.
- With call rules, you can create routing lists for specific callers. You can have important callers follow a routing list that tries you at your desk and then at your mobile phone. See Call Rules on the facing page.

## Creating a routing list

In ViewPoint, click **File > New > Routing List**. See *Using TeleVantage* for complete instructions.

## Changing the active routing list

In ViewPoint's Routing Lists folder, select the routing list that you want to make active and choose **Actions > Set as Default and Active**. The active routing list is marked by .

# Call Rules

Call rules enable you to handle certain incoming calls differently than others. For example, you can have callers after business hours go directly to voice mail without ringing your phone and hear a voice mail greeting that says you are gone for the day. You can also have calls from your boss (or a group of important callers) use a routing list that tries your desk phone and mobile phone.

## Creating a call rule

In ViewPoint, choose **File > New > Call Rule**.

### Ways to distinguish incoming calls

You can choose which incoming calls activate a call rule by using any or all of the following as criteria:

- **Identified callers.** The rule can be activated for an individual user, a contact, or a workgroup. If you choose a workgroup, calls from any member of the workgroup activate the rule. The rule can also be activated for unidentified callers.
- **Type of caller.** The rule can be activated for internal callers or external callers.
- **Date and time of calls.** The rule can be activated if the call occurs on certain dates or during certain times of the day. Uncheck all “caller” options to have a time condition apply to all callers.

### Ways to change how the call is handled

You can have a call rule handle a call in any or all of the following ways:

- **Greeting.** You can choose the greeting that plays.
- **Routing list.** You can choose the routing list that the call follows.
- **Taking calls.** You can specify whether the call rings your phone or is sent directly to voice mail.
- **Personal status.** You can select a personal status and have the call handled as if that personal status were in effect. Note that the call rule’s settings for greeting, routing list, and taking calls override the personal status’ settings.

# Hands-free and Voice-first Answering

Hands-free and voice-first answering are special modes that make answering the phone easier for high-volume or headset phone users.

## Using hands-free answering

Hands-free answering is primarily an aid for headset and speakerphone users. It enables you to answer calls without picking up and holding a receiver.

In hands-free mode, the phone is considered to be off-hook, but you do not hear a dial tone. Incoming calls do not ring your phone, but are signaled by a beep. To answer an incoming call, you do not need to pick up the receiver. After you hear the beep, you are connected with the caller and can start talking (unless you have announce caller on--see page 5).

To place a call, press **Flash** to get a dial tone.

### Turning hands-free answering on and off

Choose **Tools > Options** and click the Phone tab. Check or uncheck **Enable hands-free answering**.

You can also pick up the phone and press **\*10** to toggle hands-free answering on and off for that phone.

## Using voice-first answering

Voice-first answering enables you to treat your incoming internal calls as intercom calls. When an internal call arrives, your phone does not ring. Instead, a beep plays, and a two-way audio connection is established over your speakerphone. You can speak without lifting the receiver. (External calls ring your phone as usual.)

You must have a Cybiolink, Aastra, or Toshiba phone to use voice-first answering.

### Turning voice-first answering on and off

Choose **Tools > Options**. On the General tab, check or uncheck **Enable voice-first answering**.

# Intercom and Paging

If you have permission, you can dial **\*15** plus an extension to place an intercom call or page as follows:

- **Intercom call.** Dial **\*15** + a user's extension. Places an intercom call, a two-way audio connection with the user's speakerphone. You can speak with the user without the user needing to pick up the phone.
- **Page.** Dial **\*15** + a workgroup's extension. Places a page, a one-way audio connection to all users within the workgroup. When you speak, your voice is heard over the workgroup's speakerphones.

## Who can receive intercom calls and pages

In order to receive an intercom call or page, a user must have a Cybiolink, Aastra, or Toshiba phone, with that phone type selected in ViewPoint under **Tools > Options** on the Phone tab, or a regular analog phone with hands-free mode enabled.

In addition, users do not receive an intercom call or page in the following circumstances:

- If they are using the phone, for example, if they are in a call.
- If they have the Do Not Disturb personal status selected.

## When placing a page

After dialing \*15 and the workgroup extension, you might experience a delay before the page is connected, depending on the size of the workgroup being paged. When you hear the beep, you may begin speaking.

By default, you have 30 seconds after hearing the beep to speak, before the page ends automatically. Your system administrator may have changed that time limit.

