

FacetPhone User's Guide



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FacetPhone

Version 6.0

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September 2014

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Introduction to FacetPhone

FacetPhone is an advanced business phone system that you can control from your PC, Mac or iPhone. Although you can utilize all the basic functions of the system using only your telephone, you will usually want to use FacetPhone's computer user interface where a computer is available or the FacetPhone mobile app if you have an iPhone.

FacetPhone Concepts

There are a few basic FacetPhone concepts that you need to understand to use it effectively.

Your user extension vs. your telephone's station number.

FacetPhone has the concept of roving "user extensions." This allows your calls to be directed to different telephones depending on where you are. For example, you may primarily use the phone on your desk at the office. However, you may also have a softphone on a laptop, an IP phone at home or an iPhone with the mobile app. When you login to FacetPhone and set your location to the office, your calls are directed to the phone on your desk. When you login at home and set your location to home, your calls are directed to your phone at home. When you login to your mobile app, your calls will be directed to your iPhone.

Therefore, your extension number and a telephone station number are two different things. Your phone at the office, your phone at home and your mobile app all have different station numbers. However, your extension number is always the same, and callers can reach you by dialing your extension regardless of the particular telephone station that you are currently using.

Location profiles.

You will create "location profiles" for each location where you want to use the FacetPhone system. For example, you will

probably begin with the predefined "office" profile that refers to the phone in your office and has the settings that you prefer when working at your desk. However, if you make use of FacetPhone's telecommuting capabilities, you will create a "home" location profile. Each user also has a predefined "not logged in" location that defines your settings when you aren't logged in to the FacetPhone system. You may specify a phone in your not logged in profile and calls to you will come to that phone when you are not logged in. This is especially useful for people who will always use the same phone but never login to the system on a computer user interface. There is also a predefined "FP Mobile app" location profile for use if you have the FacetPhone mobile app installed on your iPhone.

Groups.

FacetPhone has the concept of groups. In a small business, there may only be one group which is usually given the company name. Additional groups may be defined such as Sales, Support, etc. Groups have several uses within FacetPhone. Incoming lines are assigned to a group and the group's auto-attendant settings determine how calls coming in on those lines are handled. Groups can be used to have shared voice mail boxes. A company directory presented to callers from an auto-attendant is associated with a group so that only the users in that group are available in the directory. Groups are also used to define which users and calls you want to watch on a user interface display.

Presence management.

FacetPhone provides "presence management" which allows you to see your co-workers' status. This is done by opening a Users window for the users in the group you want to watch. You can see their logged in location, their current status and their availability for phone calls and instant messaging.

Instant messaging.

FacetPhone provides an instant messaging capability for use within your company. It is similar to the instant messaging services available on the Internet except you can only have instant messaging sessions with other users on your

FacetPhone system. This gives you another mode of communication that can be used to communicate with your co-workers. For example, if you are already on a phone call, you can instant message with a co-worker to quickly get an additional bit of information to relay to the party on the phone.

Using FacetPhone without a computer or iPhone.

If your work area has a phone but no computer, FacetPhone can still provide you with a method of logging in at any phone and having calls directed to your current location. Although some FacetPhone features will not be available to you in a "no user interface" environment, you can still manage your voice mail via the user menu when you press * on the telephone.

Using a Telephone on the FacetPhone System

The Basics

The most basic functions of the telephone work just like you are used to.

If your phone rings, pick up the receiver to answer the call. If your phone has a speaker button you can press it instead. If you are using a headset you can press the answer button on the headset to answer the call.

To call another user, dial the user's extension number.

To place an outside call, dial the number to access an outside line (usually 9) and then dial the number of the party you are calling. If you have been instructed to use a specific "trunk group" then dial the number to select a trunk group (usually 8) plus the trunk group number before dialing the party's number.

If you only use the phone system to place and answer calls, you can stop reading here!

If you are using the voice mail system, you can access this via the user menu which is started when you dial *. You can follow the instructions on the phone to listen to and manage your voice mail. You can also set your PIN, record your name for the company directory and record your voice mail greeting. The user menu will be described in detail below.

Putting Your Active Call On Hold Using Phone Buttons

To put a call on hold you press the Hold button on an IP phone or the Flash button on an analog phone. You will be given a new dial tone. To take the call back off hold, while at a dial tone, press the Hold or Flash button again. When a call is on hold it is still your call and

nobody else can pick it up. An IP phone may also have a "Resume" softkey to reactivate a call on hold.

Key Sequences That Work on Any Phone

On any phone the following digit sequences can be used to perform functions on the phone. All of these sequences begin by pressing the # key while at a dial tone.

- # 1 2 nnn Go directly to voice mail for user nnn.
- # 1 3 nnn Call station nnn (not a user's extension number).
- # 2 1 nnn Transfer the call you have on hold to user nnn.
- # 2 2 nnn Transfer the call on hold to voice mail for user nnn.
- # 2 3 nnn Transfer the call on hold to station nnn.
- # 2 4 nnnnn # Transfer the call on hold to outside number keyed in before the second # key. The number must include the leading 9 or 8 plus trunk group number.
- # 3 Park the call on hold. When the call is parked it is no longer your call and anybody can pick it up.
- # 4 n # Pickup parked call with a call ID of "n" (enter as many digits as necessary to specify the ID and terminate the call ID number with the # key).
- # 5 If you have two calls on hold, this will conference them together.
- # 6 Record and send a page.
- # 0 Pickup call ringing the operator group (conditional on your privileges and group settings).

Transferring Calls Using the Phone

There are several ways to transfer calls using the phone depending on the type of phone you have.

On any phone, you can put the call on hold and use the #2 sequences listed above to transfer the call to the desired destination. This will be a "blind transfer". As soon as you enter the key sequence the call will be transferred. If you want to talk to the person you plan to transfer the call to before doing the transfer, simply call them first while the call to be transferred is on hold.

On most newer IP phones, there will be a transfer button or a transfer soft key available while in a call. To initiate the transfer:

- While in the call, press the transfer button.
- The call will be put on hold and you will be prompted on the screen to enter the extension of the person you want to transfer to.
- When you enter the extension, a call will be placed to that user.
- If they want the call, press the transfer button again and hang up. The call will be transferred.
- If they do not want the call press the Cancel soft key and the original call is resumed.
- To transfer without speaking with the person you want to transfer the call to, press the Blind soft key before entering their extension. When you enter the extension, the call will immediately be transferred.

On some analog phones there may be a button labeled Transfer. If so, to transfer a call (this is always a blind transfer):

- Put the call on hold by pressing the Flash key
- Press the Transfer button and enter the extension of the person you want to transfer the call to.

Parking a Call With the Phone

When you park a call, it is no longer your call and anybody can pick it up.

If you are using an IP phone and it has a Park soft key while you are in a call, then you can simply press this key while in the call and it will be parked.

On an any phone, you can put the call on hold and then press #3 while at a dial tone and the call on hold will be parked.

After you park the call, the ID number of the call that was parked will be announced on your phone. You can give this number to someone who wants to pick up the parked call.

Picking Up a Parked Call With the Phone

You can pick up a parked call if you know its ID number.

If you are using an IP phone and it has a Pickup soft key when you are at a dial tone, then you can press that key and it will prompt for the call to pickup. Enter the ID of the parked call and you will be connected to the call.

On any phone you can pick up a parked call by entering #4 n # while at a dial tone. The n represents the ID of the parked call you want to pick up. For example to pick up a parked call with an ID of 1 you would enter #41#. To pick up call 10 you would enter #410#.

Conferencing Two Calls Together With the Phone

If you are using an IP phone and it has a Conference button or Conf soft key, you can conference two parties together by pressing the Conference button while in the first call. That will put the first call on hold and the phone will prompt for the number of the new party. You can enter a user's extension number or an outside number including the leading 9 or 8 plus trunk group number just the way you would normally dial an outside call. When you have the second party in a

call, press the Conference button again and you and the other two parties will be together in the call.

If you are using a phone with no Conference button or soft key, then you create a conference by putting your first call on hold. Place the second call and put it on hold and then dial #5. This will conference together your two calls on hold.

You can add more people to the conference by repeating this procedure until you have all the parties you want in the call. By default the maximum number of parties in a call is 50, but FacetPhone can be configured for more.

If a conference bridge is configured on your system, then you can also join a conference by calling the extension number of the conference bridge. In this way, anyone who dials that extension or is transferred to that extension is part of the conference. A conference bridge can be given a PIN number, so you may need that to join the conference bridge.

The Voice Mail Light on Your Phone

Your phone may have a voice mail waiting light. If so, it will flash when you have any voice mail in your new folder. If you are watching the voice mail folder for any groups, then voice mails in the group new folder will also cause the voice mail light on your phone to blink. To check your voice mail, use the User Menu described below. Note that to check group voice mail you must press 5 in the main menu to enter the group menu.

The User Menu

The user menu is accessed from a telephone. It allows you to manage your voice mail, record your voice mail greeting(s), record your name for the company directory, have your calls forwarded, send voice mail, and manage voice mail distribution lists. You can access the user menu from any telephone whether inside or outside your company offices.

To access the user menu from your current station, just press the * key and follow the instructions.

To manage your voice mail from a different station within the company, press the * key. You will be prompted for your extension number and PIN before the user menu continues.

To access the user menu from an outside telephone, call your company auto-attendant and press * during the greeting. If your call is answered by an operator, you may have them transfer you to your voice mail and then press the * key during your greeting in order to access the user menu. You will then be prompted for your extension number and PIN if you have one.

Once you are in the user menu, it will announce the number of new and saved voice mail messages that you have and then you will have the following options:

1 - New Voice Mail. This option is only presented if you have new voice mail messages. At the beginning of each message, the date and time will be spoken. Following each message, you will be prompted as follows:

1 - Replay the voice mail.

2 - Delete the voice mail.

3 - Move the voice mail to the saved folder.

4 - Play the previous message.

5 - Reverse the order messages are played (newest to oldest or oldest to newest).

6 - Play the next message.

7 - Reply to this message. You will then be given a further option of replying only to the sender of the message or group replying to the sender and all other recipients. You can only reply or group reply to other FacetPhone users.

8 - Forward the message to another FacetPhone user, group or list of users.

- Repeat the options.

* - Leave the voice mail menu and return to the main menu.

Note that pressing any of the above keys during the playback of a voice mail message causes that action to happen immediately. So during the message playback, if you want to replay that message from the beginning, press 1. If you want to skip to the next message, press 6, etc.

During the playing of a message the following keys are available:

* - Go back 4 seconds in the message.

0 - Pause / Restart playback of the message.

- Go forward 4 seconds in the message.

2 - Saved Voice Mail. This option is only presented if you have saved voice mail messages. The options for managing your saved voice mail are the same as for managing your new voice mail except that option 3 moves the message back to your new message folder.

3 - Record Voice Mail Greeting.

