



# Telstra IP Telephony miRECEPTION

User Guide

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# Welcome to miRECEPTION!



This guide provides step-by-step instructions and reference information for miRECEPTION and is intended for end users of miRECEPTION.

## Need more support

For “How-to” support the How-to Help Desk can be contacted on 1800 648 116 from 8am to 8pm AEST. If you are experiencing any problems please contact your Customer Administrator.

If you cannot resolve your issue or problem using the resources on this website, [telstra.com/tiptresources](http://telstra.com/tiptresources), your Customer Group Administrator can contact the Telstra IP Telephony Helpdesk – 1800 287 289 24 hours per day.

## Conventions used in this guide

The following typographical conventions are used in this guide for simplicity and readability:

- Web addresses, e-mail addresses and hyperlinks are shown in **Regular**, for example [www.telstraenterprise.com.au](http://www.telstraenterprise.com.au).
- Button names on your computer screen are shown in **Bold**.
- Titles/features on your computer screen are shown in *Italics*.

Updated March 2017

Telstra IP Telephony miRECEPTION User Guide, March 2017

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# Introduction to miRECEPTION

miRECEPTION is a Telstra IP Telephony (TIPT) full-featured Web Based client. It is used by “front of house” receptionists or telephone attendants who screen inbound calls for enterprises. miRECEPTION supports the full set of call control options, line monitoring, multiple directory options, and views, Outlook integration, and many other features.

miRECEPTION delivers the following real benefits to users:

- A design that follows the natural work “flow” of a call
- Improved business processes as only “valid” options are presented to the attendant
- Professional call handling as information is available in real time
- Accurate delivery of messages through a one-step process when people are unavailable
- Web-based interface, accessible from a web browser

**Note 1:** For information about the web browsers supported by miRECEPTION, see your administrator.

**Note 2:** miRECEPTION is only supported with the primary telephony device that is configured for each user in TIPT Commpilot. There are significant known issues when the telephony device being used with miRECEPTION is configured as a shared call appearance or the primary line instead of the primary telephony device. Please talk to your CGA or Telstra for assistance.

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The interface contains the following work areas:

- **Logo pane** – The *Logo* pane displays links to other pages or functions of miRECEPTION and provides information about the logged user. It also displays error, warning, and global information messages to the user.
- **Call Console** – This is where you view and manage your current calls.
- **Conference Call pane** – This is where you view and manage your conference calls.
- **Queued Calls pane** – This is where you view and manage queued calls. You need to have the TIPT Supervisor service assigned to have access to manage calls in this pane.
- **Contacts pane** – This pane contains your contact directories, which you use to make calls to contacts and monitor selected contacts.
- **Settings page** – You use the Settings page, accessed via the Settings link on the Logo pane, to configure various aspects of miRECEPTION.

The screenshot displays the miRECEPTION User Interface. The top navigation bar includes links for Settings, Help, Full Screen, and Sign Out, along with the user's name, Kate Richardson. The interface is divided into four main panes:

- CALL CONSOLE**: Contains a search bar and a "Redial" button. It currently shows "No items to show".
- CONFERENCE CALL**: A section for managing conference calls, also showing "No items to show".
- Queued Calls**: A section for managing queued calls. It shows a single entry: "NTS Consult CC: 0392966325" with a status of "0/10 (0/3)".
- Contacts**: A table listing contacts with columns for Status, Last Name, First Name, Number, Extension, Mobile, Department, and Notes. The table is filtered by "All" and shows a list of contacts including Singhon, Richardson, Wong, No-IM&P, Papadakis, IM&P, and various TUF2015 users.

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## Contact directories

The following table lists the contact directories available in miRECEPTION Enterprise. The Comments column specifies additional settings required to access the directory.

Directory name	Contents	Comments
<b>Search</b>	The Search tab is used to search for users within the company	
<b>Favorites</b>	This consists of the contacts whose phone status you are currently monitoring. The list of contacts to monitor must be configured for you or by you in CommPilot.	Monitoring is limited to 200 selected contacts enterprise-wide.
<b>Enterprise</b>	This consists of all contacts in your TIPT enterprise directory (all company users)	You can monitor a total of 300 contacts in your Enterprise directory. *
<b>Enterprise Common</b>	This list consist of a subset of your Enterprise directory. Your Customer Group Administrator is required to configure the subset list.	This directory may be empty if your Customer Group Administrator has not configured any contacts.
<b>Group Common</b>	This list consist of a subset of your Group directory. Your Customer Group Administrator is required to configure the subset list.	This directory may be empty if your Customer Group Administrator has not configured any contacts.
<b>Personal</b>	This consists of all contacts in your personal directory which you have configured in CommPilot or the miRECEPTION console	
<b>Speed Dial</b>	This consists of all speed dial numbers configured for you or by you in CommPilot or the miRECEPTION console	You need to have Speed Dial 8 and/or Speed Dial 100 services assigned.
<b>Queues</b>	This consists of the call centres and associated DNIS numbers (if configured) that you are staffing as an agent or supervising. It allows you to transfer calls into queues quickly.	You need to have Call Centre service assigned
<b>Outlook</b>	This consists of all your Outlook contacts.	You need to have Outlook Integration service assigned and enabled.
<b>Custom</b>	These are specific directories a CGA can configure in CommPilot	
<b>Monitored</b>	This column displays the contacts a receptionist is currently monitoring the status of	Click on a contacts status icon initially to enable monitoring. The icon will change from grey to green

**\*Note:** A total of 300 contacts can be monitored in miRECEPTION by the receptionist. By clicking on the status icon for a contact (which changes the icon initially from grey to green) the receptionist can monitor 100 contacts.

The Customer Group Administrator (CGA) through CommPilot can select another 200 users that the receptionist is to monitor – totalling 300 contacts.

