

IP OFFICE PHONE MANAGER USER GUIDE

Getting Started:

If Phone Manager does not automatically launch when you log on to your PC, navigate through the following steps to open the program:

- Open the Microsoft Start Menu at the bottom left corner of your screen.
- Open the Programs Menu.
- Open the IP Office Menu
- Click on the Phone Manager program listing. Phone Manager is now open and running.

If the program does not open with your user information you must complete the following steps:

- Open the 'Configure' menu and select the 'PBX' option.
- In the 'PBX Configuration Information' dialog box, and fill in your 'User Name' [ex: D Kemp] and the IP Address of the IP Office: 192.168.1.71.

If this does not work, see your network administrator.

To Make a Call:

Your "hot" keypad allows you to dial any number while on-hook.

- Using your mouse click on the 'Make a Call' Icon on the left end of the tool bar, or press F1 on your keyboard.
- Type in desired number in the 'Number' field, [Do not forget to include 9, if needed.] **or** use the directory and click on the desired user, or number.
- Click the 'Call' Button in the upper right hand corner of the 'Make a Call' dialog box.
- When answered, either pick up the handset or continue hands-free.
- To end the call, click the 'End' icon in the toolbar or press the 'End' key on your keyboard.

Note: Account Code access is not available from the Phone Manager program.

To Answer a Call:

- Phone Manager will display whatever information the system has about the calling party.
- Click the 'Answer Call' icon on the toolbar, or press the 'Enter' key on your keyboard.
- The call will be active on your speakerphone or you can pick up the handset for privacy.

Holding Calls:

- While on a call, click the 'Hold' icon on the toolbar or press 'F4' on the keyboard. The call is now on hold.
- Use your mouse to click on the held call to return to the caller.

To Transfer a Call:

- While on a call, first place the caller on hold by clicking on the 'Hold' icon on the toolbar or pressing 'F4' on your keyboard.
- Using your mouse, click on the 'Make a Call' Icon on the left end of the tool bar, or press F1 on your keyboard.
- Type in desired number in the 'Number' field, [Do not forget to include 9, if needed.] **or** use the directory and click on the desired user, or number.
- If the called party answers and will accept the transfer, press the 'Transfer These two Calls Together' icon on the toolbar.
- If the called party does not answer, or will not accept the call, press the 'Hang Up on Current Call' icon on the toolbar and use your mouse to click on the held call to return to the caller.

Conferencing Calls:

- During an existing call, click the 'Hold' icon on the toolbar, or press F4 on your keyboard. The call is now on 'hold'.
- Click the 'Make Call' icon on the toolbar, or press F1 on your keyboard.
- Type in desired number in the 'Number' field, [Do not forget to include 9, if needed.] **or** use the directory and click on the desired user, or number.
- Click the 'Conference All Parties' icon on the toolbar to bring all parties together.
- To drop a party from the conference, use your mouse to **right** click on the desired party, then choose the 'Hang Up' option in the dialog box that appears.

Do Not Disturb:

When on, your callers are sent to voice mail directly.

- Click on the 'Configure' menu in the upper left hand corner of the Phone Manager display.
- Open the 'Preferences' dialog box.
- Click on the 'Do Not Disturb' tab.
- Activate the 'Do Not Disturb' check box in the lower left hand corner of the dialog box.
- Click 'OK'.
- When active, you will hear a stutter dial tone when off hook. The stutter tone will not affect outbound dialing.
- To de-activate, clear the 'Do Not Disturb' check box in the 'Do Not Disturb' tab and click 'OK'.

Follow Me:

Temporarily redirect all your calls to a number of your choice.

- Click on the 'Configure' menu in the upper left hand corner of the Phone Manager display.
- Open the 'Preferences' dialog box.
- Click on the 'Forwarding' tab.
- Activate the 'Follow Me To' check box.
- Type in the number where you wish your calls to be sent.
- Click 'OK'.
- When active, you will hear a stutter dial tone when off hook. The stutter tone will not affect outbound dialing.
- To de-activate, clear the 'Follow Me To' check box in the 'Forwarding' tab and click 'OK'.

Park and Parked Retrieve:

- While on a call click on an available 'Park Zone' button at the bottom of the Phone Manager screen, or press F9, F10, F11, or F12 on your keyboard.
- The call is now parked.
- To retrieve the call, simply click on the appropriate 'Park Zone' button or the associated F key on your keyboard.
- You are connected to the caller.

Absent Text Message:

Display a brief text message that internal callers can see.

- Click on the 'Functions' menu above the Phone Manager tool bar.
- Open the 'Absent' dialog box.
- Use the dropdown menu to select one of the Absent Text Messages'.
- Add desired custom text in the 'Absent Text' field.
- Click 'OK' to activate.
- Internal callers will now see your message when calling your extension.
- To clear, select 'None' in the 'Absent Text Messages' dropdown menu and click ok.

Speed Dials

Stores up to 15 of your frequently dialed numbers and gives busy indication for system users.

- Using your mouse click on the 'Speed Dials' tab.
- Right Click in the open field and select either 'New' [to create an outside speed dial] or 'User' to create a speed dial /busy indicator for another system user.
- For 'User' a listing of all the system users will appear. Simply select the desired user, and the speed dial will appear in the empty speed dial field.
- For 'New' fill in the speed dial name and phone number in the 'Edit Speed Dial' dialog box. [Do not forget to include 9]
- When finished, double click on the desired speed dial to place the call.

Note: The 'Busy Indication' colors for User Speed Dials are as follows:

Red = on the phone or ringing. Blue = Do Not Disturb