

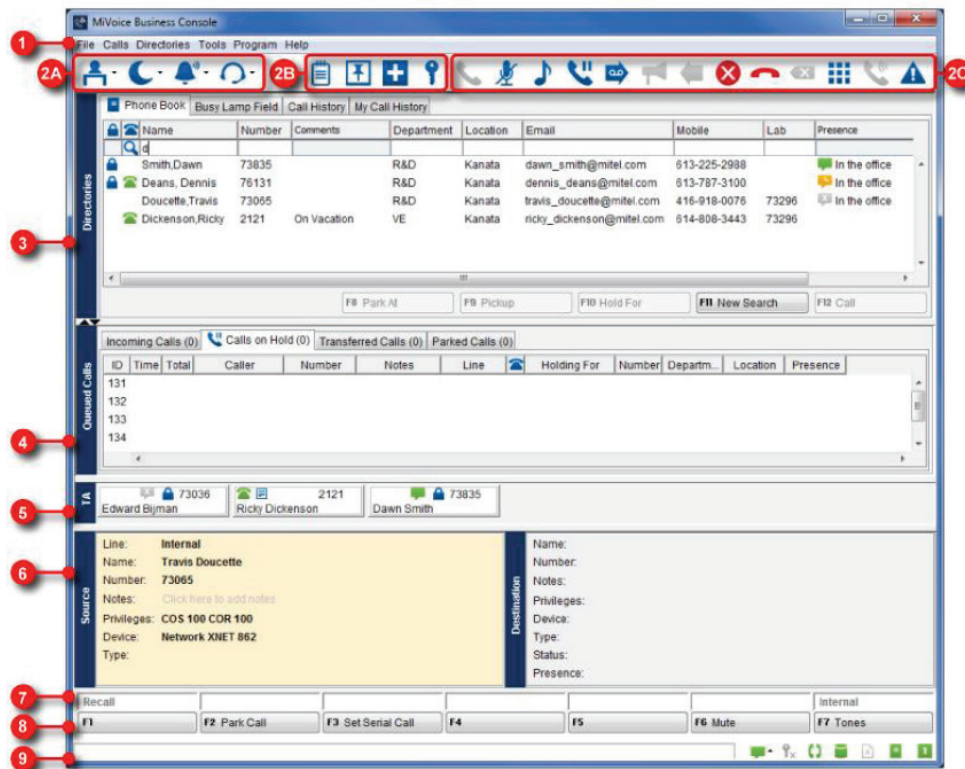
MIVOICE BUSINESS CONSOLE HELP GUIDE



Welcome to Frontier® AnyWare. This user guide will enable you to utilize your MiVoice IP Business Console.

Main Window

The main console screen includes nine panels or areas, which are shown and described below.



MiVoice Business Console Main Window

- 1 Menu** — Access the drop-down menus.
- 2A – Operator Status** — Shows you at a glance the status of the console and operator devices, for example, whether the console ringer is on or off and whether the system is in day or night service.
2B – Tools — Provides access to the console tools, including **Scratch Pad**, **Bulletin Board**, **Emergency Calls**, and **Guest Services** (if enabled).
2C – Call Handling — Provides access to call handling functions.
- 3 Directories** — Accesses the **Phone Book** application for finding users on the system. Also accesses the **Busy Lamp Field** application for obtaining the status (busy, idle, and so forth) of selected extensions. **Call History** is also available to search the call history of past calls handled by all operators.
- 4 Queued Calls** — Displays detailed call information for **Incoming Calls**, **Calls on Hold**, **Transferred Calls**, and **Parked Calls**. Use these displays to answer and monitor call status, as well as retrieve or recover a call.