For information on managing your contact directories, see Manage Contacts; for information on using your contacts to make and manage calls see Manage Calls, for information on monitoring contacts see Manage Calls

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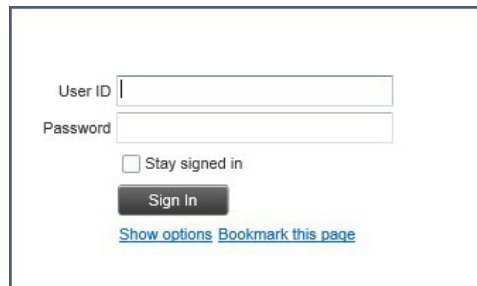
## Getting Started

miRECEPTION is hosted on TIPT and you access it over the network from your web browser. To access miRECEPTION from the web portal:

1. Open your Web Browser
2. Enter the following URL <https://mireception.tipt.telstra.com/mireception/>


## Sign into the miRECEPTION web based client

When signing in to the client, use the same credentials you use to connect to the CommPilot or Telstra Telephony Toolbar.

A screenshot of the miRECEPTION login page. It features two input fields: 'User ID' and 'Password'. Below the password field is a checkbox labeled 'Stay signed in'. A dark 'Sign In' button is positioned below the checkbox. At the bottom, there are two links: 'Show options' and 'Bookmark this page'.

miRECEPTION Log-in Page

1. Enter your TIPT User ID **user@xxxxx.com** and your Password (your password will appear as dots).
2. To configure your domain or the miRECEPTION language, click **Show options**. The area expands displaying advanced options.

A screenshot of the miRECEPTION login page with the 'Show options' link clicked, revealing advanced options. The 'User ID' field now contains 'joe@example.com'. Below the 'Sign In' button, the 'Hide options' link is visible. Further down, there is an 'Append Domain' text box and a 'Language' dropdown menu currently set to 'English (US)'.

miRECEPTION Log-in Page – Advanced Options

3. To configure your domain, in the Append Domain text box, enter your domain name. When you enter your user ID without a domain, the system appends the configured domain instead of the default domain.
4. To change the language, from the Language drop-down list, select a new language.
5. Check **Stay signed in** to instruct the client to automatically connect and sign in to the server when it detects a network connection.



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6. This should generally be enabled to help mitigate intermittent internet connections. When disabled, the client signs out the user when the connection is lost.
7. To add a bookmark to the miRECEPTION Sign-in page in your browser, click **Bookmark this page** and follow the instructions of your browser.
8. Click **Sign In**.

**Note 1:** The minimum required screen resolution for miRECEPTION is 1024 x 768 pixels.

**Note 2:** miRECEPTION does not support signing in as different users from the same machine at the same time.

**Note 3:** miRECEPTION must be run as the only tab in a browser window.

### Launch JNLP file

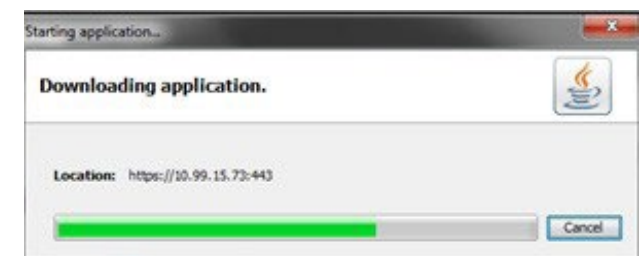
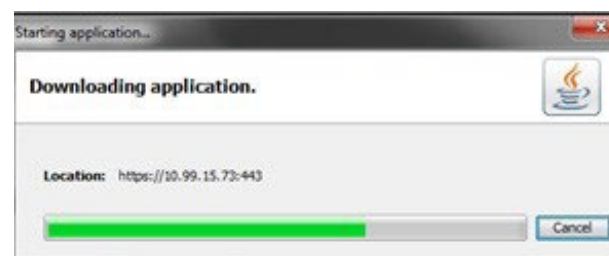
miRECEPTION requires the Java https server to run the desktop integration features, such as Outlook Integration, Popup Notifications, LDAP Integration, Desktop Shortcut creation and Call Event Archival.

**Note:** You should run Java JRE 1.6 or higher, the latest Java JRE 1.8 is recommended. You must use 32 bit JRE with a 32 bit browser and 64 bit JRE with a 64 bit browser.

As you sign in, miRECEPTION starts downloading a Java Network Launch Protocol (JNLP) file containing the Java https server to your machine. Perform the following steps to accept the download and install the server.

1. When a file download pop-up window appears in your browser asking you whether you want to open or save the file, select Save.

**Note:** Messages about downloading and verifying the application contained in the file appear, followed by a dialog box asking you whether you want to run the application.



Downloading and verifying Application Pop-up window

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“Do you want to run this application” dialog box

2. Click **Run**. This starts Java https server allowing miRECEPTION to access the desktop integration features. Desktop integration features will not be available if you click **Cancel**.

**Note:** Due to security restrictions, the application may not run. If this occurs, see Configure Web Browser.

## Sign-in Restrictions

You can only have one active Receptionist session at a time. When you sign in from a second location, you are automatically signed out from the original location with the following message: “You have been signed out as you have signed in from another location.”



You will then be taken back to the Sign in page.



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## Get Help

miRECEPTION provides you with online access to a portable document format (PDF) version of this guide.



Main Interface (Top of Page) – Help Link.

To access this document:

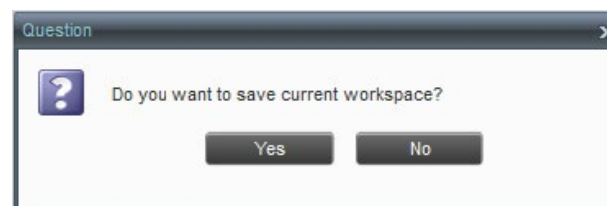
1. Click the **Help** link at the top right side of the Logo pane.

## Sign out

To sign out of miRECEPTION:

1. Click the **Sign Out** link at the top right side of the Logo pane.

A message appears asking you whether you would like to save your current workspace.



