

Iwatsu Enterprise-CS

Real IP Apps User Guide

ICON Voice Networks

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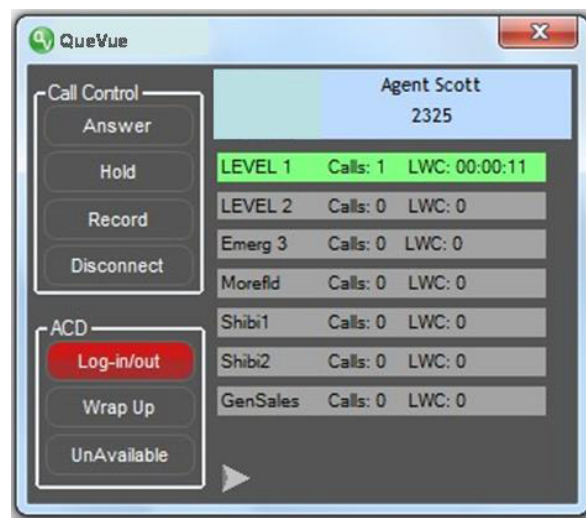
Real IP Apps Solutions Overview

Real IP Apps is a server-based application suite that functions as a proxy for client software applications to interface with the Real IP Apps Suite. Simply put: the Real IP Apps server provides the interface between the desktop applications and the voice communication system and supports applications such as QueVue™, Call Director, Virtual DSS and AccuCall-Web reporting.

QueVue™

QueVue™ is a software application that works in unison with the station and simplifies an ACD agent's ability to login and out of multiple ACD groups while viewing up to eight ACD queues simultaneously. QueVue™ consists of the QueVue™ Administrator and the QueVue™ Agent applications.

Users must have both a PC and a key telephone on their desks.



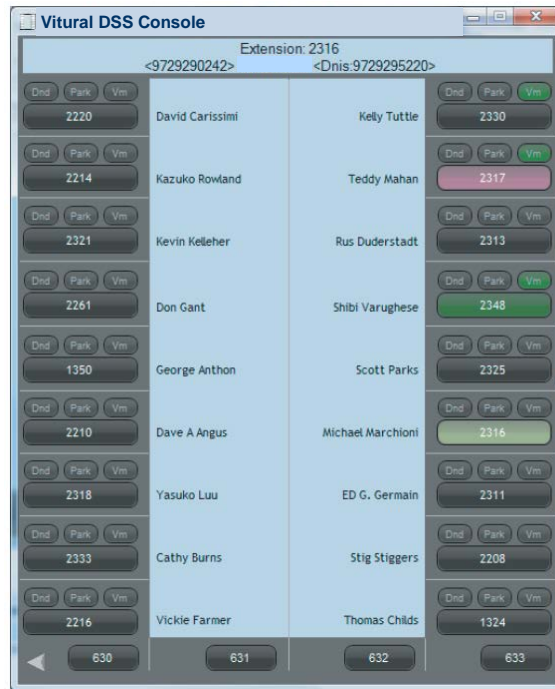
QueVue™

The QueVue™ features include:

- Login to multiple ACD Groups with one login.
- View up to eight ACD Groups.
- ACD Group details: Overflow indication, number of calls in queue, and number of agents logged in to each group.
- Call Control for Answer, Hold, Record, and Disconnect.
- ACD Control for Login / Logout, Wrap-up, and Not Available. Login also allows the user to select preferred ACD queues that are logged into most frequently.

Virtual DSS

The Virtual DSS is a highly customizable application that provides easy access to other telephones using the PC—eliminating bulky, hardware-based DSS units. It was designed to greatly reduce overall call handling time and provide visual indication of the current status of each telephone, all while maximizing the user’s desk space.



VIRTUAL DSS

The Virtual DSS is intended to improve the productivity of power users like receptionists, administrative assistants and other employees with heavy call volume.

Single click operation to:

- Call another station
- Retrieve an incoming call from a call covered station
- Transfer a call to another station
- Transfer a call to a voicemail box
- Park a call at another station
- Park a call on a group park orbit

Status indication of:

- Incoming calls to a station
- Station on call
- Stations in Do Not Disturb (DND)
- Calls parked at a station
- New voice message at a station

Drag and Drop – The Virtual DSS Console is easily customized. Users can quickly change the layout by dragging the desired name or extension from the Real IP Apps Company Phonebook, and dropping it onto the desired Virtual DSS key. Key changes are instant, with no separate databases to edit or upload.

Integrated Tutorial Movie - The Virtual DSS Console includes an integrated tutorial movie that walks users through all the features and basic configuration options they are likely to use.

Console Integration - The Virtual DSS Console integrates with all stations including the new Icon Series phones.

Remote Users - Remote workers have full access to the Virtual DSS features. The only requirement is a VPN connection to access the Real IP Apps.

Call Director

The Call Director is a desktop call control application for station users. The Call Director is a simple, intuitive application that installs on the user's PC and provides visual indication of incoming and outgoing calls.



CALL DIRECTOR

Incoming Call Screen Pop -includes caller's name and number.

Call Control -The Director provides the following call control features:

- Make a call
- Place a call on hold
- Disconnect a call
- Directory dial
- Answer a call
- Record a call
- Transfer a call
- Transfer to Voicemail

User Status - The Call Director includes a User Status feature that integrates with the company phonebook, allowing coworkers to view user status. Status settings include In Office, Away on Business, Extended Absence, At Lunch, Meeting, On Vacation and Temporary Location.

Call Forwarding—Call Director may be used to forward all incoming calls to another extension or an external number such as a cell phone. This setting also integrates with the Soft (PC) Attendant Phonebook and allows others to view your forwarded status.

Directory – The Call Director has a directory feature that provides two views, the Company Phonebook which lists all ECS extensions, and personal contacts imported directly from Microsoft Outlook. The Company Phonebook is a shared resource with other Real IP Apps such as the Soft (PC) Attendant Console and Virtual DSS. The Company Phonebook is user-organized by extension number, first name, last name or department. More importantly, Call Director users simply select the person they wish to call and click the dial button.

Call Log – The call log feature maintains a record of all incoming and outgoing calls for one month. It can be used to both quickly reference and dial past calls.

Use the **Call Director Remotely** – Remote workers have full access to the Call Director features. The only requirement is a VPN connection to access the Real IP Apps.

Soft (PC) Attendant Console

Soft (PC) Attendant Console is a software application that works in unison with the station and facilitates users placing, transferring, and holding calls through the PC. While anyone can use the application, the Soft (PC) Attendant is primarily designed for power users such as the attendant position and department assistants.



Soft (PC) Attendant Console

The Soft (PC) Attendant Console is a modern alternative to bulky attendant consoles. Features include:

- Call Transfer.
- Blind Transfer.
- Transfer to Voicemail.
- Attendant Call Park Orbit and Page.
- Direct Station Selection with Status Indication.
- Company Phonebook with One-Touch Dialing and Status Indication.
- Drag and Drop Call Transfer.
- 'Notes' column in phonebook allows attendants to add notes about specific extensions such as "Out to lunch," "In Meeting," or "On Vacation."
- Color-coded departmental listings and sort by department feature.
- Call Log provides information about all calls that ring the extension.
- Four call coverage buttons, independent of the telephone.
- Recall information includes caller ID name and number and recalling extension ID.
- Status column in phonebook includes a 'PARK' indication when a call is parked at an extension.

AccuCall-Web

AccuCall-Web, a call accounting application created specifically for the Enterprise-CS of ICON Series Phones, allows administrators to monitor and track day-to-day telephone system usage. The browser based AccuCall-Web Advanced allows users to log in remotely to view system information and/or generate historical reports. Administrators are no longer limited to accessing reports from PCs loaded with a software package. Detailed reports can be generated based on call flow by account code, department/group extensions and trunk/trunk groups. These categories are easily configured using system information provided directly from the ECS database. AccuCall-Web Advanced also features drill-down navigation that allows users to extract additional details from reports.

There are two versions of AccuCall-Web, Advanced and Standard. Features of each version include:

AccuCall Web Advanced

Forced Account Code Reporting – The Forced Account Code CSTA enhancement enables the Iwatsu Enterprise Services AccuCall-Web Advance application to receive Forced Account Code information for Account Code reporting purposes. **This feature requires ECS software version 5.2 or higher and AccuCall-Web Advanced 2.3 or higher.**

Call Visualiser – Use hyperlinks to navigate through all the reported call data. Easily drill down beyond summary data to get more detail on caller ID, call progress, account code, time spent in process, etc. AccuCall-Web Advanced supports full cradle-to-grave reporting for each call.

IP Campus – AccuCall-Web Advanced is supported in ECS IP Campus applications, and identifies IP Campus nodes in the reports.

Costing – Generate costing reports with assigned cost-per-minute values. Costing rates can be assigned to area codes, trunks or trunk groups for incoming and outgoing calls (7 digit, 10 digit and international numbers are supported).

ACD Reports – View reports generated by ACD Queue and ACD agent.

Extension Reports – View reports generated by extension or station ID and assign phone charges based on cost.

Review and Manage Data – Directly print from the browser or export reports to Adobe® Acrobat (PDF) and Microsoft® Excel, and other formats supported by Microsoft Reporting Services.

Simultaneous Users – Up to ten simultaneous users may view the AccuCall-Web Advanced and data reports.

AccuCall-Web Standard

Call Visualiser – Use hyperlinks to navigate through all the reported call data. Easily drill down beyond summary data to get more detail on caller ID, call progress, account code, time spent in process, etc.

IP Campus – AccuCall-Web is supported in ECS IP Campus applications, and identifies IP Campus nodes in the reports.

Costing – Generate costing reports with assigned cost-per-minute values. Costing rates can be assigned to area codes, trunks or trunk groups for incoming and outgoing calls (7 digit, 10 digit and international numbers are supported).

Extension Reports – View reports generated by extension or station ID and assign phone charges based on cost.

Review and Manage Data – Directly print from the browser or export reports to Adobe® Acrobat (PDF) and Microsoft® Excel, and other formats supported by Microsoft Reporting Services.

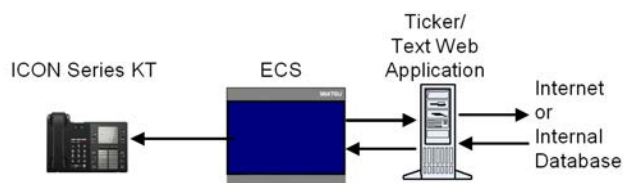
Simultaneous Users – Up to ten simultaneous users may view the AccuCall-Web and data reports.

Text Web

Ticker and Text Web are features of the ICON Series Telephones that support LCD display of information from the internet, internal databases, or other sources. Ticker displays information as scrolling text on the first or second line of the display on an ICON Series telephone. Text Web provides a menu-driven interface for information access from an ICON Series IP Telephone (IX-5930/IX-5910 only).

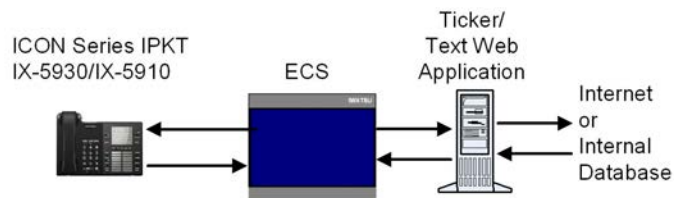
The Ticker and Text Web application software is a component of Iwatsu Enterprise Services 3.0 or later. The ECS is programmed with a URL from this application and makes requests to obtain specified information. The Ticker and Text Web application retrieves this information, re-formats it, and sends the information back to the ECS.

Ticker Interaction



For Ticker, the technician programs the ECS with the URL(s) of the Text Web application necessary to obtain the desired information. The ECS makes requests to the Ticker / Text Web application and periodically refreshes the Ticker Field Display on supported ICON Series Telephones.

Text Web Interaction



Within the ECS, Text Web is configured similarly to the Ticker. However, Text Web is only applicable on the Iwatsu ICON Series IP Telephones (IX-5930/IX-5910) and a Text Web key must be included in the key pattern on the telephone. Text Web data sent from the Iwatsu Ticker / Text Web application to the ECS describes the content displayed on the LCD and the actions taken when the Text Web key is pressed. This data is limited to 10,000 characters.

Text Web allows you to program a formatted URL and have that information display on ICON Series IP Telephones. As an example Text Web can be programmed to display weather, news, famous quotes, or stock quotes on the display of the **ICON Series IP Telephones (IX-5930/IX-5910 only)**.

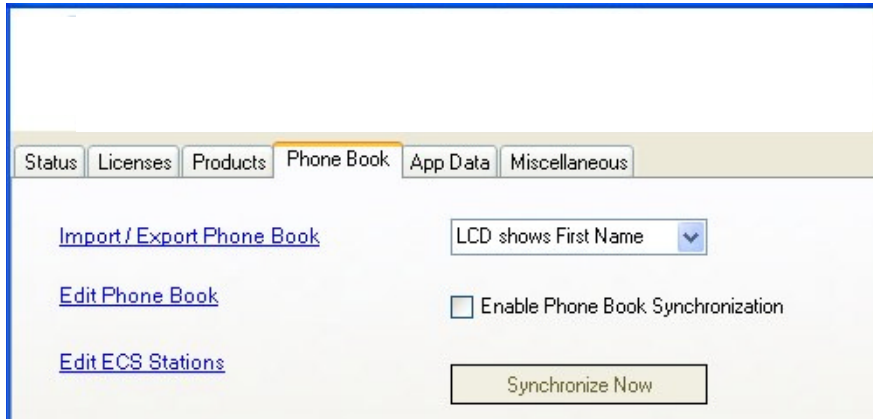
Text Web Integrator

The Text Web Integrator application installs on a user's PC and enables Text Web to launch applications on the user's PC when requested. When this application is installed, the user's extension number must be entered for the application to function.

Enterprise Services Phone Book

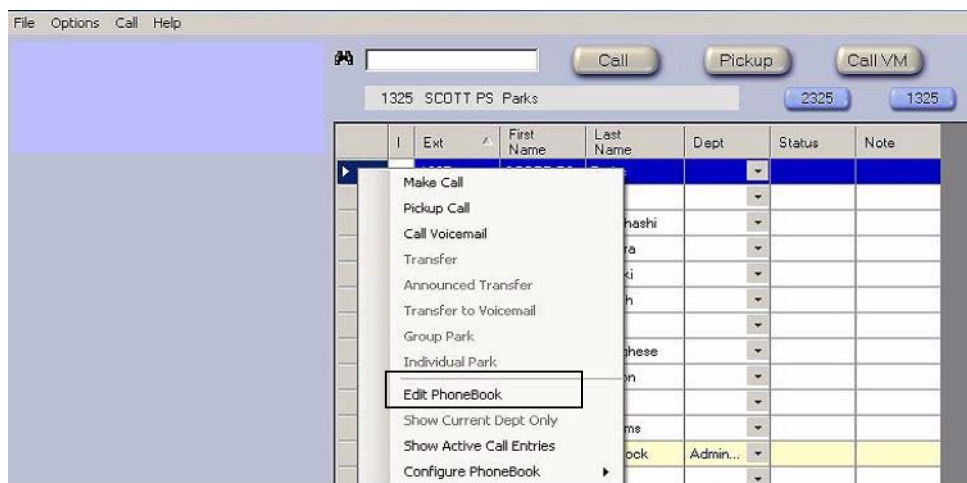
Enterprise Services includes tools to import or export a phone book, edit the phone book, synchronize the phone book, and edit ECS stations in the phone book. The phone book is used by the Iwatsu Soft (PC) Attendant, Virtual DSS, and the Call Director applications. The Soft (PC) Attendant application can also be used to create or edit phone book data.

The phone book that is created in the Soft (PC) Attendant or via a comma-separated values (.csv) file imported into Enterprise Services is used to populate the Virtual DSS and Call Director applications.



Enterprise Services

The Soft (PC) Attendant is the only application that allows you to edit phone book information. If you do not have the Soft (PC) Attendant, the phone book .csv file must be edited and uploaded through Real IP Apps.



Soft (PC) Attendant

AccuCall-Web Advanced

Introduction

AccuCall-Web Advanced is a call reporting application created specifically for the Iwatsu Enterprise-CS that monitors and tracks day-to-day telephone system usage. This application works in conjunction with Iwatsu Enterprise Services to access the CSTA data stream from the Iwatsu Enterprise-CS. The browser based AccuCall-Web Advanced allows users to log in remotely to view system information and/or generate historical reports.

AccuCall-Web Advanced Advantages

AccuCall-Web Advanced has several advantages over AccuCall-Web Standard which include:

- Supports multiple call transfers.
- Displays call flow information for the entire call. Not limited to two transfers.
- Differentiates between transferred calls and call conference calls.
- Displays ACD reports.
- Displays DNIS reports.
- Displays Trunk Busy Statistics.
- Displays ICM calls.

Details

A key improvement with AccuCall-Web Advanced is the browser based access, which eliminates extra software and improves access to reported data. Administrators are no longer limited to accessing reports from PCs loaded with a software package. Detailed reports can be generated based on call flow by account code, department/group extensions and trunk/trunk groups. These categories are easily configured using system information provided directly from the ECS database. AccuCall-Web Advanced also features drill-down navigation that allows users to extract additional details from reports. Improvements to AccuCall-Web Advanced include:

Account Code Reporting – Run reports based on the account code entered with the call. **This feature requires ECS software version 5.2 or higher and AccuCall-Web Advanced 2.3 or higher.**

Call Visualizer – Use hyperlinks to navigate through all the reported call data. Easily drill down beyond summary data to get more detail on caller ID, call progress, account code, time spent in process, etc.

IP Campus – AccuCall-Web Advanced is supported in ECS IP Campus applications, and identifies IP Campus nodes in the reports.

Costing – Generate costing reports with assigned cost-per-minute values. Costing rates can be assigned to area codes, trunks or trunk groups for incoming and outgoing calls (7 digit, 10 digit and international numbers are supported).

ACD (Contact Center) Reports – View reports generated by ACD Queue and ACD agent.

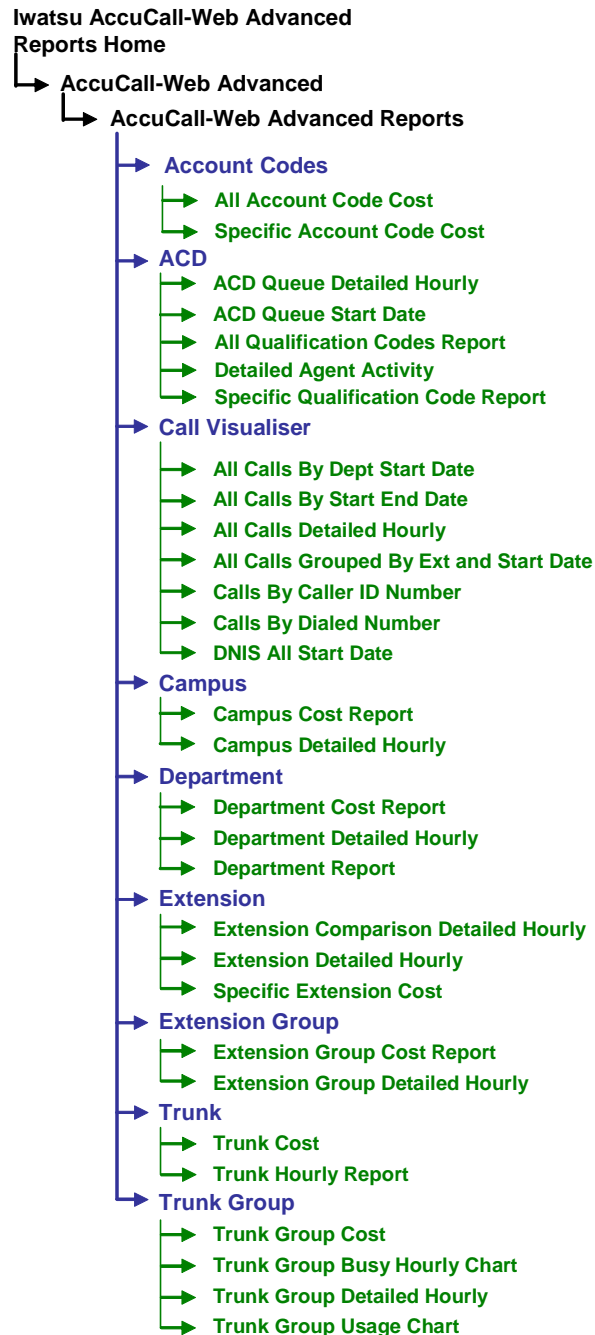
Extension Reports – View reports generated by extension or station ID and assign phone charges based on cost.

Review and Manage Data – Directly print from the browser or export reports to Adobe® Acrobat (PDF) and Microsoft® Excel, and other formats supported by Microsoft Reporting Services.

Simultaneous Users – Up to ten simultaneous users may view the AccuCall-Web Advanced and data reports.

AccuCall-Web Advanced Report Manager Navigation Overview

The AccuCall-Web Advanced Report Manager is divided into nine report folders that contain the following detailed reports: Account Codes, ACD, Call Visualiser, Campus, Department, Extension, Extension Group, Trunk, and Trunk Group.



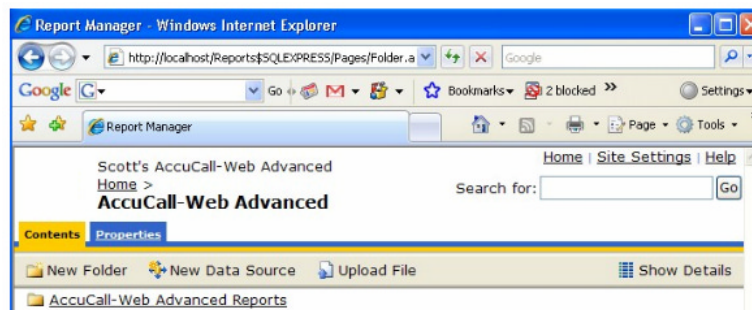
AccuCall-Web Advanced Advantages

The AccuCall-Web Advanced Programmer configuration determines the format of the reports in the Report Manager. The Report Manager is where the CSTA data that is sent from the ECS is viewed. This section will help you access, navigate, and use the Report Manager. For more information, refer to the AccuCall-Web Advanced User's Manual by selecting **Help** in the Report Manager.

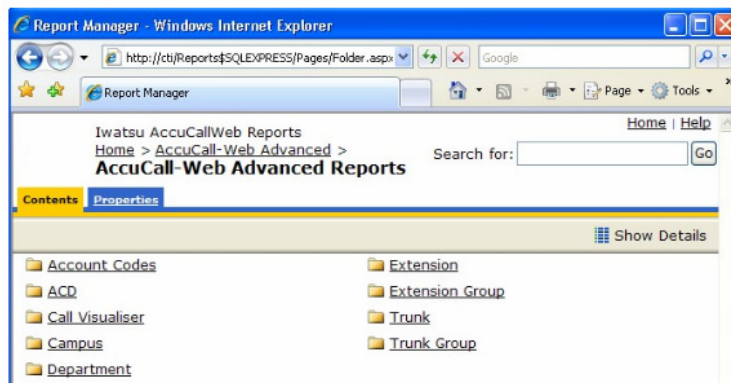
- If SQL Server Express resides on another PC or server, open Internet Explorer and go to the URL below. The IP address in the example below will differ from the IP address of the PC or server where SQL Express resides.
(Example: [http://192.168.125.215/Reports\\$\\$SQLEXPRESS](http://192.168.125.215/Reports$$SQLEXPRESS))
or
- If you are using the PC or server where SQL Server Express resides, open Internet Explorer and go to URL: [http://localhost/Reports\\$\\$SQLEXPRESS](http://localhost/Reports$$SQLEXPRESS)

Contents Tab

- The **Contents** tab is where you find the **Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports** folder and sub-folders that contain CSTA data.



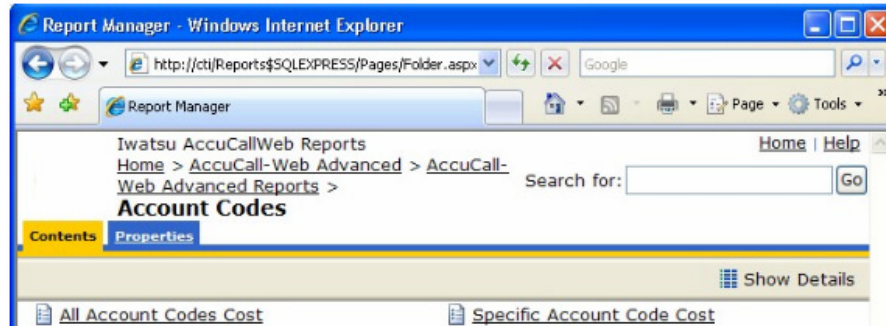
- The nine report folders shown below are found under **Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports**.



AccuCall-Web Advanced Reports

Account Codes

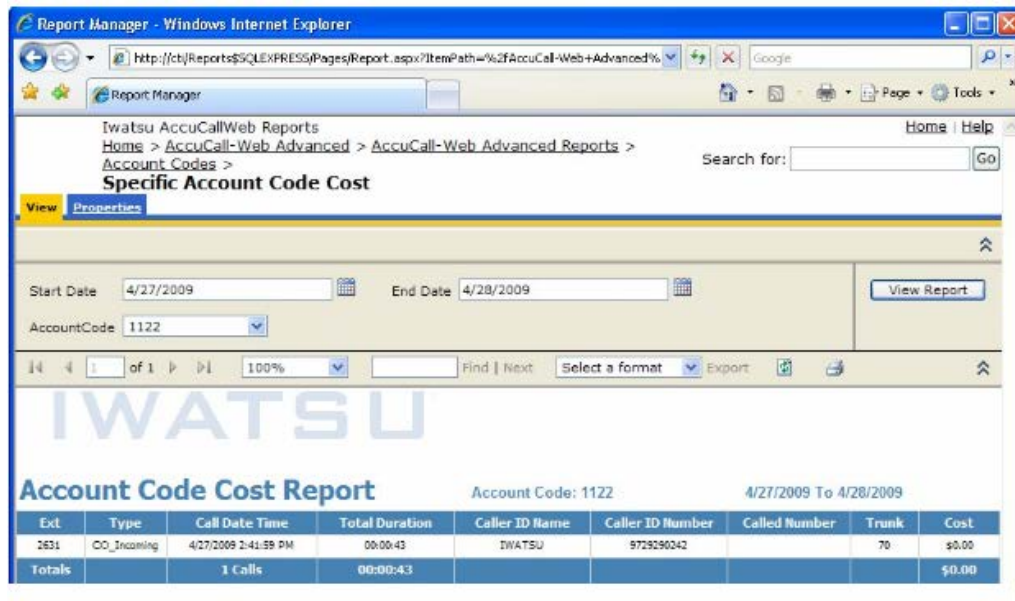
Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Account Codes. The Account Codes folder contains two reports; **All Account Code Cost** and **Specific Account Code Cost**. Examples of each are shown below:



- **All Account Code Cost** report example: Select the Start Date and End Date and then press View Report to generate the report.

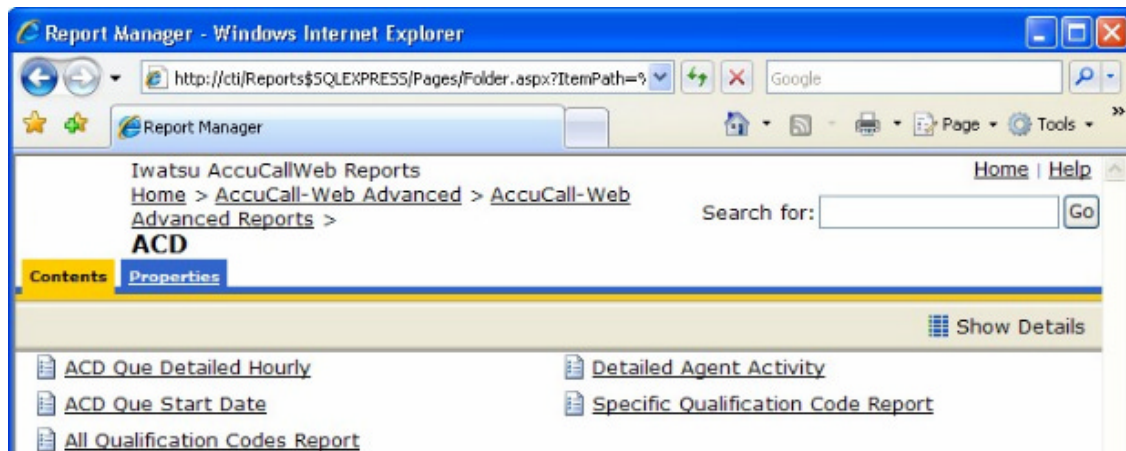
Account Code	Type	Ext	Call Date Time	Total Duration	Caller ID Name	Caller ID No.	Called No.	Trunk	Cost
1122			1 Calls	00:00:43					\$0.00
	CO_Incoming	2631	4/27/2009 2:41:59 PM	00:00:43	IWATSU	9729290242		70	\$0.00
Totals			1 Calls	00:00:43					\$0.00

- **Specific Account Code Cost** report example: Select the Start Date, End Date, and the Extension number and then press View Report to generate the report.



ACD

Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > ACD. The ACD folder contains five reports; **ACD Queue Detailed Hourly**, **ACD Queue Start Date**, **All Qualification Codes Report**, **Detailed Agent Activity**, and **Specific Qualification Code Report**. Examples of each are shown below:



- **ACD Queue Detailed Hourly** report example: Select the Start Date and End Date and the **Que** access number and then press View Report to generate the report.

The screenshot shows the 'ACD Que Detailed Hourly' report for queue 2700 on 4/28/2009. The report includes a table with the following data:

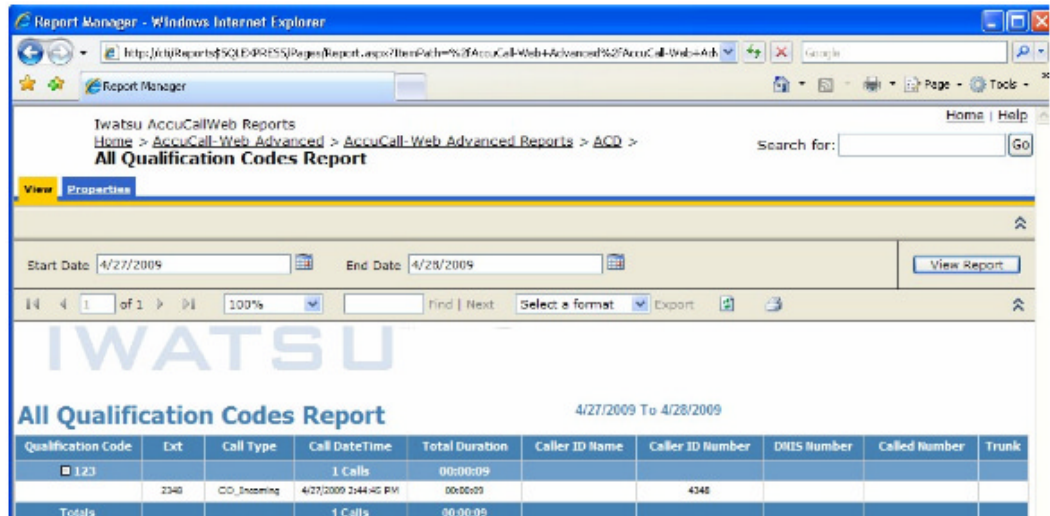
Start Time hh:mm	Offered Calls Total	Answer Calls Total	Que Duration Total h:mm:ss	Answer Calls %	Longest Time to Answer h:mm:ss	Shortest Time to Answer h:mm:ss	Avg Speed of Answer (ASA) h:mm:ss	Calls Total within TSF	TSF /ETS %	Abandon Calls Total	Abandon Calls %
08:00	8	6	00:15:25	75.00%	00:04:57	00:00:45	00:02:34	2	25.00%	2	25.00%
09:00	6	6	00:05:00	100.00%	00:02:54	00:00:50	00:00:50	5	83.33%	0	0.00%
10:00	6	5	00:03:33	83.33%	00:02:30	00:00:00	00:00:42	4	66.67%	1	16.67%
Totals	20	17	00:23:58	85.00%	00:04:57	00:00:00	00:01:24	11	55.00%	3	15.00%

- **ACD Queue Start Date** report example: Select the Start Date and End Date and then press View Report to generate the report.