FacetPhone allows you to record one generic greeting to be used whenever you do not answer the phone. Or alternatively, you can record specific greetings for the selective voice mail handling conditions as explained below.

1 - Generic. This will record the generic greeting that is used if you do not have selective voice mail handling turned on.

2 - Idle. This will record the selective handling greeting for when your status indicates that you are available for phone calls, but you do not answer the phone in time.

3 - Busy. This will record the selective handling greeting for when you are already on the phone and you do not have call waiting enabled.

4 - Out. This will record the selective handling greeting for when your status indicates that you are not at work.

5 – Unavailable. This will record the selective handling greeting for when your status indicates that you are at work but not available for phone calls.

Note that selective voice mail handling must be turned on by you or a system administrator. See the chapter on Changing Your FacetPhone Configuration.

4 - Record Name. This option allows you to record your name for the company directory.

5 - Group Menu. This option sends you to a new menu to manage voice mail and record greetings for groups. Within the Group Menu, you have the same options as you do for your individual greetings, except that 5 allows you to change to a different group.

6 - Go to call forwarding menu. This option sends you to a new menu to manage your call forwarding.

If your calls are not currently being forwarded, your choices will be:

1 - Turn on forwarding. After choosing this option you will be prompted to enter the number where your calls are to be forwarded. The number you entered will be announced and you will have the options of forwarding to that number, re-entering the number, or returning to the main forwarding menu. The number must include the leading 9 or 8 plus trunk group number that are used to place an outside call.

* - Return to the main user menu.

If your calls are currently being forwarding, your choices will be:

1 - Turn off forwarding.

2 - Verify forwarding number. Press 2 to have the number announced where your calls are being forwarded.

* - Return to the main user menu.

7 - Send Voice Mail. This option sends you to a new menu that will allow you to send a voice mail to a user, group, or list of users.

1 - Send a voice mail to a single user. You will be prompted to enter the user's extension number, the user's name announcement will be played and then you will be given the choice of sending a voice mail to this user or re-entering the extension number.

2 - Send a voice mail to a group's mailbox. All of the groups will be announced with a number to press to select the group.

3 - Send voice mail to a list of users. You will be asked if you want to use an existing voice mail distribution list or create a new one. If you create a new list, you will have the choice of using it to send this one voice mail or of saving it as one of your permanent lists.

8 - Manage Voice Mail Distribution Lists. This option will send you to a new menu that will let you create, edit and delete your voice mail distribution lists. A voice mail distribution list is a list of users that you want to send the same voice mail to. Note that this is different than sending a voice mail to a group. In that case the voice mail is sent to the group's voice mail box instead of to the individual mailboxes of all the members of the group.

1 - Review Your Existing Lists. Each list name will be announced and you will be given the choice to edit the list, delete the list, or skip to the next list. If you choose to edit a list, you will be given instructions for reviewing the existing members or adding new members.

2 - Create a New List. You will be given instructions for adding new members or reviewing the existing members until you choose to save the list.

* - Exit Distribution List Management.

- Repeat Options.

9 - Change Your PIN.

0 - Logout as a user of this phone. If you are using the FacetPhone user interface, you would normally logout from the user interface. However, if you have logged in to the phone with the user menu, then this option will allow you to logout.

- Repeat Options.

* - Exit the user menu.

Forwarding Your Calls With the Phone

To forward your calls using the phone:

- Press * to enter the user menu.
- Press 6 to go to the forwarding menu.
- You will be given a choice to turn forwarding on or off depending on its current state.
- If you are turning forwarding on, you will be asked for the number where your calls are to be forwarded. You can enter a station number (not the user extension of the person using the phone) or you can enter an outside number including the leading 9 for an outside line. If you want to specify a trunk group, instead of the leading 9 include 8 plus the trunk group number.
- The number you entered will be announced and you will have the options of forwarding to that number, re-entering the number, or returning to the main forwarding menu.

Note that a call forwarded to an outside number by the phone system will use two lines during a forwarded call; one for the incoming call and another for the outgoing call to the forwarded number.

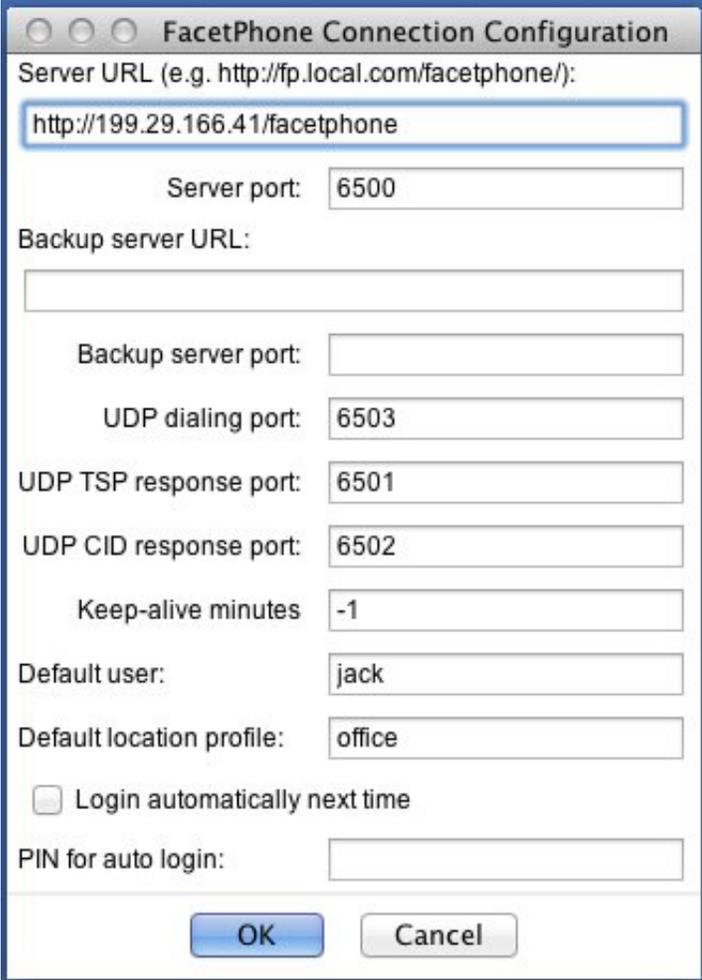
Using the FacetPhone Computer User Interface

FacetPhone has a user interface that you can run on your computer. With the user interface you can view the status of other users to see if they are available. You can view the calls on the system and use your computer to manage your calls. The user interface includes instant messaging as another means of communication with your co-workers. You can view and manage your personal voice mail or group voice mail and you can play a voice mail on your phone or computer speakers.

To install the FacetPhone user interface refer to "FacetPhone User Interface Installation on a Mac" or "FacetPhone User Interface Installation on a Windows PC" depending on the type of computer you have. The rest of this guide will assume that the user interface has already been installed on your computer.

Running the User Interface the First Time

When you run the user interface for the first time, you must set up its connection configuration and it will present the Connection Configuration window. This window contains the settings that the user interface uses to connect to the FacetPhone server plus default login options:

A screenshot of a Windows-style dialog box titled "FacetPhone Connection Configuration". The dialog contains several input fields and a checkbox. The "Server URL" field is highlighted with a blue border and contains the text "http://199.29.166.41/facetphone". Other fields include "Server port" (6500), "Backup server URL" (empty), "Backup server port" (empty), "UDP dialing port" (6503), "UDP TSP response port" (6501), "UDP CID response port" (6502), "Keep-alive minutes" (-1), "Default user" (jack), "Default location profile" (office), and "PIN for auto login" (empty). A checkbox labeled "Login automatically next time" is unchecked. At the bottom are "OK" and "Cancel" buttons.

FacetPhone Connection Configuration

Server URL (e.g. http://fp.local.com/facetphone/):
http://199.29.166.41/facetphone

Server port: 6500

Backup server URL:
[Empty]

Backup server port: [Empty]

UDP dialing port: 6503

UDP TSP response port: 6501

UDP CID response port: 6502

Keep-alive minutes: -1

Default user: jack

Default location profile: office

Login automatically next time

PIN for auto login: [Empty]

OK Cancel

Enter the URL to your FacetPhone server followed by "/facetphone". You may use its IP address if it is not named in a DNS. For example:

http://199.29.166.41/facetphone

Replace the example IP address in the URL above with your FacetPhone server's IP address or DNS name.

If your site has a backup FacetPhone server, enter its address as the backup server URL. Otherwise, leave this entry blank.

You can keep the default values for the port settings on this screen.

The setting for Keep-alive minutes may be set to the number of minutes between messages sent to the server to keep the connection from being closed by any equipment on the network that is timing out connections. If this setting is -1, then no keep-alive messages will be sent.

If the same user will always be using this PC to login to FacetPhone, you may enter that user's login name in the default user setting and this name will be automatically filled in on the login screen. This can be overridden at login time.

You can also enter the name of the location profile that you will normally want to use when at this PC and it will be filled in for you. You can override this setting at login time.

If you have provided the default user and location profile and would like for the user interface to login automatically, check the box to login automatically and provide your PIN. Note that when it logs in automatically you will not have the opportunity to change the user name or location profile.

Click OK to the connection configuration screen once all the settings are entered.

If you need to change this connection information later, when the user interface is not connected to the server, choose the menu option:

Disconnected -> Connection Options for this PC

Logging in to FacetPhone with the User Interface

After providing the connection configuration information, the FacetPhone Login screen will be presented:



The screenshot shows a Mac OS-style window titled "FacetPhone" with a "Main" tab selected. Inside the window is a "FacetPhone Login" dialog box. The dialog has two input fields: "User name:" containing the text "jack" and "PIN:" containing four black dots. Below these fields is an unchecked checkbox labeled "Login automatically next time". At the bottom center of the dialog is a blue "Login" button.

Enter the user name you have been assigned by the administrator. If you have defined a Personal Identification Number (PIN) or if the administrator has defined one for you, then enter it also. If you have not defined a PIN, leave this field blank. You can add a PIN later. Press the Enter key, or click on the Login button to login.

If you check the box to Login automatically next time, it will skip this screen and the location selection screen the next time you login and take you directly to the main FacetPhone display.