Question Dialog Box

2. Click **Yes** to save your current workspace. This allows you to retain the same setup at your next session.

For information on workspace elements that can be customised, see Explore the Workspace.

## Set up your environment

It is recommended that you configure miRECEPTION as follows when you first log in.

- Join a queue if required. Queues need to be pre-configured by your CGA. Refer to Configure miRECEPTION, Queue Membership.
- Select queues to manage/view. Refer to Manage Queued Calls.

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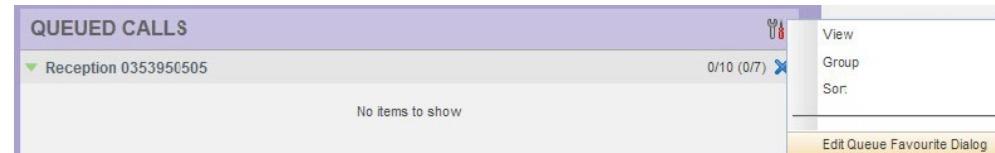
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## Select call centres to manage

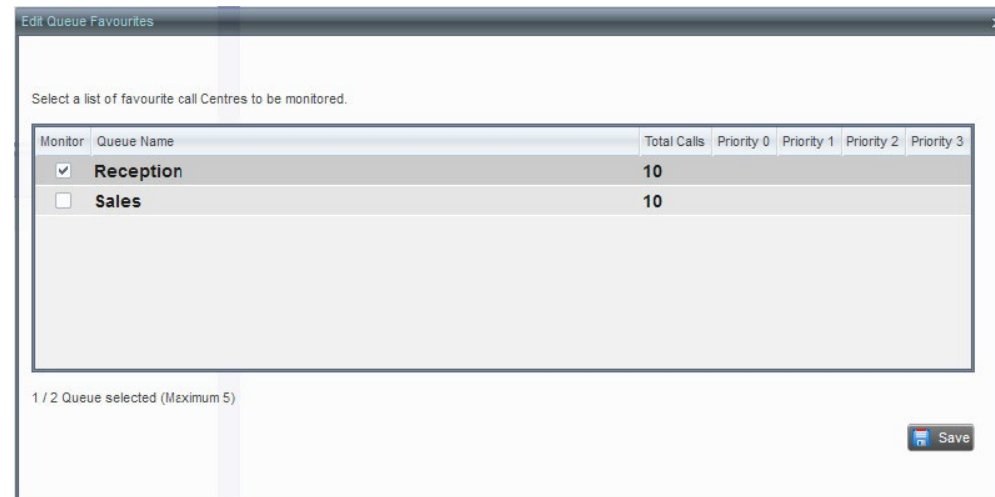
After you sign in to miRECEPTION, select the call centres you want to manage (up to five). To select call centres:

1. In the Queued Calls pane, click **Options**  and select the **Edit Queue Favorite Dialog** option.



Queued Calls – Options – Edit Queue Favorite Dialogue.

2. The Edit Queue Favorites dialog box appears. Check the boxes for the call centres you need to monitor. A maximum of 8 queues can be displayed.




Edit Queue Favorites Dialog Box

3. Click **Save**

## View calls queued

To view calls in a queue:

1. Click the **Expand button**  for that queue.

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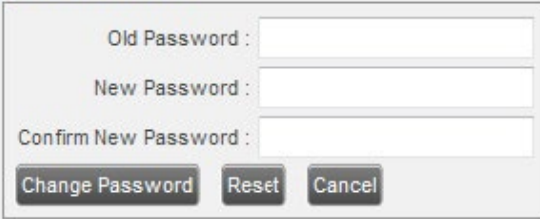
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## Change your password

Remember that this is your web portal password and that you have to use this new password when accessing your web portal. The password must follow the password rules set in CommPilot.

To change your password:

1. At the top right side of the Logo pane, click the **Settings** link. The Settings – General page appears.
2. In the Account area, click the **Change Password** link. The area expands allowing you to change your password.



[Change Password](#)

Old Password :

New Password :

Confirm New Password :

Account – Change Password

3. Enter your current and new password and click **Change Password**.
4. Click **Back to Application** on the Logo pane to save your changes and return to the main interface.

**Note:** Due to security restrictions, the application may not run. If this occurs, see Configure Web Browser.

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# Explore the workspace

When you sign in to miRECEPTION, the main page appears where you perform most of your call management and monitoring tasks. In addition, the main page provides a link to the Settings pages, where you configure various miRECEPTION settings.

The screenshot displays the miRECEPTION Main Interface. The top navigation bar includes links for Settings, Help, Full Screen, and Sign Out, along with the user name Kate Richardson. The interface is divided into two main panels. The left panel, titled 'CALL CONSOLE', contains a search bar, a 'Redial' button, and two sections: 'No items to show' and 'CONFERENCE CALL' (also showing 'No items to show'). The right panel, titled 'Contacts', features a search bar, tabs for Favourites, Enterprise, Personal, and Speed Dial, and a table of contacts. The table has columns for Status, Last Name, First Name, Number, Extension, Mobile, Department, and Notes. The contacts list includes entries for Singhon, Richardson, Wong, Papadakis, IM&P, and various users (User1 through User9) associated with TUF2015.