- 5 **Transfer assistant** – When the Transfer Assistant is enabled, you will see the Transfer Assistant area above the Source and Destination areas. It displays the most frequent and recent destinations for the calling party.
- 6 **Source/ destination** – Displays the calling party Source and the called party Destination for all calls handled by the console.
- 7 **Call waiting/line** – Provides visual indications of incoming calls on up to six lines plus a recall line. This area complements the **Incoming Calls** display in the **Queued Calls** area by allowing you to view at a glance the number and priority of calls waiting, even when the **Incoming Calls** display is not visible. The background color of the line label associated with the incoming call indicates how many calls are waiting: **GREEN** for one call, **YELLOW** for two calls, and **RED** for three or more calls. The number in brackets, for example, (1) also shows you how many calls of a particular type are waiting.
- 8 **Softkeys area** – Displays softkey commands. The commands correspond to the function keys on the computer keyboard.
- 9 **Status area** – The **Status** area displays information messages and the status of several features and functions of the MiVoice Business Console.

Toolbar



The console toolbar contains three areas: **Operator Status**, **Tools** and **Call Handling Buttons**

You can configure the buttons in the **Tools** and **Call Handling** areas. You may want to change their position or delete buttons you don't use. See **Configuring the Toolbar** for more information. You cannot change or configure the buttons in the **Operator Status** area.

Configuring the toolbar

You can configure the buttons in the **Tools** and **Call Handling** area. You may want to change their position or delete buttons you don't use. You cannot change or configure the buttons in the **Operator Status** area.

Right-click on an existing button or right-click on a button area.

You will see a list of the available options that you can select. You have the option to return buttons to default.

Expand the toolbar

You can expand the toolbar if the MiVoice Business Console window has been made smaller and not all the buttons are visible.

Click the arrow to extend the toolbar to show all the configured buttons.





Call handling buttons

The **Call Handling** buttons are grouped into the following areas: **Call Handling** and **Miscellaneous**.

You can click on a button in the **Call Handling** area to answer calls, put calls on hold, release calls, cancel calls, and much more. See the table below. You can also change the position of buttons and add or delete buttons on the toolbar.

Call Handling buttons are context sensitive.



- A **BLUE** icon means the button can be used.
- A **RED** icon indicates the button is active and can be used.
- A **GREY** icon means the button cannot be used in the current call context.

Miscellaneous buttons are used to report logs and used for third-party interfaces.

Call handling buttons		
Button	Name	Meaning
	Answer	Answer an incoming call.
	Mute	Press to mute or unmute the call. = Mute Off (you can be heard) = Mute On (you can't be heard)
	Tones	Allows DTMF tones to be generated when dialing into voice mail and other systems. = Tones Off = Tones On
	Hold	Place a call on hold.
	Voice Mail	Transfer a call to voice mail.
	Pager	Access paging equipment to make announcements.
	Recover	Retrieve the last transferred call.
	Cancel	Cancel or disconnect the call in the active Source or Destination area.
	Release	Release the call. Parties in the Source and Destination area are transferred together.
	Correction	Correct digits that have been dialed.
	Keypad	Open the keypad window for mouse-based dialing and call handling

Miscellaneous buttons

The table below describes the Miscellaneous buttons.

Call handling buttons		
Button	Name	Meaning
	Report Problem	This button can be used to capture log information to aid in problem resolution.
	Third Party Interface	This button can be configured for a third-party application.
	Open Button/Blank	Right-click to configure the button.

Operator status area

You can perform the following tasks using the buttons in the **Operator Status** area:

- Make the console absent or present
- Select day or night service
- Turn the ringer on or off







- Select the audio device that you are using and make adjustments to the volume

When you select a button in the **Operator Status** area, a drop-down menu appears. Choose the desired option; a check mark appears by the selected item.

Tools area





The **Tools** buttons in the toolbar open the **Scratch Pad**, the **Bulletin Board**, and **Emergency Calls**. If enabled, **Guest Services** will be available.

The table below describes the **Tools** buttons. The **Tools** window can be set (pinned) to always remain on top of the other windows.