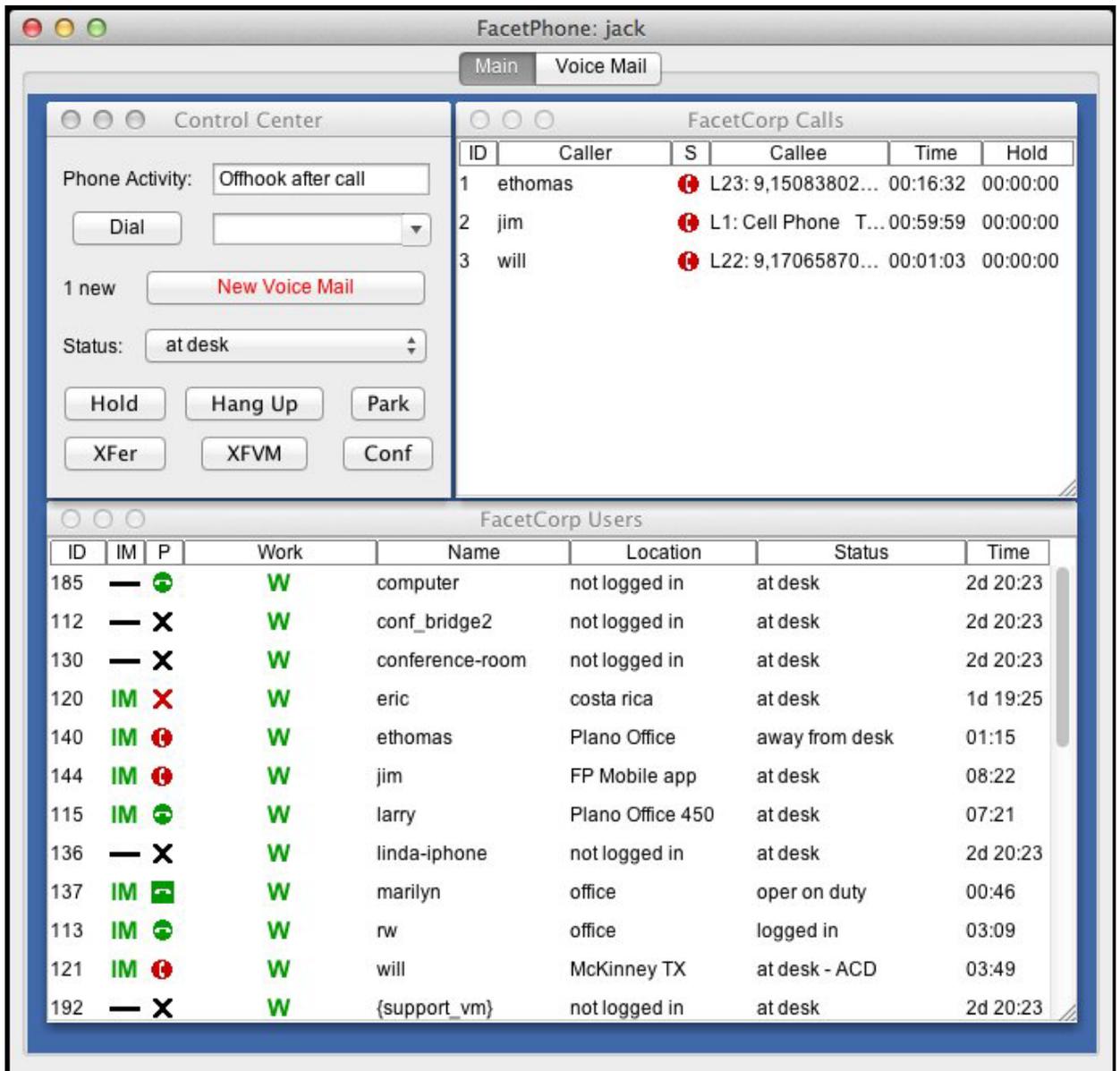
After you enter a valid user name and PIN, the location selection screen will be presented.



Select a location from the drop-down list. You should have an "office" location already defined.

You can click on the "Make this the Default Location" button to save the selected location as the default one for this computer.

Press the Enter key or click on OK to choose the selected location profile. This will bring up your main FacetPhone window:



The entire window may be resized or minimized. The main FacetPhone window has smaller windows inside this main window. Each of these windows except for the Control Center window can be resized. If you make any changes to the windows you can save your changes by choosing on the main menu:

Window -> Save desktop layout

Depending on whether your account was created for use as a standard user, an operator or an administrator, you will have a different set of windows presented by default. However, everyone should have a Control Center, a Users window and a Calls window as shown above.

Using the FacetPhone User Interface

The main windows you will use in the user interface are the Control Center, the Users window, the Calls window and your Voice Mail folders.

Control Center.

The Control Center window is where you can see your current phone activity, dial a number, see your new voice mail count, and set your current user status. You can also take action on your current call to put it on hold, hang up and end the call, park the call so that somebody else can pick it up, transfer the call to another user, transfer the call directly to another user's voice mail and conference the call together with one you already have on hold:



The Phone Activity box will show the current state of your phone. If it is on-hook with no calls on hold, it will show "Idle". If a call is ringing to your phone, it will show the caller ID of the person calling you. When you are in a call, it will show the caller ID of the party. If you have any calls on hold, it will indicate that also.

The dial box may be used to easily dial a number that you have cut from another window and pasted into the dial box. You can also redial previous numbers that are in the drop list. Note that the number must begin with the leading 9 to access an outside line or 8 plus a trunk group number. So, if you paste a phone number in, you

may need to add the leading line access digit(s). Once a phone number is in the dial box, you can click on the Dial button and it will place the call for you. If you are using a phone that can be taken off-hook automatically, it will go off-hook and you will be in your call after you click the Dial button. If your phone cannot be taken off-hook automatically, your phone will ring and when you pick it up, it will place the call. With most phones, you must have the phone on-hook when you click the dial button.

The voice mail indicator will show how many new voice mails you have *in all of the voice mail folders you are watching*. If you are only watching your own personal voice mail folder, then this will be the number of voice mails your new voice mail folder. If you are also watching one or more group voice mail folders, then this count will also include any voice mail in those groups' new folders.

To change your status, click on the drop list to the right of the Status label and then click on the new status that you want to select. Your status provides a description to indicate what you are doing, such as "at desk" or "at lunch". The status also has settings associated with it indicating whether you are at work, available for phone calls, available for instant messaging sessions and available for operator calls. When you are not available for phone calls, anyone calling you will be sent straight to your voice mail.

The other buttons take the indicated action on your currently active call. These will be discussed later in sections describing how to use various call features with the user interface.

Users Window.

A Users window will give you a graphical view of the status of each user in a group:

ID	IM	P	Work	Name	Location	Status	Time
120	IM		W	Eric Yundt	costa rica - mac	at desk - ACD	03:34
140	IM		W	Edward Thomas	Plano Office	at desk - ACD	03:07
144	IM		W	Jim Bryant	FP Mobile app	at desk	03:09
118	IM		W	Jim Hutchins	Rowlett Office	at desk - ACD	03:12
174	IM		W	Jim B. Test	office mac	at desk	03:09
129	IM		W	John Montpas	office	logged in	06:28
115	IM		W	Larry Mayfield	Plano Office 450	at desk	02:12
119	IM		W	Linda Brewer	Allen Office	logged in	00:38
136	—	X	W	Linda Brewer (iP...	not logged in	at desk	06:28
137	IM		W	Marilyn Smith	office	oper on duty	02:07
113	IM		W	Robin Woods	office	logged in	02:04
121	IM		W	Will Flowers	McKinney TX	at desk - ACD	03:17

You can change the size of the Users window to suit your needs. You can change the size of the columns by placing the mouse cursor on the boundary between columns, clicking and holding the left mouse button and moving the boundary horizontally. Remember to save your desktop layout if you modify the layout of window.

The ID column has the user's extension number.

The IM column shows whether the user is available for an instant messaging session. A green IM will indicate they are available. Otherwise it will be a black dash.

The P column indicates the user's current availability for phone calls. A green on-hook phone means the user's phone is idle and the user is available for phone calls. A red off-hook phone means that the user is on the phone and does not have call waiting turned on, so they are not available for a call. A yellow off-hook phone means that the user is currently on the phone but has call waiting turned on and is available for another call. If the on-hook and off-hook phone icons are square instead of round, it means that this person is currently available for operator calls for the group that the Users window is displaying. A black X means the user does not currently have a phone or it is disabled. A red X means that the user's phone is out of order.

The Work column indicates whether the user's status indicates that they are at work or not. A green W means they are at work. A black dash means they are not at work.

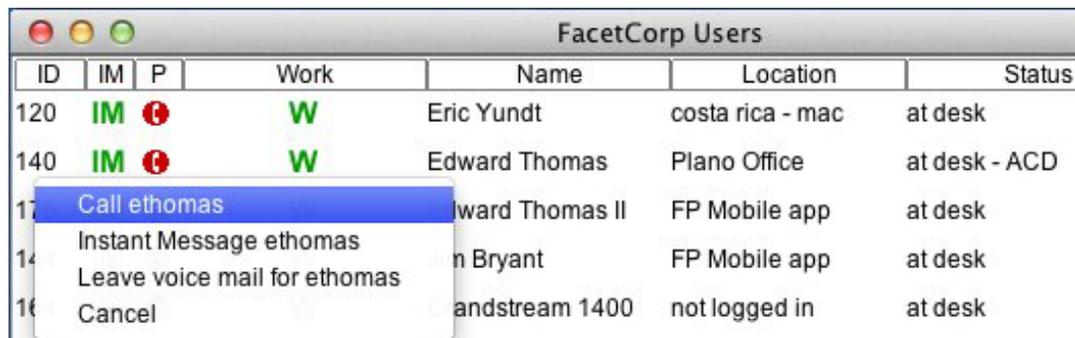
The Name column will have either the user's first and last name or their login name depending on how your system has been configured.

The Location column has the user's current location. If they are not currently logged in to the phone system, it will show their location as "not logged in". If they are logged in to the phone system with the user interface, this column will show the location they chose when they logged in.

The Status column has the description of the user's current status.

The Time column shows the amount of time that the user has been in the current status in hours and minutes (and days if that long).

If you click on a user entry it will present a menu:



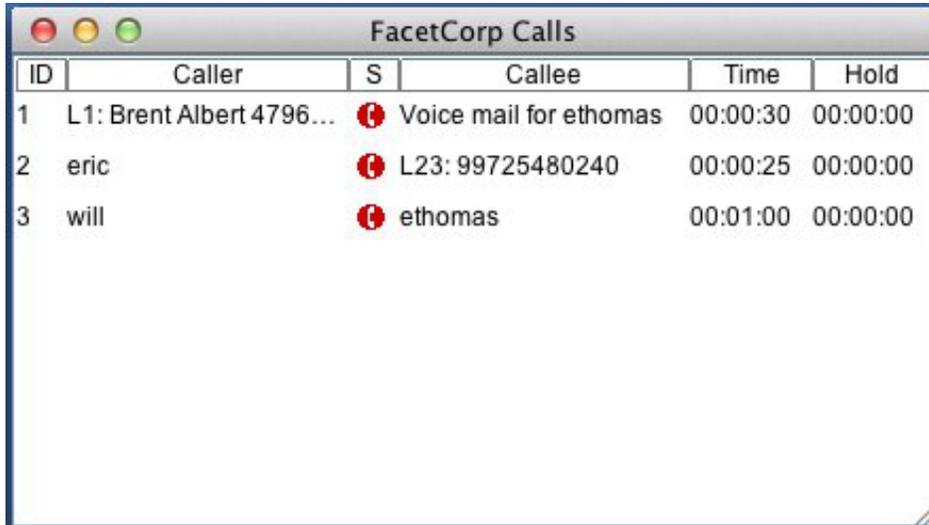
The screenshot shows a window titled "FacetCorp Users" with a table of users. A context menu is open over the user "ethomas", showing options: "Call ethomas", "Instant Message ethomas", "Leave voice mail for ethomas", and "Cancel".