Status	Last Name	First Name	Number	Extension	Mobile	Department	Notes
	Singhon	Raji	+61386321425	1425		Marketing	Notes
	Richardson	Kate	+61386321423	1423		Marketing	Notes
	Wong	Mike	+61386321422	1422		Sales	Notes
	No-IM&P	Kaye	+61386321442	1442		Training	Notes
	Papadakis	Demi	+61386321434	1434	04991111119	Training	Notes
	IM&P	Debbie	+61386321441	1441		Training	Notes
	TUF2015	User1	+61883145041	5041			Notes
	TUF2015	User0	+61883145030	5030			Notes
	TUF2015	User9	+61883145039	5039			Notes
	TUF2015	User8	+61883145038	5038			Notes
	TUF2015	User7	+61883145037	5037			Notes
	TUF2015	User6	+61883145036	5036			Notes
	TUF2015	User5	+61883145035	5035			Notes
	TUF2015	User4	+61883145034	5034			Notes
	TUF2015	User3	+61883145033	5033			Notes
	TUF2015	User2	+61883145032	5032			Notes
	TUF2015	User1	+61883145031	5031			Notes
	TUF2015	User0	+61883145040	5040			Notes
	TUF2015	User3	+61883145053	5053			Notes
	TUF2015	User7	+61883145057	5057			Notes
	TUF2015	User6	+61883145056	5056			Notes
	TUF2015	User5	+61883145055	5055			Notes
	TUF2015	User4	+61883145054	5054			Notes
	TUF2015	User8	+61883145058	5058			Notes
	TUF2015	User2	+61883145052	5052			Notes
	TUF2015	User2	+61883145042	5042			Notes
	TUF2015	User0	+61883145050	5050			Notes
	TUF2015	User9	+61883145049	5049			Notes
	TUF2015	User8	+61883145048	5048			Notes
	TUF2015	User7	+61883145047	5047			Notes
	TUF2015	User6	+61883145046	5046			Notes

miRECEPTION Main Interface

Many visual aspects of miRECEPTION are configurable. For example, you can decide which windows should be open and which tabs you do not require to be visible. You can then save your workspace and retrieve it the next time you log in. For more information on saving your settings, see Configure miRECEPTION, Workspace.

**Note:** The Back, Forward, and Refresh operations of the web browser are not supported by miRECEPTION; and if performed, the results are inconsistent.

Most miRECEPTION controls are context sensitive, which means they appear only when the action they represent can be performed. Context-based controls that allow you to take actions on calls are called action buttons. For the list of controls available in miRECEPTION, see Manage Calls. The action buttons are described in a table in this section.

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This section describes the following elements of the miRECEPTION main interface:

- Logo Pane
- Call Console
- Conference Call
- Contacts Pane
- Queued Calls Pane
- Controls

The Settings pages, accessed via the Settings link and used to configure miRECEPTION, are described in section [Configure miRECEPTION](#).

### Logo Pane

The miRECEPTION main page and Settings pages contain a Logo pane, which displays the miRECEPTION client or company logo, global messages, links to other interface elements or miRECEPTION functions, and information about the signed-in user.



miRECEPTION Logo Pane

### Global Message Area

The Global Message Area, that is, the centre area of the Logo pane, is used by miRECEPTION to display information, warning, and error messages to the user. A message is displayed for several seconds and then disappears.



miRECEPTION Logo Pane – with message in Global Message Area

### Settings, Help and Sign Out links

The Logo pane displays links to the Settings pages, where you can configure the client, and the Help and Sign Out links.



miRECEPTION Logo Pane - Settings

### Full Screen

Selecting *Full Screen* will display miRECEPTION as a full screen.

To work in full screen mode, make sure that the main window is in focus and then click F11, or select the option **Full Screen**.







miRECEPTION Logo Pane – Full Screen

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## Signed-in user information

Information about yourself (that is, your name, your phone number, your availability to take calls, and your voice mail status) is displayed at the top right side of the Logo pane.

Information about the following services and features is provided:

- Do Not Disturb (DND) 
- Call Forwarding Always (CFA) 
- Busy Call State 
- Voice Messaging 

The information is presented in the form of icons to the left of your name in the following format:

- <DND/CFA/Busy> <Voice Messaging>
- The <DND/CFA/Busy> state is represented by one icon, where Do Not Disturb has precedence over Call Forwarding Always, which has precedence over *your* Busy Call State. If none of the services is enabled and your call state is *Idle*, the icon is not displayed
- The Voice Messaging icon is present only if you have outstanding voice messages. In addition, if a call is parked against your extension, the following information appears:

Parked User: <First Name> <Last Name> (<Extension>)

## Call Console

You use the *Call Console* to view and manage your current calls.

For information on managing your calls, see [Manage Calls](#).



Call Console

The *Call Console* contains the following areas:

- Dialler
- Current Calls
- Conference Call Panel



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

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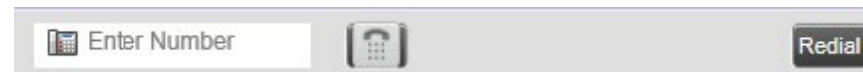
## Header

The Call Console header contains the following controls:

- Call History button  – This allows you to access the list of your previous calls.
- Call Waiting button  – This allows you to enable call waiting, if required.
- Auto Answer button  – This allows you to answer your calls automatically.

## Dialler

The *Dialler*, located at the top of the *Call Console*, below the header, allows you to make ad hoc calls.



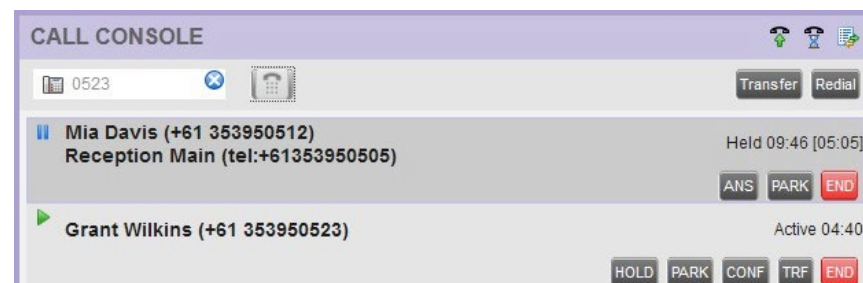
Call Console – Dialler

1. The *Enter Number* text box is where you enter the number to dial.
2. The buttons to the right, known as action buttons, change depending on the context, and allow you to perform actions for calls. For more information, Manage Calls.