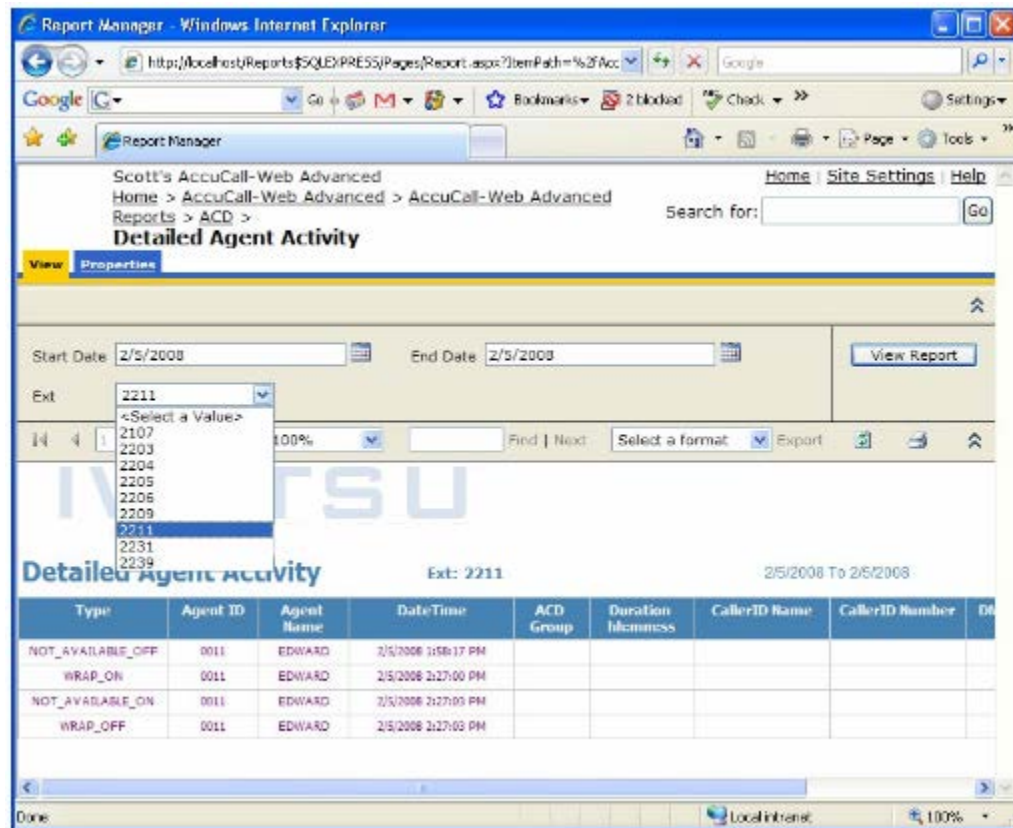
The screenshot shows the 'ACD Queue Start Date' report for queue 2700 on 2/5/2008. The report includes a table with the following data:

Que	Presented Date Time	Result	Handled Ext/Que	Ext Name	Time In Que	Call
2700	5 calls					
2728	5 calls					
2729	1 calls					
2742	4 calls					
	2/5/2008 2:17:29 PM	Forward	2700		00:00:15	view call details
	2/5/2008 2:24:55 PM	Forward	2700		00:00:15	view call details
	2/5/2008 2:17:11 PM	Forward	2700		00:00:15	view call details
	2/5/2008 2:14:55 PM	Forward	2700		00:00:15	view call details

- **All Qualification Codes Report** example: Select the Start Date and End Date and then press View Report to generate the report.



- **Detailed Agent Activity** report example: Select the Start Date, End Date, and the Extension number and then press View Report to generate the report.



- **Specific Qualification Code Report** report example: Select the Start Date, End Date, and the **Qualification Code** and then press View Report to generate the report.

The screenshot displays the 'Report Manager' interface in Internet Explorer. The page title is 'Specific Qualification Code Report'. The breadcrumb navigation is 'Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > ACD'. The search bar is empty. The report parameters are: Start Date: 4/27/2009, End Date: 4/28/2009, and Qualification Code: 123. A 'View Report' button is visible. The report content shows the 'IWATSU' logo and the title 'Qualification Code Report' with parameters 'Qualification Code: 123' and '4/27/2009 To 4/28/2009'. Below this is a table with the following data:

Ext	Call Type	Call Date Time	Total Duration	Caller ID Name	Caller ID Number	DMS Number	Called Number	Trunk
7348	CO_Incoming	4/27/2009 2:44:45 PM	00:00:09		4348			
Totals		1 Calls	00:00:09					

ACD Specific Call Master

ACD is capable of displaying expanded call details for ACD calls through the Specific Call Master. Expanded call details are viewed by selecting the hyperlinked (underlined) view call details data fields contained in the reports. The number of calls in the ACD Queue at the time of the selected call can also be viewed.

- In the ACD report, select **view call details** for a specific call.

The screenshot displays the Iwatsu AccuCallWeb Reports interface. At the top, the breadcrumb navigation reads: Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > ACD > ACD Que Start Date. A search bar is located on the right. Below the navigation, there are tabs for 'View' and 'Properties'. The main content area shows a table titled 'ACD Queue Report' with columns: Que, Presented Date Time, Result, Handled Ext/Que, Ext Name, Time In Que, and Call. The table lists several call entries, including queue numbers 2790, 2742, 2745, and 2746. An arrow points to the 'view call details' link in the 'Call' column of the first row of the detailed call list.

Que	Presented Date Time	Result	Handled Ext/Que	Ext Name	Time In Que	Call
2790	27 calls					
2742	19 calls					
2745	5 calls					
	2/13/2008 9:51:10 AM	Forward	2700		00:00:15	view call details
	2/13/2008 9:19:15 AM	Forward	2700		00:00:15	view call details
	2/13/2008 9:20:43 AM	Forward	2700		00:00:15	view call details
	2/13/2008 9:48:54 AM	Forward	2700		00:00:15	view call details
	2/13/2008 9:53:51 AM	Forward	2700		00:00:15	view call details
2746	1 calls					

The **Specific Call Master** displays Call Details, Call Flow, and Call Cradle to Grave information.

- **Call Details:** Displays Call Type, Call Result, Call Date/Time Stamp, Duration, Trunk, Call, Ring Dur, and Duration to Answer by Person.
- **Call Flow:** Displays the Extension, Name, Date/Time Stamp, Call Steps, Duration, Trunk, Called Number, Caller ID Name, Caller ID Number, DNIS number, Number of ACD Calls in Queue, and Number of Automated Attendant Call in Queue.
- **Call Cradle to Grave:** Displays Call States for the entire duration of the call.

The screenshot shows the 'Specific Call Master' report in the AccuCall-Web Reports system. The interface includes a breadcrumb trail, search bar, and navigation tabs. The main content is divided into three sections: Call Details, Call Flow, and Call Cradle To Grave.

Call Details

Call Type	Call Result	Call Start Date Time	Total Duration (seconds)	Trunk	Call	Ring Dur (secs)	Dur. to Ans. by Person
224 (Service)	Answered	2/1/2008 8:50:56 AM	00:02:07	A1	A021	1	00:00:00

Call Flow

Ext.	Name	Call Date Time	Call Step	Call Duration (seconds)	Trunk	Called Number	Caller ID Name	Caller ID Number	DNIS Number	# of ACD Que
2204	USA	2/1/2008 8:50:56 AM	006	00:00:00	02			914-412-0000	0000	2
				00:05:11						

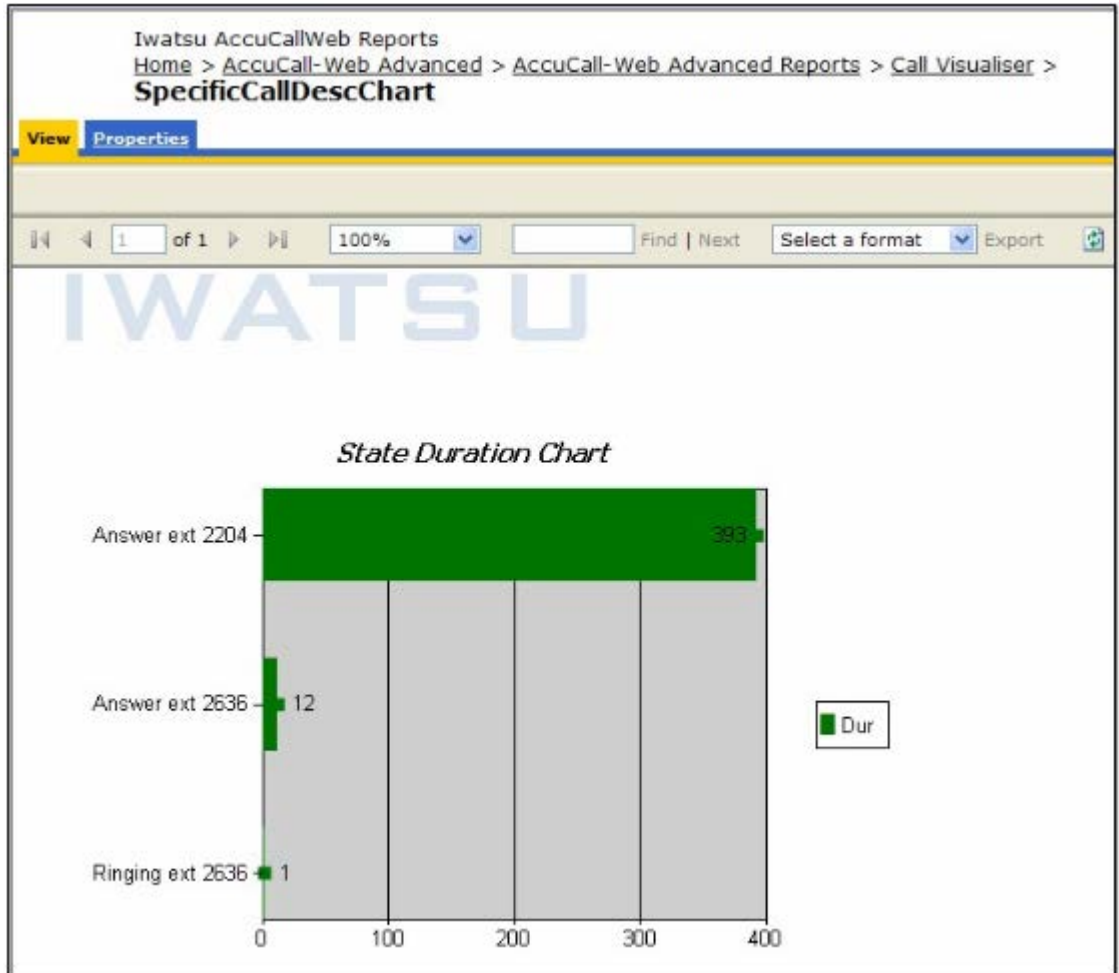
Call Cradle To Grave

Call States

- Call StartTime 8:50:56 AM
- Ringing ext 2636 secs: 1
- Answer ext 2636 secs: 12
- ACDQueued 2745
- ACDQueued 2700
- HangUp 2700
- Ringing ACD Distribution 2204
- Answer ext 2204 secs: 393
- Disconnect Time 8:59:59 AM

Duration Chart

- To view the Call States in bar chart format, select **Duration Chart** at the bottom of the Call Cradle to Grave table.



- To view call details for the calls in queue for a specific call, select **# of ACD Queue** for the specified call.

SpecificCallMaster

View Properties

Call Details

Call Type	Call Result	Call Start Date Time	Total Duration hh:mm:ss	Trunk	Call	Ring Dur (secs)	Dur. to Ans. by Person
CO_Incoming	Answered	2/13/2008 8:50:55 AM	00:09:02	63	ACD	2	00:02:30

Call Flow

Lct	Name	Call Date Time	Call Step	Call Duration hh:mm:ss	Trunk	Called Number	Caller ID Name	Caller ID Number	UNIS Number	# of ACD Que	#
2636	SIP VM6	2/13/2008 8:50:57 AM	Start	00:00:29	63			9153141901	8581	2	
2204	USA	2/13/2008 8:53:26 AM	xfer	00:06:33	63			9153141901	8581	.	
				00:06:02							

of Calls in ACD Queue

- ACD Call Queue details are displayed.

Specific Call ACD Que

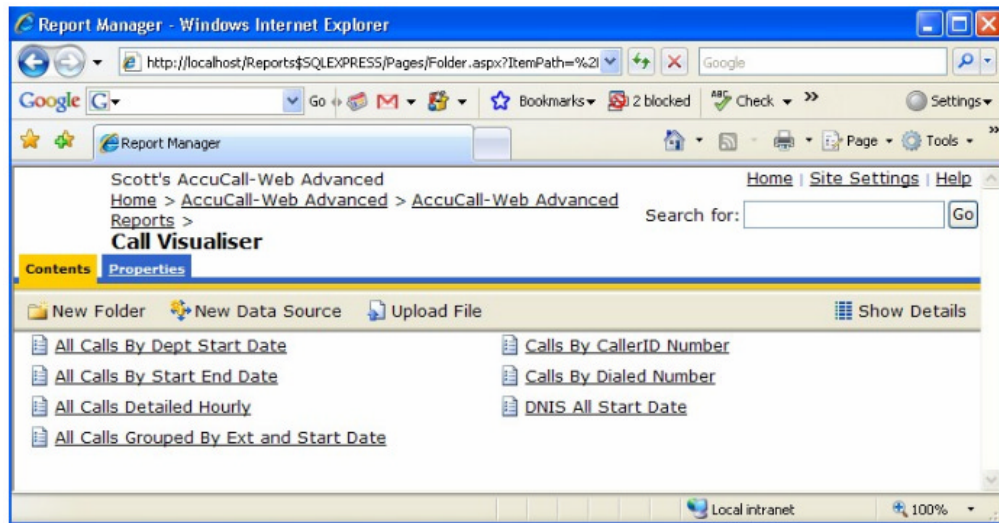
View Properties

Que	Presented Date Time	Handled Date Time	Result	Handled Que Ext	Time In Que (hh:mm:ss)
2745	2/13/2008 8:51:10 AM	2/13/2008 8:51:25 AM	Forward	2700	00:00:15
2700	2/13/2008 8:51:25 AM	2/13/2008 8:53:26 AM	Answered	2204	00:01:59
					00:02:14

Call Visualiser

Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Call Visualiser. The Account Visualiser folder contains four reports; All Calls by Dept Start Date, All Calls by Start End Date, All Calls Detailed Hourly, and All Calls Grouped by Ext and Start Date.

- Call Visualiser reports.



- Call Visualiser **All Calls By Dept Start Date** report example: Select the Start Date, End Date, and the **Department** and then press View Report to generate the report.

Scott's AccuCall-Web Advanced
Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Call Visualiser > **All Calls By Dept Start Date**

View **Properties**

Start Date: 2/5/2008 End Date: 2/5/2008 View Report

Dept: IAI

14 of 3 100% Find | Next Select a format Export

Ext	Name	Call Date Time	Type	Result	Call Duration	Caller ID Name	Caller ID No.	DWIS No.	Called No.	Tru
2032	SIP VWL2	2/5/2008 2:12:03 PM	CO_Incoming	Abandoned	00:02:12		5007493374	8582		444
1326	SCOTT PS	2/5/2008 2:12:17 PM	ICM	Answered	00:00:30		2325			-
2033	SIP VWL3	2/5/2008 2:12:46 PM	ICM	Answered	00:03:13		2205			-
2038	STIG	2/5/2008 2:13:13 PM	CO_Incoming	Answered	00:00:09	WIRELESS CALLER	8172715997	8726092008		444
2038	STIG	2/5/2008 2:13:53 PM	CO_Incoming	Answered	00:01:34	WIRELESS CALLER	8172715997	8726092008		444
2035	SIP VWL5	2/5/2008 2:14:00 PM	ICM	Answered	00:00:30		2240			-
1344	BRUCE PS	2/5/2008 2:14:26 PM	CO_Outgoing	Answered	00:04:06				9703942006	449
2036	SIP VWL6	2/5/2008 2:14:29 PM	CO_Incoming	Answered	00:01:05		7024807058	8581		449
2037	SIP VWL7	2/5/2008 2:14:29 PM	CO_Incoming	Abandoned	00:00:20		5007493374	8582		444
2038	SIP VWL8	2/5/2008 2:14:31 PM	CO_Incoming	Abandoned	00:01:20		7177373420	8581		444
2031	SIP VWL1	2/5/2008 2:14:52 PM	ICM	Answered	00:01:00		2225			-
2034	WAYNE	2/5/2008 2:14:49 PM	CO_Incoming	Abandoned	00:00:00		8007493374	8582		444
2032	SIP VWL2	2/5/2008 2:14:50 PM	ICM	Answered	00:00:11		2240			-
2012	ROCK IP	2/5/2008 2:14:50 PM	CO_Outgoing	Answered	00:18:29				19207493374	449
2103	ORDR FAX	2/5/2008 2:15:18 PM	CO_Incoming	Answered	00:00:32		3154728526	8583		444

- Call Visualiser **All Calls By Start End Date** report example: Select the Start Date and End Date and then press View Report to generate the report.

Scott's AccuCall-Web Advanced
Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Call Visualiser >
All Calls By Start End Date Search for: Go

View Properties

Start Date: 2/5/2008 End Date: 2/5/2008 View Report

1 of 3 100% Find Next Select a format Export

All Calls By Date Report 2/5/2008 To 2/5/2008

Ext	Name	Call Start Date Time	Call	Type	Call Duration	Caller ID Name	Caller ID No.	DNIS No.	Called No.	Trunk
2032	SIP VM2	2/5/2008 2:12:02 PM	PBX	CO_Incoming	00:02:12		9207480874	8582		4445
1325	SCOTT PB	2/5/2008 2:12:09 PM	PBX	ICM	00:00:30		2325			-
2033	SIP VM3	2/5/2008 2:12:47 PM	PBX	ICM	00:03:13		2206			-
2208	STIG	2/5/2008 2:13:08 PM	PBX	CO_Incoming	00:00:09	WIRELESS CALLER	8172715897	9728290208		4403
2208	STIG	2/5/2008 2:13:51 PM	PBX	CO_Incoming	00:01:24	WIRELESS CALLER	8172715897	9728290208		4403
1344	BRUCE PB	2/5/2008 2:14:18 PM	PBX	CO_Outgoing	00:04:08				9723942008	4431
2035	SIP VM5	2/5/2008 2:14:19 PM	PBX	ICM	00:00:30		2248			-
2032	SIP VM2	2/5/2008 2:14:19 PM	PBX	ICM	00:00:11		2248			-
2030	SIP VM0	2/5/2008 2:14:20 PM	ACC	CO_Incoming	00:01:05		7024807008	8581		4403
2024	LisaNAPT	2/5/2008 2:14:20 PM	ACC	CO_Incoming	00:30:42		7024807008	8581		4403
2037	SIP VM7	2/5/2008 2:14:20 PM	PBX	CO_Incoming	00:00:30		9207480874	8582		4445
2205	WAYNE	2/5/2008 2:14:20 PM	PBX	CO_Incoming	00:00:00		9207480874	8582		4445
2038	SIP VM8	2/5/2008 2:14:29 PM	ACC	CO_Incoming	00:01:20		7177373420	8581		4403
2021	SIP VM1	2/5/2008 2:14:41 PM	PBX	ICM	00:01:00		2223			-
2112	ROCK IP	2/5/2008 2:14:42 PM	PBX	CO_Outgoing	00:18:29				19207483874	4430
4450		2/5/2008 2:14:42 PM	PBX	CO_Outgoing	00:05:01				19207483874	4430

- Call Visualiser **All Calls Detailed Hourly** report example: Select the Start Date and End Date and then press View Report to generate the report.

- Call Visualiser **All Calls Grouped By Ext and Start Date** report example: Select the Start Date and End Date and then press View Report to generate the report.

The screenshot shows the 'All Calls Grouped By Ext and Start Date' report. The interface includes a breadcrumb trail: Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Call Visualiser >. The report title is 'All Calls Grouped By Ext and Start Date'. Below the title, there are 'View' and 'Properties' tabs. The 'Start Date' is set to 2/5/2008 and the 'End Date' is also 2/5/2008. A 'View Report' button is visible. The report content is titled 'Extension All Calls' for the period '2/5/2008 To 2/5/2008'. It features a table with the following data:

Ext	Name	Call Date Time	Type	Result	Call Duration	Caller ID Name	Caller ID No.	DNIS No.	Called
1202	CARL P5	5 Calls			00:01:24				
1203	GC P56	2 Calls			00:02:55				
1207	GARTH P5	1 Calls			00:15:37				
1208	STIG P5	4 Calls			00:06:36				
1216	VICKIE P5	2 Calls			00:01:41				
1325	SCOTT P5	1 Calls			00:00:30				
		2/5/2008 2:12:12 PM	ICB	Answered	00:00:30		2325		
1344	BRUCE P5	1 Calls			00:04:00				

- Call Visualiser **Calls By CallerID Number** report example: Select the Start Date, End Date, and enter the CallerID Number you want to view and then press View Report to generate the report. (The Caller ID Number entered must be an exact match to the number you want to run the report for.)

The screenshot shows the 'Calls By CallerID Number' report. The breadcrumb trail is: Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Call Visualiser >. The report title is 'Calls By CallerID Number'. Below the title, there are 'View' and 'Properties' tabs. The 'Start Date' is 2/6/2008 and the 'End Date' is 2/6/2008. The 'CallerID Number' is entered as 8054890490. A 'View Report' button is visible. The report content is titled 'Calls By Caller ID Number' for the period '2/6/2008 To 2/6/2008'. It features a table with the following data:

Ext	Name	Call Date Time	Call	Type	Result	Call Duration	Caller ID Name	Caller ID Number	DNIS Number
2032	SIP VML2	2/6/2008 2:10:41 PM	ACD	CO_Incoming	Answered	00:05:15		8054890490	8581
Totals		1 calls							

- Call Visualiser **Calls By Dialed Number** report example: Select the Start Date, End Date, and enter the Dialed Number you want to view and then press View Report to generate the report. (The Dialed Number entered must be an exact match to the number you want to run the report for.)

Scott's AccuCall-Web Advanced Home | Site Settings | Help
 Home > AccuCall-Web Advanced > AccuCall-Web Advanced
 Reports > Call Visualiser > **Calls By Dialed Number** Search for: Go

View Properties

Start Date: 2/6/2008 End Date: 2/6/2008
 Dialed Number: 9729290242

1 of 1 100% Find | Next Select a format Export

Calls By Dialed Number 2/6/2008 To 2/6/2008

Ext	Name	Call Date Time	Call	Type	Result	Call Duration	Dialed Number	Trunk
1325	SCOTT PS	2/6/2008 2:11:24 PM	PBX	CO_Outgoing	Answered	00:00:30	9729290242	91
Totals		1 calls						

- Call Visualiser **DNIS All Start Date** report example: Select the Start Date and End Date and then press View Report to generate the report.

Scott's AccuCall-Web Advanced Home | Site Settings | Help
 Home > AccuCall-Web Advanced > AccuCall-Web Advanced
 Reports > Call Visualiser > **DNIS All Start Date** Search for: Go

View Properties

Start Date: 2/6/2008 End Date: 2/6/2008
 1 of 1 100% Find | Next Select a format Export

Incoming Calls DNIS Report 2/6/2008 To 2/6/2008

DNIS Number	Ext	Name	Call Date Time	Call	Type	Result	Call Duration	Caller ID Name
6342		1 calls						
	2534	SIP VML4	2/6/2008 2:25:05 PM	PBX	CO_Incoming	Answered	00:00:22	
8580		1 calls						
8581		2 calls						
8582		1 calls						
9727931511		1 calls						

Call Visualiser Specific Call Master

The Call Visualiser is capable of displaying expanded call details for calls, trunks, and ACD calls through the Specific Call Master. Expanded call details are viewed by selecting hyperlinked (underlined) data fields contained in the reports. Calls by Extension, Date and Time Stamp, and Trunks can be expanded.

The screenshot displays the 'All Calls By Date Report' for 2/5/2008. The table contains the following data:

Ext	Name	Call Start Date Time	Call Type	Call Duration	Caller ID Name	Caller ID No.	DNIS No.	Called No.	Trunk
2028	SIP VML2	2/5/2008 2:12:00 PM	PBX	00:00:12		9207493874	9004		430
2028	SCOTT PB	2/5/2008 2:12:00 PM	PBX	00:00:00		2325			-
2053	SIP VML3	2/5/2008 2:12:47 PM	PBX	00:00:15		2325			-
2028	STIG	2/5/2008 2:12:00 PM	PBX	00:00:09	WIRELESS CALLER	8172710987	8729260206		430
2028	STIG	2/5/2008 2:12:41 PM	PBX	00:01:34	WIRELESS CALLER	8172710987	8729260206		430
1344	BRUCE PD	2/5/2008 2:14:18 PM	PBX	00:04:00				8723542008	430
2028	SIP VML5	2/5/2008 2:16:18 PM	PBX	00:00:00		2348			-
2028	SIP VML2	2/5/2008 2:16:18 PM	PBX	00:00:11		2340			-
2028	SIP VML5	2/5/2008 2:16:28 PM	ACD	00:01:05		7024301058	8581		480
2028	SIP VML5	2/5/2008 2:16:28 PM	ACD	00:01:05		7024301058	8581		480
2024	LEAHATT	2/5/2008 2:16:28 PM	ACD	00:00:42		7024301058	8581		480
2027	SIP VMLT	2/5/2008 2:16:28 PM	PBX	00:00:20		9207493874	8582		430
2028	WAYNE	2/5/2008 2:16:28 PM	PBX	00:00:00		9207493874	8582		430
2028	SIP VML5	2/5/2008 2:16:28 PM	ACD	00:01:20		7177313420	8581		480
2053	SIP VML1	2/5/2008 2:16:41 PM	PBX	00:01:00		2323			-
2012	RODIF	2/5/2008 2:16:47 PM	PBX	00:16:29				18207493874	430
4800		2/5/2008 2:16:47 PM	PBX	00:08:01				18207493874	430

The **Specific Call Master** displays Call Details, Call Flow, and Call Cradle to Grave information.

- **Call Details:** Displays Call Type, Call Result, Call Date/Time Stamp, Duration, Call, Ring Duration, and Duration to Answer by Person.
- **Call Flow:** Displays the Extension, Name, Date/Time Stamp, Call Steps, Duration, Trunk, Called Number, Caller ID Name, Caller ID Number, and DNIS number.
- **Call Cradle to Grave:** Displays Call States for the entire duration of the call.

Iwatsu AccuCallWeb Reports
 Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Call Visualiser >
SpecificCallMaster Search for:

View [Properties](#)

14 of 1 | 100% | Find | Next | Select a format | Export

Call Details

Call Type	Call Result	Call Start Date Time	Total Duration Minutes	Trunk	Call	Ring Dur (secs)	Dir. to Ans. by Person
CC_Incoming	Answered	2/12/2008 7:00:00 AM	00:06:09	61	FRK	6	000006

Call Flow

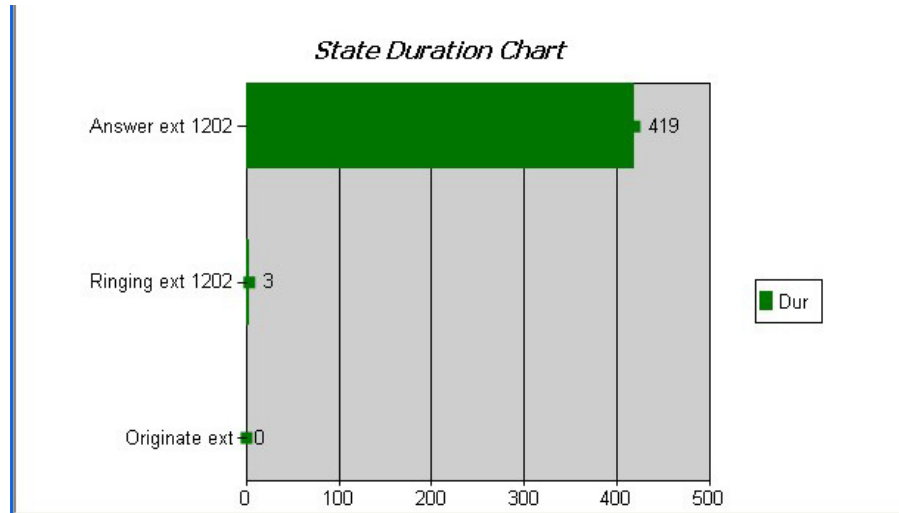
Ext.	Name	Call Date Time	Call Step	Call Duration In seconds	Trunk	Called Number	Caller ID Name	Caller ID Number	DNIS Number
120	CARL FR	2/12/2008 7:00:00 AM	Start	00:06:09	61				
				00:05:20					

Call Cradle To Grave

Call States
Call StartTime 7:00:00 AM
Originals set secs: 0
Ring set 1202 secs: 3
Answer set 1203 secs: 15
Disconnect Time 7:06:00 AM
Duration Chart

Call State Duration Chart

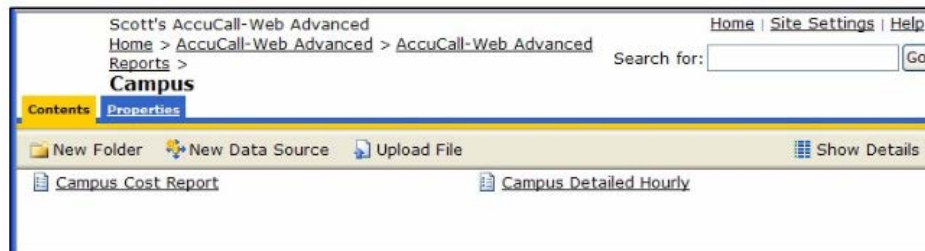
The **Duration Chart** at the bottom of the **Call Cradle to Grave** information allows you to view the call states in bar chart format.



Campus

Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Campus is used to generate reports specific to Iwatsu IPCampus networks. The Campus folder contains two reports; **Campus Cost Report** and **Campus Detailed Hourly** report.

- Campus reports.



- **Campus Cost Report** example: Select the Start Date, End Date, IP Campus Node, and the **Call Type** and then press View Report to generate the report.

Ext	Name	Type	Call Date Time	Call Duration	Caller ID Name	Caller ID No.	DNIS No.	Called No.	Trunk	Trk Gp	Cost
1325	SCOTT PS		1 Calls	00:00:36							\$0.00
		CO_Outgoing	2/6/2008 2:11:31 PM	00:00:36			9729200242	91	14		\$0.00
2000	GINA		3 Calls	00:01:48							\$0.00
2157	GLOB FAX		3 Calls	00:02:26							\$0.00
2206	PHILIP		1 Calls	00:07:40							\$0.00

- Campus Detailed Hourly Report** example: Select the Start Date, End Date, and the IP Campus Node and then press View Report to generate the report.

Scott's AccuCall-Web Advanced Home | Site Settings | Help
 Home > AccuCall-Web Advanced > AccuCall-Web Advanced
 Reports > Campus > **Campus Detailed Hourly** Search for: Go

View **Properties**

Start Date: 2/6/2008 End Date: 2/6/2008 View Report

Campus: Main

1 of 1 100% Find | Next Select a format Export

Campus: Main

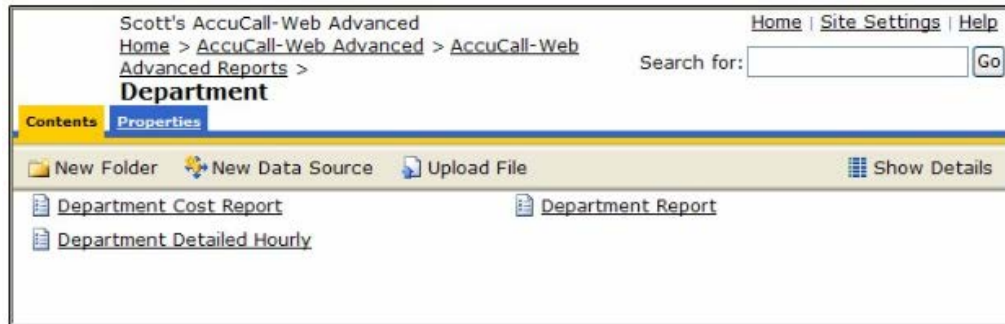
Start Time hh:mm	Incm Total Calls	Incm Dur. Total hh:mm:ss	Aban Total Calls	Aban Dur. Total hh:mm:ss	ICM Total Calls	ICM Dur. Total hh:mm:ss	Out Total Calls	Out Dur. Total hh:mm:ss	All Total Calls	All Dur. Total hh:mm:ss
14:00	16	00:27:15	10	00:06:07	10	00:08:13	11	00:13:06	47	00:54:41
Totals	16	00:27:15	10	00:06:07	10	00:08:13	11	00:13:06	47	00:54:41

Department

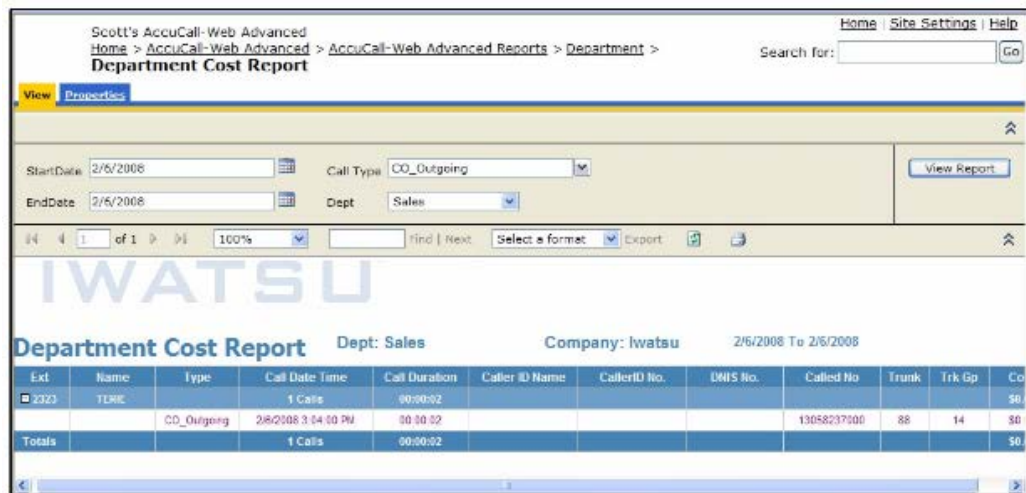
Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Department.