ID	IM	P	Work	Name	Location	Status
120	IM	+	W	Eric Yundt	costa rica - mac	at desk
140	IM	+	W	Edward Thomas	Plano Office	at desk - ACD
17				Edward Thomas II	FP Mobile app	at desk
14				n Bryant	FP Mobile app	at desk
16				andstream 1400	not logged in	at desk

If you click on the "Call" item, it will place a call to the user. If you click on the "Instant Message" item, it will start an instant messaging session with the user. If you click on the "Leave voice mail" it will put you in the user's voice mail to leave a message. When you choose to call or leave a voice mail, your phone will either be taken off-hook automatically and the call will be on the speaker or your phone will be rung and the call started when you answer.

Calls Window.

A Calls window shows all of the calls currently in progress for a group:



The screenshot shows a window titled "FacetCorp Calls" with a table of active calls. The table has six columns: ID, Caller, S, Callee, Time, and Hold. There are three rows of data, each with a red 'A' icon in the S column.

ID	Caller	S	Callee	Time	Hold
1	L1: Brent Albert 4796...	A	Voice mail for ethomas	00:00:30	00:00:00
2	eric	A	L23: 99725480240	00:00:25	00:00:00
3	will	A	ethomas	00:01:00	00:00:00

You can change the size of the Users window to suit your needs. You can change the size of the columns by placing the mouse cursor on the boundary between columns, clicking and holding the left mouse button and moving the boundary horizontally. Remember to save your desktop layout if you modify the layout of window.

The ID column contains the call number for each call. You might use this number to refer to the call if you are telling someone else to pick it up.

The Caller column will have the caller ID of the first party in the call. If it is a caller on an outside line, it will include the line number such as L1: before the caller ID name and number. If it is truncated, you can click on the calls window to make it the current window and then hover your mouse pointer over the caller ID and the entire name and number will be shown as a tool tip. A user on the system will have either their first and last name shown or their login name shown depending on the system's configuration.

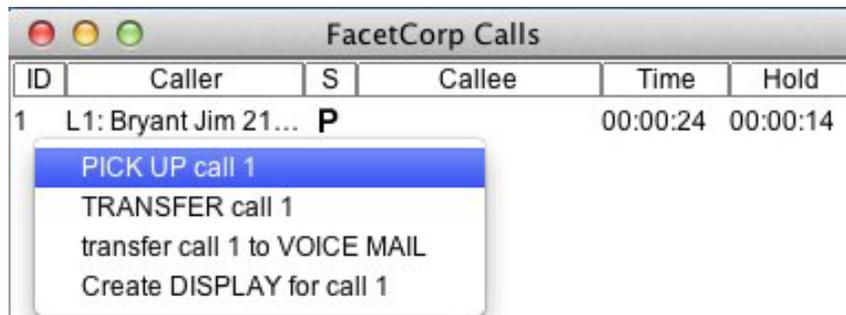
The S column shows the status of the call. If it is your call and you are currently active in the call, a red A will be displayed. If it is not

your call but it is an active conversation, a red off-hook phone will be shown. If the call is parked, the status will be a black P.

The Time column shows the elapsed time for each call.

The Hold column shows the total amount of time that the call has been on hold, parked or queued waiting for an operator.

If you click on a call entry, it will present a menu:



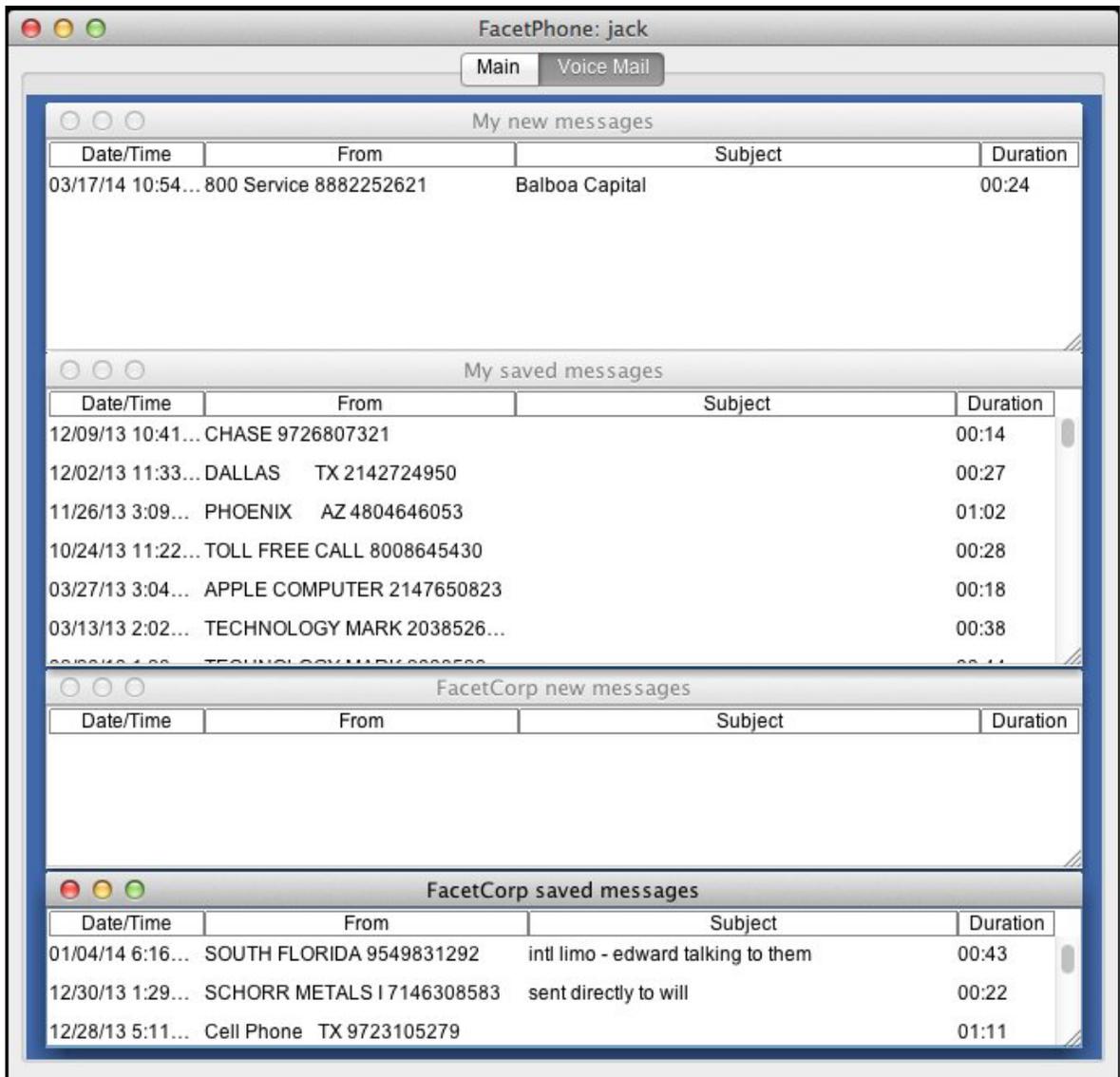
The items in the menu will depend on if the call is yours or not, whether the call is parked or not and what privileges you have. The possibilities are:

- PICK UP – If the call is parked or is your call on hold, you can pick it up and make it your active call with this menu item.
- HOLD – If the call is your active call, you can put it on hold with this menu item.
- PARK – If the call is your active call or your call on hold, you can park the call with this menu item.
- RECORD – If the call is your active call, you can start recording the call with this menu item.
- STOP RECORDING – If the call is your active call and you are currently recording it, you can stop the recording with this menu item.
- TRANSFER – If the call is your call or a parked call, you can transfer it to another user, a station, a group or an outside phone number with this menu item.

- VOICE MAIL – If the call is your call or a parked call, you can transfer it to a user’s voice mail without ringing the user with this menu item.
- DISPLAY – This menu item will create a separate window that shows all the users in the call (helpful when the call has more than the two parties shown in the main Calls window). When the call is yours, the display will also have a place for you to enter a call note and a job code. The note and job code will be kept as part of the call record.
- RESET – This menu item allows you to reset (end) a call if you are an operator or administrator on the system.
- MONITOR – This menu item allows you to monitor the call if you are a manager. When you monitor the call, you can hear the other parties in the call, but they cannot hear you.
- STOP MONITORING – This menu item allows you to stop monitoring a call that you are currently monitoring (hanging up on the call will do the same thing).
- BARGE IN – This menu item allows you to barge in on the call if you are a manager. When you barge in on a call, you become an active party to the call and the other parties can hear you.

Voice Mail Folders.

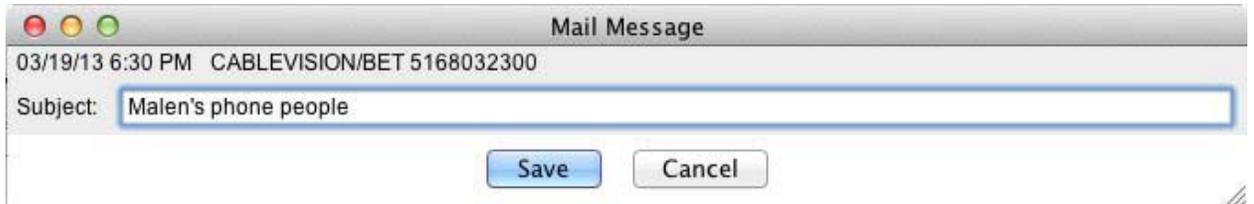
You can watch your own new and saved voice mail folders and you can also watch group voice mail folders if you have permission to do so. Voice mail folders are always displayed as a pair with one window for the new folder and another one for the saved folder:



The Date/Time column shows when the voice mail was recorded.