## Current Calls

The *Call Console* displays your current calls and allows you to take actions on them.

If you are involved in a conference call, the details are displayed in the Conference Call panel at the bottom of the *Call Console*. The *Conference Call* panel is described in the following section.



Call Console – Current Calls

Each call is listed on a separate line with the following information:

**Remote CLID** – This is the name of the remote party (if available) and the phone number in parenthesis.

For a recalled call, the following information appears: Recall: <Caller's name>; via: <Call parked against user>.

**Call State icon** – This is a visual representation of the current state of the call. For more information, see section Call States and Actions.

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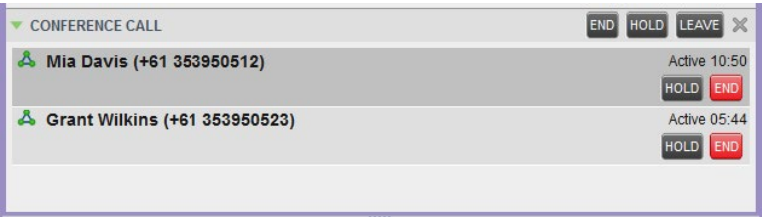
**Call State name** – This is the display name of the state the call is currently in.

**Call duration [Held duration]** – This is the duration of the call from the time the call was received from TIPT and it accurately reflects how long the call has been present in the system. In addition, for held calls, the time a call has been on hold is also displayed.

**Action buttons** – These buttons are for the operations that you can currently take on the call.

Conference Call panel

The *Conference Call* panel displays your current conference and allows you to manage your conference calls. You can only be involved in one conference call at a time.



Conference Call Panel

The header bar contains various controls that allows you to manage the conference:

- Hold Conference button **HOLD** – This allows you to place the conference on hold.
- Resume Conference button **ANS** – This allows you to resume a held conference.
- Leave Conference button **LEAVE** – This allows you to leave the conference.
- End Conference button **END** – This allows you to end the conference.

The panel lists the call legs that make up your current conference. Each two-way call is displayed on a separate line. The information displayed for each call leg is the same as the information displayed for a two-way call.

Call states and actions

The following table displays the different icons that appear based on the state of the call.

Icon	Display name	Icon	Display name
	Incoming		Conference (Active)
	Outgoing		Conference (Held)
	Active		Ringing in, Call Recalled
	Held		Parked Call (<DN>)

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## Contacts pane

The Contacts pane contains your contact directories and allows you to use your contacts to make or manage calls. For information on using contacts to manage calls, see Manage Calls.

For information about organising and managing your contact directories, see Manage Contacts.

500 Personal Contacts can be created in CommPilot, however currently a maximum of 50 can be displayed. When a search is performed 500 will be searched in the web based client, however only 50 displayed.

Contacts							
<div> <div>SEARCH</div> <div>Favourites x</div> <div>Enterprise x</div> <div>ENTERPRISE... x</div> <div>GROUP COM... x</div> <div>Personal x</div> <div>Speed</div> </div>							
<div> <input type="text"/> <input type="checkbox"/> Begins with           <div>All</div> <input type="text"/> <input type="checkbox"/> Quick Search         </div>							
Status	Last Name	First Name	Number	Extension	Mobile	Department	Notes
<input type="radio"/>	Richardson	Kate	+61386321423	1423		Marketing	<a href="#">Notes</a>
<input type="radio"/>	Singhton	Raji	+61386321425	1425		Marketing	<a href="#">Notes</a>
<input checked="" type="radio"/>	Wong	Mike	+61386321422	1422		Sales	<a href="#">Notes</a>
<input checked="" type="radio"/>	Papadakis	Demi	+61386321434	1434	04991111119	Training	<a href="#">Notes</a>
<input checked="" type="radio"/>	No-IM&P	Kaye	+61386321442	1442		Training	<a href="#">Notes</a>
<input checked="" type="radio"/>	IM&P	Debbie	+61386321441	1441		Training	<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User2	+61883145032	5032			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User3	+61883145033	5033			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User4	+61883145034	5034			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User8	+61883145058	5058			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User0	+61883145030	5030			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User5	+61883145035	5035			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User6	+61883145036	5036			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User7	+61883145037	5037			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User8	+61883145038	5038			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User9	+61883145039	5039			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User0	+61883145040	5040			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User1	+61883145041	5041			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User1	+61883145031	5031			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User7	+61883145057	5057			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User6	+61883145056	5056			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User5	+61883145055	5055			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User2	+61883145042	5042			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User3	+61883145053	5053			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User2	+61883145052	5052			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User1	+61883145051	5051			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User0	+61883145050	5050			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User9	+61883145049	5049			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User8	+61883145048	5048			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User7	+61883145047	5047			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User6	+61883145046	5046			<a href="#">Notes</a>

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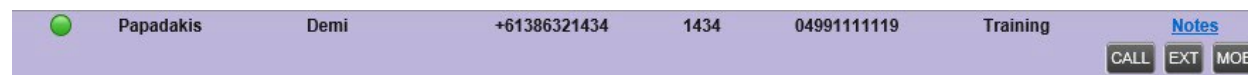
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The *Contacts* pane contains the following panels:

- Search Panel
- Favorites Panel
- Enterprise Panel
- Enterprise Common Panel
- Group Common Panel
- Personal Panel
- Speed Dial Panel
- Queues Panel
- Outlook Panel
- Custom Panel
- Monitored Panel.

Outlook Panel. The panels you see depend on your miRECEPTION system configuration, as well as the services assigned to you. For information, see Manage Contacts or see your CGA.

When you click a contact in any contact directory, the contact expands and information about the contact appears as well as the action buttons for the operations that you can currently perform on that contact.



Group Panel – Contact in Focus with Action Buttons

For the list of action buttons available in miRECEPTION, see Explore the Workspace, Call Action Buttons.