Tools		
Button	Name	Meaning
	Scratch Pad	Save telephone numbers for faster dialing or store names and numbers of callers for future reference.
	Bulletin Board	Post information for other operators to see and store speed dial numbers that all operators can use.
	Emergency Calls	Display information about emergency calls.  BLUE - no emergency calls  RED - emergency calls in log
	Guest Services	Display, change or enter room information in a hotel/motel installation.

Directories area

Within the Directories area, you will see the following four areas to help you handle calls:

Directories buttons		
Button	Name	Meaning
	Phone Book	Allows you to search your system's telephone directory for people and extensions.
	Busy Lamp Field	(BLF) allows you to monitor the status of extensions and pick up calls ringing those extensions.
	Call History	Lets you view and search past call history records associated with all console operators configured to share the same database.
	My Call History	Allows you to view and search the call history records for calls handled by you.

If the **Additional Database** feature is enabled on your console, you may see additional fields in the Directories area.



To access the Directories area

Click the corresponding tab in the **Directories** area or click **Directories** in the **Menu** area, followed by **Phone Book**, **Busy Lamp Field**, **Call History** or **My Call History**.

You can also customize your view of the Directories area. Some of the call information is hidden by default; you can choose to hide or display columns depending on your call processing needs.





1. Phone Book display and Busy Lamp Field Display

The following call information appears in the Phone Book and **Busy Lamp Field display**:

-  **Privacy** indicator
-  **Busy Lamp Field** status
- Name
- Number
- Comments (from the automatically generated Comments file)
- Department
- Location

2. Call History and My Call History display

The following call information appears in the Call History and My Call History displays:

-  Caller's **Privacy** indicator
-  Caller's **Busy Lamp Field** status
- Caller Name
- Caller Number
- Caller's Presence
- Call Time
-  Destination's **Privacy** indicator
-  Destination's **Busy Lamp Field** status
- Destination Name
- Destination Number
- Destination's Presence
- Frequency – Number of times the calling party called the destination number or the number of times the called party called (outgoing calls from the operator).
- Type – Type of call, parked call, transferred call.
- Console DN – The directory number of the operator console that performed the action.

Customize the directories area

The **Directories** area displays **Phone Book**, and these optional features: **Busy Lamp Field**, **Call History**, and **My Call History** information.

You can customize the **Directories** columns to display the information you wish to see, with the exception of the **Privacy** and **Busy Lamp Field** (BLF) table view status columns.

Customize your view of the **Directories** area by:

- Adding and removing columns
- Resizing columns to show more or less information
- Reordering columns
- Maximizing and restoring the area
- Sorting columns
- Toggling your view of the **BLF** area between table view and tile view
- Changing the number of columns of tiles in **BLF** tile view (see options **Busy Lamp Field**).

See **Directories** area for detailed information on the fields displayed.

To add or remove columns

1. Right-click any column header.
2. Click **Select Fields** on the pop-up menu. The **Select Fields** dialog box is displayed.
3. Check or deselect the columns that you want to add or remove.

You can also right-click and select **Remove This Column** to delete an unwanted column.

To resize a column

- Using your mouse, move the cursor to the vertical line separating the column header until the cursor becomes a double-headed arrow.
- Click and drag the column to the desired size.

To reorder the columns

- Using your mouse, drag and drop one column at a time to the desired location within the **Directories** area.

To maximize and restore the directories area

1. Locate the one-touch expandable arrow icons positioned between the **Directories** area and the **Queued Calls** area.
2. Click the **UP** arrow (▲) and **DOWN** arrow (▼) to maximize/restore the **Directories** area, as required.

Tip: You can also maximize/restore the Directories area by pressing the Phone Book or BLF key, by double clicking the Phone Book or BLF tab in the Directories area, or by selecting the Phonebook or BLF Directories menu item.

To sort the directories area fields

You can quickly sort the **Directories** area fields by clicking the column header. Some fields are not available for sorting, such as **Privacy**, **BLF Tile view**, and **Presence**.