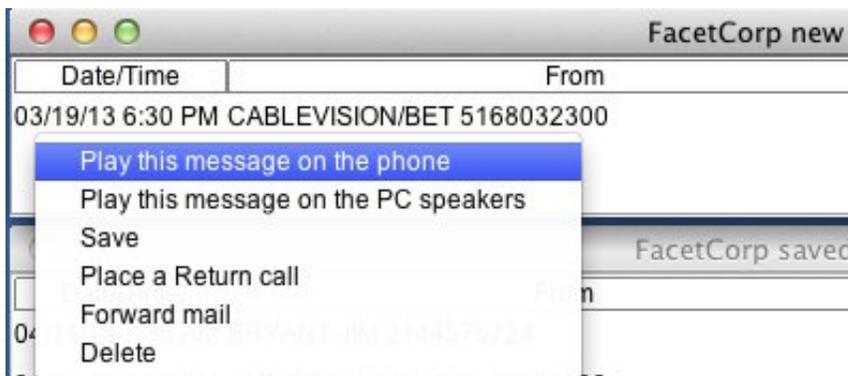
The From column has the caller ID of the caller who left the voice mail.

The Subject column is a place you can use to enter an informational note about the call. If you click on this part of a voice mail entry, a box will be presented where you can enter the subject:



The Duration is the amount of time it takes to listen to the voice mail.

When you click on the Date/Time or From values for a voice mail, a menu will be presented:



If you choose to play the message on your phone, it will take your phone off-hook automatically if possible and play the message. If your phone cannot be taken off-hook automatically, it will be rung and when you pick up the receiver it will play the message.

You can also choose to play the message on your computer's speakers.

If you choose Save, the voice mail will be moved to the saved folder. If you are clicking on an email in the saved folder, the menu option will be to move the voice mail to the new folder.

If you choose Delete, the voice mail will be deleted. If you accidentally delete a voice mail, the FacetCorp support staff may be able to help you restore it. Email your request to support@facetcorp.com.

You can forward the voice mail. When you chose this menu option, a window will be presented for you to choose where to forward the voice mail:

The screenshot shows a dialog box titled "Forwarding a Voice Mail Mes...". It contains the following elements:

- "Email Address:" followed by a text input field.
- "-OR-" separator.
- "User Extension:" followed by a text input field.
- "-OR-" separator.
- "CLICK on a User" text.
- "-OR-" separator.
- "Group:" followed by a dropdown menu showing "<none>".
- "-OR-" separator.
- "VM Distribution List:" followed by a dropdown menu showing "<none>".
- A checkbox labeled "Record a note to go with the message".
- "Forward" and "Cancel" buttons at the bottom.

If you enter an email address, the voice mail will be sent as a wav file attachment in an email to that address. Note that your system administrator may have restricted your ability to forward voice mails to email as a security measure.

You can enter a user's extension or switch to the Main tab and click on a user's entry in the Users window to forward the voice mail to that user's new voice mail folder.

If you select a group, the voice mail will be forwarded to the new voice mail folder for that group.

If you select a Voice Mail distribution list, the voice mail will be forwarded to the personal new voice mail folders of all the users who are in the distribution list.

If you check the box to record a note to go with the message, after you click the Forward button, your phone will either be automatically taken off-hook or rung. You will be given instructions on the phone for recording the note that will be put on the beginning of the forwarded message.

Opening Additional Windows

Depending on your privileges for viewing other groups, you can open windows of other types and for other groups.

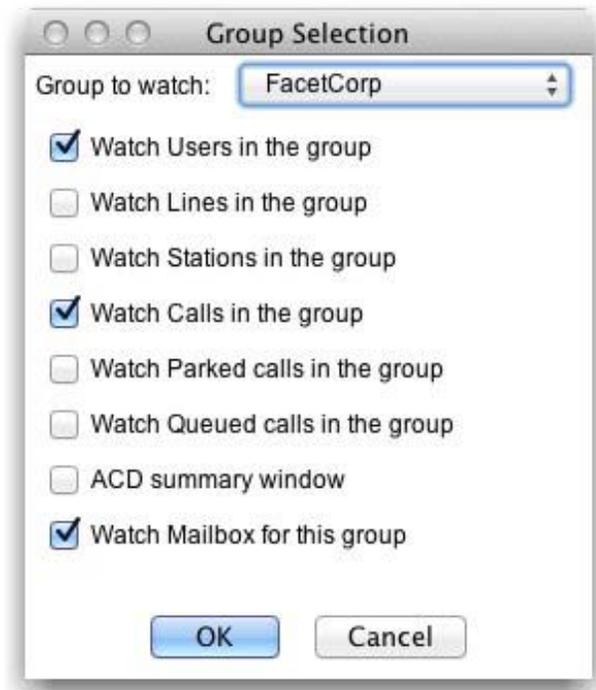
The types of windows you can open in addition to the Control Center, Users Window, Calls Window and Voice Mail Folders are:

- Lines Window – A list of the phone lines connected to your FacetPhone system. Managers may want to watch the status of the lines to determine when the company is coming close to having all their lines in use.
- Stations Window – A list of physical stations. You can see the status of a user's current station in the Users window, but the Stations window allows you to see the status of all stations even if they are not associated with a user.
- Parked Calls Window – This is like a Calls window except it only includes calls that are parked. Managers might want to watch this window for calls that have been left parked too long.
- Queued Calls Window – Like a Calls window except only incoming calls queued to an operator group are included. Managers might want to watch this window for an easy way to see all the queued calls for a group.
- ACD Summary Window – This is a manager's console for watching the statistics of the performance of an incoming call center group. Alarms can be set to alert you of a settable maximum number of calls or queued calls or queued wait time.

To open one of these windows, on the main menu choose:

Window -> Change group watch

The following window will be displayed:



Begin by choosing the group that you want to watch from the drop list. Next check the box for each type of window that you want to watch for that group and click OK to cause the windows to be created. You can then rearrange them and size them into your overall layout.

After you change the layout of your windows, be sure to save the configuration by choosing on the menu:

Window -> Save desktop layout

Controlling Calls With the User Interface

Simple operations with the phone are often best handled with the phone itself. If it rings, you can just pick up the receiver to answer the call. If you want to place a call, you can pick up the receiver and dial the number. However, there are circumstances that make call control with the user interface very convenient. If you primarily use a headset or the speaker on the phone, then you can completely operate the phone without ever touching it. Also, the ability to paste a phone number into the dial box on the user interface can make it a much more convenient way of placing outgoing calls.

However, the power of the user interface really comes into play when performing more complex tasks such as transferring calls, picking up parked calls and setting up conferences. In addition, some operations have limitations when using the phone that don't exist when performing the operation with the user interface. If you put calls on hold with the phone, you are limited by the model of your particular phone to some small number of calls you can have on hold at one time. With the user interface you can have as many calls on hold as the system is configured for.

In the various call scenarios below, it is assumed that FacetPhone can take your phone off-hook automatically (this is usually the case). If you are using a phone that cannot be taken off-hook automatically, then your phone will ring and when you answer it the operation will be performed.

Calling Another User on the System

You can call another user on the system by clicking on their entry in a user window and choosing to call them from the menu that is presented:

FacetCorp Users							
ID	IM	P	Work	Name	Location	Status	
120	IM	🔴	W	Eric Yundt	costa rica - mac	at desk	
140	IM	🔴	W	Edward Thomas	Plano Office	at desk - ACD	
17				Edward Thomas II	FP Mobile app	at desk	
14				n Bryant	FP Mobile app	at desk	
16				andstream 1400	not logged in	at desk	

Call ethomas

Instant Message ethomas

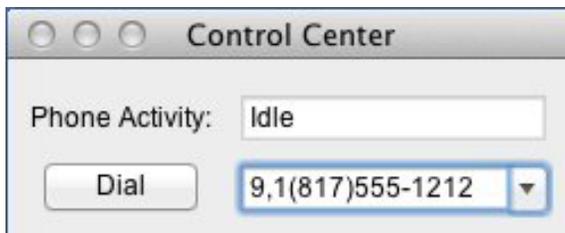
Leave voice mail for ethomas

Cancel

When you click on the Call item, FacetPhone will automatically take your phone off-hook and place the call to the user. To move the call from the speaker to the handset, just pick up the handset.

Calling an Outside Party

To call an outside party from the user interface, enter the number you want to dial in the box to the right of the Dial button on the Control Center window. The number you enter must begin with the access code for an outside line (usually 9):



If you want to use a line from a specific trunk group you would enter the access code for trunk group dialing (usually 8) plus the trunk group and then the party's phone number.

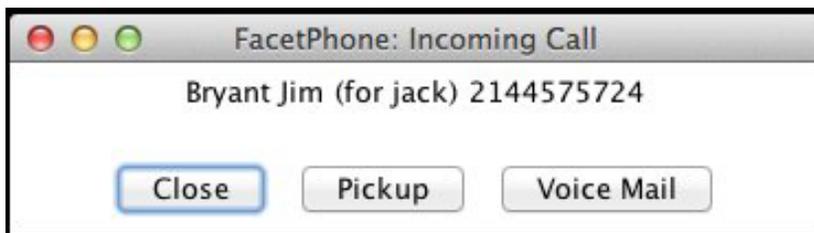
When the number is entered, click on the Dial button. FacetPhone will take your phone off-hook and place the call. Note that the number to dial can contain non-numeric characters so that you can paste a phone number that you have copied and you do not need to remove any of the dashes, parentheses, etc.

The dial box also has a drop list that will contain numbers you have recently dialed or received calls from. You can click on a number

from this list and then dial it by clicking on the Dial button. This list is cleared when you log out of the user interface.

Answering an Incoming Call

If your phone is on-hook and ringing, the quickest way to answer it does not involve the user interface at all - simply pick up the phone and answer the call! However you may set your configuration so that it presents a call notification window on your computer when you have an incoming call. You can choose to have the window pop-up when your phone is idle and/or when you are on another call, providing a visual call waiting (see the chapter "Changing Your FacetPhone Configuration" below).



If you click the Pickup button FacetPhone will take your phone off-hook and you will be in the call. If you click the Voice Mail button, your phone will stop ringing and the caller will be sent to your voice mail.

Putting Your Active Call on Hold

You can put your active call on hold by clicking on the Hold button on the Control Center window or by clicking on the call in the Calls window and choosing the Hold option on the menu that is presented. You can have as many calls on hold as your FacetPhone system is configured for.

Parking a Call

You can park your active call by clicking on the Park button on the Control Center window or by clicking on the call in a Calls window and choosing the Park option on the menu that is presented.

Picking up a Call That is Parked or On Hold

You can pick up a call that is parked or that you have on hold by clicking on the call in a call Calls window and choosing Pickup on the menu that is presented. Note that you cannot pick up a call that somebody else has on hold - only calls that you have put on hold. You can pick up any parked call.

For most IP phones, if you put the call on hold with the Hold button on the phone, you must take it back off hold with the phone button. If you put it on hold with the user interface, you must take it off hold with the user interface.

Transferring a Call

You can transfer your active call by clicking on the XFer button on the Control Center window. You can also click on any call in a Calls window that is parked or that is your call on hold and choose TRANSFER call from the menu that is presented. In either case, the Transfer window will be displayed:

The image shows a dialog box titled "Transferring Call 1". It has several input fields and options:

- User Extension:** A text input field.
- OR-** A separator.
- Outside Number:** A text input field.
- (including the 9 or 8x)** A note below the Outside Number field.
- OR-** A separator.
- Station Number:** A text input field.
- OR-** A separator.
- Group:** A dropdown menu currently showing "<none>".
- OR-** A separator.
- CLICK on destination** A text instruction below the Group dropdown.
- Transfer** and **Cancel** buttons at the bottom.