## Search Panel

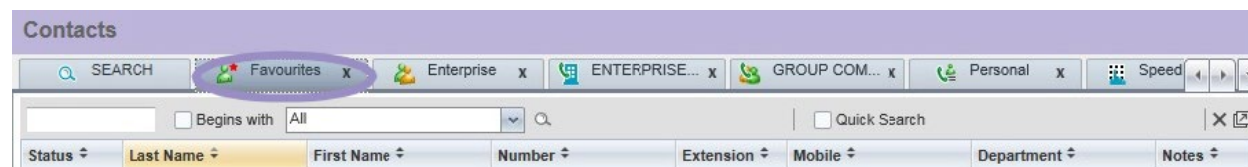
You use the *Search* panel to look for specific contacts in your different directories. For information on performing directory searches, see Manage Contacts, Search Contacts.



Contacts Pane – Search Panel

## Favorites Panel

You use the *Favorites* panel to monitor the call status of selected contacts. The contacts to monitor must be configured in CommPilot.



Contacts Pane – Favorites Panel



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## Enterprise Panel

The *Enterprise* panel contains the contacts in your enterprise or company. If your enterprise administrator restricted your access to your enterprise directory, you can only see the contacts from your group directory.

Contacts							
<div> <div>SEARCH</div> <div>Favourites</div> <div>Enterprise</div> <div>ENTERPRISE...</div> <div>GROUP COM...</div> <div>Personal</div> <div>Speed</div> </div>							
<div> <div> <input type="text"/> <div> <input type="checkbox"/> Begins with           All         </div> </div> <div>Quick Search</div> </div>							
Status	Last Name	First Name	Number	Extension	Mobile	Department	Notes
<input type="radio"/>	Richardson	Kate	+61386321423	1423		Marketing	<a href="#">Notes</a>
<input type="radio"/>	Singhton	Raji	+61386321425	1425		Marketing	<a href="#">Notes</a>
<input type="radio"/>	Wong	Mike	+61386321422	1422		Sales	<a href="#">Notes</a>
<input checked="" type="radio"/>	Papadakis	Demi	+61386321434	1434	0499111119	Training	<a href="#">Notes</a>
<div>CALL EXT MOB</div>							
<input checked="" type="radio"/>	No-IM&P	Kaye	+61386321442	1442		Training	<a href="#">Notes</a>
<input checked="" type="radio"/>	IM&P	Debbie	+61386321441	1441		Training	<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User2	+61883145032	5032			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User3	+61883145033	5033			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User4	+61883145034	5034			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User8	+61883145058	5058			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User0	+61883145030	5030			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User5	+61883145035	5035			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User6	+61883145036	5036			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User7	+61883145037	5037			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User8	+61883145038	5038			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User9	+61883145039	5039			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User0	+61883145040	5040			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User1	+61883145041	5041			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User1	+61883145031	5031			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User7	+61883145057	5057			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User6	+61883145056	5056			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User5	+61883145055	5055			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User2	+61883145042	5042			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User3	+61883145053	5053			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User2	+61883145052	5052			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User1	+61883145051	5051			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User0	+61883145050	5050			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User9	+61883145049	5049			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User8	+61883145048	5048			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User7	+61883145047	5047			<a href="#">Notes</a>

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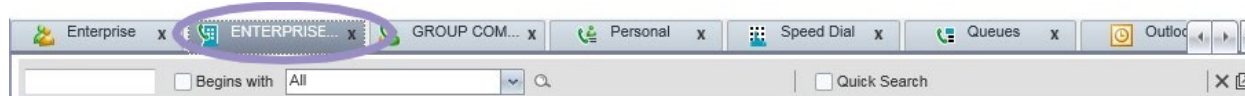
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### Enterprise Common

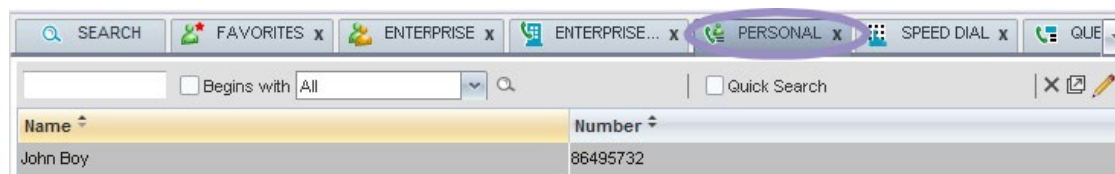
If your administrator has configured custom contact directories for your group, you can access them from miRECEPTION.



### Personal Panel

The *Personal* panel contains the contacts from your personal phone list which have been configured in CommPilot.

You can edit your personal contacts in miRECEPTION. For information about managing your personal contacts, see Manage Contacts, Manage Personal Contacts.

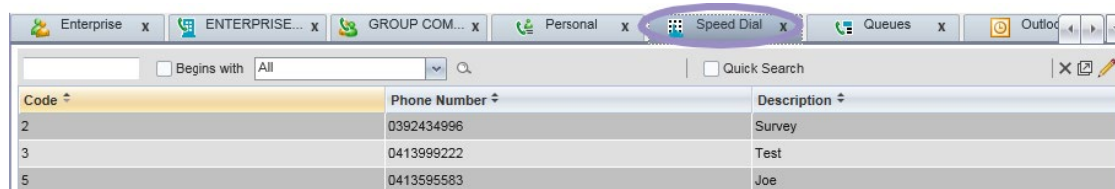


Contacts Pane – Personal Panel

### Speed Dial Panel

The *Speed Dial* panel displays your Speed Dial 8 and Speed Dial 100 contacts. It is available to users who have been assigned Speed Dial 8/Speed Dial 100 services.

You can edit your speed dial entries in miRECEPTION. For information about managing your speed dial entries, see Manage Contacts, Manage Speed Dials Entries.