When you sort by name, department, and location, the entries appear in alphabetical or inverted alphabetical order.


- Click the column header once to sort, a second time to invert the sort, and a third time to “unsort” the information in the column.

Why do the BLF columns sometimes appear unsorted?




If you sort any of the **BLF** list columns and exit the **Busy Lamp Field**, the list remains in the order you last specified. Because the list maintains the order that you last specified, it may appear “unsorted” when you re-enter the **BLF** area. To resort the list in an order that you prefer, simply click on the column header once or twice, until you get the desired sort order.

Queued calls area

Within the **Queued Calls** area, you will see the following four areas to help manage calls:

-  **Incoming Calls** allows you to view and answer calls.

The **Incoming Calls** display shows recalls at the top of the list, then all other calls either in order of arrival, or in order of assigned call-answering priority (if you have specified line priority).

-  **Calls on Hold** allows you to view or retrieve calls you have put on hold.
-  **Transferred Calls** allows you to view and retrieve calls that you have transferred and are ringing an extension.
-  **Parked Calls** allows you to view and retrieve calls that you have parked against an extension.

To access the queued calls area

- Click the corresponding tab in the **Queued Calls** area.

Or

- Click **Calls** in the menu area, followed by the **Incoming Calls**, **Calls on Hold**, **Transferred Calls**, or **Parked Calls**.

Note: Depending how you customize your Queued Calls area, each one may display a variety of the call information presented below. Some of the call information is hidden by default; you can choose to hide or display columns depending on your call-processing needs.




Incoming calls display

When an incoming call arrives, the following call information appears in the **Incoming Calls** display:

- Incoming Call ID
- Total time that the call has been queued
- Caller's name and number
- Line name or line number indicating what line the call arrived on
- Type of call, if the call is a recall (this field is hidden by default)
- Device type that the caller is using, if the call is internal; or the trunk type that the call arrived on (this field is hidden by default)
- VIP status for a guest (optional)



Calls on hold display

When a call has been placed on hold, the following information appears in the **Calls On Hold** display:

- **Call On Hold ID**
- **Hold Order** icon  indicates the last held call (appears beside the last call placed on hold)
- Time and total time
- Caller's name and number
- **Note:** Use this field to annotate the call on hold. To edit this field, click on it and type
-  **Private Number** indicator (hidden by default)
-  Combined **BLF** status and **DND** status
- For name and number – name and extension of the person the caller is trying to reach
- Department and location – the department and location of the person the caller is trying to reach
- VIP status for a guest (optional)
- Presence information




Transferred calls display

When a transferred call is released, the following call information appears in the **Transferred Calls** display:

- Transferred call ID
- Transferred time and total time
- Caller's name and number
- Notes – This field can be modified while the call is being answered or when it is placed on hold.
- Line that the caller dialed and that the call arrived on.
-  icon that indicates the **Privacy** status of the destination
-  icon that shows the **BLF** status of the destination
- Transferred To shows the name of the person you transferred the call to.
- Number, department and location of the person you transferred the call to.
- VIP status for a guest (optional)
- Presence information

Parked calls display

When a call is parked at an extension, the following information appears in the parked calls display:

- Parked Call ID
- Parked time and total time
- Caller's name and number
- Notes – This field can be modified while the call is being answered or when it is placed on hold.
- Line that the caller dialed and that the call arrived on.
-  icon that indicates the privacy status of the destination
-  icon that shows the **BLF** status of the destination
- Parked at shows the name of the person for whom you parked the call
- Number shows the number of that person
-  Column indicates the parking slot number
- Department and location are for the person for whom you parked the call.
- VIP status for a guest (optional)
- Presence information

Customize the queued calls area

The **Queued Calls** area has a number of columns of optional information.