The Department folder contains three reports: **Department Cost Report**, **Department Detailed Hourly**, and **Department Report**.

- **Department Reports:**



- **Department Cost Report** example: Select the Start Date, End Date, Call Type, and Department and then press View Report to generate the report.



- Department **Detailed Hourly** Report example: Select the Start Date, End Date, and Department and then press View Report to generate the report.

Scott's AccuCall-Web Advanced
 Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Department >
 Department Detailed Hourly

Start Date: 2/6/2008 End Date: 2/6/2008 View Report

Dept: Sales

Dept: Sales Com: Iwatsu

Start Time hh:mm	Incm Total Calls	Incm Dur. Total hh:mm:ss	Aban Total Calls	Aban Dur. Total hh:mm:ss	ICM Total Calls	ICM Dur. Total hh:mm:ss	Out Total Calls	Out Dur. Total hh:mm:ss	All Total Calls	All Dur. Total hh:mm:ss
14:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00
15:00	0	00:00:00	0	00:00:00	0	00:00:00	1	00:00:02	1	00:00:02
Totals	0	00:00:00	0	00:00:00	0	00:00:00	1	00:00:02	1	00:00:02

- Department **Report** example: Select the Start Date, End Date, and Department and then press View Report to generate the report.

Scott's AccuCall-Web Advanced
 Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Department >
 Department Report

Start Date: 2/6/2008 End Date: 2/6/2008 View Report

Dept: Sales

Dept: Sales Company: Iwatsu

2/6/2008 To 2/6/2008

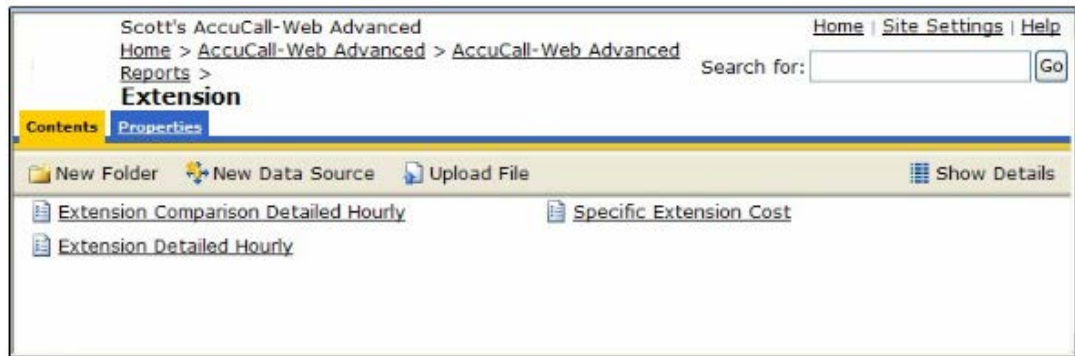
Ext	Name	Type	Call Date Time	Call Duration	Caller ID Name	Caller ID Number	DNIS No.
2323	TERIE	CO_Outgoing	2/6/2008 3:04:00 PM	00:00:02			
Totals			1 Calls	00:00:02			

Extension

Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Extension.

The Extension folder contains three reports, Extension Comparison Detailed Hourly, Extension Detailed Hourly report, and Specific Extension Cost.

- **Extension Report.**



- **Extension Comparison Detailed Hourly Report example:** Select the Start Date, End Date, and the 1st, 2nd, and 3rd Extensions to compare and then press View Report to generate the report. A report will not appear for an extension when no activity exists for the range selected.

The screenshot shows the 'Extension Comparison Detailed Hourly' report interface. It includes a breadcrumb trail: 'Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Extension > Extension Comparison Detailed Hourly'. Below the breadcrumb, there are input fields for 'Start Date' (2/12/2008), 'End Date' (2/12/2008), '1st Ext' (2204), '2nd Ext' (2000), and '3rd Ext' (2206). A 'View Report' button is visible. Below the input fields, there is a table with three columns for extensions: LISA (2204), GINA (2000), and PHILIP (2206). Each column contains a table with 12 rows of data (11 hourly rows and 1 total row) and 5 columns: Start Time, Incom Calls Total, Incom Dur Total, Out Total Calls, and Out Dur Total.

LISA (2204)					GINA (2000)					PHILIP (2206)				
Start Time	Incom Calls Total	Incom Dur Total	Out Total Calls	Out Dur Total	Start Time	Incom Calls Total	Incom Dur Total	Out Total Calls	Out Dur Total	Start Time	Incom Calls Total	Incom Dur Total	Out Total Calls	Out Dur Total
06:00	0	00:00:00	0	00:00:00	06:00	0	00:00:00	0	00:00:00	06:00	0	00:00:00	0	00:00:00
07:00	0	00:00:00	0	00:00:00	07:00	0	00:00:00	0	00:00:00	07:00	0	00:00:00	0	00:00:00
08:00	2	00:30:50	0	00:00:00	08:00	1	00:02:10	0	00:00:00	08:00	2	00:20:49	0	00:00:00
09:00	4	00:24:00	0	00:00:00	09:00	4	00:19:34	0	00:00:00	09:00	2	00:27:13	0	00:00:00
10:00	8	00:43:51	0	00:00:00	10:00	9	00:14:38	0	00:00:00	10:00	1	00:53:56	0	00:00:00
11:00	3	00:31:19	0	00:00:00	11:00	3	00:02:22	0	00:00:00	11:00	2	00:22:50	0	00:00:00
Totals	17	01:45:00	0	00:00:00	Totals	17	00:27:40	0	00:00:00	Totals	7	02:04:40	0	00:00:00

- Extension **Detailed Hourly** Report example: Select the Start Date, End Date, and the **Extension** and then press View Report to generate the report.

Start Time	ACD Incm Calls	Incm Dur Total	PBX Incm Calls	PBX Incm Dur Total	Aban Total Calls	Aban Dur Total	ICM Total Calls	ICM Dur Total	Out Total Calls	Out Dur Total	All Total Calls	All Dur Total	Not Avail Total	Not Avail Total Dur	Wrap Total No.
14:00	0	00:00:00	2	00:02:25	0	00:00:00	2	00:01:02	3	00:01:48	8	00:05:17	0	00:00:00	0
15:00	1	00:04:45	3	00:04:07	0	00:00:00	0	00:00:00	3	00:00:00	5	00:09:15	0	00:00:00	0
Totals	1	00:04:45	5	00:06:32	0	00:00:00	2	00:01:02	3	00:01:48	13	00:14:39	0	00:00:00	0

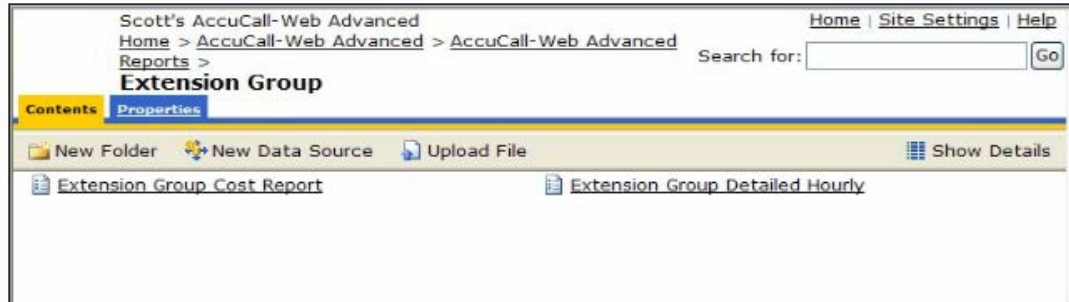
- Extension **Specific Extension Cost** Report example: Select the Start Date, End Date, Call Type, and **Extension** and then press View Report to generate the report.

Type	Call Date Time	Call Duration	Caller ID Name	Caller ID Number	Called Number	Trunk	T.Grp	Cost
CO_Outgoing	2/6/2008 2:10:49 PM	00:00:11			18372800871	88	14	\$0.00
CO_Outgoing	2/6/2008 2:15:42 PM	00:00:18			19374815340	81	14	\$0.00
CO_Outgoing	2/6/2008 2:17:20 PM	00:01:19			18100210000	88	14	\$0.00
Totals	3 Calls	00:01:48						\$0.00

Extension Groups

Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Extension Groups. The Extension Groups folder contains two reports: **Extension Group Cost Report** and **Extension Group Detailed Hourly**.

- Extension Group Reports.



- Extension **Group Cost Report** example: Select the Start Date, End Date, Station Group, and Call Type and then press View Report to generate the report.

Ext	Name	Type	Call Date Time	Call Duration	Caller ID Name	Caller ID No.	DNIS No.	Called No.	Trunk	Trk Gp	Cost
1326	SCOTT P5	CO_Outgoing	2/6/2008 2:11:31 PM	00:00:36	IAI/ScottP	Scott's Grp		9729290242	91	14	\$0.00
Totals			1 Calls	00:00:36							\$0.00

- Extension **Group Detailed Hourly** report: Select the Start Date, End Date, and Station Group and then press View Report to generate the report.

Scott's AccuCall-Web Advanced [Home](#) | [Site Settings](#) | [Help](#)
[Home](#) > [AccuCall-Web Advanced](#) > [AccuCall-Web Advanced](#)
[Reports](#) > [Extension Group](#) > **Extension Group Detailed Hourly** Search for:

View **Properties**

Start Date End Date

Station Grp

1 of 1 100% Find | Next Select a format Export

Extension Grp Hourly Report IAI\ScottP 2/6/2008 To 2/6/2008

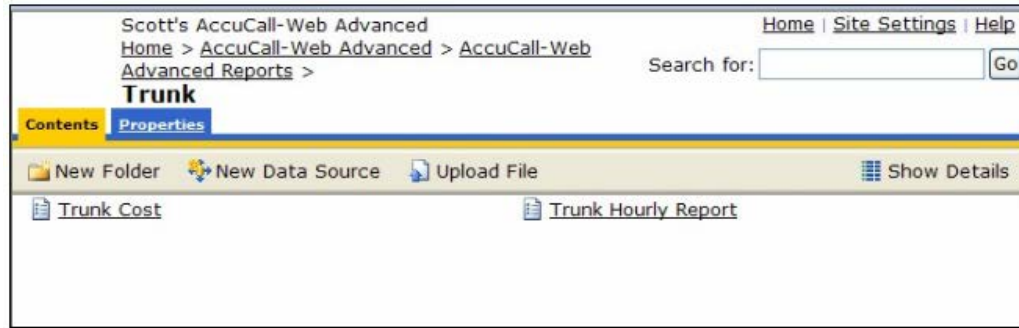
Name: Scott's Grp

Start Time hh:mm	Incm Total Calls	Incm Dur. Total hh:mm:ss	Aban Total Calls	Aban Dur. Total hh:mm:ss	ICM Total Calls	ICM Dur. Total hh:mm:ss	Out Total Calls	Out Dur. Total hh:mm:ss	All Total Calls	All Dur. Total hh:mm:ss
14:00	1	00:00:21	0	00:00:00	1	00:01:01	1	00:00:36	3	00:01:58
15:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00	0	00:00:00
Totals	1	00:00:21	0	00:00:00	1	00:01:01	1	00:00:36	3	00:01:58

Trunk Reports

Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Trunks. The Trunk folder contains two reports; **Trunk Cost** and **Trunk Hourly Report**.

- **Trunk Reports.**



- **Trunk Cost Report example:** Select the Start Date, End Date, and Trunk number and then press View Report to generate the report.

The screenshot shows the 'Trunk Cost' report interface. The breadcrumb trail is 'Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Trunk > Trunk Cost'. The report title is 'Trunk Cost Report' for 'Trunk #47' from '2/6/2008 To 2/6/2008'. The interface includes a search bar and navigation links like 'Home', 'Site Settings', and 'Help'. Below the report title, there are input fields for 'Start Date' (2/6/2008), 'End Date' (2/6/2008), and 'Trunk' (47). A 'View Report' button is visible. The report content is displayed in a table with columns: Ext, Type, Call Date Time, Total Duration, CallerID Name, CallerID No., DNIS Number, Called Number, and Cost. The table shows three calls and a total cost of \$0.00.

Ext	Type	Call Date Time	Total Duration	CallerID Name	CallerID No.	DNIS Number	Called Number	Cost
2632	CO_incoming	2/6/2008 2:37:25 PM	00:01:14		6173886380	0178		\$0.00
2634	CO_incoming	2/6/2008 2:41:23 PM	00:02:29		9083289008	0342		\$0.00
2634	CO_incoming	2/6/2008 2:48:10 PM	00:24:44		6073474168	7458		\$0.00
Totals		3 Calls	00:28:27					\$0.00

- **Trunk Hourly Report** example: Select the Start Date, End Date, and Trunk number and then press View Report to generate the report.

Scott's AccuCall-Web Advanced Home | Site Settings | Help
 Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Trunk > Search for:

Trunk Hourly Report

View Properties

Start Date: 2/6/2008 Trunk: 47 View Report

End Date: 2/6/2008

1 of 1 100% Find | Next Select a format Export

Trunk Hourly Report 2/6/2008 To 2/6/2008

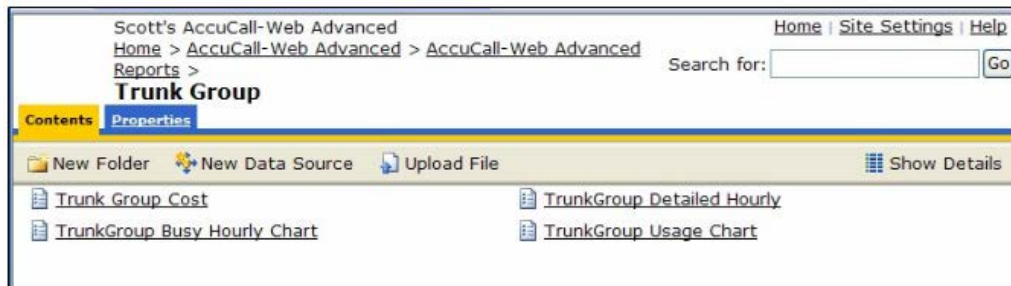
Trunk : 47

Time Start hh:mm	Total Calls Incm	Incm Dur. Total hh:mm:ss	Incm Avg secs	Total Calls Aban	Aban Dur. Total hh:mm:ss	Aban Avg secs	Total Calls Out	Out Dur. Total hh:mm:ss	Out Avg Secs	Total Calls All	All Dur. Total hh:mm:ss	All Avg Secs
14:00	2	00:27:13	816	1	00:01:14	74	0	00:00:00	0	3	00:28:27	569
15:00	0	00:00:00	0	0	00:00:00	0	0	00:00:00	0	0	00:00:00	0
Totals	2	00:27:13	816	1	00:01:14	74	0	00:00:00	0	3	00:28:27	569

Trunk Groups

Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Trunk Group. The Trunk Group folder contains four reports; **Trunk Group Cost**, **Trunk Group Busy Hourly Chart**, **Trunk Group Detailed Hourly**, and the **Trunk Groups Usage Chart**.

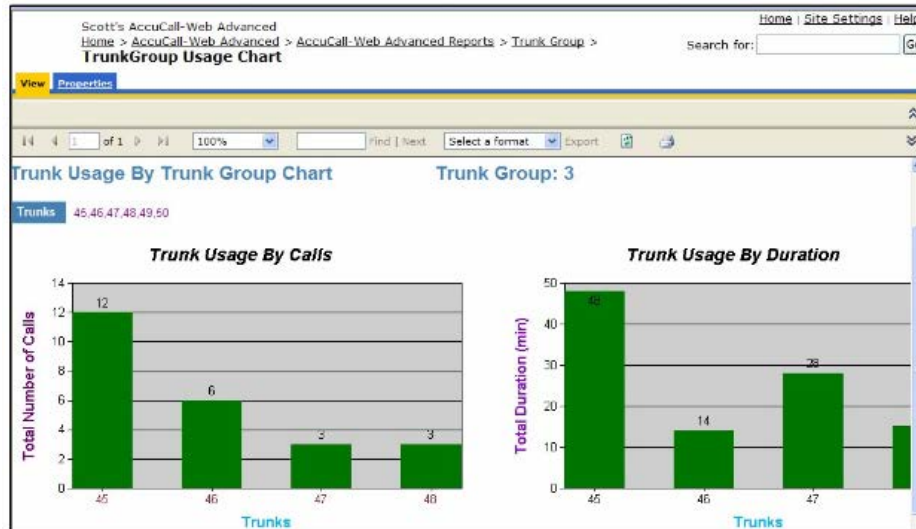
- **Trunk Group** reports.



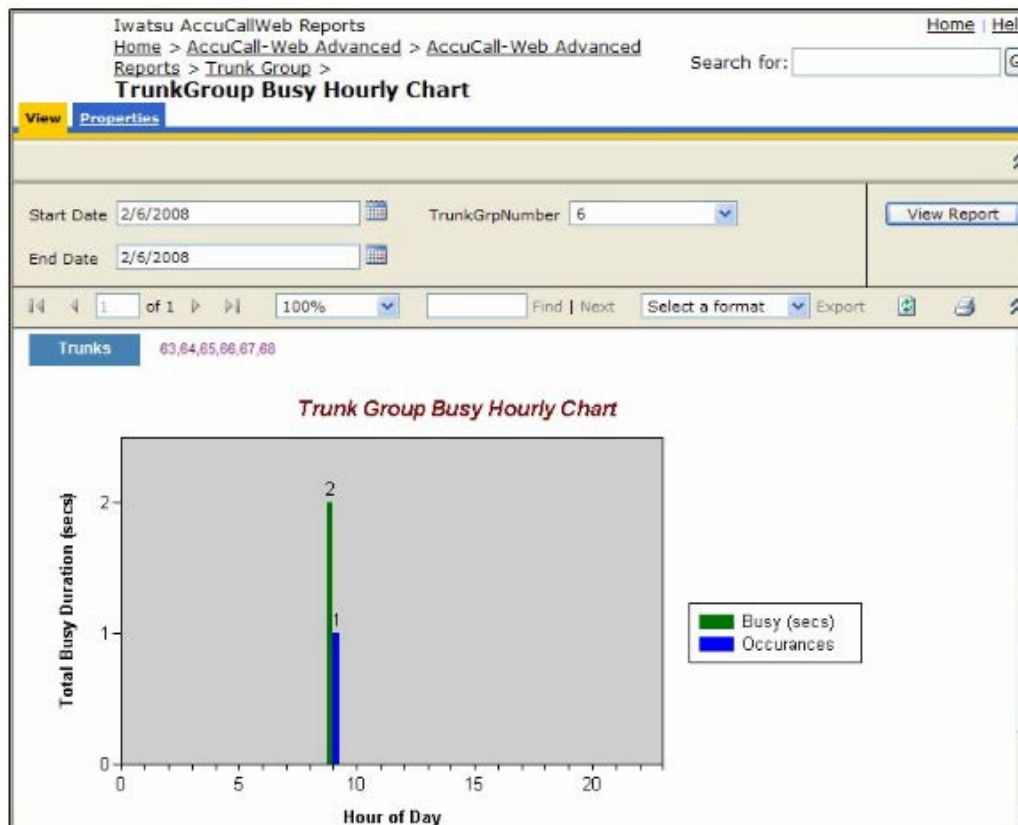
- **Trunk Group Cost** Report example: Select the Start Date, End Date, and Trunk Group number and then press View Report to generate the report.

Trunk	Type	Ext	Call Date Time	Duration	Caller ID Name	Caller ID Number	DNIS Number	Called Number	Cost
45			12 Calls	00:46:03					\$0.00
46			6 Calls	00:14:02					\$0.00
47			3 Calls	00:26:27					\$0.00
	CO_incoming	2632	2/6/2008 2:37:25 PM	00:01:14		8172885360	0176		\$0.00
	CO_incoming	2634	2/6/2008 2:41:23 PM	00:02:29		9083280558	0342		\$0.00
	CO_incoming	2634	2/6/2008 2:49:10 PM	00:24:44		8072474188	7426		\$0.00
45			3 Calls	00:14:40					\$0.00
Totals			24 Calls	01:46:12					\$0.00

- **Trunk Group Cost Chart** example: Select **view chart** to view the report chart.



- **Trunk Group Busy Hourly Chart** Report example: Select the Start Date, End Date, and the Trunk Group number and then press View Report to generate the report.



- **Trunk Group Detailed Hourly Report** example: Select the Start Date, End Date, and Trunk Group number and then press View Report to generate the report.

Iwatsu AccuCallWeb Reports Home | Help
 Home > AccuCall-Web Advanced > AccuCall-Web Advanced Reports > Trunk Group >
TrunkGroup Detailed Hourly Search for:

View Properties

Start Date: 2/5/2008 Trunk Group: 6 View Report

End Date: 2/5/2008

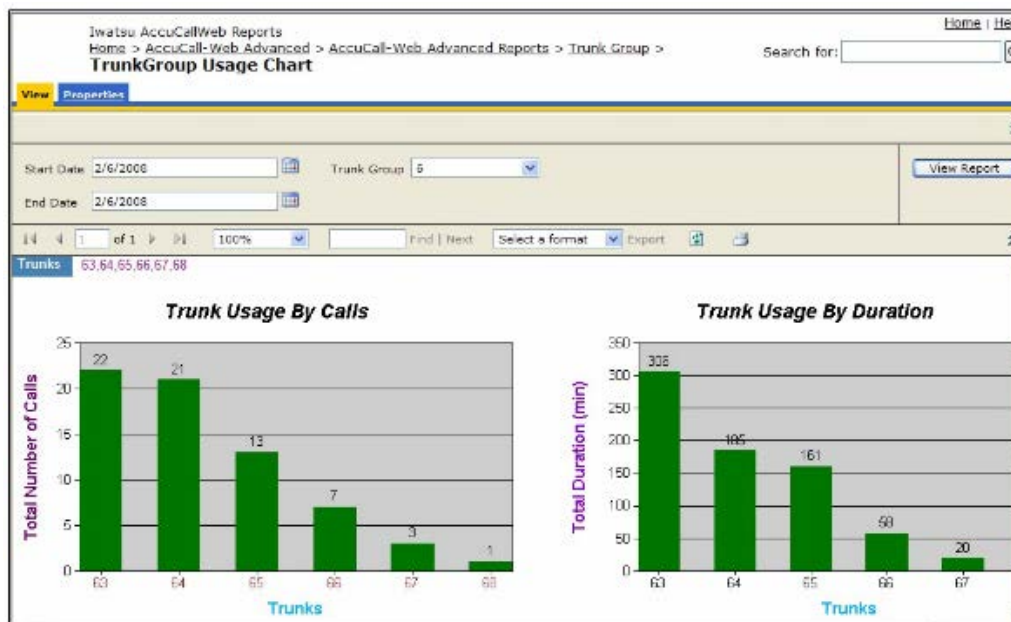
100% Find | Next Select a format Export

Trunk Group Hourly Report 2/5/2008 To 2/5/2008

Trunk Group: 6 Trunks: 63,64,65,66,67,68

Start Time h:mm	Incm Calls Total	Incm Dur Total h:mm:ss	Incm Avg secs	Aban Calls Total	Aban Dur Total h:mm:ss	Aban Avg secs	Out Calls Total	Out Dur Total h:mm:ss	Out Avg secs	All Calls Total	All Dur Total h:mm:ss	All Avg secs	Busy Calls Total	Busy Dur Total h:mm:ss	Busy Avg secs
04:00	0	00:00:00	0	0	00:00:00	0	0	00:00:00	0	0	00:00:00	0	0	00:00:00	0
05:00	0	00:00:00	0	1	00:00:19	19	0	00:00:00	0	1	00:00:19	19	0	00:00:00	0
06:00	0	00:00:00	0	0	00:00:00	0	0	00:00:00	0	0	00:00:00	0	0	00:00:00	0
07:00	0	00:00:00	0	1	00:00:19	19	0	00:00:00	0	1	00:00:19	19	0	00:00:00	0
08:00	3	00:53:46	1075	1	00:02:26	146	0	00:00:00	0	4	00:56:12	943	0	00:00:00	0
09:00	6	02:40:53	1699	3	00:11:47	236	0	00:00:00	0	9	03:00:40	1264	1	00:00:02	2
10:00	6	01:18:45	786	4	00:08:45	131	0	00:00:00	0	10	01:25:30	513	0	00:00:00	0
11:00	9	02:28:04	987	7	00:08:26	72	0	00:00:00	0	16	02:36:30	567	0	00:00:00	0
12:00	8	01:19:12	594	3	00:05:21	107	0	00:00:00	0	11	01:24:33	461	0	00:00:00	0
13:00	3	00:20:32	411	1	00:00:32	32	0	00:00:00	0	4	00:21:04	316	0	00:00:00	0
14:00	5	02:00:05	1441	2	00:08:00	240	0	00:00:00	0	7	02:08:05	1098	0	00:00:00	0

- **Trunk Group Usage Chart Report** example: Select the Start Date, End Date, and Trunk Group number and then press View Report to generate the report.

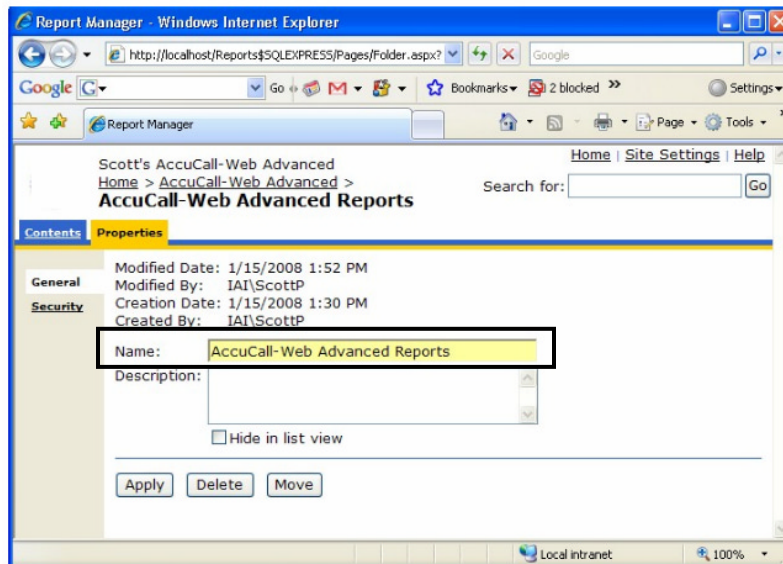


Properties tab:

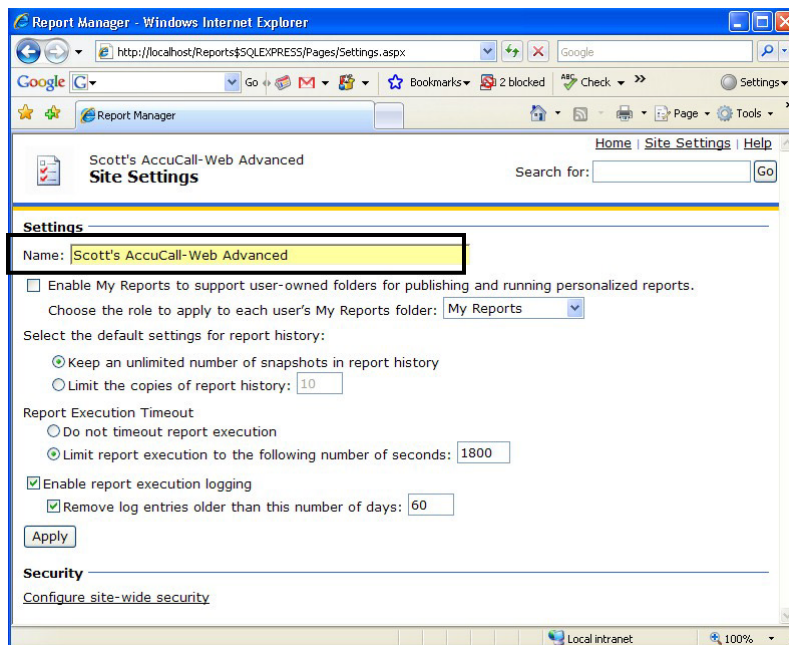
General

Under the **Properties > General** tab you will find general information about the folder as shown below:

- **Edit Site Name:** Select **Site Settings** (upper right corner of the Reports window) to edit the Site Name.



- Enter the new Site **Name** and select **Apply** to save the save your changes.



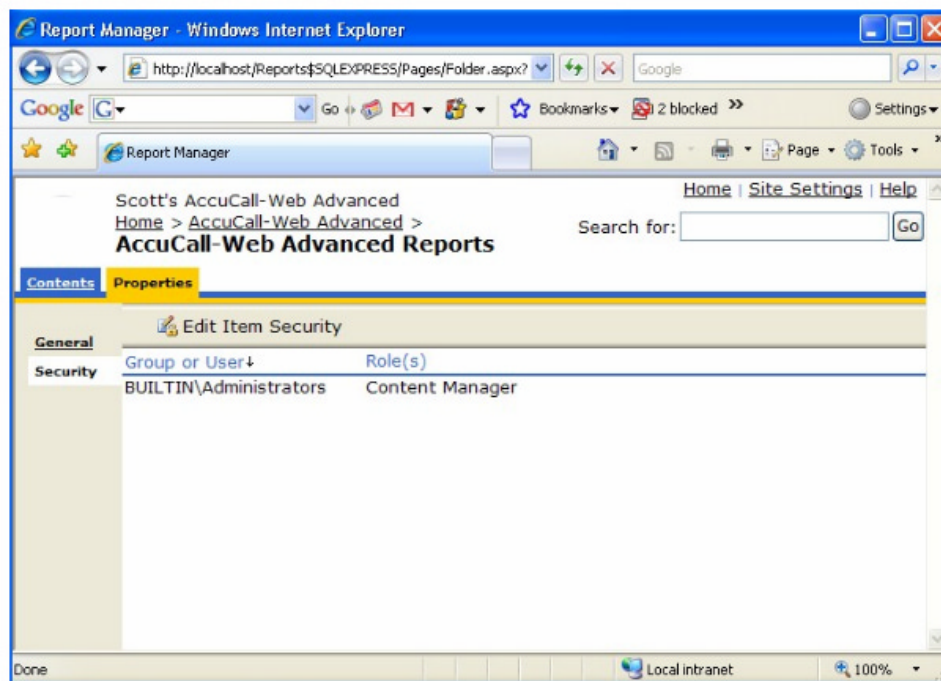
Security

Under the **Security** tab, you can:

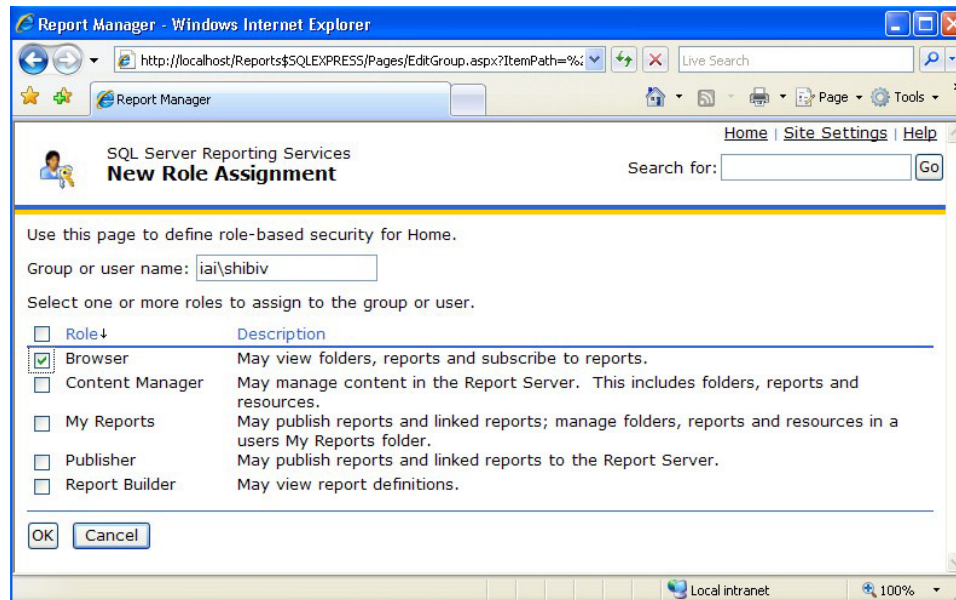
- **Create a New Role Assignment:** Create a new user.
- **Revert to Parent Security:** Reverts the security settings for a sub-folder to that of the parent folder.
- **Delete** a user: Delete a user account.

New Role Assignment

- Select **New Role Assignment** to create a new user.