# Call Center Agents

If you are a call center agent, this page provides the commands you need to know.

## Working in a call center queue

You control your workday by using personal statuses. You can select a personal status using either ViewPoint or picking up the phone and dialing the \*5x command.

### Starting your workday

Select one of the following personal statuses (\*5x commands in parentheses):

- **Available (\*50).** You receive queue and non-queue calls.
- **Available Queue Only (\*51).** You receive only queue calls. Non-queue calls are sent to voicemail.

### Taking breaks

Select the personal status **On Break (\*53)**. To finish your break, select **Available** or **Available Queue Only** again.

### Ending your workday

Select the personal status **Available Non-Queue (\*52)**.

### Signing in and out of queues

If you have permission, you can sign in or out of a queue by choosing **Tools > Queue Sign In/Out** in ViewPoint. When you are signed out of a queue you do not receive calls from it.

## Working in an ACD Workgroup

To begin taking ACD Workgroup calls, choose **Tools > Options**, click the Incoming Calls tab, and check “Accept ACD Workgroup calls.” Click **OK**.

To stop taking ACD Workgroup calls, uncheck the field.

## Using the Call Monitor

To monitor and control call center calls visually, use the appropriate tab of ViewPoint’s Call Monitor. You will see a separate tab for each queue or ACD Workgroup of which you are an agent.

# Using TeleVantage Remotely

TeleVantage offers robust access from any remote phone.

## Logging in from a remote phone

You can use the telephone commands from your home or cell phone just as if from your office phone. You can listen to your voice mail, change your greetings, forward your calls, and more. See the inside back cover.

To log in from a remote phone, call your office. When prompted to enter an extension, enter

**# <your extension> # <your password> #.**

(The initial # might be different in your system.)

## Exceptions to working remotely

When using the telephone commands from a remote phone, the following exceptions apply:

- Instead of **Flash**, press **\*\***.
- Before hanging up, press **\*96**. This logs you off the system so that you can immediately make other calls.

## Placing calls through TeleVantage

Log in, press **#** for an internal dial tone, then dial the number including access code. From the internal dial tone you could also dial TeleVantage extensions or use the telephone commands.

**Note:** To remain logged in to TeleVantage after your call, press **3** to end the call instead of hanging up. This returns you to the voice mail/account menu.

## Using ViewPoint with a remote phone

You can use ViewPoint or ViewPoint Web Access to place, answer, and handle calls with your remote cell or home phone. Note that when you place a call from ViewPoint, TeleVantage calls *you*, saving you the charge. You can also make ViewPoint recordings.

When logging into ViewPoint, click **Options**, click **Remote Number**, enter the phone number of the remote phone, and click **OK**. On the next screen click **Forward my calls to this number**. This gives you ViewPoint control on your incoming TeleVantage calls.

# Notes

- Direct transfer is a special mode for users who only answer and transfer calls. In direct transfer mode you can transfer a call simply by pressing **Flash**. The other telephone commands on the call handling menu are not available to you. To change your transfer mode, talk to your system administrator.
- If you frequently work from the same remote phone, your system administrator can define the phone as an external station. If your remote phone is an external station, *do not forward your calls*—they will come to you automatically. To use ViewPoint at your remote phone, log on using your external station ID. You can change the number that your external station calls (e.g., from home to cell) by choosing **Tools > Options** and clicking the Phone \ Station Features tab.
- ViewPoint provides a simple, secure Instant Messaging tool that enables real-time typed conversation between yourself and another user who is running ViewPoint and has instant messaging enabled. To initiate an Instant Messaging session, right-click a user's name in the ViewPoint Extensions list and choose **Send an instant message**.





# Quick Call Commands

Press \* at a dial tone to begin the following commands:

<b>*0</b>	Hear your phone's station ID and other information. Press *00 to reset the station to its default user.
<b>*10</b>	Enable and disable hands-free answering.
<b>*11</b>	Enter an account code for the call you are about to dial.
<b>*12</b>	Enable and disable voice-first answering.
<b>*14</b>	Plus a queue's extension plus #. Mark subsequent outbound calls from the station as being from that queue. Dial *14# to revert to calling as a user.
<b>*15</b>	Place a page or intercom call. See page 17.
<b>*16</b>	Start and stop recording a call (in a call, press Flash first).
<b>*17</b>	(After login) Associate trunk to your external station.
<b>*50</b>	Select the personal status Available.
<b>*51</b>	Select the personal status Available (Queue Only).
<b>*52</b>	Select the personal status Available (Non Queue).
<b>*53</b>	Select the personal status On Break.
<b>*54</b>	End wrap-up time.
<b>*55</b>	Hear real-time call center statistics for a queue.
<b>*56</b>	Sign in or out of a queue.
<b>*57</b>	Monitor another user's call. Neither the user nor the other parties in the call can hear you.
<b>*58</b>	Coach another user's call. The user can hear you, but the other parties in the call cannot.
<b>*59</b>	Join another user's call as a full participant.
<b>*66</b>	Redial the last call you placed.
<b>*67</b>	Block outbound caller ID for the next call. Dial *67 followed by the phone number. (See also *82.)
<b>*69</b>	Dial the phone number of your last incoming call.
<b>*70</b>	Disable call waiting for the next call.
<b>*82</b>	Unblock (restore) outbound caller ID for the next call. Dial *82 followed by the phone number. (See also *67.)
<b>*91</b>	Answer another ringing phone. If multiple other phones are ringing, enter the extension of the phone to answer. Press # to connect. (See also *99.)
<b>*92</b>	Retrieve a parked call.
<b>*93</b>	Dial a TeleVantage user by name.
<b>*95</b>	Manage your calls on hold.
<b>*96</b>	Disconnect from TeleVantage when calling in remotely.
<b>*99</b>	Answer another ringing phone within your workgroup. (See also *91.)
<b>*50 - *56 are available for call center agents only</b>	

# Telephone Commands

## Call Handling (not available in direct transfer mode)

Put caller on hold	<b>Flash</b> (or <b>**</b> at remote phone)
Return to caller	<b>Flash</b> again, or <b>4</b>
Transfer	<b>Flash 1</b> <number> hang up or talk before hanging up
Send to Voice Mail	<b>Flash 2</b> <ext.>
Record/Stop recording	<b>Flash *16</b>
Disconnect	<b>Flash 3</b>
Park	<b>Flash 6</b> to park (note orbit number)
Unpark	<b>*9 2</b> <orbit number> to pick up
Silent hold	<b>Flash 7</b>
Voice mail menu	<b>Flash 9</b>
Start another call	<b>Flash #</b>
Create conference call	1. Dial the first party 2. <b>Flash #</b> , Dial the second party <i>Repeat for other parties, and then...</i> 3. <b>Flash 5</b> to conference all calls
Enter account code	<b>Flash *11</b> <account code>

## Voice Mail/Account Menu

To log in, pick up the phone and press #

<b>1</b>	<b>Play voice messages (Inbox folder)</b>			
<b>2</b>	<b>Play voice messages (Saved folder)</b>			
	<b>1</b> Replay	<b>2</b> Next msg	<b>3</b> Delete	<b>41</b> Reply
	<b>42</b> Forward	<b>43</b> Call back	<b>44</b> Call back & delete	<b>5</b> Previous msg
	<b>6</b> Save	<b>7</b> Rewind	<b>8</b> Undelete	<b>9</b> Fast forward
<b>3</b>	<b>Send voice message</b>			
	<b>1</b> Send	<b>2</b> Review	<b>3</b> Re-record	<b>4</b> Append
	<b>5</b> Urgent	<b>6</b> Private	<b>*</b> Cancel	
<b>4</b>	<b>Manage greetings</b>			
	<b>1</b> Replay	<b>2</b> Next	<b>3</b> Make active	<b>4</b> Rerecord
	<b>5</b> Revert	<b>6</b> New	<b>7</b> Delete	
<b>5</b>	<b>Call forwarding</b>			
	<b>1</b> To this number	<b>2</b> To internal number	<b>3</b> To external number	
	<b>4</b> No forwarding	<b>5</b> Hear forwarding	<b>6</b> Toggle rules	
<b>6</b>	<b>Account preferences</b>			
	<b>1</b> Personal status	<b>2</b> Voice title	<b>3</b> Password	
	<b>4</b> Call notification	<b>9</b> Change external station location		
<b>7</b>	<b>Hang up</b> (remote login only)			
<b>9</b>	<b>Manage calls on hold</b>			
<b>#</b>	<b>Dial tone to start another call</b>			