You can customize the columns to display the information you wish to see by:

- Adding and removing columns
- Resizing columns to show more or less information
- Reordering columns
- Maximizing and restoring the area
- Customizing information for the **tool tip**

The **ID** column and those with icons as heading labels (**Private**, **BLF Status**, and **Hold Order**) cannot be resized. All columns are removable except for the **ID** column; the **ID** column and at least one other column must stay displayed.

See **Queued Calls** area for detailed information on the fields displayed.

To add or remove columns

1. Right-click any column header.
2. Click **Select Fields** on the pop-up menu. The **Select Fields** dialog box is displayed.
3. Check or deselect the columns that you want to add or remove.

You can also right-click and select **Remove This Column** to delete an unwanted column.

To resize columns

- Using your mouse, move the cursor to the vertical line separating the column header until the cursor becomes a double-headed arrow.
- Click and drag the column to the desired size.

To reorder the columns

- Using the mouse, drag and drop one column at a time to the desired location within the **Queued Calls** area.

To maximize and restore the queued calls area

1. Locate the one-touch expandable arrow icons positioned between the **Directories** area and the **Queued Calls** area.
2. Click the **UP** arrow (▲) and **DOWN** arrow (▼) to maximize/restore the **Queued Calls** area, as required.

Tip: You can also maximize/restore the Queued Calls area by double-clicking the associated tab in the Queued Calls area.

To choose the information that displays in a tool tip

You can choose the information that displays in a Tool Tip when you hover the mouse over an item.

1. Right-click any one column header.
2. Select **Configure Tool Tip**. A **Configure Tool Tip Fields** dialog box appears.
3. Select an item from one list and press the appropriate left or right button action (the << or >>) to move it to the other list.
4. To move the items, select a list item or items and press either the Move Up or Move Down button that appears on the left side of the dialog.
5. Click **OK**.

Source and destination area

The **Source** and **Destination** sections display the calling party and the called party for all calls handled by the console.

The information displayed in both areas includes:

- The name of the party, extension or trunk number or trunk label
- The type of extension and status of call (e.g., ringing)
- Privileges assigned to the trunk or extension
- The type of call (for example, Conference, Recall, Serial)
- icon that indicates the privacy status of the destination
- Notes
- Presence information (available in the **Destination** area when the **Configurable Source/Destination** option is selected)
- VIP status for a guest (optional)

The **Source** area shows the line on which you answered the call. The **Destination** area shows call forwarding information. The window background color indicates which area is active.

Customize the source and destination areas

In the **Source** and **Destination** areas, you can select which fields you wish to see and the order in which they are presented.

You can toggle the **Configurable Source/Destination** panel on or off.

To turn on or turn off the configurable source/destination panel

- From the Directories menu, choose Configurable Source/Destination panel. A check mark indicates if the Configurable Source/Destination panel is enabled.

To configure the source window display items

- Right-click the mouse in the **Source** panel area. The **Configure Source** panel menu selection appears.
- Click **Configure Source** panel. The **Source** panel field configuration dialog appears.
- Select an item from the excluded fields or included fields and press the appropriate left or right button action (the << or >>) to move it to the other list.
- To move the items, select a list item or items and press either the move up or move down button that appears on the left side of the dialog.
- Click **OK**.

To configure the destination window display items

- Right-click the mouse in the **Destination** area. The **Configure Destination** panel menu selection appears.
- Click **Configure Destination** panel. The **Destination** panel field configuration dialog appears.
- Select an item from the excluded fields or included fields and press the appropriate left or right button action (the << or >>) to move it to the other list.
- To move the items, select a list item or items and press either the move up or move down button that appears on the left side of the dialog.
- Click **OK**.

- Note:** The **Multiple Company Directory**, **Presence Integration**, and **Guest VIP Status** features are only supported in the Configurable Source/Destination Panel.

Softkey area








The buttons at the bottom of the main console screen and in the **Directories** area display softkey commands. These commands correspond to the F1 to F12 keys on your computer keyboard.

You use them to perform a variety of call handling functions. Softkeys are not fixed to a function; instead, they change depending on the state of the call you are handling or the feature you are using.