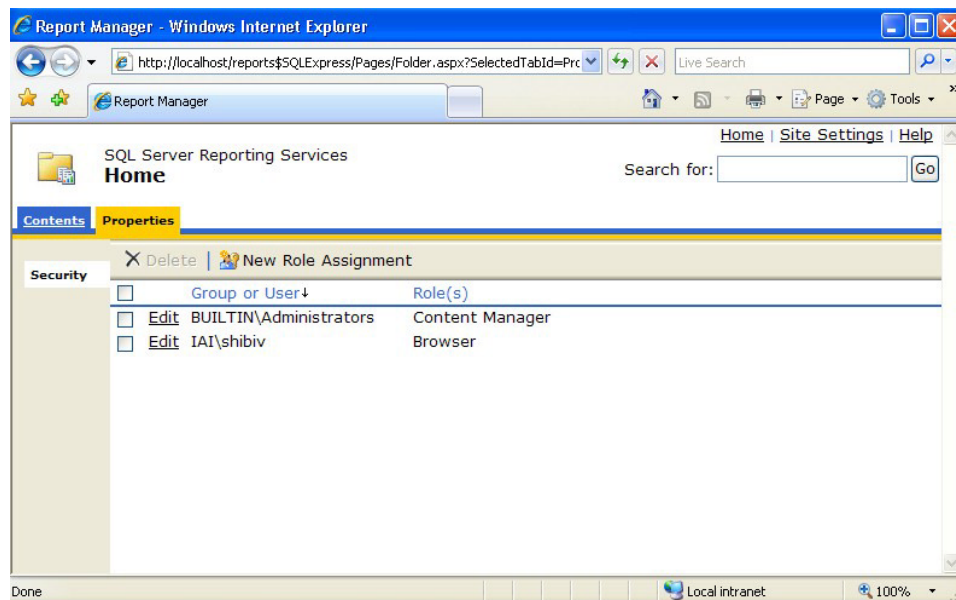
- Enter the **Group** or **user name**: for example: iai\shibiv.
- Select the **Role** you want the new user to have. Each Role assignment has a detailed description next to the specific role. Selecting the **Browser** Role is typical.
- Once the Role is selected, press **OK** to add the new user.



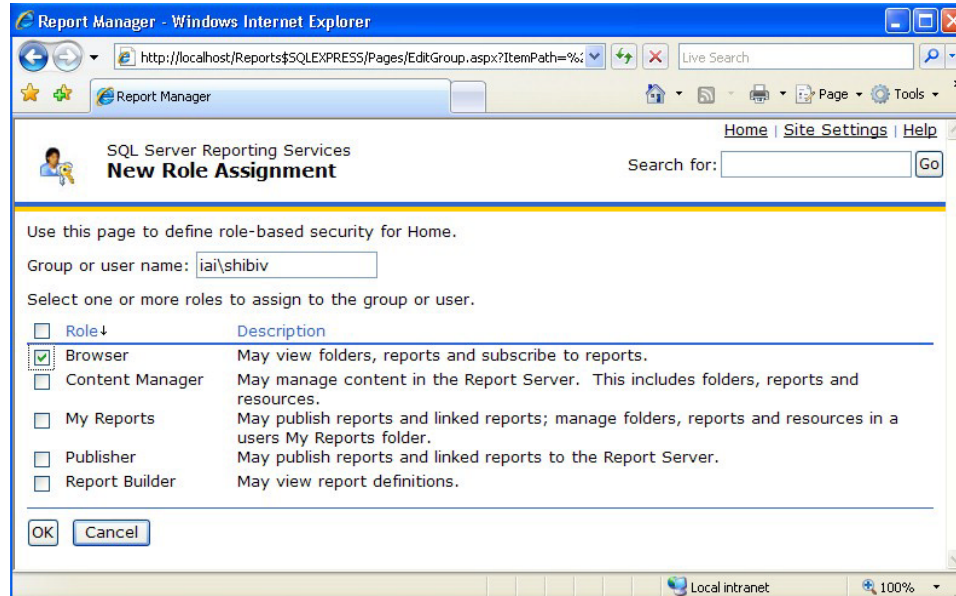
- The new user and their role will appear under the Security tab.

Edit a Role Assignment

- To **Edit a Role Assignment**:
- Select **Edit** next to the **Group or User** you want to edit.

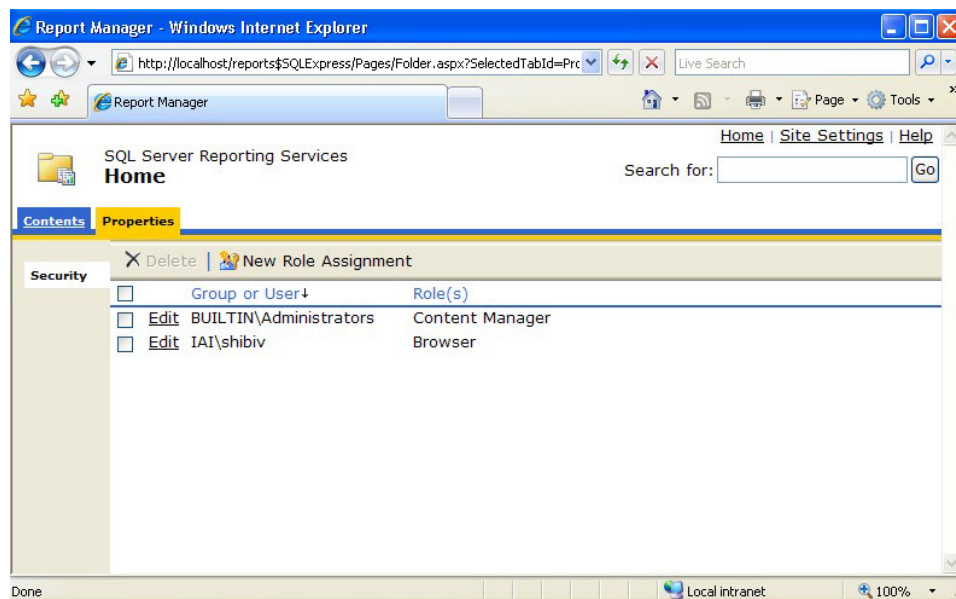


- Select the new role assignment for the selected user.
- Select **OK** to make the change.



Delete a Role Assignment

- To **Delete a Role Assignment**:
- Select the box next to the **Group** or User you want to delete to activate the **Delete** tab.



- Select **Delete** and then select **OK** when the **Are you sure you want to delete this item?** window appears.

Troubleshooting

This trouble-shooting guide contains the following trouble-shooting tips:

- Uninstall SQL Server 2005.
- Configure IIS Settings for a Workgroup.
- Encryption Key error when running reports.
- Report Server receives an error when connecting to the database.
- Login screen pop when running the reports and the login screen does not take my user name and password.
- Running reports from a remote computer.
- Cannot run reports after a computer name change.

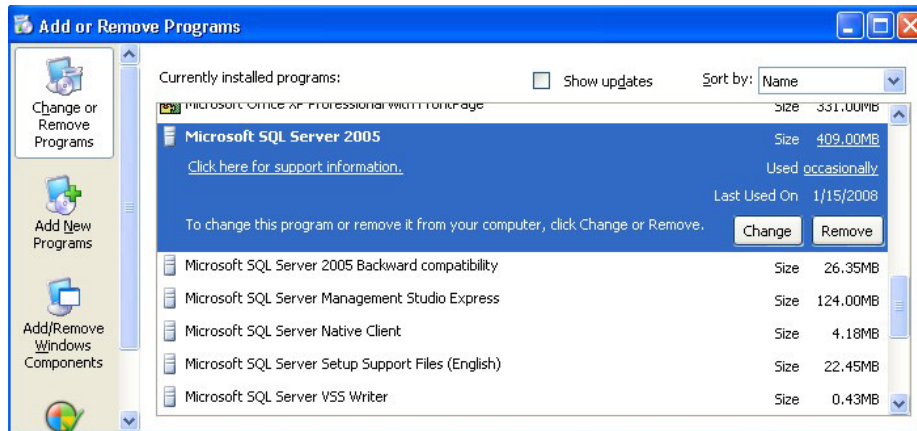
Note:

If your Iwatsu Enterprise-CS system has been re-started, verify that the ACWeb-CSTA Service is running and collecting data.

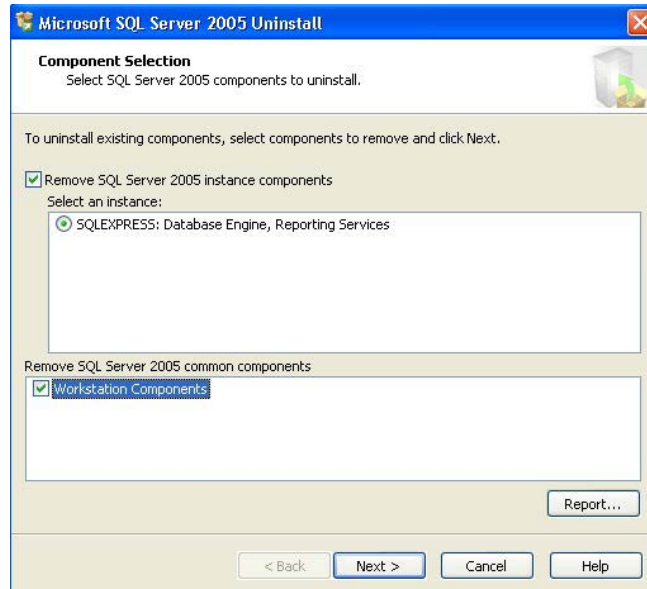
Uninstall SQL Server 2005

To uninstall SQL Server 2005:

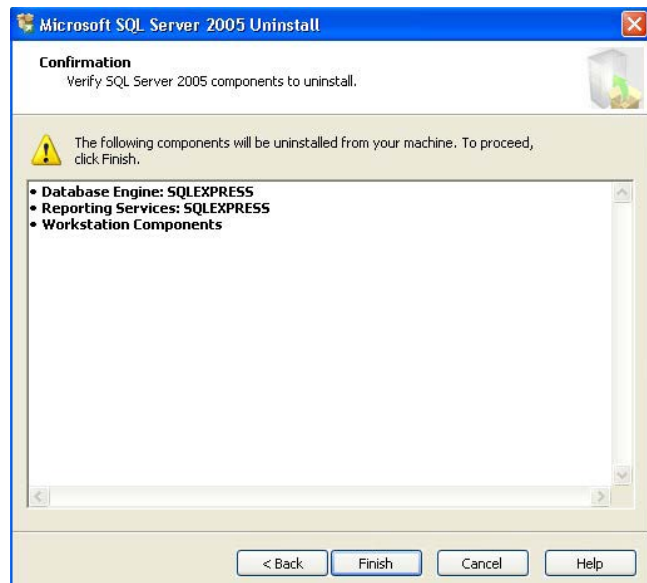
1. Go to **Start > Settings > Control Panel > Add or Remove Programs**.
 - Select (highlight) **Microsoft SQL Server 2005** and press **Remove**.



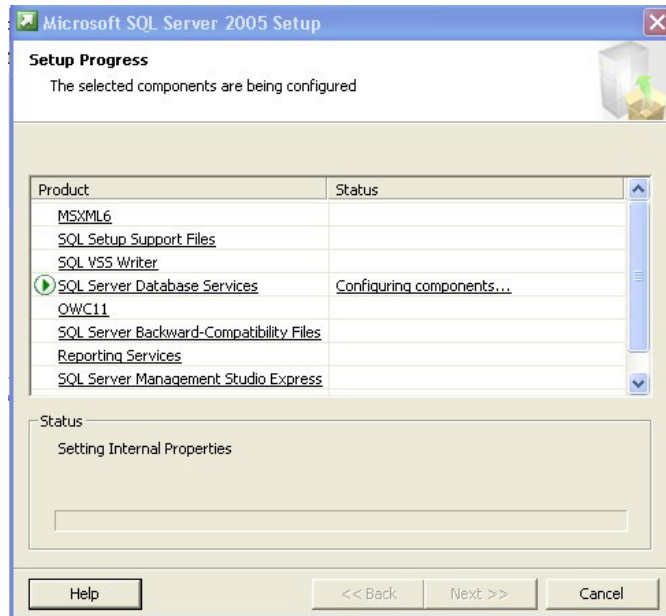
2. Select the **SQLEXPRESS Database Engine, Reporting Services** radio button and the **Workstation Components** checkbox.
 - Select **Next >** to continue



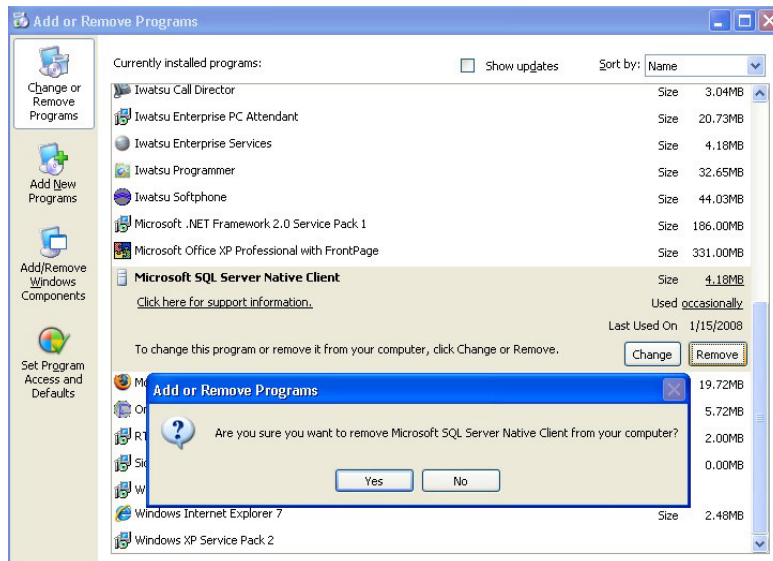
- Press **Finish** to begin the uninstall process. This process will take a few minutes to remove all the components.



- The uninstall process begins.

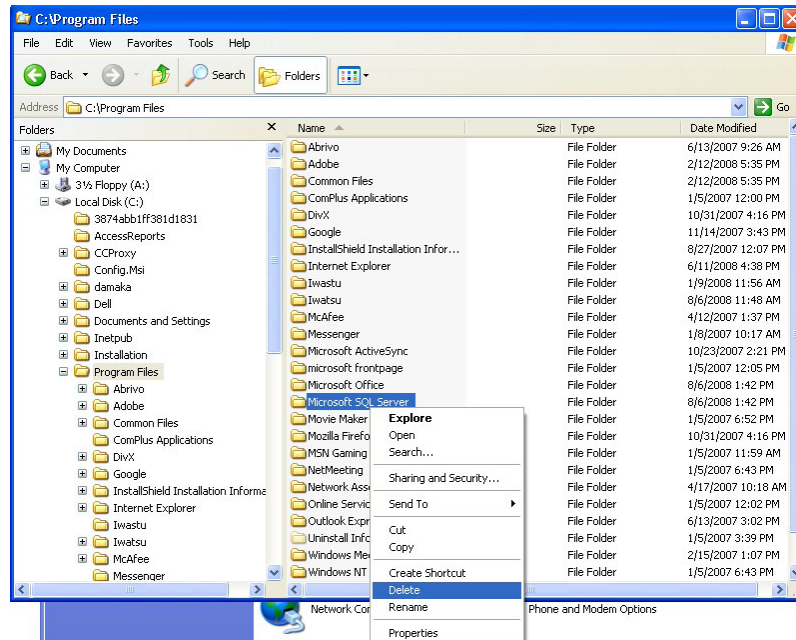


- **Close the Add or Remove Programs window** after uninstall is complete.
3. Go to **Start > Settings > Control Panel > Add or Remove Programs** and find and select **Microsoft SQL Server Native Client**.
 - Select **Remove** to uninstall the **Native Client** and select **Yes** to confirm the removal.



- Remove any other Microsoft SQL Server programs in the Add or Remove Programs list.

4. **Right-click** on **Start** and select **Explore** to open the **File Explorer** and go to **C:\Program Files** and delete the **Microsoft SQL Server** folder and all its contents.
 - Select **Yes** when the **Confirm Folder Delete** message box appears.

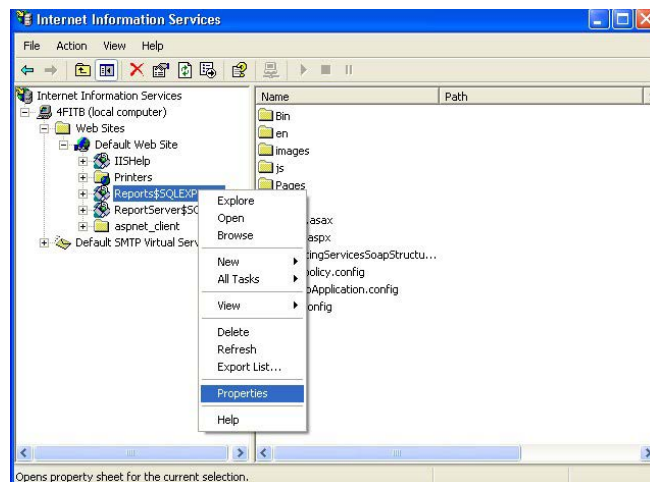


- Now you are ready to install SQL Server again.

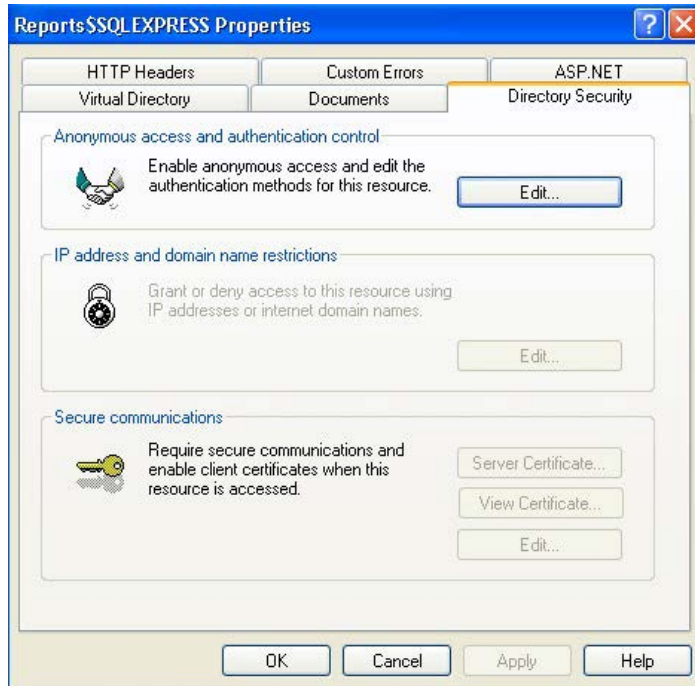
Configuring IIS Settings for Workgroup

To configure IIS for Workgroups:

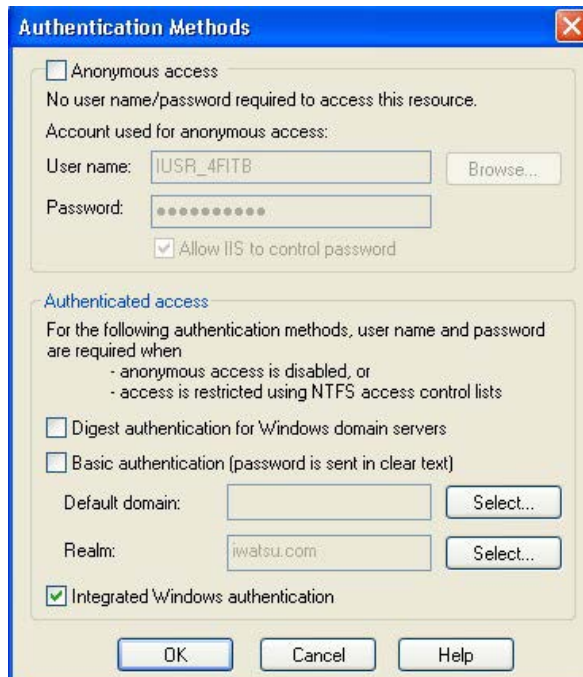
1. Go to **Start > Settings > Control Panel > Administrative Tools**.
 - Double-click on **Internet Information Services** and expand **local computer > Web Sites > Default Web Site**.
 - Right-click on **Reports\$SQLEXPRESS** and select **Properties**.



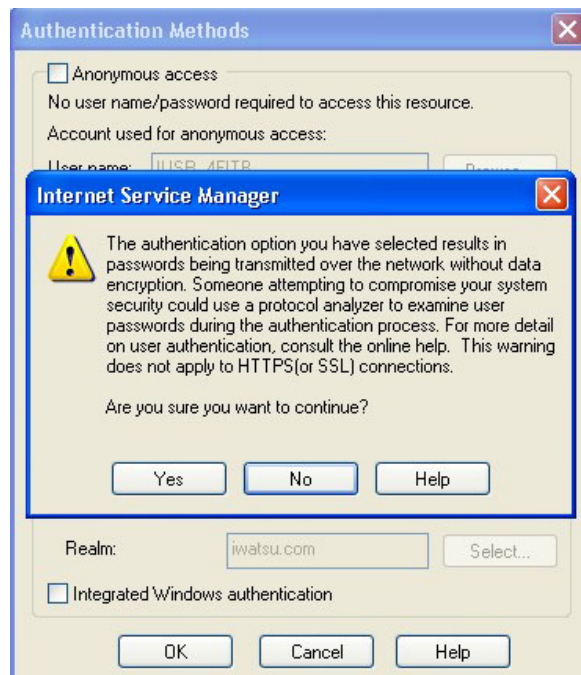
2. Select the **Directory Security** tab and select **Edit** in the **Anonymous access and authentication control** area.



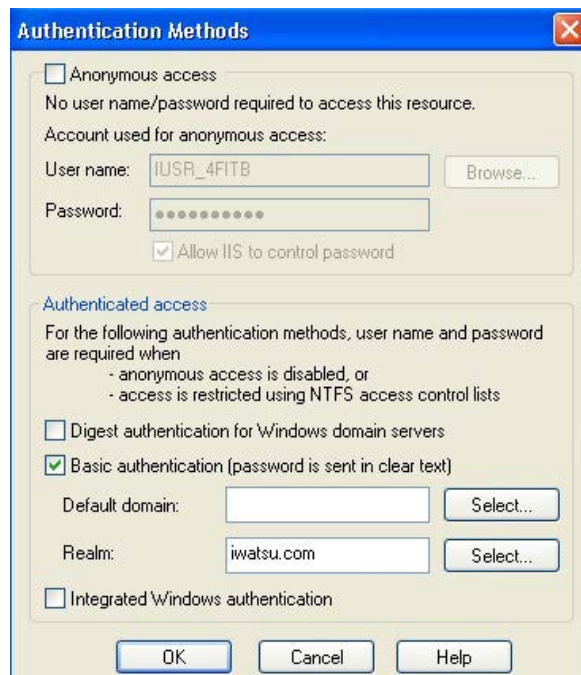
- Uncheck the **Integrated Windows authentication** box (for the domain) and check the **Basic authentication (password is sent in clear text)** box.



- When you check the **Basic authentication** box select **Yes** to continue when the **Internet Service Manager** screen appears.



- The **Authentication Methods** screen should now appear as shown below:



3. Select **OK** to close the Authentication Methods window and then select **OK** to exit the IIS Properties window.

Encryption Key Error

Encryption key errors can be caused by:

1. Changing the computer from a Workgroup to a domain or vice-versa.
2. Losing power.
3. Cannot connect to a domain server when the computer is set as part of a domain.
4. Windows Auto-update is set for automatic and the computer reboots.

Solutions:

1. **Restore Encryption key backup.** If an Encryption key backup exists:
 - Go to: Start > All Programs > Microsoft SQLServer 2005 > Configuration Tools > Reporting Services Configuration
 - Select Connect button.
 - Select Encryption Keys and Select Restore.
2. If **no Encryption key backup exists**, perform the following procedure:
 - Delete Encryption key
 - Go to: START > PROGRAMS > MICROSOFT SQL SERVER 2005 > CONFIGURATION TOOLS > REPORTING SERVICES CONFIGURATION >
 - Click on CONNECT
 - Click on ENCRYPTION KEYS
 - Click on DELETE button
 - Add encryption key, username and password
 - Launch Internet Explorer URL:
[http://localhost/reports\\$SQLEXPRESS/Pages/Folder.aspx](http://localhost/reports$SQLEXPRESS/Pages/Folder.aspx)
 - Click on SHOW DETAILS
 - Click on DATA SOURCES folder
 - Click on CSTADATASOURCE folder
 - Make sure check on ENABLE THIS DATA SOURCE
 - Type CONNECTION STRING as follows:
 - Advanced: Data Source=localhost\SQLEXPRESS;Initial Catalog=AccuCallWebCSTA
 - Standard: Data Source=localhost\SQLEXPRESS;Initial Catalog=SMDR
 - Note that there is a space between Data and Source. Also between Initial and Catalog
 - Check : Credentials stored securely in the report server
 - Username: sa
 - Password: iwatsu10

- Click on APPLY
3. **Adding the Encryption key back in MS SQL 2005**
- Go to: START > PROGRAMS > MICROSOFT SQL SERVER 2005 > CONFIGURATION TOOLS > REPORTING SERVICES CONFIGURATION >
 - Click on CONNECT
 - Click on ENCRYPTION KEYS
 - Click on BACKUP button
 - Password: iwatsu
 - Click on Key File
 - Type on File Name and SAVE

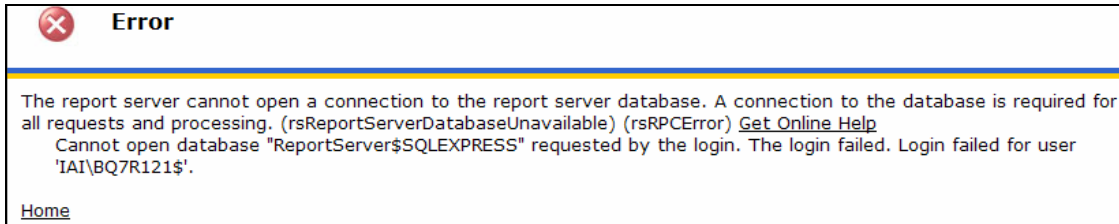
4. **If the Restore and Delete Encryption keys are disabled**

This is because SQL Server did not start up properly on boot up. Also, this can be caused when the SQL Server cannot talk to the Domain Controller if it is set up for Domain. If this is a Domain Controller issue, the user should seriously consider setting up the computer as a WORKGROUP.

- Stop and start Services
- START > PROGRAMS > CONTROL PANEL >
- ADMINISTRATIVE SERVICES
- Click on SERVICES
- STOP [In this order]
 - SQL Reporting Service
 - SQL Server (SQL Express)
- START [In this order]
 - SQL Server (SQL Express)
 - SQL Reporting Service
- Go back to the previous step to restore or delete encryption keys.

Report Server Receives an Error when Connecting to the Database

If you receive this error message:



This is due to the fact that the SQL Server did not start up properly on boot up. Also, this can be caused when the SQL Server cannot talk to the Domain Controller if it is set up for Domain. If this is a Domain Controller issue, the user should seriously consider setting up the computer as a WORKGROUP.

Stop and Start Services

- START > PROGRAMS > CONTROL PANEL >
- ADMINISTRATIVE SERVICES
- Click on SERVICES
- STOP [In this order]
 - SQL Reporting Service
 - SQL Server (SQL Express)
- START [In this order]
 - SQL Server (SQL Express)
 - SQL Reporting Service
- Go back to the previous step to restore or delete encryption keys.

Login Screen Pops when Running the Reports and the Login Screen will not take my Username and Password

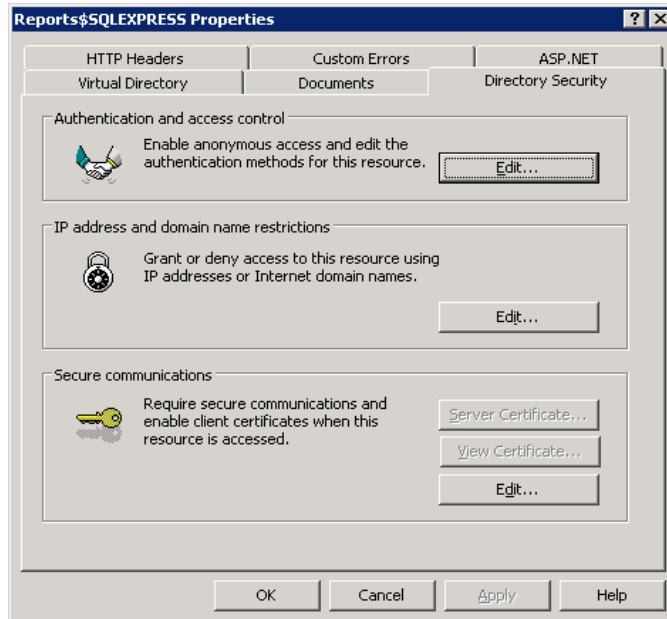
Cause

IIS is setup for domain and your computer is set up as a WORKGROUP or vice-versa.

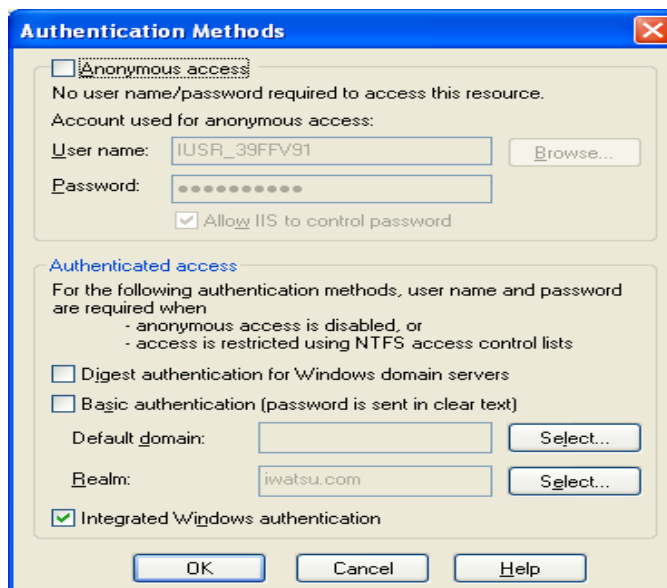
Solutions:

1. Check your computer settings.
 - Control Panel->System -> Computer name.
 - This will show if it set up for domain or work group.
2. Check your IIS settings.
 - Control Panel > Administrative Tools > Internet Information Services.
 - Expand Web Sites. Expand Default Web Site.

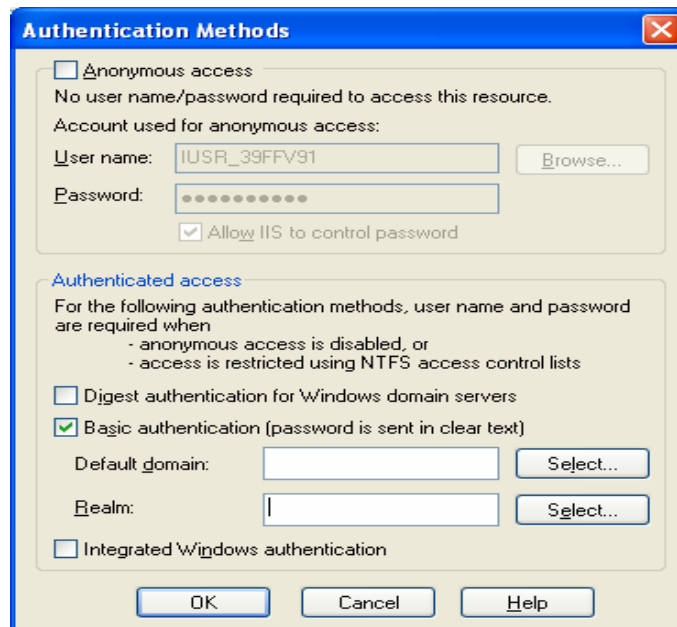
- Select Reports\$SQLEXPRESS and right click to select Properties.
- Select **Edit** to go to Authentication and Access Control.



- For **Domain**, the screen below is correct. Integrated Windows authentication is checked.



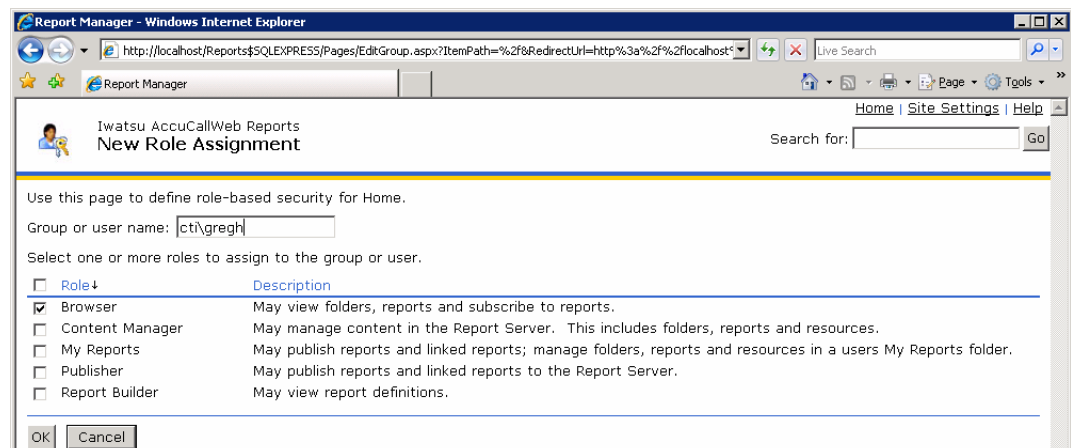
- For **WORKGROUP**, change the settings to match the below screen, where Basic authentication is selected.