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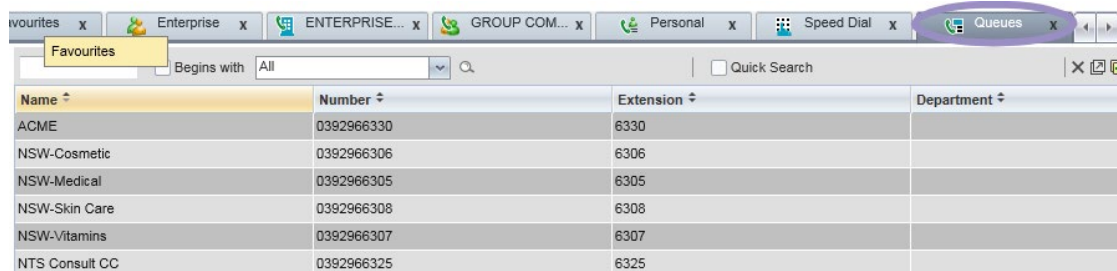
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## Queues Panel

The *Queues* panel displays the list of call centres (and associated DNIS numbers, if configured) that a call centre agent or supervisor is staffing and/or supervising. The primary purpose of this directory is to provide you with a quick way to transfer calls to queues.

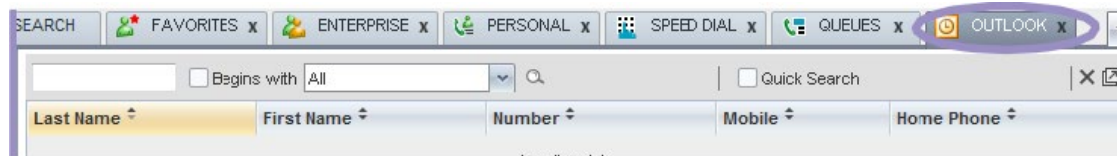


Name	Number	Extension	Department
ACME	0392966330	6330	
NSW-Cosmetic	0392966306	6306	
NSW-Medical	0392966305	6305	
NSW-Skin Care	0392966308	6308	
NSW-Vitamins	0392966307	6307	
NTS Consult CC	0392966325	6325	

Contacts Pane – Queues Panel

## Outlook Panel

The *Outlook* panel contains your Outlook contacts. This feature is available to you if you have the Outlook Integration service enabled and configured. For more information, see Configure miRECEPTION, Settings-Plugins, Microsoft Outlook.



Last Name	First Name	Number	Mobile	Home Phone
-----------	------------	--------	--------	------------

Loading data...

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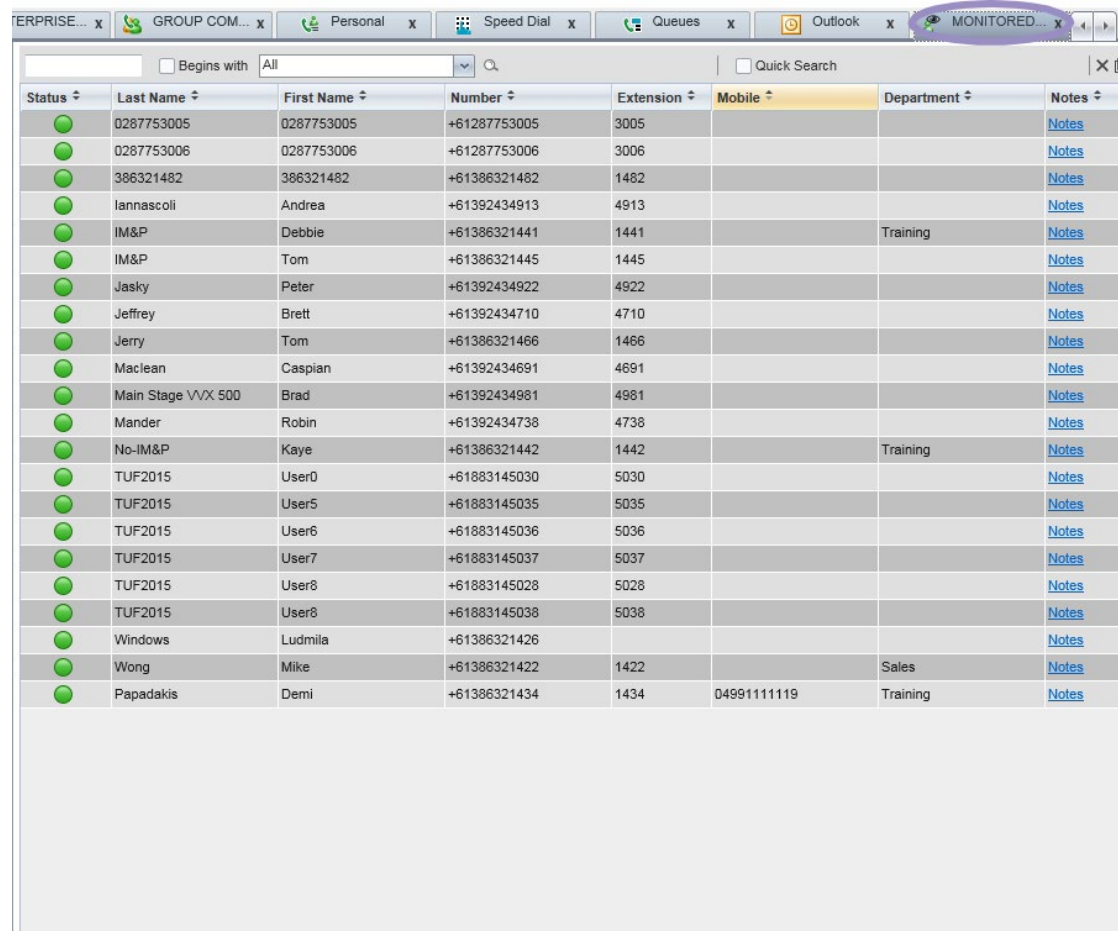
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## Monitored (contacts) Panel

The *Monitored* panel displays the list of contacts you are currently monitoring. Click on a contact's Status icon initially to enable monitoring, the icon will change from grey to green. You will then see the monitored contact in the Monitoring panel.