For example, when you are not in a call, you can use a softkey to answer an incoming call, but when you are in a call, the same softkey might be used to mute the conversation.

Status area

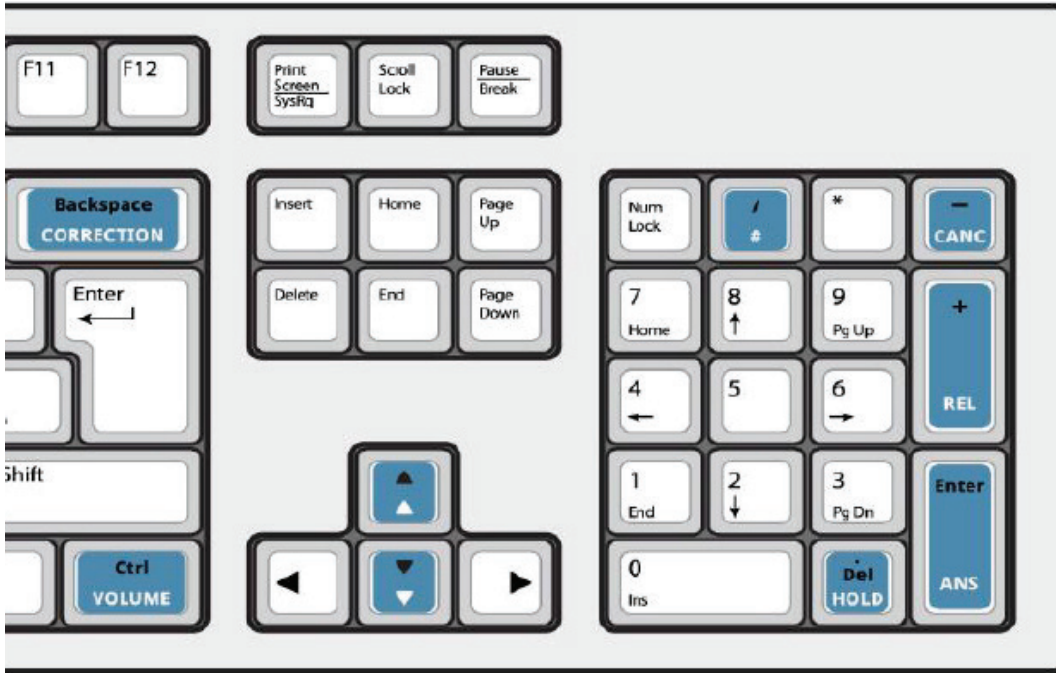
The **Status** area consists of the bottom part of the console screen as shown in the diagram below. The **Status** bar shows information messages in the lower left corner and the following status icons in the right corner:

-  **Chat status** (see **Presence Operator**)
-  **Property Management System** - if Guest Services is enabled (see **About the Console Display Guest Services**)
-  **Call Block status** - if Guest Services is enabled (see **About the Console Display (Guest Services)**)
-  **Call History Database status** (see **Call History Database status**)
-  **MiVoice Business/ADF Telephone Directory Synchronization status** (see **MiVoice Business and ADF status**)
-  **Phonebook status** (see **Phone Book status**)
-  **MiVoice Business status** (see **MiVoice Business status**)