Running Reports from a Remote Computer

Assign the user in the AccuCall-Web for permissions:

- Pull up Internet Explorer URL:
[http://localhost/reports\\$SQLEXPRESS/Pages/Folder.aspx](http://localhost/reports$SQLEXPRESS/Pages/Folder.aspx)
- Select Properties->Security.
- Select New Role Assignment.



- If it is in a domain called cti, set the user name as cti\gregh
- If it is a workgroup called workgroup, set the user name as workgroup\gregh.
- Check Browser for viewing and running reports.
 - Make sure firewall is turned OFF.

- From the client machine, Pull up Internet Explorer URL:
 - [http://10.129.0.20/reports\\$SQLEXPRESS/Pages/Folder.aspx](http://10.129.0.20/reports$SQLEXPRESS/Pages/Folder.aspx)
- If the IP address of the AccuCall-Web machine is 10.129.0.20
- You should be asked for the username and password.

Cannot Run Reports after a Computer Name Change

1. Change Database Setup to (LOCAL)\SQLEXPRESS
 - START > PROGRAMS > MICROSOFT SQL SERVER 2005 > CONFIGURATION TOOLS > REPORTING SERVICES CONFIGURATION >
 - Click on CONNECT
 - Click on DATABASE SETUP
 - Go to Server name: hit drop down find (LOCAL)\SQLEXPRESS
 - Click on CONNECT May error still
2. Stop and Start Services
 - START > PROGRAMS > CONTROL PANEL > ADMINISTRATIVE SERVICES
 - Click on SERVICES
 - STOP [In this order]
 - SQL Reporting Service
 - SQL Server (SQL Express)
 - START [In this order]
 - SQL Server (SQL Express)
 - SQL Reporting Service
3. Delete encryption key
 - START > PROGRAMS > MICROSOFT SQL SERVER 2005 > CONFIGURATION TOOLS > REPORTING SERVICES CONFIGURATION
 - Click on CONNECT
 - Click on ENCRYPTION KEYS
 - Click on DELETE button
4. Add encryption key, username and password back
 - Pull up Internet Explorer URL:
[http://localhost/reports\\$SQLEXPRESS/Pages/Folder.aspx](http://localhost/reports$SQLEXPRESS/Pages/Folder.aspx)
 - Click on SHOW DETAILS
 - Click on DATA SOURCES folder
 - Click on CSTADATASOURCE folder

- Make sure check on ENABLE THIS DATA SOURCE
 - Type CONNECTION STRING as follows:
 - Advanced: Data Source=localhost\SQLEXPRESS;Initial Catalog=AccuCallWebCSTA
 - Standard: Data Source=localhost\SQLEXPRESS;Initial Catalog=SMDR
 - Check: Credentials stored securely in the report server
 - User name: sa
 - Password: iwatsu
 - Click on APPLY
5. Adding the encryption key back in MS SQL 2005
- START > PROGRAMS > MICROSOFT SQL SERVER 2005 > CONFIGURATION TOOLS > REPORTING SERVICES CONFIGURATION
 - Click on CONNECT
 - Click on ENCRYPTION KEYS
 - Click the BACKUP button
 - Password: iwatsu
 - Click on Key File
 - Type on File Name and SAVE

QueVue™

Overview

QueVue™ is a software application that works in unison with the station and simplifies an ACD agent's ability to login and out of multiple ACD groups while viewing up to eight ACD queues simultaneously. QueVue™ consists of the QueVue™ Administrator and the QueVue™ Agent applications.

Users must have both a PC and a key telephone on their desks.



QueVue™

QueVue™ Agent Features

The QueVue™ features include:

- Login to multiple ACD Groups with one login.
- View up to eight ACD Groups.
- ACD Group details: Overflow indication, number of calls in queue, and number of agents logged in to each group.
- Call Control for Answer, Hold, Record, and Disconnect.
- ACD Control for Login / Logout, Wrap-up, and Not Available. Login also allows the user to select preferred ACD queues that are logged into most frequently.

Important!

The QueVue™ requires Iwatsu Enterprise-CS (ECS) software version 5.2 or higher and Iwatsu Enterprise Services software version 3.x or higher.

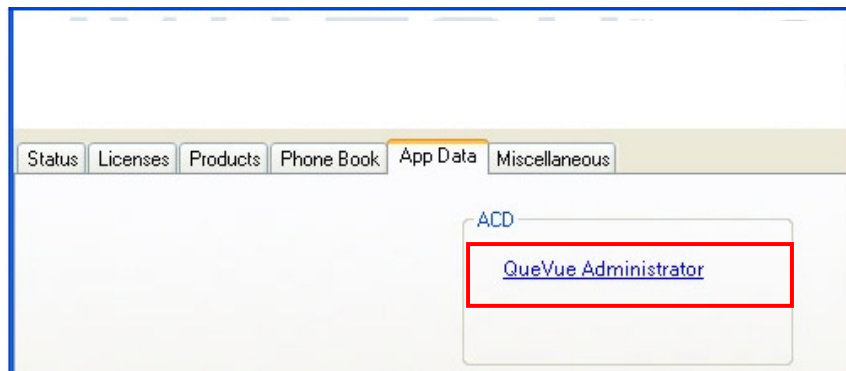
QueVue™ Administrator Configuration and User Guide

The QueVue™ Administrator application is used to assign ACD Groups to ACD Agents, ACD Agent Login Priority for ACD Groups, set queue threshold levels and expansion timers, and download ECS ACD database information.

- If you installed the QueVue™ Administrator application on a standalone PC, double-click the shortcut icon to launch the administrator application.



- If you are accessing the QueVue™ Administrator through Iwatsu Enterprise Services 3.0, go to the **App Data** tab and then select **ACD QueVue Administrator** to launch the administrator.



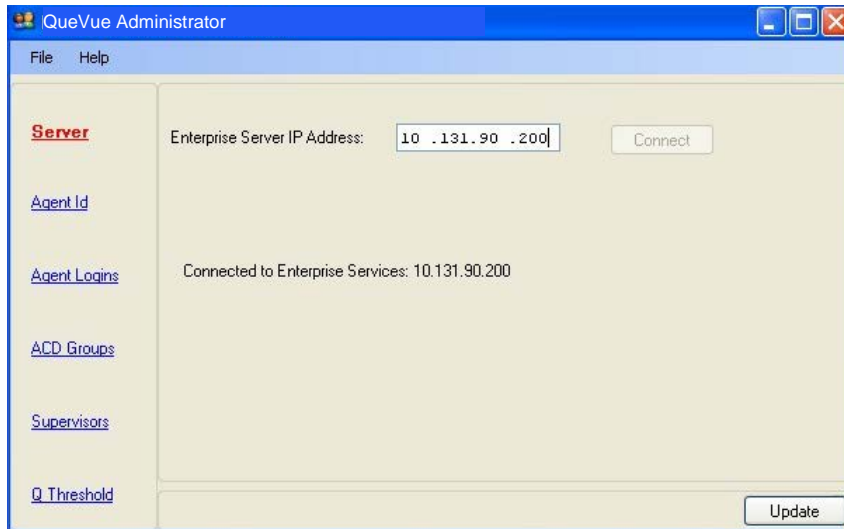
Main Screen Overview

This portion of the help system contains information to help you get familiarized with the QueVue™ Administrator.

When the QueVue™ Administrator application is launched from a standalone PC, you will only see a File drop-down menu and the Server menu. Once you have connected to the Enterprise Services Server you will have access to the following menus:

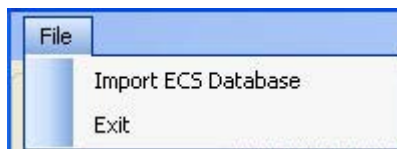
- **Server** – The Server menu is used to connect to the Enterprise Services Server and displays the Administrator connection status.
 - If you are accessing the QueVue™ Administrator through Iwatsu Enterprise Services you will not see the Server menu.
- **Agent ID** – The Agent ID menu displays the ACD Agent IDs and Name (if assigned).
- **Agent Logins** – The ACD Agent Logins menu displays all assigned agent names and ACD Groups.
- **ACD Groups** – The ACD Groups menu displays the ACD Group ID, Access Number, Name, the call threshold level (low, medium, and high), and the Expansion Timer.

- **Supervisors** – The Supervisors menu allows you to view the supervisor names and IDs.
- **Q Threshold** – The Q Threshold determines the color for the ACD Group queue when the Low, Medium, and High call thresholds are exceeded.



File Menu

Use the File drop-down menu to **Import** an **ECS Database** or **Exit** the application.



- **Import ECS Database** – Import ACD database information from the ECS.
 - **You must import the ECS database** information before you can begin configuring the Iwatsu QueVue™ Administrator. This is required to import the ACD Agents, ACD Groups, and Supervisor database information from the ECS.
- **Exit** – Exit the application.

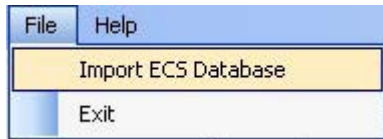
Import ECS Database

You must import the ECS database information before you can begin configuring the QueVue™ Administrator. This is required to import the ACD Agents, ACD Groups, and Supervisor database information from the ECS.

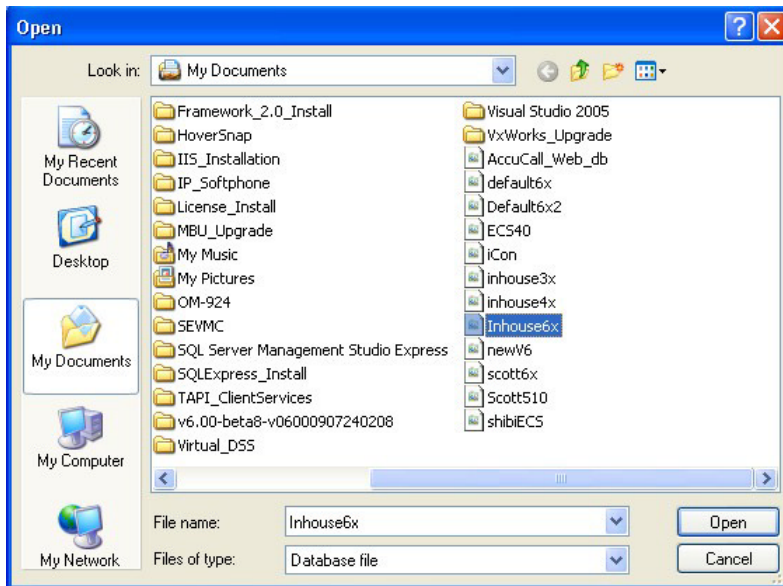
Note:

It is highly recommended that you import the ECS database when ACD programming changes are made to the ECS database.

- From the **File** drop-down menu, select **Import ECS Database**.

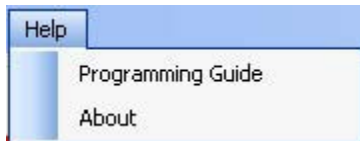


- Locate** and **select** the ECS database file that you need to import. Press **Open** to import the database to QueVue™.



Help Menu

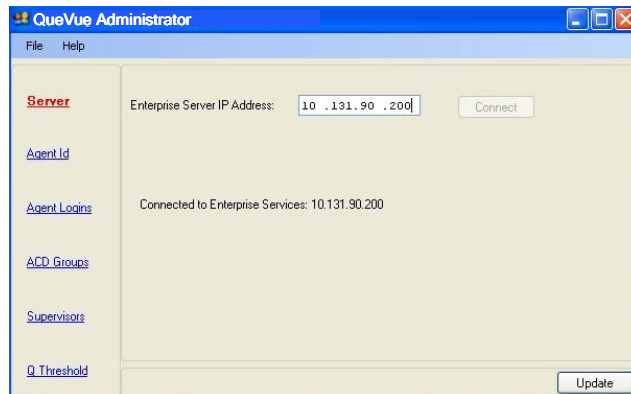
Use the Help drop-down menu to open the **Programming Guide** or view information **About** this application.



Server

The Server menu is used to connect to the Iwatsu Enterprise Services Server and displays the Administrator connection status. If you are accessing the QueVue™ Administrator through Iwatsu Enterprise Services you will not see the Server menu.

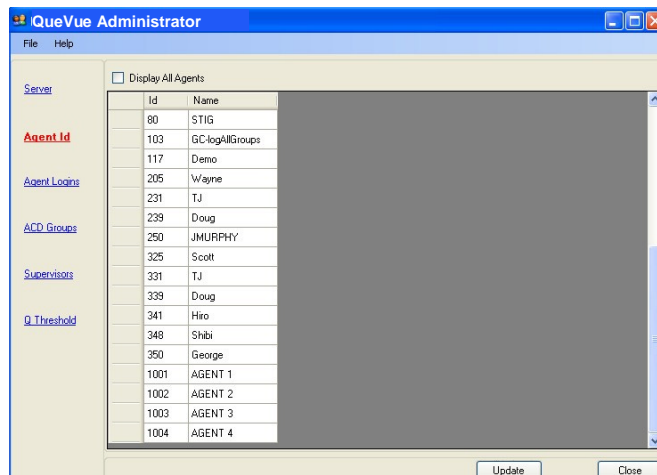
- Select the **Server** menu and enter the Iwatsu **Enterprise Services Server IP Address** and then select **Connect**.
- The connection status will display below the server IP address.



Agent ID

The Agent ID menu displays the ACD Agent IDs and Name (if assigned):

- If a Name is not assigned to the Agent ID, then the Agent ID is not displayed.
 - You can assign or change an Agent Name by double-clicking the Name text box associated with an Agent ID number and type the Agent Name (eight characters max). This does not change the ECS database only the way the ACD Agent ID appears in QueVue™.
 - Agent Names are programmed in the ECS database under **Incoming Calls > ACD > Agents > Agent Features > Name** (Class 20.01).
- Select **Display All Agents** to show all 1,024 programmable ACD Agents.
- When you have completed making your changes, select **Update** to save your changes to Iwatsu Enterprise Services.



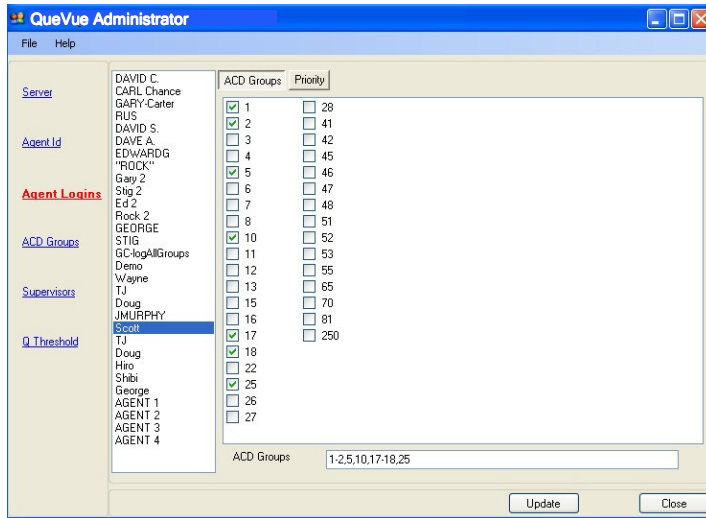
Agent Logins

The ACD Agent Logins menu displays ACD agents (with names assigned) and ACD Groups (with assigned names and access numbers). From this menu, you can also set the ACD Agent Login Priority for each ACD Group.

ACD Groups Tab

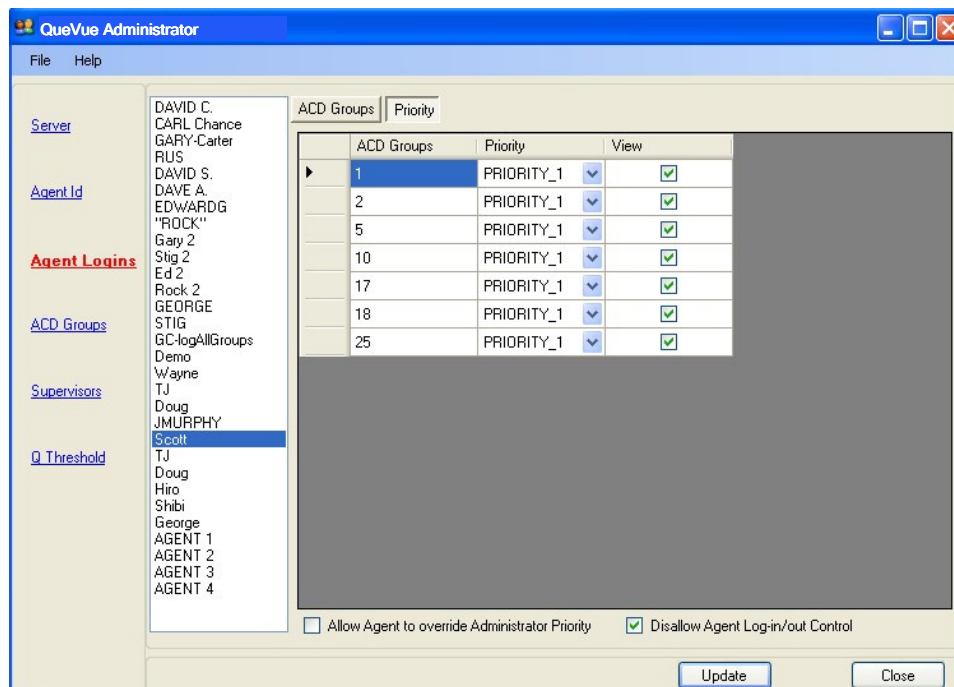
From the ACD Groups tab:

- Select (highlight) **the ACD Agent ID Name** and then select the **ACD Groups** the agent can login to and/or view.
 - If an ACD Agent Name or ACD Group does not appear in this list, there is no Agent Name or ACD Group Name/Access Number assigned.
- Make sure that you select **Update** to save your changes.



Priority Tab

- **ACD Group Agent Login Priority** – Select the agent’s login **Priority** level for each ACD Group and select which of those selected ACD Groups the Agent can login to and/or view.
- **Priority** – Set the login Priority for each group. Use the drop-down menu to change the priority level from Priority_1 (default) to Priority_2, Priority_3, or VIEW_QUEUE (if you only want the agent to view and not login to that group).
- **View** – If you want the agent to view an ACD Group in QueVue™, you must select the check box for each ACD Group you want displayed in the QueVue™ agent console.
 - The ACD Agent can view up to eight ACD Groups. If more than eight groups are selected, only the first eight are displayed in Iwatsu QueVue™.
- **Allow Agent to override Administrator Priority** – Check this box if you want to the agent to be able to change his/her priority level in Iwatsu QueVue™. When this box is not selected (checked) the agent cannot change his/her ACD Group Priority.
- **Disallow Agent Log-in/out Control** – Check this box if you do not want the agent to select which ACD Groups he/she can log-in to. When this box is selected (checked), the agent can only log-in or out of all assigned ACD Groups.



ACD Groups

The ACD Groups menu displays the ACD Group ID, Access Number, Name, the call threshold level (low, medium, and high), and the Expansion Timer:

- If an Access Number and Name are not assigned to the ACD Group, the ACD Group is not displayed.
- You can assign or change a Name by double-clicking the Name text box associated with an ACD Group ID number and type the Name (eight digits max). This does not change the ECS database.
- Select **Display All ACD Groups** to show all 250 programmable ACD Groups.

ACD Group Parameters:

- Programmed in the ECS database under **Incoming Calls > ACD > Group Data**.
 - ID – ACD Group ID number.
 - Access No – ACD Group Access number.
 - Name – ACD Group Name (eight digit max).
 - Threshold Level: - Used to define three levels to indicate the number of call waiting in queue.)
 - Low = 1 call (default)
 - Medium = 2 calls (default)
 - High = 3 calls (default)
 - Expansion Timer (in seconds) – Used to program a duration after which expansion from one ACD to another ACD Group occurs.
 - Range = 0 – 999 seconds.
 - Default = 0.

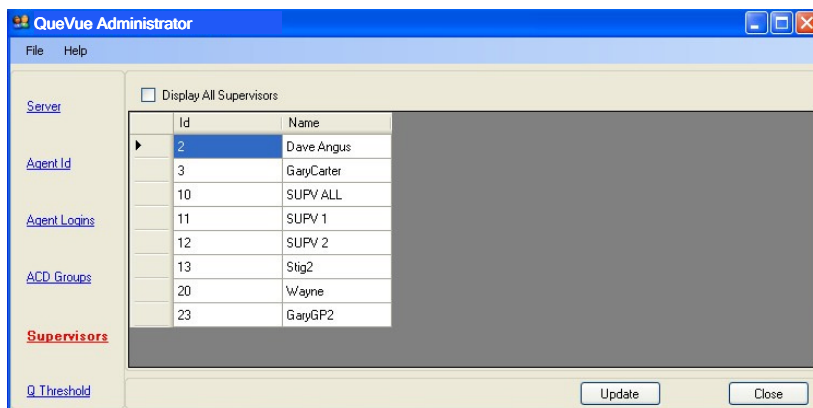
Id	Access No	Name	Low	Medium	High	Exp Timer
1	2700	LEVEL 1	1	2	3	300
2	2720	LEVEL 2	1	2	3	300
3	2721	Emerg 1	1	2	3	0
4	2722	Emerg 2	1	2	3	0
5	2723	Emerg 3	1	2	3	0
6	2706	CTI Test	1	2	3	0
7	2707	CTI Test	1	2	3	20
8	2708	TEST	1	2	3	0
10	2729	Morefid	1	2	3	720
11	2711	Demo GP1	1	2	3	12
12	2712	Demo GP2	1	2	3	0
13	2713	E-Mailer	1	2	3	0
15	2715	QC Test	1	2	3	10
16	2716	QC Test	1	2	3	0
17	2717	Shibi1	1	2	3	30
18	2718	Shibi2	1	2	3	30
22	2730	E-Mailer	1	2	3	0

- When you have completed making your changes, select **Update** to save your changes to Iwatsu Enterprise Services.

Supervisors

The Supervisors menu allows you to view the supervisor names and IDs that are programmed in the ECS database under **Incoming Calls > ACD > Supervisor**. Supervisors must login through the telephone.

- **Id:** Supervisor ID number 1-30.
- **Name:** Displays the supervisor names. You can add or change a supervisor name by double-clicking on the Name field and typing a new supervisor name (1-8 characters).
- **Display All Supervisors:** Check the Display All Supervisors box if you want to display all supervisor positions with and without a Name assigned.



- Remember to select **Update** to save your changes.

Q Threshold

The Q Threshold determines the color for the ACD Group queue when the Low, Medium, and High call threshold levels are met.



- To change a threshold color: Click on a threshold color to open the Color palette and select a new color for the specific threshold level.
- Changing the threshold color changes the color for all QueVue™ ACD agent users (this is a global change).



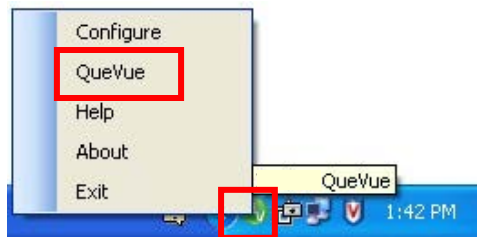
- Press **OK** to save your changes.
- Remember to select **Update** to save your changes.

QueVue™ Agent User Guide

The QueVue™ user guide will help you get familiarized with the features and functionality of this application.

To launch QueVue™, select the icon in the PC system tray and then select **QueVue** from the pop-up menu.

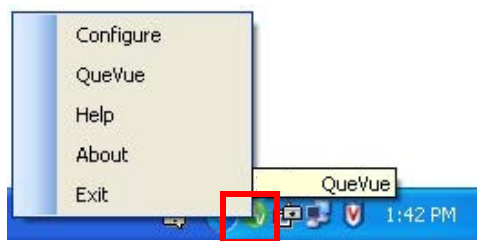
- If the QueVue™ icon does not appear in the PC system tray, double-click the shortcut icon on the PC desktop to start the application.



Pop-Up Menu

To launch the **Pop-Up menu**, simply click on the QueVue icon in the PC system tray. From the Pop-Up menu, you can select:

- **Configure** – Launches the QueVue™ Configurator.
- **QueVue** – Launches the QueVue™ Agent window.
- **Help** – Launches the QueVue™ User Guide.
- **About** – Displays the QueVue™ version number.
- **Exit** - Closes the QueVue™ application.



Call Queue Indication

When QueVue™ is running in the PC system tray and the QueVue agent window is closed, the QueVue icon will turn red to indicate that there is a call in queue.

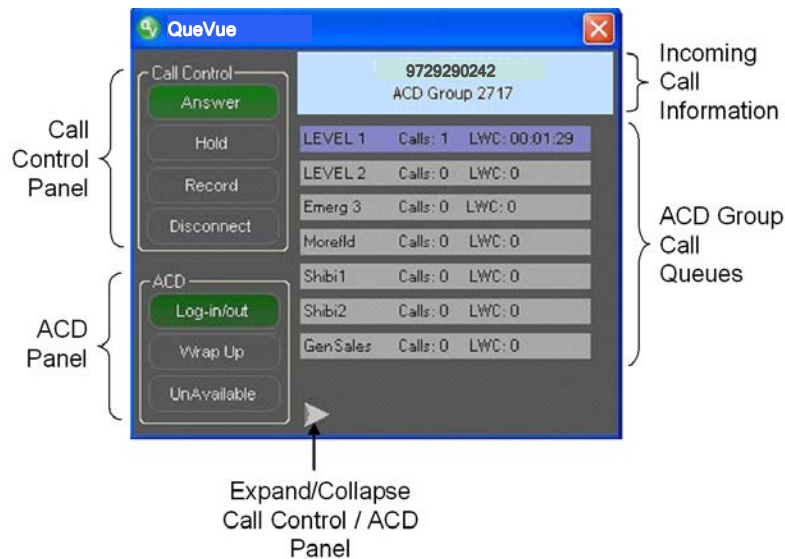
- The icon will remain red until you open the QueVue agent window regardless of whether or not the call that triggered the indication is still in the queue of one of the ACD Groups that you are viewing.
- You will not receive this indication if the QueVue agent window is open.



Main Screen Overview

The QueVue™ main screen is divided into four sections:

- **Call Control** – The Call Control section allows you to Answer a call, place a call on Hold, Record a call, and Disconnect a call.
- **ACD** – The ACD section allows you to Log-in/out of ACD groups, set your availability and Wrap Up. The Log-in feature also allows you to select preferred ACD groups for quick login/logout.
- **ACD Group Call Queue** – This section displays up to eight ACD Groups and displays the ACD group name, number of calls in queue, the longest waiting call (LWC) in the queue, and an indication if the overflow timer has been exceeded.
- **Incoming Call Information**– Caller ID name (if available) and number and the ACD Group where the incoming call was in queue.



- You can expand and collapse the Call Control / ACD section by selecting arrow at the bottom of the screen.

Call Control

From the Call Control panel, you can:

- **Answer** an ACD call that is ringing your station.

Note:

When a call is answered using the **Answer** button, the receive audio is sent to the speaker on the agent's telephone.
Only the Headset key (key # 105) is supported for QueVue™. The **Headset Control key (key # 198) is not supported.**

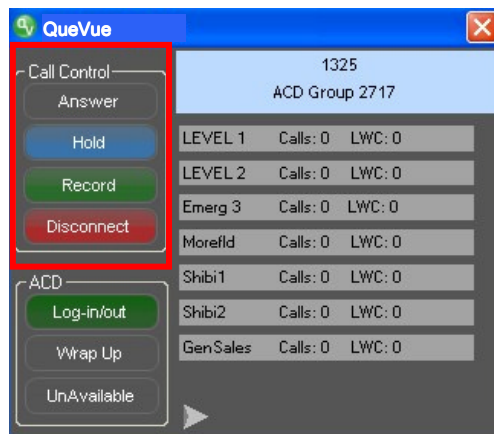
- Place an ACD call on **Hold**.
- **Record** an ACD call. The recorded conversation is sent to your station's voice mailbox when recording is complete. You must have a **Record** key in the key pattern of your telephone to support the Call Record feature.

Important!

IMPORTANT NOTICE REGARDING THE CALL RECORDING FEATURE

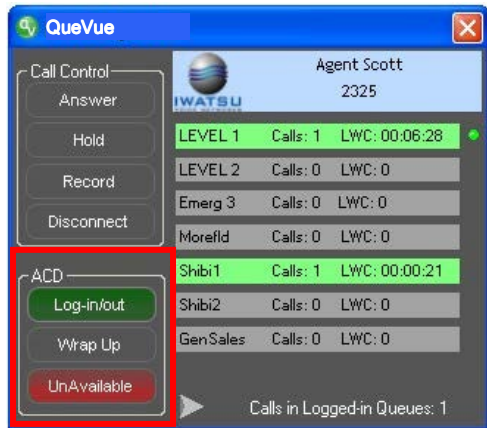
In certain states it is illegal to intercept and/or record telephone calls.
In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to consult with an attorney familiar with laws of the jurisdiction in which you utilize such feature. IWATSU VOICE NETWORKS, its distributors, and the manufacturers responsible for this feature make no representations with respect to the legality of its use and disclaim any liability for claims and/or damages arising from the use or misuse of this feature.

- **Disconnect** (hang-up) an ACD call.



ACD

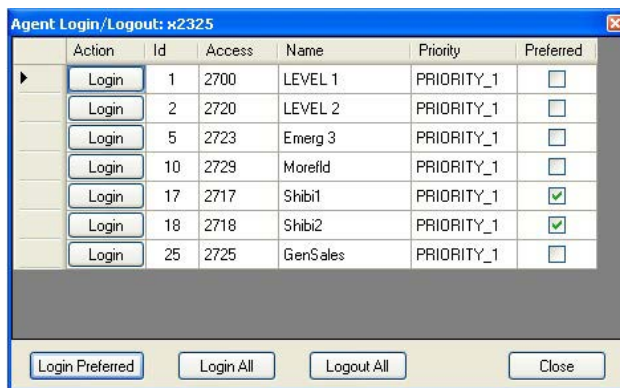
From the ACD panel, you can:



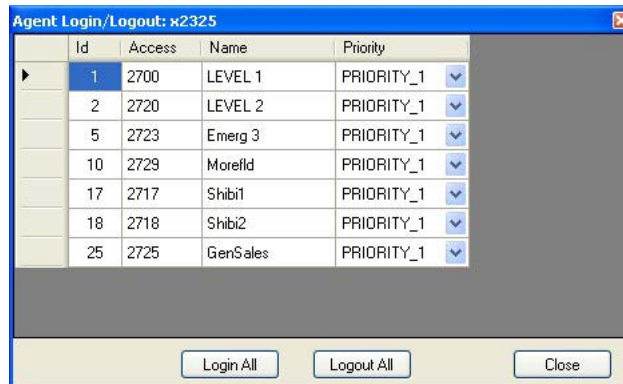
- **Log-in / out** of an ACD group or groups. Selecting the Log-in / out button will launch the Agent Login/Logout window.

From the **Agent Login/Logout** window you can:

- Login or Logout of individual ACD groups
- Login or Logout of all ACD groups
- Login or out of a preferred ACD group or groups. Selecting the **Preferred** check box for an ACD group or groups allows you to quickly login to that group or groups by selecting the **Login Preferred** button.



- If you **do not** see the **Login Preferred** button or the **Action** or **Preferred** columns in the Agent Login/Logout screen, you do not have permission to access these items.



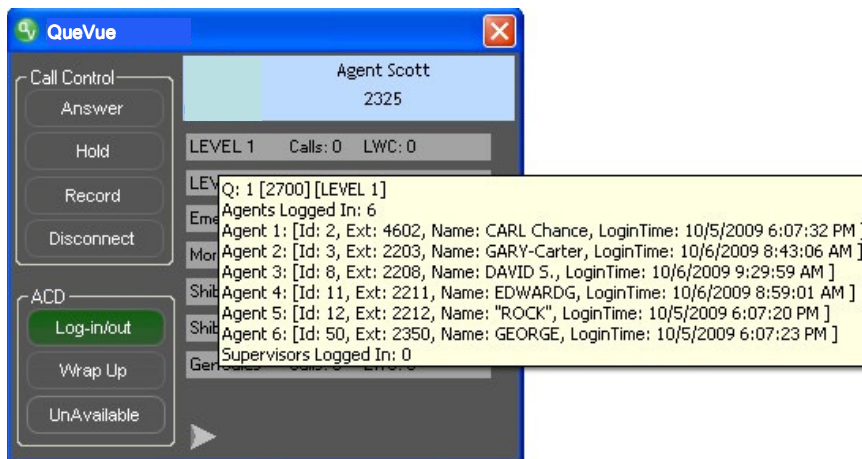
- **Wrap Up** is the amount of wrap-up time allotted to an agent upon entering the wrap-up mode. This item is only used if the agent is programmed for automatic wrap-up. Pressing the Wrap Up button, during wrap up, will end the wrap time.
 - The agent can extend wrap-up time equal to the value programmed in this item by pressing the Wrap Up key on the telephone while the warning tone is audible. This item is programmed in the ECS database under **Incoming Calls > ACD > Agents > Agent Features > Wrap-up Time** (Class 20.12).
- **Unavailable** - Change your availability status Available / Unavailable. Calls will not ring at your station while you are unavailable.