If you are transferring the call to another user, you can enter the user's extension number in the box provided and click the Transfer button. You can also click on the user in the Users window while the transfer box is presented and the call will be immediately transferred to that user.

If you are transferring the call to a physical station, you can enter the station number in the box provided and click the Transfer button.

If you are transferring the call to an outside number, enter the leading 9 or 8 plus trunk group number and then the outside number. Note that an extension to extension call cannot be transferred to an outside number. Only an outside caller can be transferred this way.

You can also transfer the call to a group by choosing a group from the drop list and then clicking the Transfer button. The call will be handled according to the auto-attendant and operator settings for the group.

Transferring a Call to Voice Mail

You can transfer a call directly to voice mail for a user or a group. If it is your active call, you can click the XFVM button in the Control Center window. If it is a parked call or your call on hold, you can

click on the call in a Calls window and choose Transfer call to VOICE MAIL on the menu. In either case the window for transferring a call to voice mail will be presented:



If you are transferring to the voice mail of a FacetPhone user, you can enter the user's extension and click on the Transfer button or click on the user's entry in a Users window. If you want to transfer to a group's voice mail, select the group from the drop list and click the Transfer button.

Conferencing Two Calls Together

To create a conference with the user interface, place your first call on hold by clicking the Hold button on the Control Center window. Place the call to the second party and while in that call, click the Conf button on the Control Center window. Now your call on hold will be conferenced in with the second call you made. You can place that call on hold and repeat the process to add additional parties to the call. By default FacetPhone allows up to 50 parties to a call but this may be configured for more if needed.

If a conference bridge is configured on your system, then you can also join a conference by calling the extension number of the conference bridge. In this way, anyone who dials that extension or is transferred to that extension is part of the conference. A conference bridge can be given a PIN number, so you may need that to join the conference bridge.

Call Recording

With the user interface you can turn call recording on and off anytime during an active call. You can click on your call in a Calls window and choose to turn recording on/off on the menu that is presented. You can also use the main menu on the user interface and choose:

Action -> Record Current Call

or

Action -> Stop Recording Current Call

If these options are not on your menu, it means the system administrator has restricted your use of this feature.

Your configuration can also be set up to have all your calls recorded. This will be covered below in the section about changing your configuration settings below. You also specify in your configuration where you want your recordings kept. By default, they are put in your personal new voice mail folder.

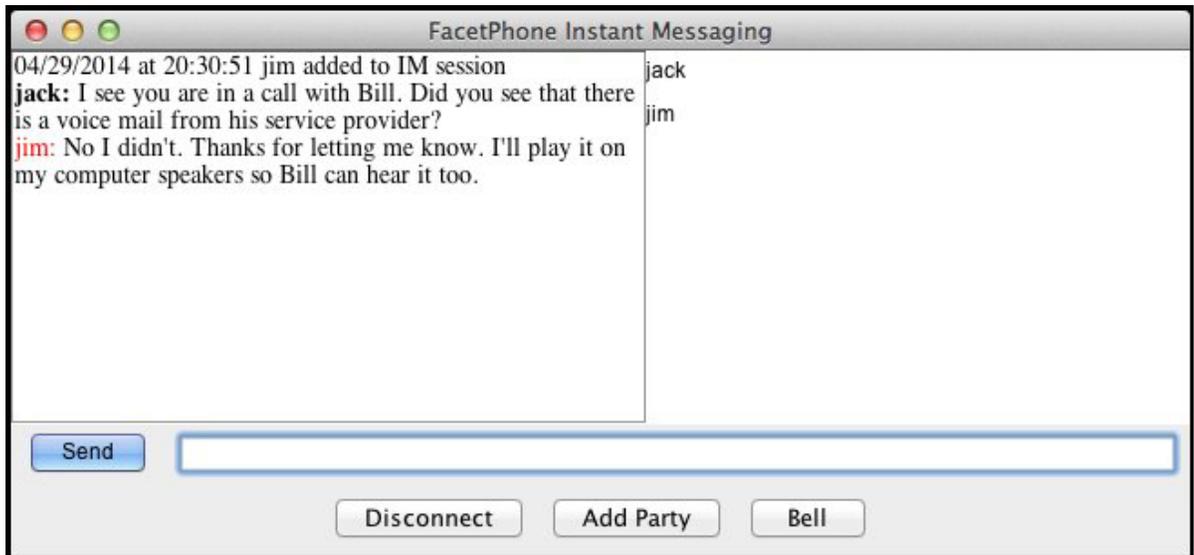
If you turn recording on and off multiple times during a call, multiple recordings will be saved.

Call Forwarding

To turn call forwarding on and off with the user interface, you create a status that has forwarding turned on and the forwarded number stored with the status. Then you change your status to this forwarded status when you want your calls forwarded. Creating a status is explained below in the chapter about changing your configuration.

Instant Messaging

The FacetPhone user interface includes Instant Messaging (IM) between users of the system. To invoke an IM session, in a user watch window, click on the person you want to chat with. This will bring up a FacetPhone instant messaging window:



You type your messages into the box beside the Send button and then click the Send button or press Enter. Your messages will have your user name in black and all other parties' user names in red. The right side of the window lists the user names of all the parties in the IM session. If the system is configured to show first and last names instead of user names, then those will be displayed here.

To add more parties to the session, click on the Add Party button and the Add Party window will be displayed:



You can enter the extension of a user you want to add to the session and click the AddParty button. You can also click on the user in a Users window while the Add Party window is up and it will add them as a party to the session. Finally, you can click on a group name in the Group drop list and click AddParty and it will add all the members of the selected group to the session. Any party to the IM session can add more parties to the session.

If you have your location profile configured to play sounds during an IM session, then each message sent and received will cause a sound to be played. You can also give an audio alert to the other parties in the session by clicking on the Bell button. Any party who has IM sounds turned on will hear the bell sound.

You may leave the session at any time by clicking on the Disconnect button or simply closing the IM window. When all parties have left the session, it will end.

Changing Your FacetPhone Configuration

To change your FacetPhone configuration, on the main user interface menu choose:

Action -> My configuration

A new "My Configuration" window will be presented. This is a new independent window that has its own menu. That menu has the following options:

- Configure -> My User Configuration
- Configure -> My Status Definitions
- Configure -> My Voice Mail Distribution Lists
- Configure -> Connection Options For This Computer

Each of these options is discussed below.

If the only option in your menu is Connection Options For This Computer, then it means that the system administrator has restricted your ability to change your own configuration. You can ask the administrator to make any changes you want.

Changing Your Main User Settings

If you choose My User Configuration on the main menu, your main user configuration will be displayed in the "My Configuration" window:

User extension: 125

User name: jack

First name: Jack

Last name: Flash

PIN: ****

Locations

Voice Mail Handling

Call recording

Record all calls to mailbox

Recordings to mailbox: My

OK Cancel

User extension

This is your extension number. It is the number that other users will dial to reach you and that outside callers will dial when they are allowed to dial an extension. Remember that your extension number is distinct from a phone's station number. You can be reached at your extension number regardless of which phone you are currently using (as long as you have logged in using a location profile that associates the phone with you). Your extension number can only be changed by the system administrator.

User name

This is the login name that the user will use when logging in to the FacetPhone system with the user interface. Your user name can only be changed by the system administrator.

First name

This is the user's first name. It will be searchable by callers in the company directory.

Last name

This is the user's last name. It will be searchable by callers in the company directory.

PIN

This is the PIN that you will enter when logging in to FacetPhone with the user interface or logging in on a phone with the user menu. It is a 4 digit number. If you do not have a PIN, anyone can login as you and listen to your voice mail.

Record all calls to mailbox

This setting determines whether or not all your calls will be automatically recorded. If this option is not available it means that your system administrator has restricted your use of this option.

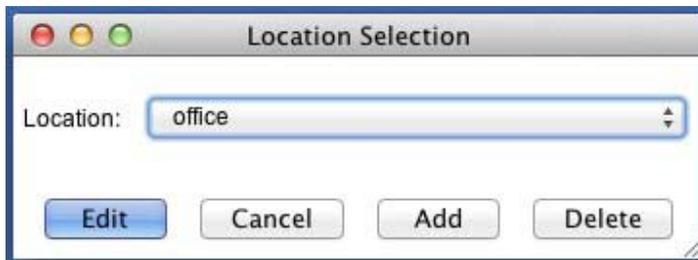
Recordings to mailbox

This setting determines where your call recordings will be stored. By default, they are stored in your personal voice mail folder but a group voice mail folder may also be chosen.

Configuring User Locations

Many configuration options are per location. Obviously the phone that you use at each location needs to be defined per location, but there are other settings that you might want different for each location. For example, you might want your home location profile to be “quieter” and so you do not turn on the settings for audible alerts that you might want in your office location.

On the main user settings window, if you click on the “Locations” button, a selection box will be displayed:



There are three pre-defined locations – “office”, “not logged in” and “FP Mobile app”.

The “office” location profile is where you define which phone you use at your main location and which options you want when working at that location.

The “not logged in” location profile is used to describe options in effect when you are not logged in to the user interface. If you have your office phone associated with this profile, then if somebody calls you when you are not logged in, that phone will still ring. If you do not have a phone associated with the not logged in profile, then when users call you and you are not logged in, calls will go directly to your voice mail.

The “FP Mobile app” location profile is used if you have the FacetPhone mobile app installed on a smart phone and you login with the app. This location profile will have the station number that has been assigned to your mobile app. Ask your system administrator for help in configuring your mobile app.

When you edit an existing location profile or add a new one, the following window is presented:

Location office

Location name: office

Voice type: Station

Station number: 159

Flash treated like hangup and pickup

Dialtone after call ends

Auto offhook on intercom calls

Page to phone

Sounds during instant messaging

Play pages on PC speakers: Never

Speaker volume: 3

Incoming call when you are not on another call

Ring phone New call notify box

Incoming call when you are on another call

Call waiting tone Call waiting notify box

Notify box ring sound: N/A

Voice mail

Notify box for new voice mail

New voice mail notification sound: N/A

Minutes between VM sounds: 0

Default status: at desk

OK Cancel

Location name

This is the name of the location. It is not editable.

Voice type

The voice type is set to either "Station" or "None". You will almost always want to choose "Station" unless this is your "Not logged in" location and you want your calls to go directly to voice mail when you are not logged in.

Station number

Set this to the station number of the phone you will use at this location.