About the PC numeric keypad

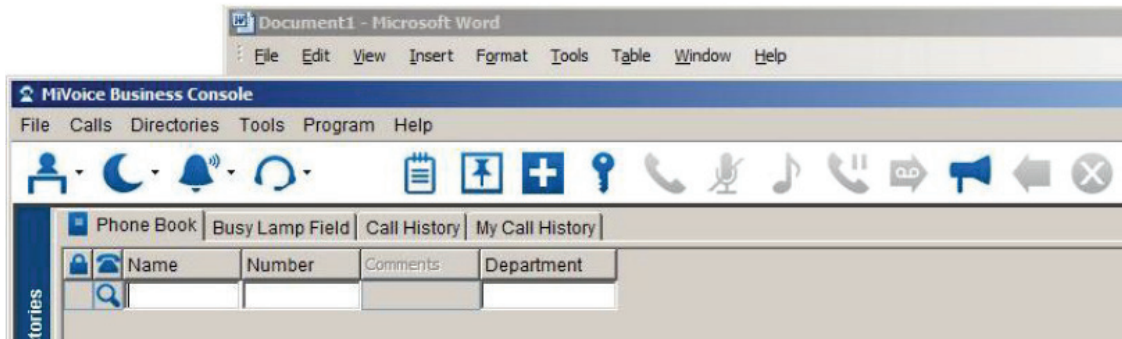
The PC numeric keypad can be used for most call handling tasks. Labels are available for the keys as illustrated in the diagram below.



PC numeric keypad	
Key	Function
CANCEL (-Key)	Cancel the call
REL (+Key)	Transfer or release the call
ANS (Enter Key)	Answer calls
HOLD (. Del Key)	Place a call on hold
# (/ Key)	Used for feature access or as commands when interacting with a voice mail system
*	Same as above
0-9	Dial numbers
CORRECTION (Backspace key)	Delete digits, correct digits
Volume + ▲ or ▼ (Ctrl key)	Adjust ringer volume and adjust headset or handset volume
Up arrow ▲	Increased volume
Down arrow ▼	Decrease volume

Using the PC numeric keypad to dial numbers

Dial numbers using the PC numeric keypad. The PC numeric keypad acts on the active window.



The active window

The active window is the window in front of any other windows. It has a darker title bar.

In the diagram above, the **MiVoice Business Console** is the active window and has the darker title bar. The inactive application has a title bar with a lighter color. Adjust the colors in the windows to make it easy to distinguish the active window.

Entering digits in the active window

When the **MiVoice Business Console** window is active, the digits you dial are entered into the **Destination** area of the **MiVoice Business Console**.

NUM LOCK is not required for call handling functions when the main window is active. To enter digits in **Scratch Pad**, **Bulletin Board**, or **Guest Services** windows, **NUM LOCK** must be on. If **Guest Services** is the active window, pressing 1234 on the PC numeric Keypad will enter the room number 1234 into the room number field in **Guest Services**.

If you use a call function from the **Scratch Pad** or **Bulletin Board**, the focus automatically switches back to the main console window so you can continue with the call handling functions, such as entering release to transfer a call.

Other ways of dialing


Use the numbers along the top of your keyboard to enter a directory number into the number field of the **Phone Book**. You cannot use the PC numeric Keypad.

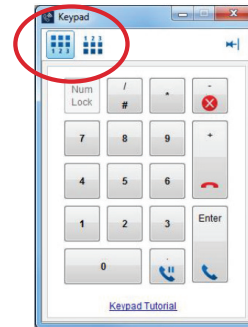
You can also dial numbers using the on-screen Keypad. (See **On-Screen Keypad**).

Using the on-screen keypad


You can use the on-screen Keypad to:

- Perform call handling functions
- Dial numbers

The on-screen Keypad can be set (**pinned** ) to always remain on top of the other windows.



To display the on-screen keypad

Select the Keypad button  from the **Tools** area at the top of the screen. The on-screen Keypad is displayed. You can also launch the **Keypad Tutorial** from here.

You can display the keyboard Keypad format (with 1,2,3 at the bottom) or the telephone Keypad format (with 1,2,3 at the top).

Practice using the keyboard tutorial

The MiVoice Keypad Tutorial will help you become familiar with the PC numeric Keypad for call handling.

Go to the following URL:

www.mitel.com/MiVoiceBusinessConsole

It is highly recommend that you practice answering calls using this tutorial before answering real calls with the **MiVoice Business Console**. You can practice using the number keys, the call handling keys, and a combination of these keys.