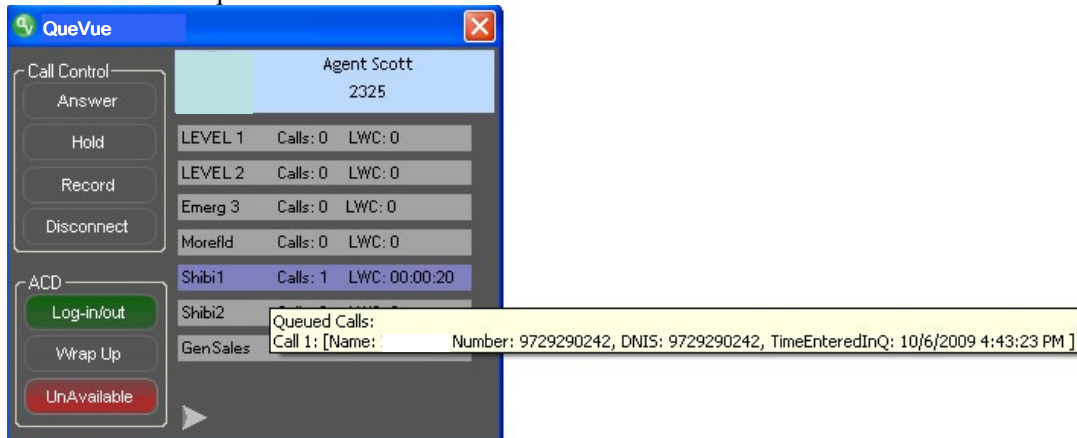
ACD Group Call Queue

The ACD Group Call Queue section displays up to eight ACD groups, the group name, number of calls in the queue, the longest waiting call (LWC) time, and an indication if the overflow timer has been exceeded. The ACD group color will change based on the threshold level programmed in the QueVue™ Administrator for low, medium, and high call thresholds.

- **ACD Group Name** – Hovering the cursor over the ACD group name displays the queue number, group access number, group name, the number of agents logged in, the agent’s ID number, extension, name, and date and time the agent logged in. Supervisors logged in to the group are displayed at the bottom of the pop-up.



- **Calls** – Calls displays the number of calls in the queue for a specific ACD group. By hovering the cursor over Calls displays the name (if available), number, type of call, and the date and time the call entered the queue.



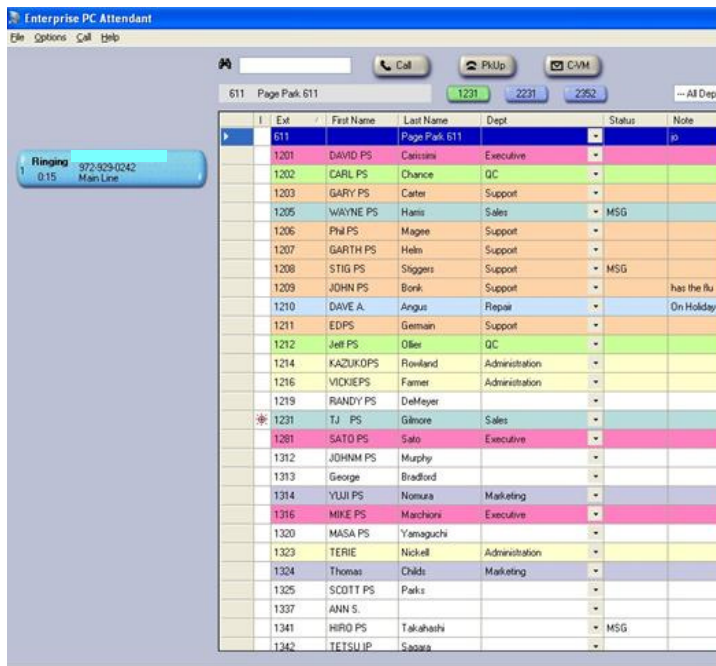
- **LWC – Longest Waiting Call** displays the length of time that the longest waiting caller has been in the queue.
- **Overflow Indication** – If a call in the queue exceeds the expansion timer setting, the overflow indication is a green dot that will appear to the right of the ACD call queue.
- **Threshold Indication** – When an ACD call queue meets the low, medium, or high call threshold level, the queue will change color to indicate the threshold level. The threshold level and colors are programmed using the QueVue Administrator.

Soft (PC) Attendant Console

Overview

Soft (PC) Attendant Console is a software application that works in unison with the station, and facilitates placing, transferring, and holding calls through the PC. While anyone can use the application, Soft (PC) Attendant is primarily designed for users with heavy call volumes such as the attendant position and department assistants.

Users must have both a PC and a key telephone on their desks. A hands-free headset is recommended.



Soft (PC) Attendant Console

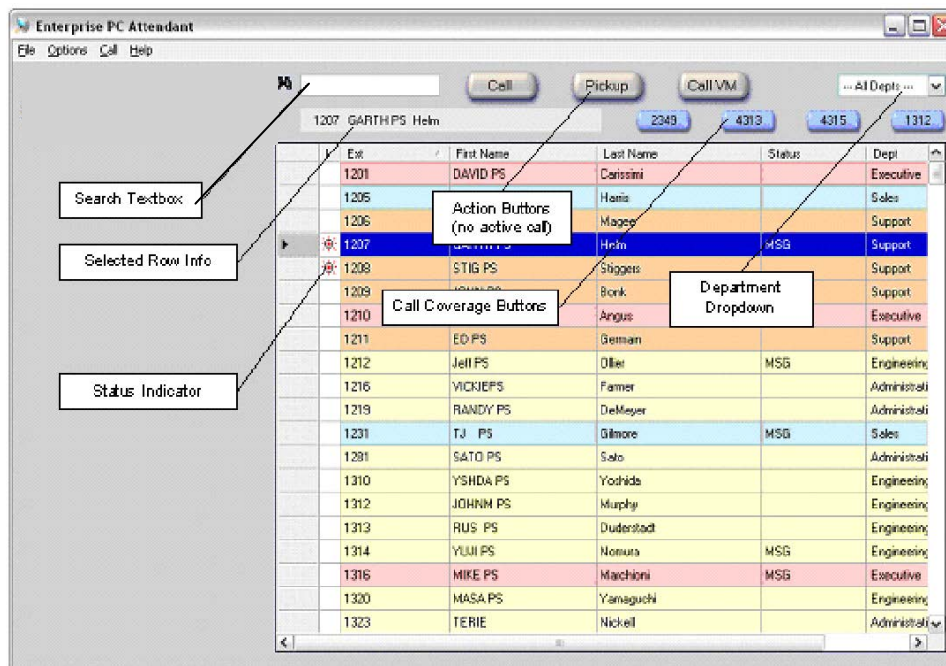
Features

The Soft (PC) Attendant Console is a modern alternative to bulky attendant consoles. Features include:

- Call Transfer.
- Blind Transfer.
- Transfer to Voicemail.
- Attendant Call Park Orbit and Page.
- Direct Station Selection with Status Indication.
- Company Phonebook with One-Touch Dialing and Status Indication.
- Drag and Drop Call Transfer.
- ‘Notes’ column in phonebook allows attendants to add notes about specific extensions such as “Out to lunch,” “In Meeting,” or “On Vacation.”
- Color-coded departmental listings and sort by department feature.
- Call Log provides information about all calls that ring the extension.
- Four call coverage buttons, independent of the telephone.
- Recall information includes caller ID name and number and recalling extension ID.
- Status column in phonebook includes a ‘PARK’ indication when a call is parked at an extension.

Important!

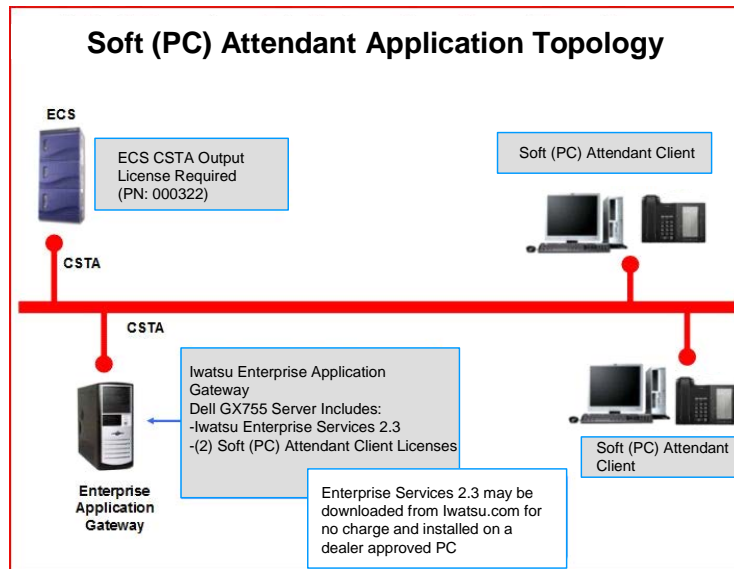
The Soft (PC) Attendant Console requires Iwatsu Enterprise-CS (ECS) software version 4.02 or higher.



Network Phonebook

The Soft (PC) Attendant Console allows multiple Soft Attendant clients to share the same company-wide network phonebook. Edits made from one client are viewable by all users. Soft (PC) Attendant Console users can also hide seldom used extensions from the network phonebook by using an “Ignore Extensions” list.

Configuration



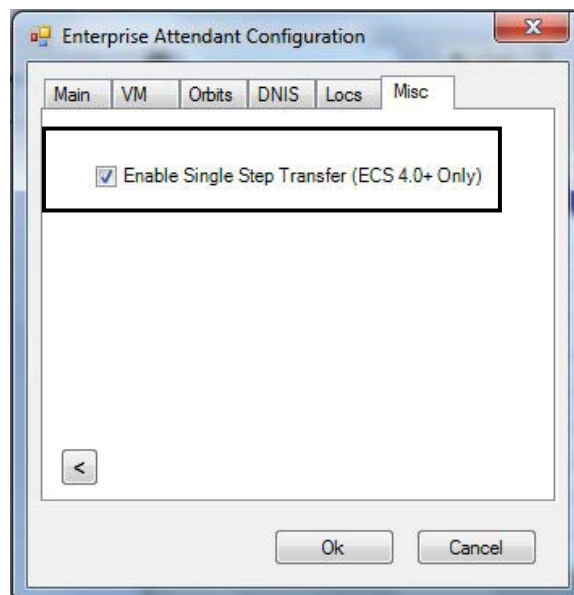
Enable Single Step Transfer

The CSTA Single Step Transfer enhancement greatly increases the speed in which the Call Director and Soft (PC) Attendant transfers a caller to an individual voice mailbox. This feature eliminates the voice mailbox greeting audio burst heard in previous versions when using the Call Director and Soft (PC) Attendant to transfer calls to voicemail.

If you have ECS version 4.0 or higher, enable **Single Step Transfer**.

If your ECS is running a software version below 4.0 proceed to the Voice Mail Configuration on the following page.

1. Select **Misc** tab on the **Configuration** screen.
 - Check (to enable) the **Enable Single Step Transfer (ECS 4.0 + Only)** box.



2. Select the **OK** button.

Voicemail Configuration

If your ECS system software version is below version 4.0, follow the voice mail configuration procedures in this section. If your ECS system software version is 4.0 or higher, enable Single Step Transfer as shown on the previous page.

The IX-4VML, IX-4SEVMC, IX-4EVMC and the VS-VML card on an IX-VMAC are compatible with Iwatsu Enterprise Services and Soft (PC) Attendant Console. Because the configuration of all four products is the same, they will hereafter be referred to as ‘Omega-Voice.’

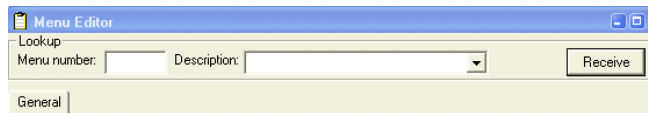
Additionally, Soft (PC) Attendant Console and Iwatsu Enterprise Services are compatible with the Enterprise TOL voicemail server. This section of the document explains the procedure used to configure the Omega-Voice or the Enterprise TOL for use with Iwatsu Soft (PC) Attendant Console and Iwatsu Enterprise Services.

Omega-Voice Configuration

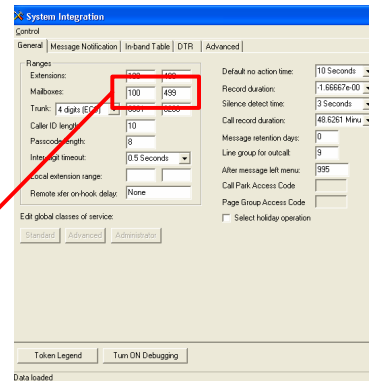
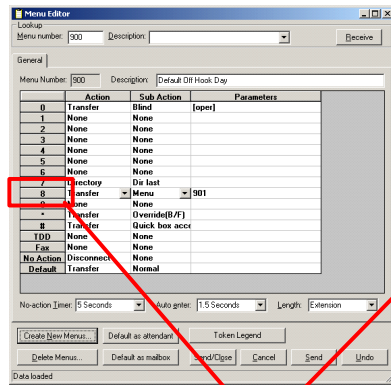
The Omega-Voice product line must be properly configured before it is compatible with the Iwatsu Enterprise Services. Because the Omega-Voice is highly configurable, this section explains one solution. Customer voicemail systems differ in their configuration, though the principles described here still apply.

Configuring Menus

1. Launch the Omega-Voice VMI Editor 3.00 or higher.
2. Select the Edit a Menu icon.
3. Enter 900 in the Menu Number text box.
4. Select the Receive button.

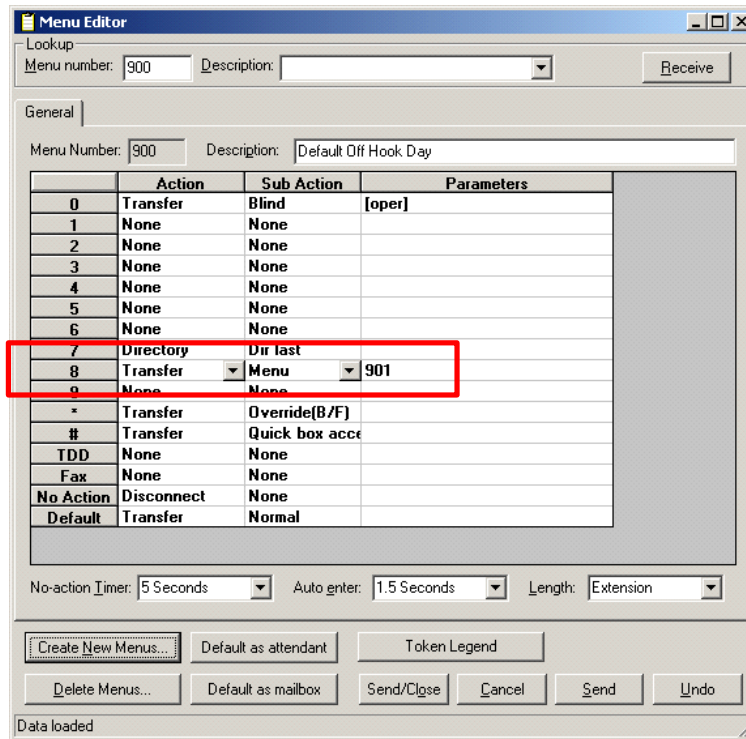


5. Under the **8** digit, select **Transfer from the Action** drop down menu. This is the digit used in default by the Iwatsu Enterprise Attendant Console. If a digit other than 8 will be used, the Menu Option Digit in Iwatsu Enterprise Attendant Console configuration must reflect the new digit.

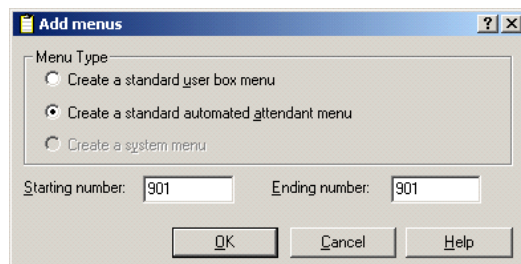


It is good practice to program the steering digit 8 outside the mailbox range. In this example, 8 is numerically higher than 4 (400-499).

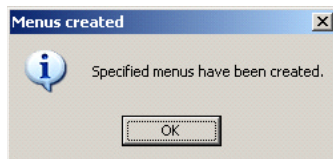
6. Select **Menu** option from the **Sub Action** drop down menu.
7. Enter **901** in the parameter field.



8. Select the **Send** Button.
9. Select the **Create New Menu** button.

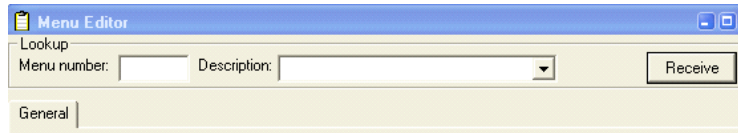


10. Select the **Create a standard automated attendant menu** radio button.
11. Enter **901** in both the **Starting** number and the **Ending number** textbox.
12. Select the **OK** button.

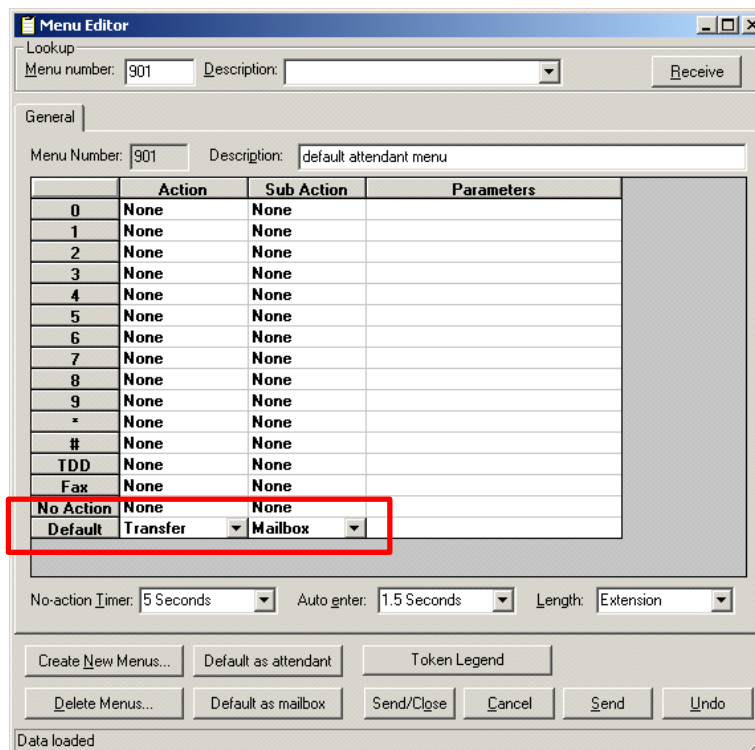


13. Enter **900** in the Menu Number text box.

14. Select the **Receive** button.



15. Make sure all options in the **Action** menu are **None**.
16. Make sure all options in the **Sub Action** menu are **None**.
17. In the **Default** field, set the **Action** dropdown menu to **Transfer**.
18. In the **Default** field, set the **Sub Action** dropdown menu to **Mailbox**.



19. Select the **Send/Close** button.

User Guide

Main Screen Overview

This portion of the help system contains information to help you get familiarized with the PC Attendant.

The PC Attendant has four drop-down menus, three Action Buttons, a Department drop-down menu, and a Data Search text box. Extensions that are assigned to the same Department are color coded for ease of use and an extension Status Indicator appears next to each extension. When an extension is selected, it will appear just below the Data Search text box.

Use the graphics below to become familiar with the layout of the Soft (PC) Attendant.

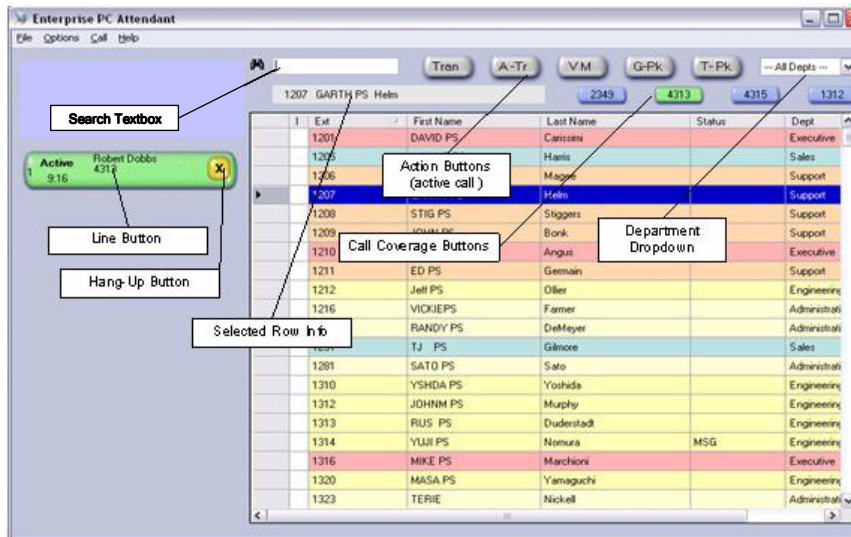
Idle Call Screen

Call control operations for the PC Attendant are accessed from the PhoneBook context menu or from the action buttons to the right of the search textbox (Refer to the graphic below).

If there is not an active call, the PC Attendant can perform the following call control operations:

- Make a Call
- Pickup a Call (Pick up a ringing extension)
- Call Voicemail (Directly call a voice mailbox)

Idle main screen with Call, Pickup, and Call VM Action buttons



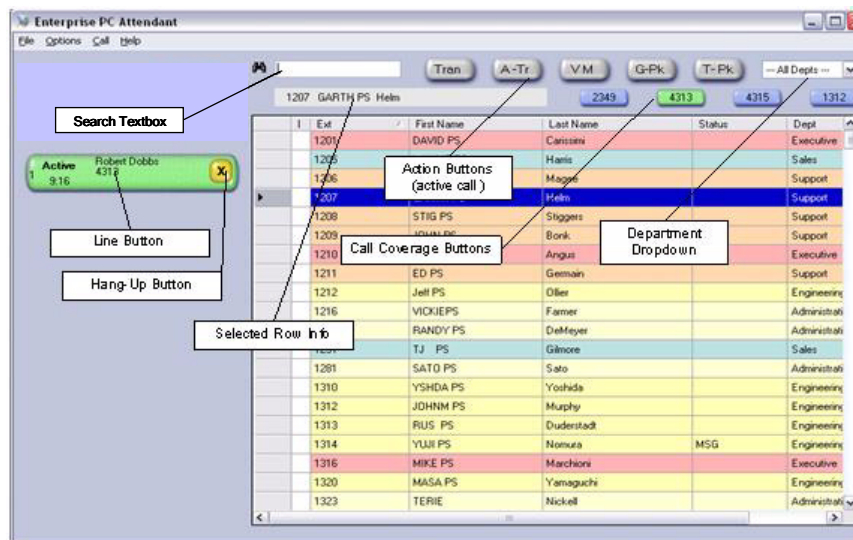
Active Call Screen

If a call is currently active for the extension, the Action Buttons change (see screen shot below).

Active call control operations are:

- Transfer Call (Tran)
- Announced Transfer (A-Tr)
- Transfer to Voicemail (VM)
- Group Park (G-Pk)
- Transfer to Park (T-Pk) { also known as Individual Transfer }

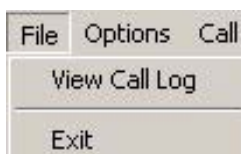
Active call display screen with available Action Buttons: **Transfer, Announced Transfer, Transfer to Voicemail, Group Park, and Transfer to Park.**



File Menu

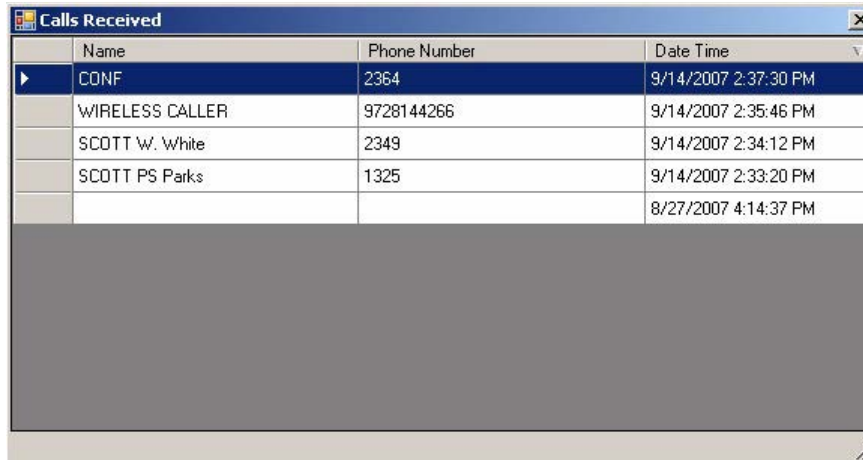
From the **File** drop-down menu, you can select:

- **View Call Log** - Displays Name, Phone Number, and Date/Time of received calls.
- **Exit** - Closes the PC Attendant application



To view the **Call Log**:

- Select **File > View Call Log**

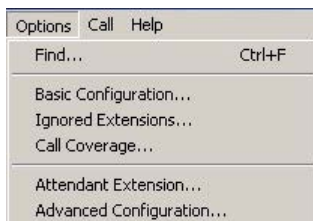


	Name	Phone Number	Date Time
▶	CONF	2364	9/14/2007 2:37:30 PM
	WIRELESS CALLER	9728144266	9/14/2007 2:35:46 PM
	SCOTT W. White	2349	9/14/2007 2:34:12 PM
	SCOTT PS Parks	1325	9/14/2007 2:33:20 PM
			8/27/2007 4:14:37 PM

Options Menu

From the **Options** drop-down menu, you can access the following:

- Find
- Basic Configuration
- Ignored Extensions
- Call Coverage
- Attendant Extension
- Advanced Configuration



Find

- Select **Options > Find** or **Ctrl+F** to place the cursor in the search text box.



Basic Configuration:

- **Search by:** Search for an entry by First Name, Last Name (Default), or Department.
- Select the incoming call **Screen Pop Action:** Ring Pop (Default), Answer Pop, or No Pop.
- **Clear Headset Calls:** Select the Clear Headset Calls checkbox if you are having trouble disconnecting calls.
- **Auto Minimize:** Select the Auto Minimize check box if you want the PC Attendant to automatically minimize when idle

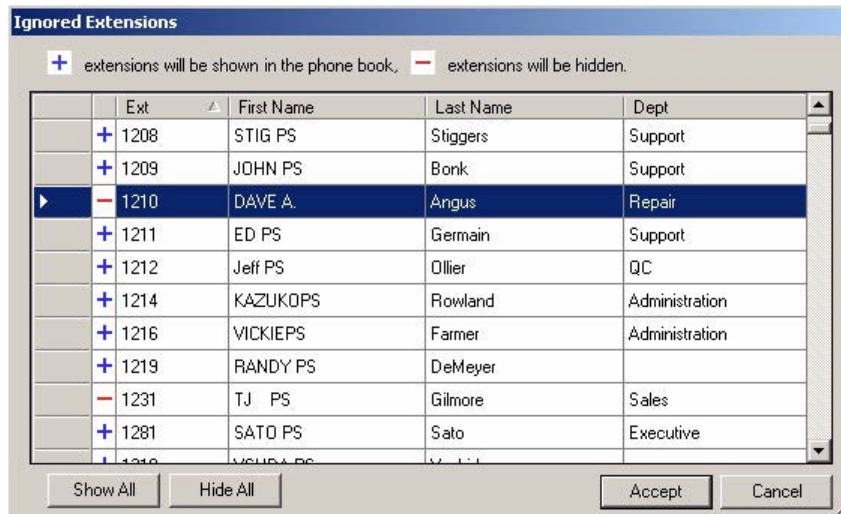


- Press **Accept** to save your configuration changes.

Ignored Extensions:

Select extensions that you do not want to appear in the PhoneBook. Ignored extensions appear with a red minus next to the extension number in the Ignored Extension screen.

- Double-click on the PhoneBook entry to change the status to / from ignored.
- You can also choose to **Show All** or **Hide All** PhoneBook entries.

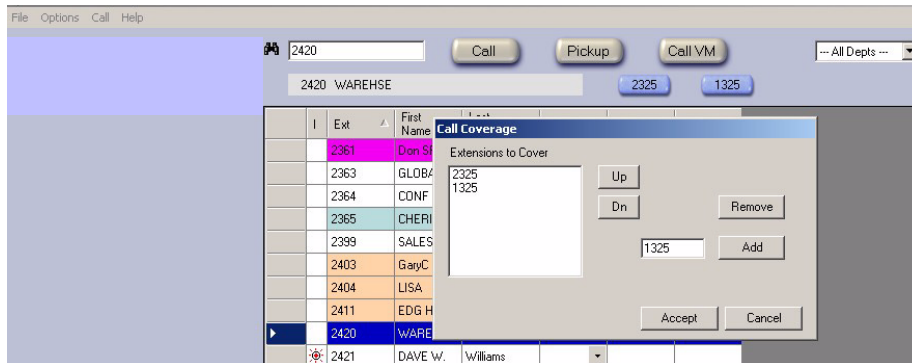


- Press Accept to save your changes.

Call Coverage:

Create Call Coverage keys for extensions:

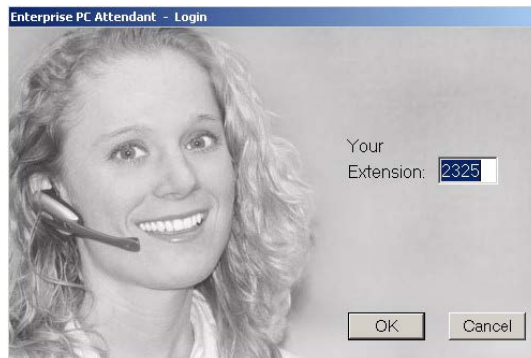
- To **Add an extension**: Enter the extension number in the text box next to the Add button. Press Add this number to the **Extensions to Cover** list.
- To **Remove an extension**: Select the extension from the Extensions to Cover list and select Remove.
- To **change the order** in which the Call Coverage keys appear: Select the extension from the Extensions to Cover list and press Up or Down to rearrange the order of the extensions.



- Press **Accept** to save your changes.

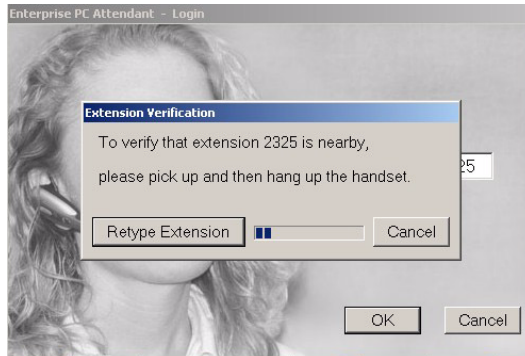
Attendant Extension:

The Attendant Extension option displays your current extension number.



To **change** your **extension** number:

- Enter your new extension and press **OK**.
- To verify the extension you will be asked to pick-up and then hang-up the handset.



Advanced Configuration:

The Advanced Configuration menu allows you to enter/change your ECS system information and extension location information.

- To access the **Advanced Configuration** menu: Enter the Password (default = **dist**) and press **Connect**.



Main Tab

The Main configuration tab allows you to change the **Administrator Password**. To change the Admin password:

- Enter the new password in the **Admin Password** and **Password Confirm** text boxes.
- Press **OK** to save.



Voicemail Tab

From the Voicemail tab, enter the ECS voice mail Hunt Group Access Number (voice mail extension), Menu Option Digit (voice mail dialing digit), and the Post Menu Output Delay (timing delay).

The screenshot shows the 'Enterprise Attendant Configuration' dialog box with the 'Voicemail' tab selected. The dialog contains the following fields and controls:

- Instruction: "Enter the voicemail dialing digit, extension and timing delay."
- Field: "Huntgroup Access No." with the value "400".
- Field: "Menu Option Digit" with the value "8".
- Field: "Post Menu Option Delay (msec)" with the value "4000".
- Navigation buttons: "<" and ">".
- Action buttons: "Ok" and "Cancel".

ParkOrbits Tab

From the ParkOrbits tab, enter the ECS Park Orbit extensions:

- To **Add a Park Orbit** extension: Enter the extension in the text box next to the Add button and press Add.
- To **Remove a Park Orbit** extension: Select the Park Orbit extension from the extension list and press Remove.
- To **Change the Park Orbit** extension order: Select a Park Orbit extension from the extension list and press the Up or Down arrows to rearrange the Park Orbit extension order.

The screenshot shows the 'Enterprise Attendant Configuration' dialog box with the 'ParkOrbits' tab selected. The dialog contains the following elements:

- Instruction: "Manage Park Orbit extensions."
- List of extensions: 630, 631, 651, 652.
- Navigation buttons: Up arrow, Down arrow, "Remove", and "Add".
- Input field: An empty text box for adding a new extension.
- Navigation buttons: "<" and ">".
- Action buttons: "Ok" and "Cancel".

DNIS Tab

From the DNIS tab, enter your DNIS **Number** and **Label** information.

Enter DNIS numbers and display labels.	
Number	Label
▶ 9729290242	Main Line
*	

Locations Tab

Location tab entries can be used for two different functions:

- **IPNET Networking** - When used for IPNET Networking, enter the location Name and Number.
- **Sortable PhoneBook** field - Enter a location Name to be associated with a PhoneBook entry. The Number field is used only when used with IPNET Networking.