Flash treated like hangup and pickup

This setting is only used if you have an analog phone. Their purpose is to prevent hanging up on a call and then picking the receiver up quickly to make another call and inadvertently putting the first call on hold instead of hanging up on it. If you check this box, your analog phone will not be able to put a call on hold with the flash button.

Dialtone after call ends

This setting is only for IP or analog phones on a gateway which use the MGCP protocol. This setting allows you to stay off-hook after a call and a new dial tone will be presented so that you can immediately dial again.

Auto offhook on intercom calls

This setting determines whether your phone will automatically answer a call from another extension. When the phone does this, it will give a short beep to let you know it has gone off-hook and is in a call. This only applies to calls from another extension. Any calls from outside the company will always ring your phone.

Page to phone

This setting determines whether pages made on the phone system are played on your phone.

Sounds during instant messaging

This setting determines whether sounds are played on your computer speakers when an instant messaging session is started and when messages are sent and received.

Play pages on PC speaker

This setting determines if and when pages made on the phone system are played on your computer speakers. You can choose "Never", "Always" and "When not on the phone".

Speaker volume

This setting allows you to adjust the volume of sounds, voice mail and pages played over the computer speakers. The lowest numbers are quietest and the higher numbers are loudest.

The settings grouped together as "Incoming call when your are not on another call" determine what happens when your phone is idle and a call rings to you. You must have at least one of these options selected.

Ring phone

If this box is checked, then new calls coming to you when your phone is idle will ring your phone.

New call notify box

If this box is checked, then new calls coming to you when your phone is idle will cause the call notification window to be popped up where you can answer the call or send it to voice mail.

The settings grouped together as "Incoming call when you are on another call" determine whether you have call waiting enabled. If you do not want call waiting and want calls to you while you are on the phone to go to voice mail, then do not check either of these

boxes. If you have call waiting enabled, when you answer a call waiting your current call will be put on hold.

Call waiting tone

If this box is checked, then new calls coming to you when you are already on a call will cause the call waiting tone to be played on your phone.

Call waiting notify box

If this box is checked, then new calls coming to you when you are already on a call will cause the call notification window to be popped up where you can answer the call or send it to voice mail.

Notify box ring sound

This setting allows you to select a sound to play on your computer speakers when a call notification window is presented. As you select each one it will play once so that you know what it sounds like. If you choose "None", then no sound will be played with a call notification window.

The settings grouped together as "Voice mail" allow you to configure a voice mail notification window to be popped up when you have a new voice mail.

Notify box for new voice mail

Check this box if you want the voice mail notification window popped up when you receive a new voice mail.

New voice mail notification sound

If you want a sound associated with the voice mail notification window, you can choose it here.

Minutes between VM sounds

The voice mail notification window sound will repeat as often as you specify here. If the setting is 0, then it will only be played once and not repeated.

Default status

This setting is where you choose what your status will be as soon as you login at this location. If you set the default status to "<none>", then your status will not be changed when you login at this location. Note that the "not logged in" location is actually put into effect when you logout of the user interface. So the default status of the not logged in location is set when you logout.

After you have all the settings for the location profile the way you want them, click on the OK button and it will save your settings for this location. Note that this information is saved even if you click Cancel on the main user settings screen.

Configuring User Voice Mail Options

On the main user settings screen, if you click on the "Voice Mail Handling" button, the Voice Mail Handling screen will be presented:

Voice Mail Handling

Voice mail delivery and notification methods

- Voice mail to mailbox
- Voice mail to e-mail:
- Notify to e-mail:
- Notify by phone:
- Notify to SMS:
- From address for e-mails:
- Include missed calls in voice mail

Idle rings:

Generic handling

- All VM callers sent to generic script
- Generic script:

Selective handling

- VM callers sent to script determined by user's status
- No answer script:
- Busy script:
- Out script:
- Unavailable script:

OK Cancel

These settings determine how your voice mail is delivered and how callers leave voice mail.

The voice mail delivery and notification options are:

Voice mail to mailbox

Check this box if you want your voice mail to be delivered to your voice mail folder on the FacetPhone system. This allows you to listen to your voice mail from your telephone or by calling in from outside. Most people will want to have this option turned on.

Voice mail to email

Check this box if you want your voice mail messages sent to your email as wav sound attachments. In the box to the right of this checkbox, enter the email address where your voice mail should be sent. Multiple email addresses may be specified and must be separated by a semi-colon or comma. The total length of this entry must not exceed 1024 characters.

Notify to email

Check this box if you want a notification email sent when you receive a new voice mail. The notification email includes a subject line with the caller ID information, but does not include any email message body. This option does not send the actual voice mail message as a wav attachment. In the box to the right of this checkbox, enter the email address where you want the notifications to be sent. Multiple email addresses may be specified and must be separated by a semi-colon or comma. The total length of this entry must not exceed 1024 characters.

Notify by phone

Check this box if you want the system to call you when you have a new voice mail. In the box next to this check box enter the phone number(s) that should be called. Phone numbers must begin with the leading 9 or 8 plus trunk group number. Multiple phone numbers may be separated by a comma. When you receive the notification call, you will be prompted to press * and then will be prompted to enter your user extension and PIN. At that point you will be in the user menu and can listen to and manage your new voice mail. Note that the system will continue calling you until you respond with the *.

Notify to SMS

Check this box if you want the system to send you an SMS text message to notify you of a new voice mail. In the box next to this checkbox enter your SMS address, usually in the form `phonenumber@provider`. The text message will contain the same information that an email notification contains. Multiple SMS addresses can be specified and must be separated by a semi-colon or comma. The total length of this entry cannot exceed 1024 characters.

From address for emails

If you have chosen any option that causes the system to send an email, this is where you enter the email address to be used as the "From:" address of any emails sent by FacetPhone.

Include missed calls in voice mail

Check this box if you want missed calls to create a voice mail with the caller's information. The audio of the voice mail will only say "missed call". The time and caller ID of the caller will be available. Missed call voice mails follow the same delivery and notification rules as any other voice mail.

The options for callers leaving you a voice mail are:

Idle rings

When you are available for a call, this is the number of rings without answering before the call will be sent to your voice mail.

All VM callers sent to generic script

Select this option if you want to have all your voice mail taken the same way regardless of your status.

Generic script

Choose "vm_generic" unless your system administrator has told you otherwise. This script will play the prompt "vmgeneric". To record this prompt, press * on your phone and in the user

menu select 3 for recording voice mail greetings and then 1 for the generic greeting.

The `vm_generic` script will first play your greeting that you recorded with the user menu. The caller can press 0 to go back to the operators, so you can say that in your greeting if you want. Next a prompt with instructions for the caller leaving voice mail is played. A beep is then played and the caller records the voice mail. When they are finished they can either hang up to send the voice mail or press the # key for more options. If the caller presses the # key at the end of recording their voice mail, they will be given a menu that allows them to listen to the message by pressing 1, re-record the message by pressing 2 and deliver the message by pressing 3 or hanging up. If they press 4, it will cancel the voice mail.

VM callers sent to script depending on user's status

Select this option if you want to have your voice mail handled differently depending on your status. These scripts mainly differ in the greeting they play, allowing you to indicate your status to the caller leaving a voice mail. If you are not going to use the FacetPhone user interface, you should not use selective voice mail handling.

No answer script

If you are using selective voice mail handling, this selects the script to run when you are available for calls and your phone is idle. If the call exceeds the number of idle rings set above with no answer, then it will go to your voice mail using the script specified here. Unless your administrator tells you otherwise, choose `vm_idle`. The standard `vm_idle` script will first play the `vmidle` prompt. To record this greeting, press * on your phone to enter the user menu, then choose 3 to record voice mail greetings and 2 to record your idle greeting. In all of the voice mail handlers, the caller can press 0 to go back to the operators, so you can say that in your greeting if you want. Next a prompt with instructions for the caller leaving voice mail is played. A beep is then played and the caller records the voice mail. When they are finished they can either hang up to send the voice mail or press the # key for more options. If the

caller presses the # key at the end of recording their voice mail, they will be given a menu that allows them to listen to the message by pressing 1, re-record the message by pressing 2 and deliver the message by pressing 3 or hanging up. If they press 4, it will cancel the voice mail.

Busy script

If you are using selective voice mail handling, this selects the script to run when you are on the phone and do not have call waiting turned on when a new call rings to you. Unless your administrator tells you otherwise, choose `vm_busy`. The standard `vm_busy` script will first play your `vmbusy` prompt. To record this greeting, press * on your phone to enter the user menu, then choose 3 to record voice mail prompts and then 3 to record your busy greeting. Since this is your busy greeting, you might want to say in your greeting that you are on another call. After your busy greeting, a prompt with instructions is played, then a beep and the voice mail is recorded. After recording the voice mail, callers will have the same options as with the idle script.

Out script

If you are using selective voice mail handling, this selects the script to run when your status indicates that you are not at work. Unless your administrator tells you otherwise, choose `vm_out`. The standard `vm_out` script plays your `vmout` prompt. To record this greeting, press * on your phone to enter the user menu, then choose 3 to record voice mail prompts and then 4 to record your out greeting. You may want to include in your greeting that you are not currently at work.

Unavailable script

If you are using selective voice mail handling, this selects the script to run when your status indicates that you are at work but not available for calls. Unless your administrator tells you otherwise, choose `vm_unavail`. The standard `vm_unavail` script plays your `vmunavail` prompt. To record this greeting, press * on your phone to enter the user menu, then choose 3 to record voice prompts and then 5 to record your unavailable greeting.

User Status Definitions

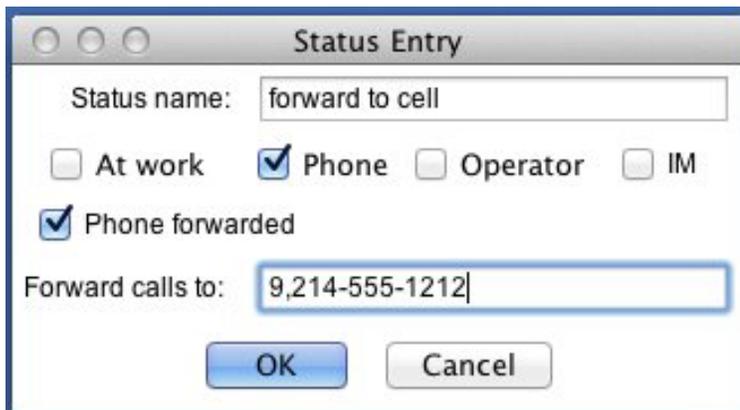
The FacetPhone system comes with some basic user status definitions predefined such as "at desk", "at lunch", etc. You may create your own status definitions by selecting on the "My Configuration" window's menu:

Configure -> My Status Definitions

The Edit Status Definitions window will be displayed:



You can use this screen to select one of your status definitions, change the attributes and click OK to save the modified status or click Delete to delete the status. However, before you have added any of your own status definitions, there will be none to edit and all you can do is click on the Add button to create a new one. This will present the new status screen:



Each status definition has a name which is displayed in the user watch window status column when you have chosen the status as your current status. In addition, each status has the following attributes which you can set on this screen:

- At work - indicates whether you are considered at work when you have this status selected. This affects the "Work" column of your entry in a user watch window.
- Phone - indicates whether you are available for phone calls when you have this status selected. This affects the "P" column of your entry in a user watch window. It also affects the way calls to you are handled. If your current status allows phone calls, then any calls to you will ring your phone. If it does not allow phone calls, then user's will be sent directly to your voice mail.
- Operator - indicates whether you are available to take calls directed to the operator. If a call is being directed to one or more operators of a group, and you are an operator for the group, and you currently have your status set to one that includes this attribute, then you will be eligible to receive the call. If Automatic Call Distribution (ACD) is turned on, then you will be considered in the operator rotation. If ACD is off, then your phone will ring with all the other operator's phones.
- IM - indicates whether you are available to receive instant messages. This affects the "IM" column of your entry in a user watch window. If your current status allows instant messaging, then other users may initiate an instant messaging session with you. Otherwise, they will not be allowed to instant message you.
- Phone forwarded - indicates if your phone calls are to be forwarded to another station or an outside number. This affects the "P" column of your entry in a user watch window.
- Forward calls to - optional number to be associated with the status if the Phone Forwarded option is in use. If forwarding is turned on but you do not provide a number, then you will be prompted for a number when you select this status. You can provide either a station number or an outside number including the leading 9 or 8 plus trunk group number. For example you

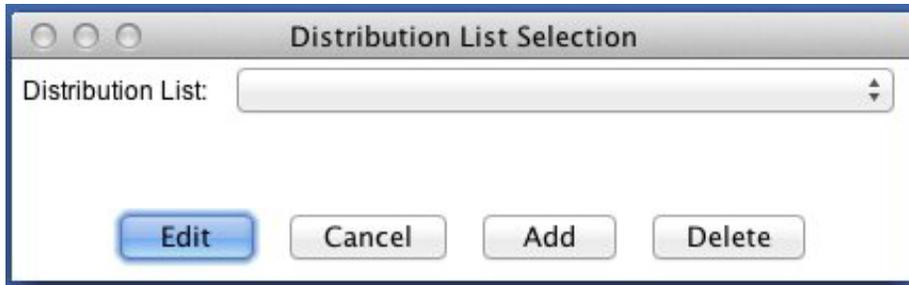
might create a status called "fwd computer room" that has the station number of a phone in the computer room. When you select this status, then users who dial your extension will reach you in the computer room. You might also create a status called "fwd cell" that has your cell phone number plus the leading 9. Then when someone calls your extension, the system will dial your cell phone number and connect the caller to you. Note that you can forward your calls to a station number but not to a user extension number.

Voice Mail Distribution Lists

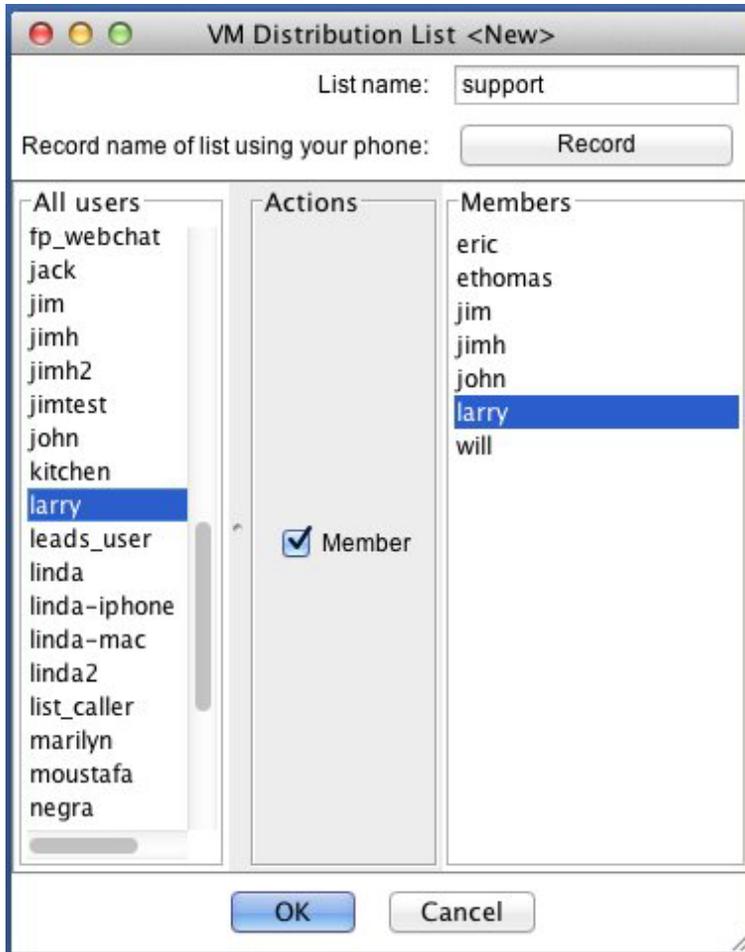
A voice mail distribution list is a list of FacetPhone users. You use a distribution list when you want to send the same voice mail to multiple users at once. Your system administrator may create distribution lists for a group that are available to anyone in the group. You may also create your own voice mail distribution lists by selecting on the "My Configuration" window's menu:

Configure -> My Voice Mail Distribution Lists

The Distribution List Selection window will be displayed:



You can select one of your existing lists to edit or delete or you can add a new list. When you add or edit a list the VM Distribution List window will be presented:



To add a user to the list, click on the user's entry in the "All Users" list. Then click on the "Member" checkbox. A list of the members currently in the list are shown on the right. To remove a member, click on the user's entry in either list and uncheck the Member checkbox.

You must record the name of the list before saving your changes. This announcement is required for choosing the list when sending voice mail from the user menu on the phone. When you click on the Record button, your phone will automatically be taken off-hook if possible or will be rung otherwise. You will be given instructions over the phone for recording the name prompt for the distribution list. After you record the name, press # to end the recording and then press 3 to save it or follow the instructions for other options.

Operator Features

This chapter provides information for people who are operators on the FacetPhone system.

Being Available for Operator Calls

Operator calls are calls that are ringing to an operator group instead of to a single user.

Your system may be configured to ring a group of phones defined as "operator stations". If so, then calls to the operators will be rung to all these phones at once regardless of the operator's status.

More often, the system is configured to ring to operators who indicate through their user status that they are available for operator calls. Calls can be rung to one operator at a time using an Automatic Call Distribution (ACD) method or they can be rung to all available operators at once. As an operator, you set your user status to one which indicates that you are available for operator calls. There is a standard status on the system called "oper on duty" which will make you available for operator calls in every group where you are defined as an operator. Your system administrator may also create additional user status definitions that only make you available for selected groups.

Setting the Auto-Attendant

Usually your system will be programmed to change between open and closed auto-attendants according to your business schedule. However, you may also change the auto-attendant setting manually. If you are an operator for any group then your user interface menu will include an Operator item. To change the auto-attendant setting choose on the menu:

Operator -> Set auto-attendant

The Auto-attendant Control window will be displayed:



Choose the group that you want to change the setting for from the Group drop list. The checkbox "Auto-attendant ON" determines whether the auto-attendant is on or off. If it is on, then the setting in the script name drop list determines which auto-attendant is in use. When you have the settings like you want them click the OK button. The auto-attendant changes for that group will take place immediately.

If you are watching a Lines window, the icon for an idle line will be blue when the auto-attendant is on and green when it is off.

Changing Another User's Status

Sometimes you may need to change another user's status if they forgot to do so. If you are an operator, when you click on a user's entry in a Users window, one of the choices you will be given is to change the user's status. When you choose that menu item, a window will be presented with a drop list that includes all of the system-wide status values plus any user defined ones that the user has.

When the status is changed a notification window will be popped up on the user's computer letting them know that their status was changed, the new status and who changed it.

Recording Auto-attendant Prompts

If you are called upon to be the voice of your auto-attendants, then you will need to know how to record the prompts. Your system administrator, FacetPhone dealer or FacetCorp support staff will let

you know what you need to record. The instructions here are generic for recording any prompts. You must have administrator privileges on the system or be an operator to have the Operator item on the main menu.

There are two kinds of prompts that can be recorded – group prompts and system-wide prompts. Group prompts are used for prompts such as the group voice mail greeting where the same prompt name (group_vmgeneric) is used for all the groups. Recording a group prompt will associate the prompt with the group and these prompts override any system-wide prompt of the same name. Auto-attendant prompts are usually given unique names and can be recorded as system-wide prompts since there will only be one version of them.

To record a system-wide prompt, choose on the menu:

Operator -> Record system-wide voice prompts

The system-wide prompt recording window will be displayed:



Choose the prompt you want to record from the drop list. When you click on the Record button your phone will either go off-hook automatically or will ring. When you answer it, instructions will be played for recording the prompt. Note that you cannot just hangup after recording the prompt – you must explicitly save it according to the instructions.

To record a group prompt, choose on the menu:

Operator -> Record group voice prompts

First a group selection window will be displayed to choose the group for which the prompt will be recorded:



Select the group from the drop list and then click OK. Next the prompt recording screen will be displayed showing the group that you are recording for:



Choose the prompt you want to record from the drop list and click the Record button. The procedure for recording the prompt is then the same as for a system-wide prompt.

Creating Group Voice Mail Distribution Lists

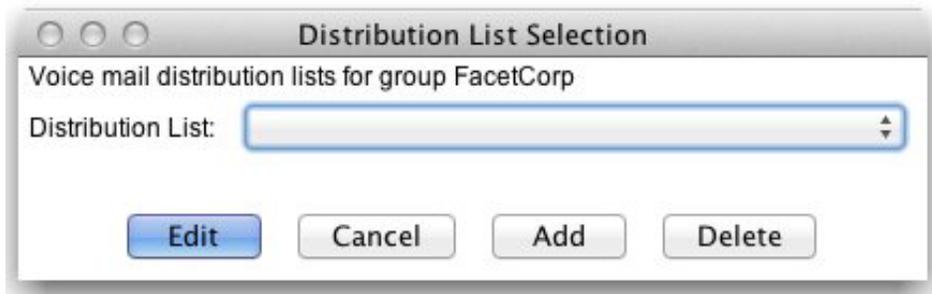
An operator or system administrator can create voice mail distribution lists that are available for all members of a group to use. Choose on the menu:

Operator -> Group voice mail distribution lists

The Group selection window will be presented:



Choose the group that the distribution list will be for then click OK. The Distribution List Selection window will be presented:



If you have existing distribution lists, you can choose one to edit or you can add a new one. Once you click Edit or Add you are presented with the same window for creating personal distribution lists as described in the chapter Changing Your FacetPhone Configuration above.