Enter location names and numbers.	
Name	Number
▶ NJ	8815
Warehouse	
*	

Miscellaneous Tab

The Misc (Miscellaneous) tab is used to enable Single Step Transfer for ECS systems with ECS software 4.0 or higher.

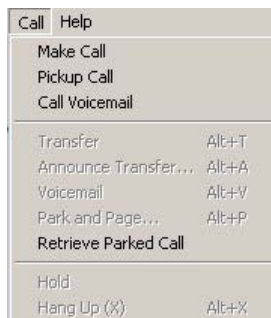
- **Enable Single Step Transfer (ECS 4.0+ Only)** - The CSTA Single Step Transfer enhancement greatly increases the speed in which the Call Director and Iwatsu Soft (PC) Attendant transfers a caller to an individual voice mailbox. This feature eliminates the voice mailbox greeting audio burst heard in previous versions when using the Call Director and Soft (PC) Attendant to transfer calls to voicemail.



Call Menu

From the Call drop-down menu, you can access the following features when your station is **idle**:

- Make Call
- Pickup Call
- Call Voicemail
- Retrieve Parked Call



You can access the following features when you are **on a call**:

- **Transfer** - Transfer a call to another extension.
- **Announce Transfer** - Supervised transfer.
- **Voicemail** - Transfer a call to a voice mailbox.
- **Park and Page** - Place a call in Park Orbit and enter the Page Group Number.
- **Hold** - Place a call on hold.

- **Hang Up (X)**

Call		Help	
Make Call			
Pickup Call			
Call Voicemail			
Transfer		Alt+T	
Announce Transfer...		Alt+A	
Voicemail		Alt+V	
Park and Page...		Alt+P	
Retrieve Parked Call			
Hold			
Hang Up (X)		Alt+X	

Help Menu

From the Help menu, you can access the following Help options:

- Attendant Overview
- CSTA Trouble-Shooting
- About Enterprise PC Attendant
- Help

Help	
Attendant Overview	
CSTA Trouble-Shooting	
About Enterprise PC Attendant	

Department Menu

Select a Department:

To filter and view a specific Department:

- Select a Department from the drop-down menu on the right.

The screenshot shows the main interface of the Soft (PC) Attendant Console. At the top, there are buttons for 'Call', 'Pickup', and 'Call VM'. Below these are input fields for '611', 'Page Park 611', and two buttons labeled '2325' and '1325'. A table with columns 'I', 'Ext', 'First Name', 'Last Name', 'Dept', 'Status', and 'Note' is displayed. The 'Dept' column contains dropdown menus with 'Mark...' selected. On the right side, a department selection dropdown menu is open, showing a list of departments including Marketing, Support, Administration, Executive, Repair, QC, Omegatrek, Test, Test2, and Support2.

I	Ext	First Name	Last Name	Dept	Status	Note
	1314	YUJI PS	Nomura	Mark...		
	1324	CHRIS PS	Fiaccone	Mark...		
	2261	Don	Gant	Mark...		
	2317	TEDDY	Mahan	Mark...	MSG	
	2324	CHRIS	Fiaccone	Mark...		

Double-Click or Right-Click Menu

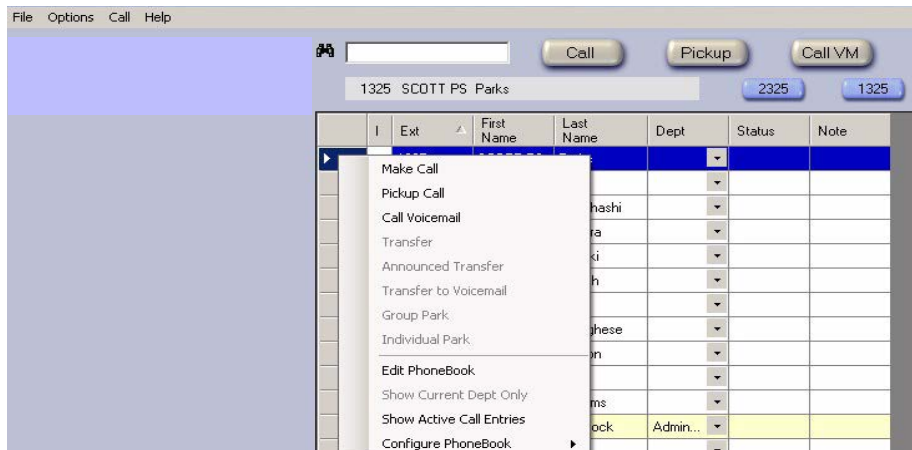
If you **double-click** or **right-click** on a highlighted entry (or in the directory area) the **Context Menu** will appear.

The following menu choices are available when your station is **idle**:

- **Make Call** - Call the extension that is highlighted.
- **Pickup Call** - Pickup a call for the extension that is highlighted.
- **Call Voicemail** - Call your voice mailbox.
- **Edit PhoneBook** - Make changes to the PhoneBook.
- **Show Current Dept Only** - Only available when a specific Department is being viewed.
- **Show Active Call Entries** - Displays only active extensions.
- **Configure PhoneBook** - Allows you to make changes to the PhoneBook configuration.

The following menu choices are available when your station is **active**:

- **Transfer** - Transfer a call.
- **Announce Transfer** - Announce a call transfer.
- **Transfer to Voicemail** - Transfer a caller to voice mail.
- **Group Park** - Place the call in Group Park.
- **Individual Park** - Place the call on Individual Call Park.
- **Edit PhoneBook** - Make changes to the PhoneBook.
- **Show Current Dept Only** - Only available when a specific Department is being viewed.
- **Show Active Call Entries** - Displays only active extensions.
- **Configure PhoneBook** - Allows you to make changes to the PhoneBook configuration.



Edit the PhoneBook

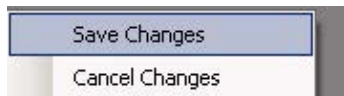
To make a change to the PhoneBook, **right-click** and select **Edit PhoneBook** to make a change to a directory listing.

- **Double-click** on the **Ext**, **First Name**, **Last Name**, or **Note** field to **edit** the entry.
- Use the **drop-down** menu to select a new **Dept** associated with the directory listing.

Ext	First Name	Last Name	Dept	Note
1313	RUS PS	Duderstadt		
1314	YUJI PS	Nomura	Mark...	
1316	MIKE PS	Marchioni	Exec...	
1320	MASA PS	Yamaguchi		
1323	TERIE	Nickell	Admin...	
1324	CHRIS PS	Fiaccone	Mark...	
1325	SCOTT PS	Parks		
1337	ANN S.			
1341	HIRO PS	Takahashi		
1342	TETSU IP	Sagara		
1343	YUJI S.	Suzuki		
1344	BRUCE PS	Pirpich		

To Save Changes or Cancel Changes and return to the main directory:

- Right-click and select Save Changes or Cancel Changes and you will return to the main directory view.



Show Current Dept Only

When **All Depts** are being viewed in the main directory, the **Show Current Dept Only** cannot be selected. You must select a Department from the top right drop-down menu to view only one Department for this option to become active.

The screenshot shows the Soft (PC) Attendant Console interface. At the top, there are buttons for "Call", "Pickup", and "Call VM", along with a dropdown menu for "All Depts". Below this is a table of directory entries. A context menu is open over the table, showing options like "Make Call", "Pickup Call", "Call Voicemail", "Transfer", "Announced Transfer", "Transfer to Voicemail", "Group Park", "Individual Park", "Edit PhoneBook", "Show Current Dept Only", "Show Active Call Entries", and "Configure PhoneBook".

I	Ext	First Name	Last Name	Dept	Status	Note
	2202	CARL C.	Chance	Engin...		
	2203	Gary C.	Carter	Support	MSG	
	2204	LISA	Hudson	Support		
	2205	WAYNE H.	Harris	Sales	MSG	
	2206	Philip	Magee	Support		
	2207	GARTH IP	Helm	Support		
	2208	STIG	Stiggers	Support		
	2209	JOHN	Bonk	Support		
	2210	DAVE A.	Angus		FWD MS	
	2211	ED IPKT2	Germain	Support	FWD	
	2212	Rock IP	Ollier	Engin...		
	2213	QC LAB				
	2214	KAZUKO	Rowland	Admin...	FWD	

To return to the main directory:

- Right-click and select **Show All Departments** to return to the main directory view.



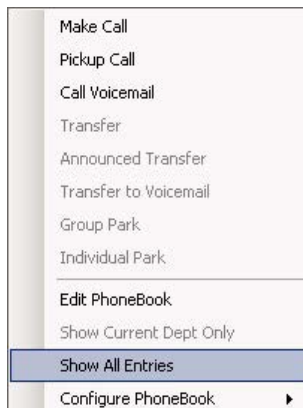
Show Active Call Entries

When you select **Show Active Call Entries** only extensions that are **busy** or in **Do Not Disturb (DND)** will appear in the directory.



To return to the main directory:

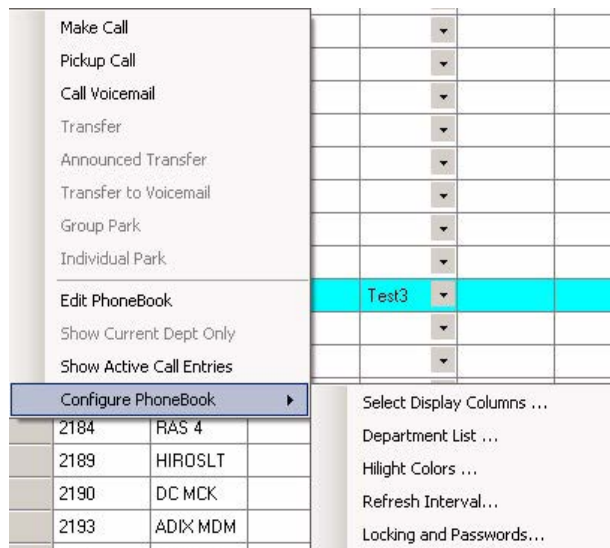
- Right-click and select **Show All Entries** to return to the main directory view.



Configure the PhoneBook

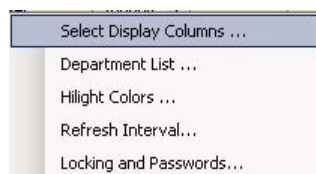
The PhoneBook configuration menu allows you to change the attributes of the PhoneBook as well as password protects the PhoneBook from unauthorized editing. The PhoneBook attributes that you can change/set are listed below:

- **Select Display Columns** - Select the columns to display in the PhoneBook.
- **Department List** - Edit, add, and delete Departments.
- **Highlight Colors** - Select the highlight colors for each Department.
- **Refresh Interval** - Select the refresh rate in seconds (10 - 600 seconds).
- **Locking and Passwords** - Edit administrative and user passwords



Select Display Columns...

Select Display Columns allows you to add or remove columns from the PhoneBook view.

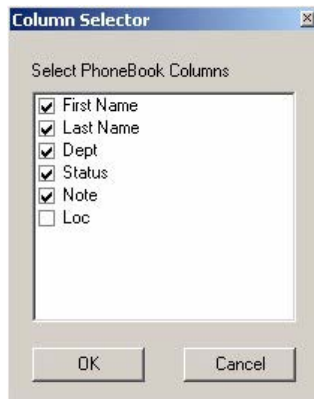


From the **Column Selector** you can choose which of the following columns are visible when viewing the PhoneBook:

- First Name
- Last Name
- Dept (Department)
- Status
- Note
- Loc (Location)

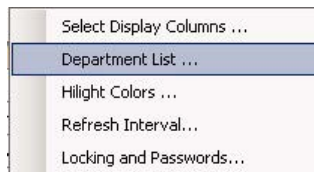
By default, First Name, Last Name, Dept, Status, and Note columns appear in the PhoneBook view.

- Select **OK** when you have made your selection changes.

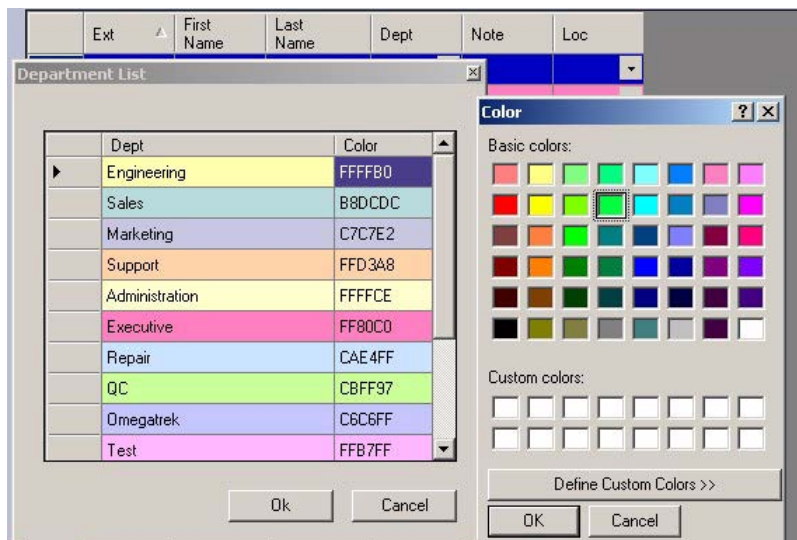


Department List...

The **Department List** allows you to add, modify, delete, or change the color of a Department. Departments in the Department List appear in the Department drop-down menu.



- **Double-click** on a **Dept** entry to add, modify, or delete the Department.
- **Double-click** on a **Department Color** to launch the Color palette which allows you to change the color associated with that Department.
- Select **OK** to save your changes.

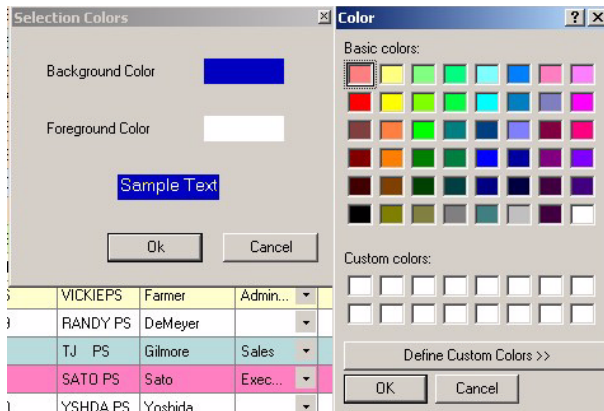


Highlight Colors...

Highlight Colors allows you to change the text and background colors for a selected PhoneBook entry.

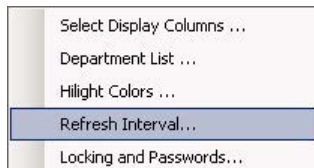


- **Double-click** on the **Background Color** or **Foreground Color** to launch the Color palette.
- Select the **new color** and press **OK** to change the **Background** or **Foreground Color**.

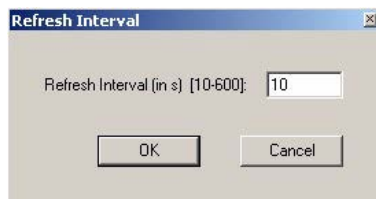


Refresh Interval...

Select the **Refresh Interval** to change the PC Attendant status refresh rate.



- Enter a refresh interval of 10 - 600 seconds (Default refresh rate = 10 seconds) and press **OK**.



Locking and Passwords...

PC Attendant supports password-controlled access to the shared PhoneBook as well as a locking mechanism to prevent conflicts which could occur if multiple users are simultaneously editing the PhoneBook. You can choose to use Locking and Passwords if you have more than one PC Attendant and/or you are concerned about multiple users editing the phonebook at the same time.



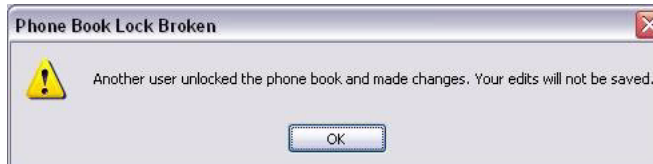
- If a password is set, the user is prompted to enter that password the first time they attempt to edit the PhoneBook or Department List after starting the PC Attendant.



- The locking feature comes into effect when you try to edit the PhoneBook while another user has it opened for editing.



- You will be able to edit the phonebook if you select Unlock. However, the other person will see the following dialog when they attempt to save their changes.



The same mechanism also controls access to the Department List. Unlocking should only be used as a last resort – for example when another user starts editing the phonebook and then goes out to lunch.

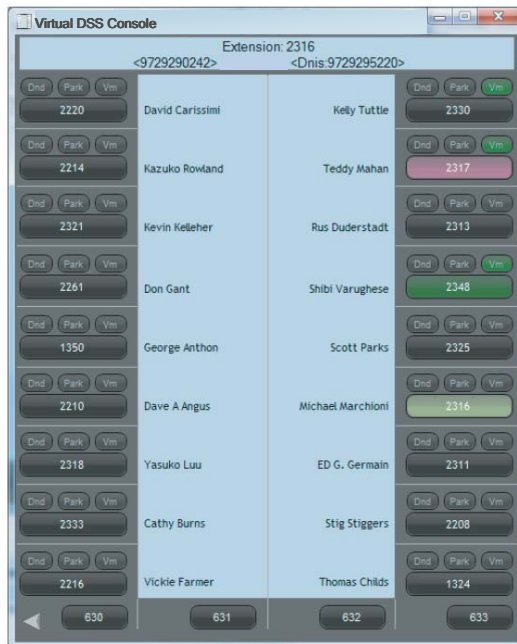
Some sites choose to set a PhoneBook password as well as an Admin password. The Admin password controls access to the change password dialog and optionally can be required in order to unlock the PhoneBook.

If your site is supporting two or more PC Attendants, Icon suggests that you install PC Attendant on two computers close to each other and experiment with the locking and password settings to decide what works best for the organization.

Virtual DSS

Overview

The Virtual DSS is a highly customizable application that provides easy access to other Iwatsu telephones using the PC - eliminating bulky, hardware-based DSS units. It was designed to greatly reduce overall call handling time and provide visual indication of the current status of each telephone, all while maximizing the user's desk space.



VIRTUAL DSS

The Virtual DSS was intended to improve the productivity of power users like receptionists, administrative assistants and other employees with heavy call volume. Users must have both a PC and a key telephone on their desks.

Features

Single click operation to:

- Call another station
- Retrieve an incoming call from a call covered station
- Transfer a call to another station
- Transfer a call to a voicemail box
- Park a call at another station
- Park a call on a group park orbit

Status indication of:

- Incoming calls to a station
- Station on call
- Stations in Do Not Disturb (DND)
- Calls parked at a station
- New voice message at a station

Drag and Drop – The Virtual DSS Console is easily customized. Users can quickly change the layout by dragging the desired name or extension from the Iwatsu Real IP Apps Company Phonebook, and dropping it onto the desired Virtual DSS key. Key changes are instant, with no separate databases to edit or upload.

Integrated Tutorial Movie - The Virtual DSS Console includes an integrated tutorial movie that walks users through all the features and basic configuration options they are likely to use.

Console Integration - The Virtual DSS Console integrates with all stations including the new Icon Series phones.

Remote Users - Remote workers have full access to the Virtual DSS features. The only requirement is a VPN connection to access the Iwatsu Enterprise Gateway.

Call Forward a station to another extension or Personal Speed Dial Bin.

Direct Station Selection / Call Coverage with Status Indication.

Import a Company Phonebook via PC Attendant or a .csv file with One-Touch Dialing and Status Indication.

Port Requirements - Does not require a port or port license on the ECS system.

Virtual DSS Console Operation

Double-click the Virtual DSS Console icon on your desktop to launch the console.



Virtual DSS Console Setup

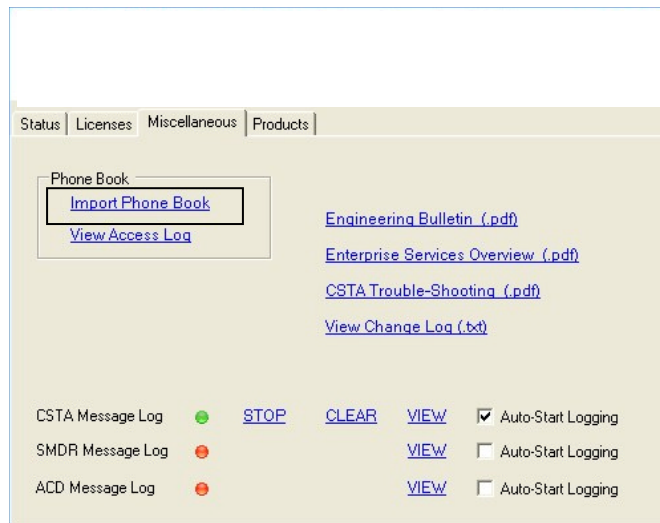
Initially, there are no Attendant extensions configured in the Virtual DSS Console. A phone book imported from the Soft (PC) Attendant or a comma-separated values (.csv) file imported into Enterprise Services is used to populate the Virtual DSS Console.

Import a Phone Book Using Iwatsu Enterprise Services

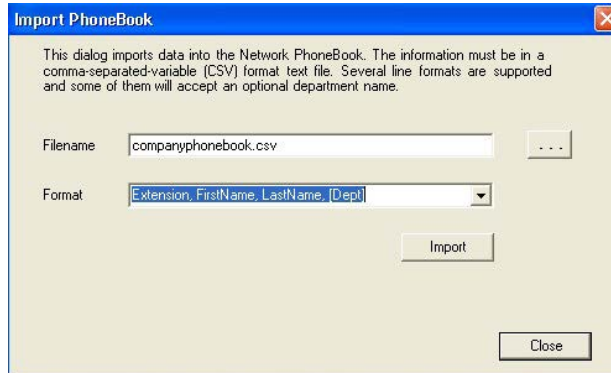
Perform this procedure if you do not have Soft (PC) Attendant installed. If you have the Soft (PC) Attendant installed, you can skip to the next page – Add Extensions to the Virtual DSS Console.

Import a phone book using Iwatsu Enterprise Services. The phone book data that is imported must be a comma-separated-values (.csv) file that must be in the format specified during the Import Phone Book procedure.

- Launch Iwatsu Enterprise Services
- Select the Miscellaneous tab.
- Select Import Phone Book.



- From the **Import PhoneBook** screen:
 - **Filename:** Enter or browse to find your phone book .csv file.
 - **Format:** Use the drop-down menu to select your .csv file format for your phone book. Your phone book must be in a format that is supported in this drop-down menu.
 - Select **Import** to import your phone book into Iwatsu Enterprise Services.
 - Select **Close**.



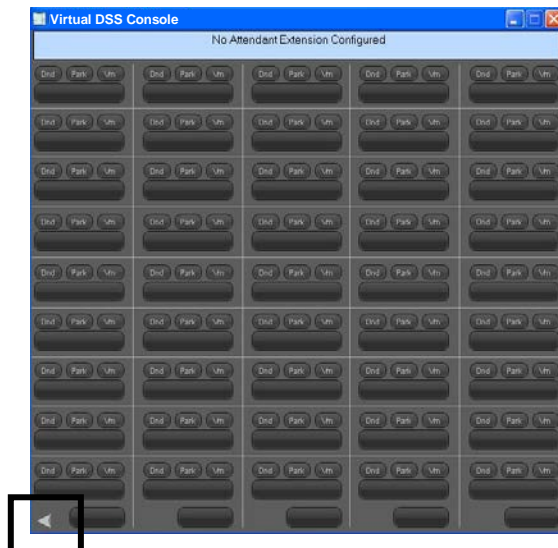
- You must **Stop** and then **Start** the **CSTA** and **Monitor Services** after you import a phone book.

If you need to make changes to the phone book, edit the .csv file and repeat this procedure or you can edit the phone book using the PC Attendant.

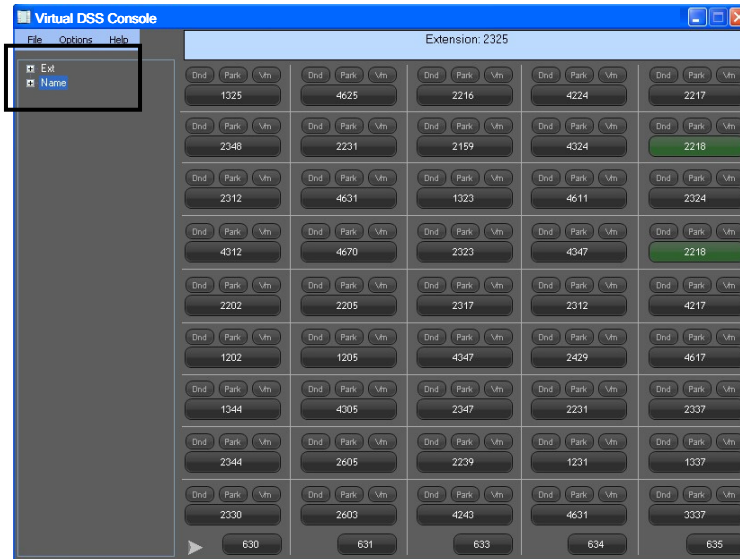
Add Extensions to the Virtual DSS Console

Adding extensions to the console requires phone book data. Phone book data can come from the PC Attendant or the data can be imported from a .csv file that is imported into Iwatsu Enterprise Services.

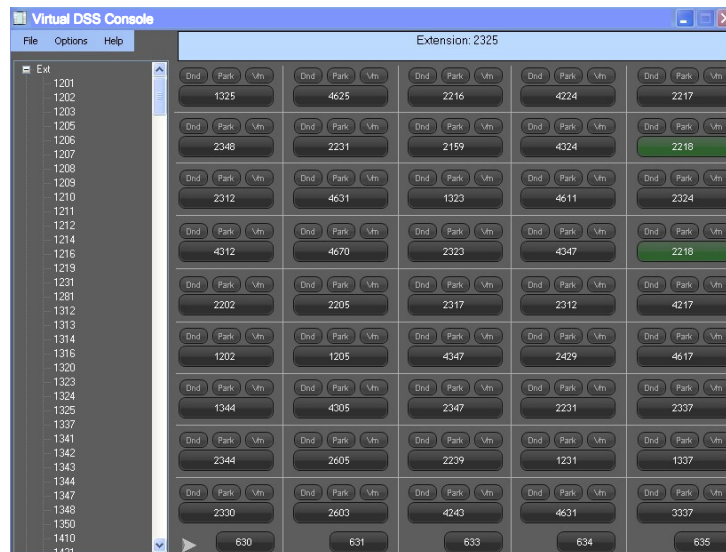
- Selecting the left-facing arrow on the bottom left of the screen will expand the console screen to enable you to add extensions and set your preferences.



- If you have the Iwatsu PC Attendant installed, the PC Attendant Phone Book is imported into the Virtual DSS Console. If you do not have PC Attendant installed, you will need to create a .csv file and import that data into Iwatsu Enterprise Services.
 - You cannot edit the phone book using this application.
 - Importing a phone book is detailed on page **Error! Bookmark not defined.**
- The phonebook data can be viewed by extension number or name by selecting the **Ext** or **Name** in the left-hand side of the screen.



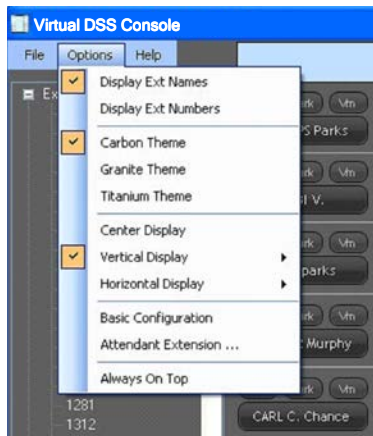
- To **populate the Virtual DSS Console**, select an **Ext** or **Name** from the left-hand side of the screen and **drag and drop** that **Name or Ext** on to one of the keys in the Virtual DSS. You can change or move an extension by dragging and dropping that extension onto another key.
- **It is highly recommended that you do not place duplicate extensions in the Virtual DSS Console.**



Virtual DSS Options

From the Virtual DSS Options drop-down menu, you can:

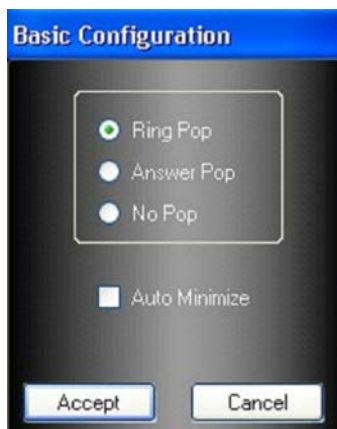
- View your DSS / Call Coverage keys by extension number or name.
- Choose three themes (skins).
- Change your Virtual DSS layout to one of eight choices.
- Make changes to the basic configuration.
- Change your associated attendant extension.
- Choose whether or not the Virtual DSS window is always on top or not.



Basic Configuration

You can set your Virtual DSS Console to pop open when ringing, pop open when answering, or you can choose for the console not to automatically pop open when minimized. You can also set the console to Auto-Minimize when the associated station is on-hook.

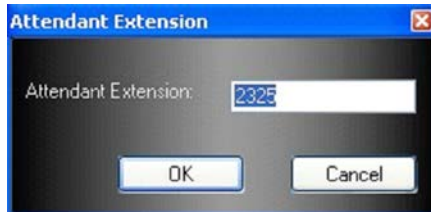
- Select **Options > Basic Configuration**.
- Select the **Ring Pop**, **Answer Pop**, or **No Pop** radio button. If you want the console to auto-minimize, check the **Auto-Minimize** box.
- Select **Accept** to save your changes.



Change the Associated Attendant Extension

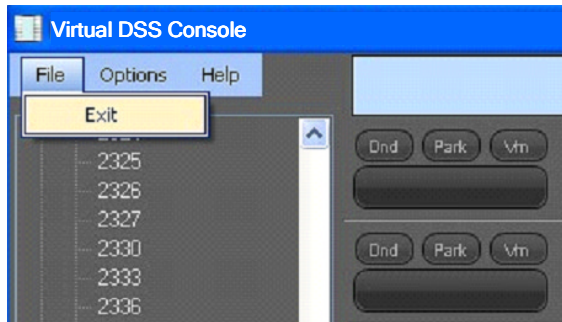
You can change the associated Attendant Extension at any time by selecting **Options > Attendant Extension...** and entering a different extension number.

- Select **OK** to save you change.



Exit the Virtual DSS Console

- Select **File > Exit** to close the application.



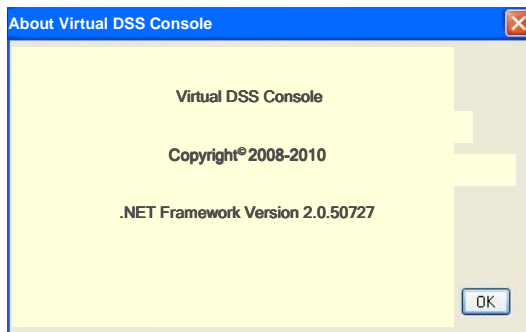
Virtual DSS Console Help

From the **Help** drop-down menu, you can view the **Call State Color List**, **User Manual**, or select **About** to view Virtual DSS Console version number.

- The **Call State Color List** identifies the colors displayed for each DSS / CCV key state.



- About Virtual DSS Console displays the console software version number.



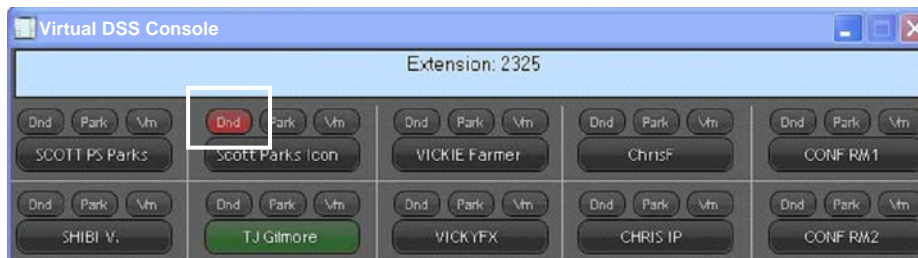
Virtual DSS Console Operation

From the Virtual DSS Console you can:

- Park a call at a station.
- Group Park a call.
- Transfer a call to another station or to a voice mailbox.
- Announce Transfer a call to another station.
- Call a station.
- Call Forward a station to another extension or an extension's Personal Speed Dial Bin.

DND (Do Not Disturb)

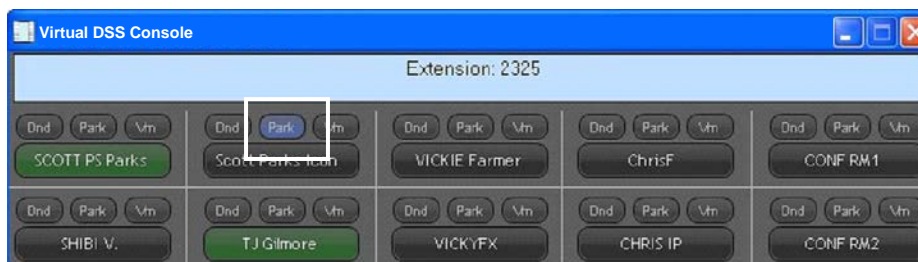
The DND indicator will light when a station is placed in DND.



Park

To Park a call on a station's Individual Park:

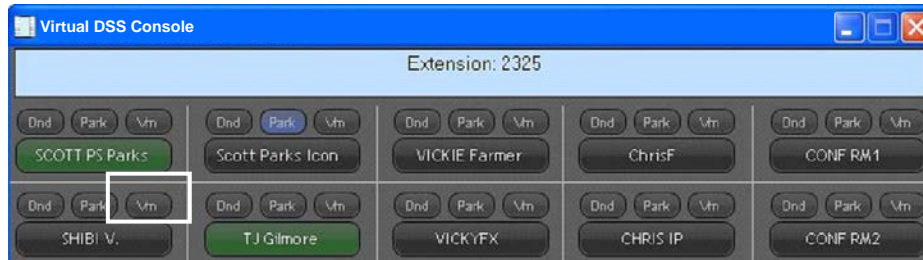
- While on a call, select the **Park** key for the station where you want to park the call. The Park key will light blue when a station has a call parked at their station.
- Stations must have a **Park** key to have a call parked at their station.



Transfer to Voice Mail

To Transfer a call to a station's voice mailbox:

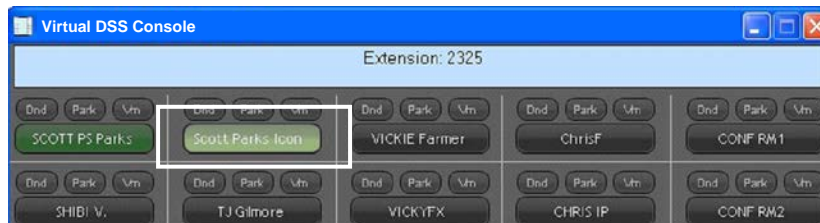
- While on a call, select the **Vm** key for the station where you want to transfer the call. The **Vm** key will light green when there is a voice mail message in the voice mailbox.



Transfer a Call

To Transfer a call to another station:

- While on a call, select the station (station name or extension number) key of the station where you want to transfer the call.
 - For **Announce Transfer**, right-click on the desired **DSS / CCV key** where you want to transfer the call and select **Announce Xfer** (See Right-Click Menu).



Group Park

To place a call in **Group Park**:

- While on a call, simply select one of your Group Park keys. The Group Park key will light red when there is a call parked on that key. Selecting the Group Park key will retrieve the call.



Dialing

To call an extension, simply press the extension name or number.



Right-Click Menu

From the Right-click Menu, you can select **Announce Transfer** a call, **Forward** a station, and enable an **Audible Call Coverage** tone.

Announce Transfer

To Announce Transfer a call to another station:

- While on a call, **Right-click** on the desired **DSS / CCV key** where you want to transfer the call.
- Select **Announce Xfer**.



- Make your announcement to the transferred station.
- When you are ready to complete the transfer, select **OK** and the call is transferred.



Forward

To **Forward** a DSS / Call Coverage key: (You must have a Forward key in the key pattern of the extension being forwarded)

- **Right-click** on the desired **DSS / CCV key** and select **Forward**.



- **Enter the Forwarding Number** (Where you want to forward calls for this extension).
or
- **Enter 1-10** for the Forwarding Number to forward the station to a **Personal Speed Dial Bin**. (Personal speed dial numbers must be programmed using the Iwatsu Programmer or MyECPhone.)
- Select **OK**.



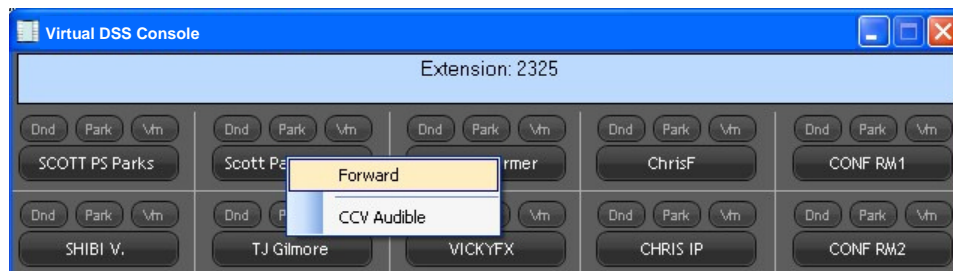
To **Cancel Forwarding** for an extension:

- **Right-click** on the **forwarded station** and select **Cancel Forward** (You do not have to enter an extension number).
- Select **OK**.

CCV Audible

You can enable an audible tone on a DSS / Call Coverage key when that station receives a call. You must have a sound card and speakers on the PC where the Virtual DSS Console is installed for this feature.

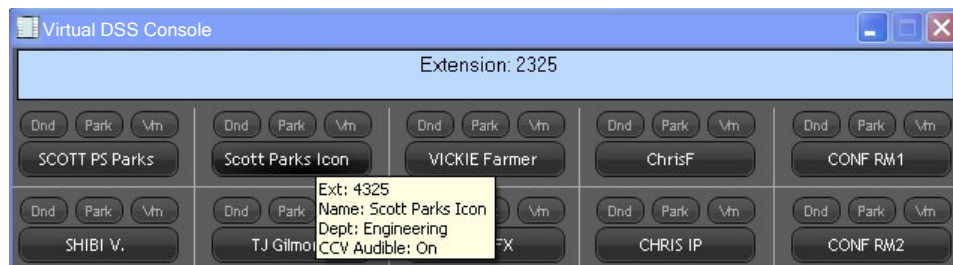
- Right-click on the Call Coverage key you want to enable the audible CCV key tone and select CCV Audible.



Display DSS / CCV Key Information

To display information about a DSS / CCV key in the console:

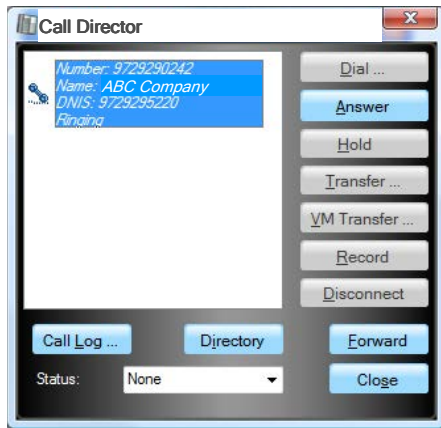
- Hover your cursor over a specific DSS / CCV key to display key information:
- **Extension, Name, Department, CCV Audible On/Off, and Forwarding** status (if the station is forwarded).



Call Director

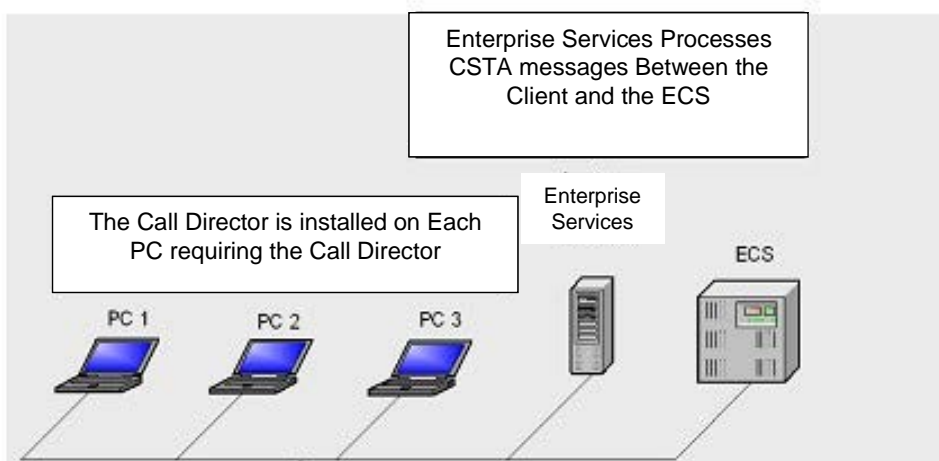
Overview

The Call Director is a desktop call control application for Iwatsu station users. The Call Director is a simple, intuitive application that installs on the user's PC and provides visual indication of incoming and outgoing calls.



CALL DIRECTOR

Call Director Topography



Features

Incoming Call Screen Pop -includes caller's name and number.

Call Control -The Iwatsu Call Director provides the following call control features:

- Make a call
- Place a call on hold
- Disconnect a call
- Directory dial
- Answer a call
- Record a call
- Transfer a call
- Transfer to Voicemail

User Status - The Iwatsu Call Director includes a User Status feature that integrates with the company phonebook, allowing coworkers to view user status. Status settings include In Office, Away on Business, Extended Absence, At Lunch, Meeting, On Vacation and Temporary Location.

Call Forwarding– The Iwatsu Call Director may be used to forward all incoming calls to another extension or an external number such as a cell phone. This setting also integrates with the PC Attendant Phonebook and allows others to view your forwarded status.

Directory – The Call Director has a directory feature that provides two views, the Company Phonebook which lists all ECS extensions, and personal contacts imported directly from Microsoft Outlook. The Company Phonebook is a shared resource with other Iwatsu Real IP Apps such as the PC Attendant Console and Virtual DSS. The Company Phonebook is user-organized by extension number, first name, last name or department. More importantly, Call Director users simply select the person the wish to call and click the dial button.

Call Log – The call log feature maintains a record of all incoming and outgoing calls for one month. It can be used to both quickly reference and dial past calls.

Use the Call Director Remotely – Remote workers have full access to the Iwatsu Call Director features. The only requirement is a VPN connection to access the Iwatsu Enterprise Gateway.

Call Director User Guide

Welcome to the Call Director User Guide. This will guide you through the features and use of the Call Director application. The Iwatsu Call Director has the following features:

- | | |
|----------------------|-----------------|
| Make a call | Answer a call |
| Call voice mail | Record a call |
| Place a call on hold | Transfer a call |
| Disconnect a call | Office status |
| Call forwarding | Directory |
| Call Log | |

Overview

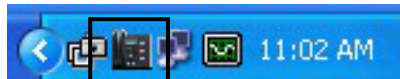
The Call Director short-cut icon was placed on your desktop during the installation process. You will also see this icon in your system tray when the Call Director application is running. If you selected Auto-Start during the configuration process, the application will start automatically when the PC is rebooted.

To start the Call Director:

- **Double-click the desktop icon** or select **Start > Programs > Iwatsu > Iwatsu Call Director > Iwatsu Call Director**.

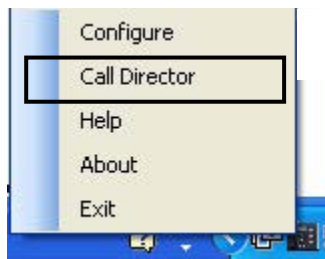


- The Iwatsu Call Director icon will appear in your PC system tray when the application is running.



To open the Call Director:

- Right-click on the icon in the system tray to access the menu and then select **Call Director**.



- When idle, the Call Director will appear as shown below.



- When the Call Director is active (i.e., you have an incoming call or you are on a call) feature buttons will appear with an action icon to indicate the features that are active based on the state of the station.



Dial – Make a Call

To make a call:

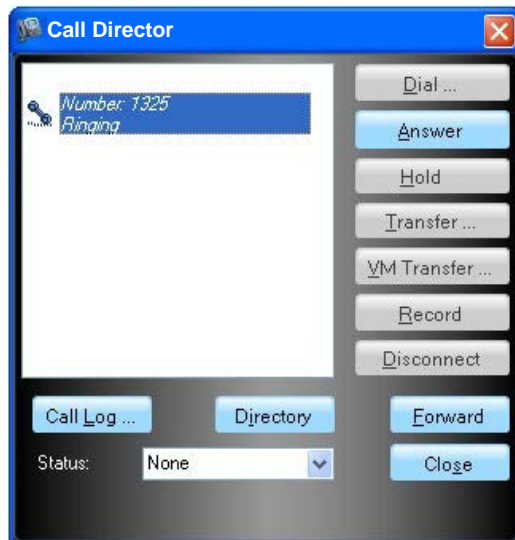
- Press **Dial** to open the Dial window and then enter the number you want to call and press Dial. This number can also be copied and pasted into the Dial Number window.
- You can also select and dial a number from the **Call Log** or the **Directory (Phone Book)**.
- For Outside line dial access: Go to your computer **Control Panel > Phone and Modem Options** and Edit your Location under the Dialing Rules tab and enter your outside line access number. This is typically set to **9**. Refer to the Configuration section for instructions.



Answer – Receive a Call

When you have an incoming call:

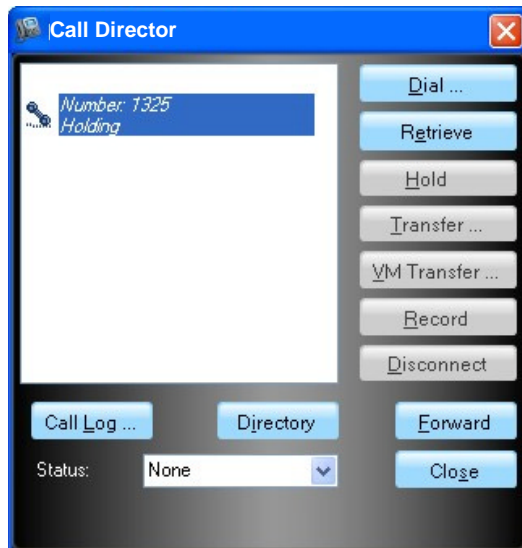
- Press **Answer** to answer the call on speakerphone, or lift the telephone handset.
- For voice announce calls: You need to press Answer to activate the feature buttons for the call. If the Answer button is not pressed when a voice announce call comes in, the call will continue to display Ringing for the duration of the call.



Hold – Place a Call On Hold

While on a call:

- Press **Hold** to place the call on hold.
- To retrieve the call, press the **Retrieve** button. (The Answer button changes to Retrieve when a call is on hold)



Transfer - Transfer a Call

While on a call and you want to transfer the caller to another extension:

- Select **Transfer** and the call is placed on **Hold**.
- Enter the extension number where you want to transfer the call and press the **Transfer** button. You can also select the number from the Call Log or Directory.



VM Transfer- Transfer to Voice Mail

While on a call:

- Press the **VM Transfer** button and enter a voice mailbox number to direct the caller to a voice mailbox.



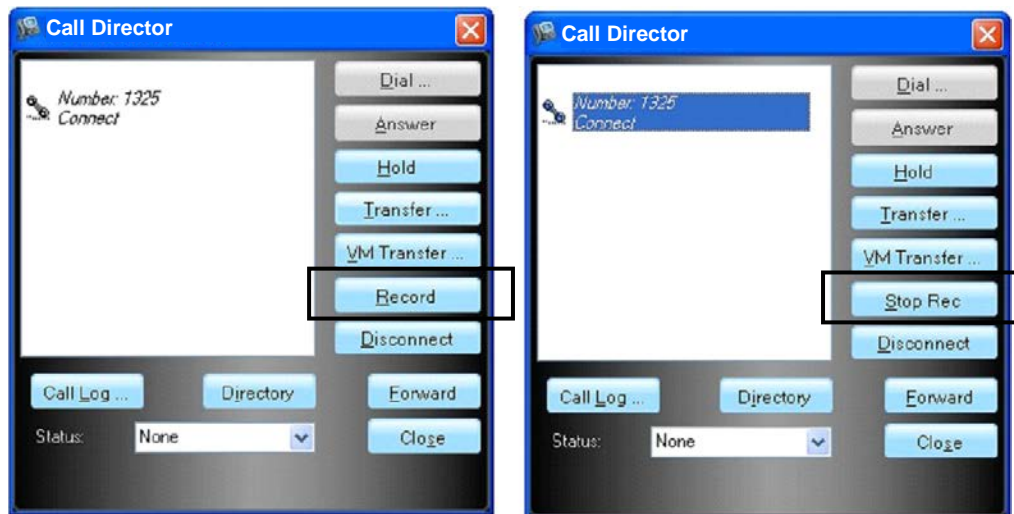
Record – Call Record

Note:

You must have a Call Record key in your station key pattern to support this feature.

While on a call:

- Press the **Record** button to begin recording.
- To stop recording, press **Stop Rec**.
- The recorded call is sent to your voice mail inbox.


Note:

In certain states it is illegal to intercept, listen to, and/or record telephone calls. In certain states and under certain circumstances it is illegal to intercept for the purposes of listening in and/or recording telephone calls. Because such activity is not illegal in all jurisdictions and may be permitted in training and/or monitoring of personnel, this telephone system can be programmed to permit interception, listening to, and/or recording with or without warning to those on the line. Before utilizing the system for such purposes, you are advised to confirm the laws of the jurisdiction in which you utilize such feature(s). Iwatsu Voice Networks and/or its Third Party manufacturers/suppliers disclaim any responsibility for improper or illegal use of the Call Record Feature and disclaim any obligations to render legal advice concerning this feature

Disconnect – End a Call

To end a call:

- Press **Disconnect** button.

Forward – Forward Your Station

Note:

You must have a Forward key in your station key pattern to support this feature.
Your station must be in the idle state set / cancel forwarding.

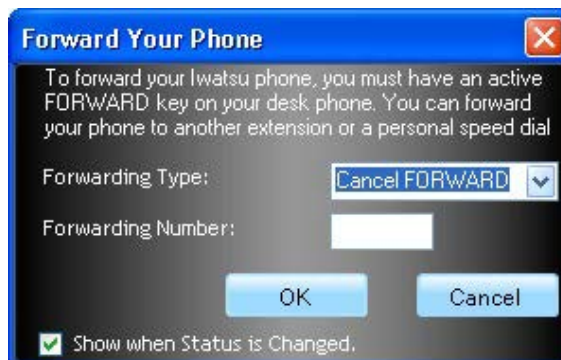
To **forward** your telephone:

- When your station is in an idle state, select the **Forward** button to open the **Forward Your Phone** window.
 - **Forwarding Type:** Select FORWARD.
 - **Forwarding Number:** Enter the extension where you want to forward your extension.
- Select **OK** to forward.
- Check **Show when Status is Changed** if you want the **Forward Your Phone** window to appear anytime you change your **Status** setting.



To **cancel** forwarding:

- Select the **Forward** button to open the **Forward Your Phone** window.
 - **Forwarding Type:** Select Cancel FORWARD.
- Select **OK** to cancel forward.

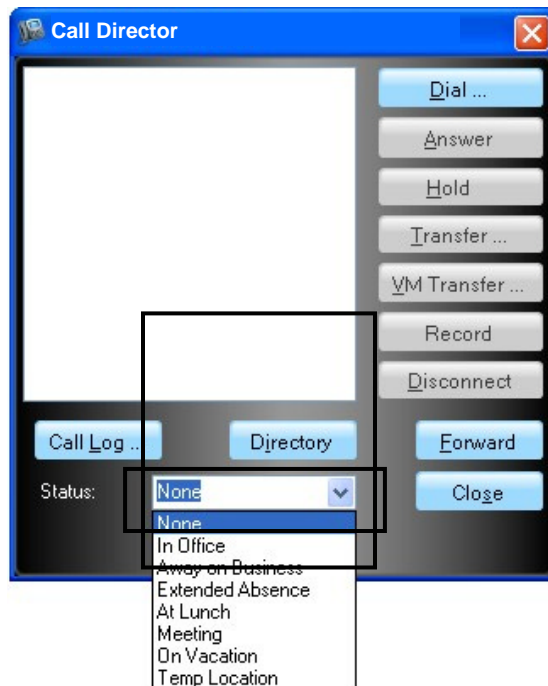


Status – Set Your Status

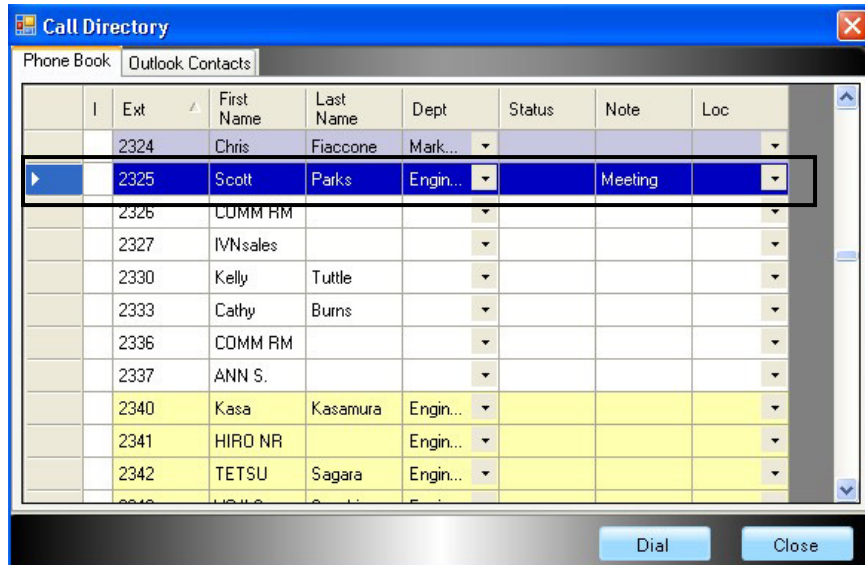
Presence management works in conjunction with the Soft (PC) Attendant application Phone Book. When you set your presence status, that information appears in the Soft Attendant Phone Book in the Note column next to your name and extension.

To set or change your Status:

- Select one of the **Status choices** (shown in the screen shot below) from the drop-down menu:
- The selection that appears in the Status box also appears in the **Note** column of the Soft (PC) Attendant Phone Book next to your name and extension.



- The Soft (PC) Attendant Phone Book reflects the Status setting in the Call Director.

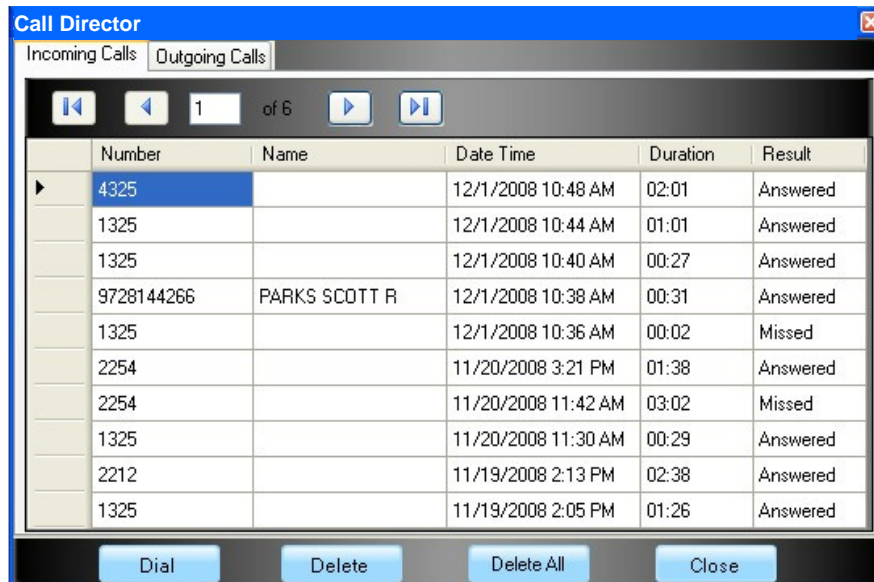


Call Log

The Call Log maintains a record of all incoming and outgoing calls for one month. You can use the Call Log to reference past calls and to dial and transfer calls.

To make a call using the Call Log:

- Press **Dial** and then press **Call Log**. (If you do not press Dial, you can only view the Call Log)
- **Select the entry** from the Incoming or Outgoing log and press **OK**.
- The selected number will appear in the Dial dialog window. Then press **Dial** to make the call.



Directory

The Directory contains two separate databases: The Phone Book and Outlook Contacts. You can use these two databases to lookup a number or to dial and transfer calls.

Phone Book

The Phone Book database is imported from the Soft Attendant application. If there is not a Soft (PC) Attendant on your system, the Phone Book tab will be empty.

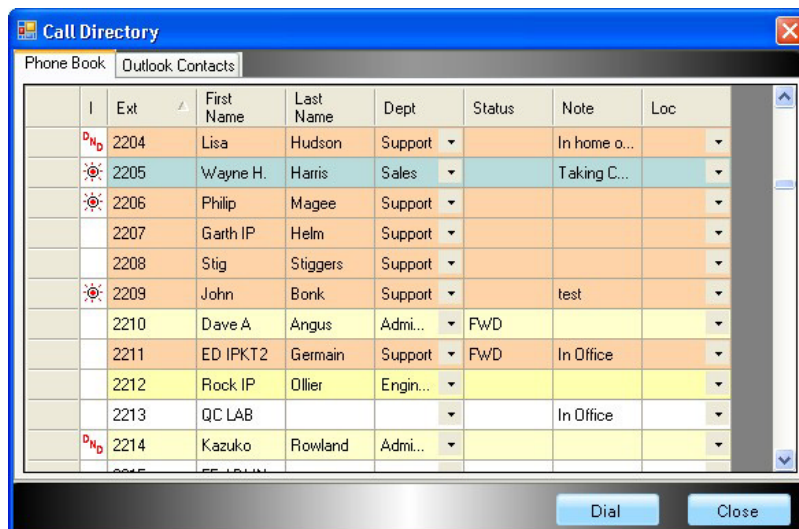
The Phone Book will display the extension state (DND, on a call, etc.), the extension number, First and Last Name, Department, Status, Note (the Presence status set using the Call Director), and Location.

To make a call using the Phone Book:

- Select **Directory**.



- From the **Call Directory** screen, select the **Phone Book** tab.
- **Select the entry** you wish to call and then press **Dial** to make the call.



Microsoft Outlook Contacts

Microsoft Outlook Contacts are imported from the user's Microsoft Outlook Contacts (refer to page **Error! Bookmark not defined.**). If you are not using Microsoft Outlook, the Outlook Contacts tab will be empty.

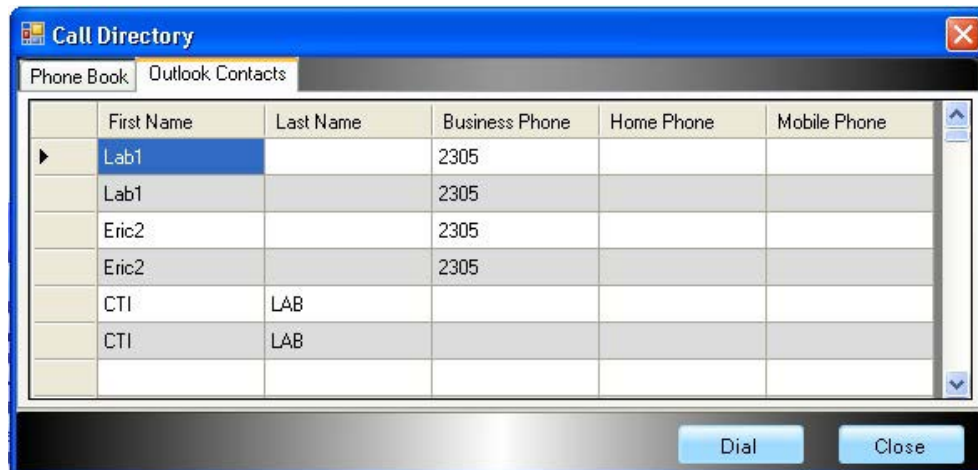
Outlook Contacts will display the contact's First and Last Name, Business Phone, Home Phone, and Mobile Phone numbers, if programmed in Microsoft Outlook.

To make a call using Microsoft Outlook Contacts:

- Select **Directory**.



- From the **Call Director** screen, select the **Outlook Contacts** tab.
- **Select the entry** you wish to call and then press **Dial** to make the call.



Close – Close the Application Window

To close the Call Director application window:

Select **Close** to close the Iwatsu Call Director window. Selecting **Close does not exit the application**, but closes the application window. The application continues to run in the system tray.

TAPI Client Services

Overview

Iwatsu Client Services which works in conjunction with Iwatsu Enterprise Services to enable the following features on TAPI-compliant client applications:

- Incoming call screen pop of TAPI-compliant application contact record on a Client PC.
- Make an outbound call via an Iwatsu telephone from a Windows application such as Microsoft Outlook.
- Place a call on hold / retrieve a call from hold within a TAPI compliant application.

Client Applications	Screen-Pop	Outdial
Outlook 2000 and above	No	Yes
ACT! Version 5 and below	Yes	Yes

Features

Client Services which works in conjunction with Iwatsu Enterprise Services to enable the following features on TAPI-compliant client applications:

- Incoming call screen pop of TAPI-compliant application contact record on a Client PC.
- Make an outbound call via an Iwatsu telephone from a Windows application such as Microsoft Outlook.
- Place a call on hold / retrieve a call from hold within a TAPI compliant application.

Important!

Third-party applications are outside the control of Iwatsu Voice Networks and may require customization to support the above features.

Client Applications	Screen-Pop	Outdial
Outlook 2000 and above	No	Yes
ACT! Version 5 and below	Yes	Yes

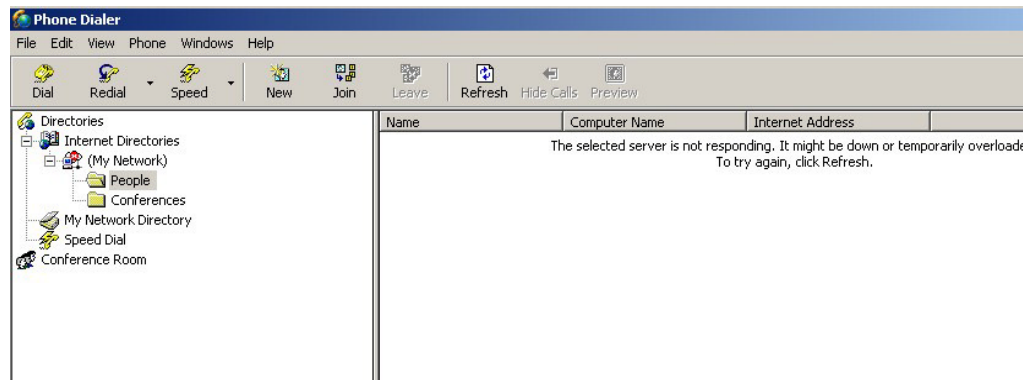
Using the Windows Phone Dialer

Use the Windows Phone Dialer to verify that Iwatsu TAPI is working properly.

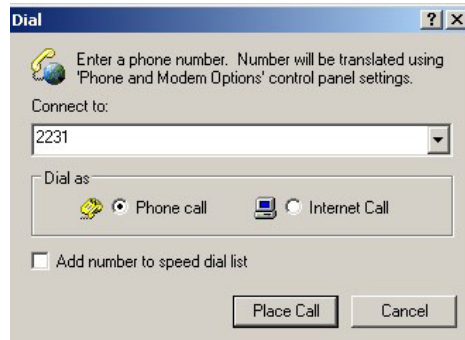
Place an Outgoing Call

Use the Windows Phone Dialer to place an outgoing call.

1. From the tool bar, select the **Dial** icon.



2. When the **Dial** window appears:
 - Enter the telephone number you wish to **Connect to**:
 - Select **Place Call**.



3. The **Preview** and **Phone Call** screen pops will appear while you are waiting for the called party to answer.



4. When the called party answers, **Connected** will appear in the **Phone Call** window.



5. When you or the called party disconnects the call, **Disconnected** will appear in the **Phone Call** window.

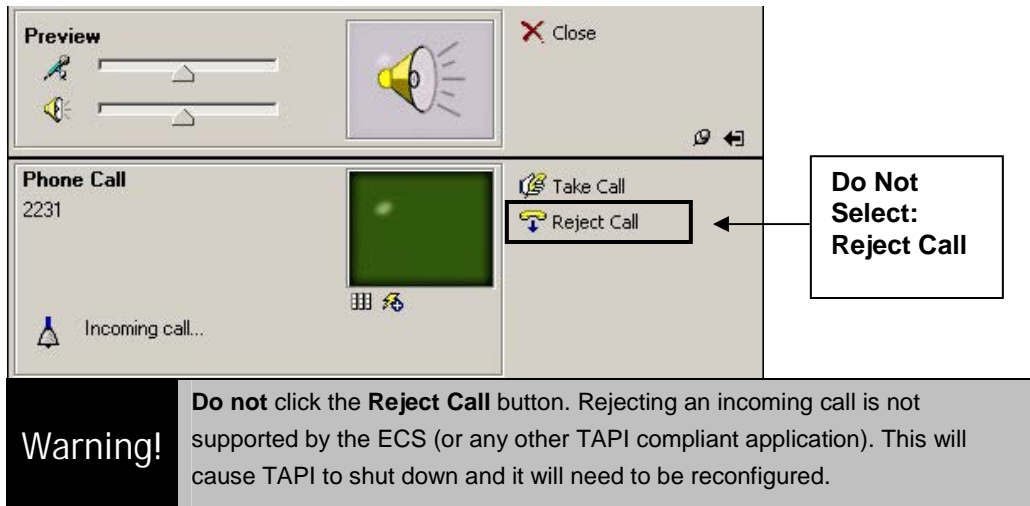


6. When the call has ended, you may **Close** the **Preview** and the **Phone Call** windows.

Receive an Incoming Call

Use the Windows Phone Dialer to receive an incoming call.

1. When you receive an incoming call, the **Preview** window and the **Phone Call** window will appear showing that you have an Incoming call. Do Not select Reject Call.



2. When you take a call, **Connected** will appear in the Phone Call window.



3. When you or the calling party disconnects the call, **Disconnected** will appear in the Phone Call window.