Status	Last Name	First Name	Number	Extension	Mobile	Department	Notes
	0287753005	0287753005	+61287753005	3005			<a href="#">Notes</a>
	0287753006	0287753006	+61287753006	3006			<a href="#">Notes</a>
	386321482	386321482	+61386321482	1482			<a href="#">Notes</a>
	Iannascoli	Andrea	+61392434913	4913			<a href="#">Notes</a>
	IM&P	Debbie	+61386321441	1441		Training	<a href="#">Notes</a>
	IM&P	Tom	+61386321445	1445			<a href="#">Notes</a>
	Jasky	Peter	+61392434922	4922			<a href="#">Notes</a>
	Jeffrey	Brett	+61392434710	4710			<a href="#">Notes</a>
	Jerry	Tom	+61386321466	1466			<a href="#">Notes</a>
	Maclean	Caspian	+61392434691	4691			<a href="#">Notes</a>
	Main Stage V/X 500	Brad	+61392434981	4981			<a href="#">Notes</a>
	Mander	Robin	+61392434738	4738			<a href="#">Notes</a>
	No-IM&P	Kaye	+61386321442	1442		Training	<a href="#">Notes</a>
	TUF2015	User0	+61883145030	5030			<a href="#">Notes</a>
	TUF2015	User5	+61883145035	5035			<a href="#">Notes</a>
	TUF2015	User6	+61883145036	5036			<a href="#">Notes</a>
	TUF2015	User7	+61883145037	5037			<a href="#">Notes</a>
	TUF2015	User8	+61883145028	5028			<a href="#">Notes</a>
	TUF2015	User8	+61883145038	5038			<a href="#">Notes</a>
	Windows	Ludmila	+61386321426				<a href="#">Notes</a>
	Wong	Mike	+61386321422	1422		Sales	<a href="#">Notes</a>
	Papadakis	Demi	+61386321434	1434	04991111119	Training	<a href="#">Notes</a>

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## Queued Calls pane


You use the *Queued Calls* pane to manage queued calls in the selected call centres. For more information about managing queued calls, see Manage Queued Calls.

QUEUED CALLS	
Reception 0353950505	4/10 (4/7) X
Mia Davis (353950512)	04:42
Grant Wilkins (353950523)	04:41
Amy Watson (353950521)	04:39
Cara Lincoln (353950522)	04:38





Queued Calls Pane

The pane lists queued calls for the selected call centres. For information on selecting call centres to display, see Manage Queued Calls.

Each call centre is displayed in a separate panel. The panel's header displays the following information:

- The name of the call centre.
- The primary phone number of the call centre.
- The number of calls currently displayed for the queue against the maximum number of calls that can be displayed for a queue.
- The number of calls in queue against the queue length.
- A *Message Waiting* icon  indicates that there are outstanding messages for the call centre.

When you expand the panel for a call centre, the list of calls queued in that call centre appears, with calls listed according to their position in the queue.

QUEUED CALLS	
Reception 0353950505	4/10 (4/7) X
<div>  <b>Mia Davis (353950512)</b> </div> <div>06:06</div>	
<div>  <b>Cara Lincoln (353950522)</b> </div> <div>05:50</div>	
<div>           Position 2            Reception (353950505)         </div> <div>  <b>Grant Wilkins (353950523)</b> </div> <div>06:01</div>	
<div>  <b>Amy Watson (353950521)</b> </div> <div>05:55</div>	

Queued Calls Pane – Call Centre Panel (Expanded)

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The following information is provided for each call:









- Call Status icon – A graphic representation of the state of the queued call, which can be one of the following:
  - Waiting ⌚ – The call is queued, waiting to be answered
  - Announcement 🔊 – An announcement is being played to the caller
  - Reordered ↻ – The position of the call in the queue has been changed
  - Bounced ⚠️ – The call has been bounced
- Name (if available) and phone number of the calling party (CLID)
- The total call time, including the time in the current priority bucket (in parentheses) Clicking a call expands the call to show additional data:
- Position of the call in the queue
- Name (if available) and the phone number of the call centre that was called

When you move the mouse over a queued call, the action buttons that can be applied to the call appear. For information, see Explore the Workspace, Call Action Buttons.

## Controls

miRECEPTION controls are context sensitive, that is, most controls appear only when the action can be completed. For example, when you select a call and enter a number or select a contact, the Transfer button appears, allowing you to transfer the call. The controls that correspond to call operations, such as Dial, Transfer, or Hold are called action buttons. They are described in see Explore the Workspace, Call Action Buttons.

The following table lists the general controls used in miRECEPTION and the controls displayed on the headers in the panels.

Icon	Name	Description
Common Controls		
	Options	This allows you to organise items in lists
	Expand/Collapse	This shows or hides the contents of a window or panel
	Close	This closes an interface element, such as window, pane, or panel.
	Edit	This allows you to edit contacts in some directories
Call Console Controls		
	Call History	This displays your call logs
	Call Waiting	This allows you to turn Call Waiting on or off
	Auto Answer	This automatically answers your incoming calls
Dialog Box Notification Window		
	Transfer to Voice Mail	This transfers an incoming call to your voice mail

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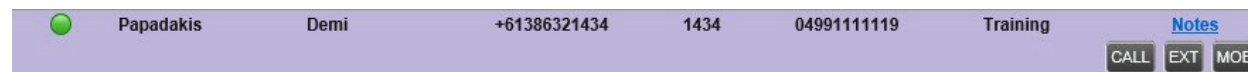
Appendix B: Keyboard Shortcuts

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## Call Action Buttons

Action buttons allow you to perform actions on calls, such as answering or transferring a call. They appear on the Dialler, a call line, a call history log, or a directory entry.

Action buttons are context sensitive and appear on a line/entry only when you move the mouse over that entry and when the corresponding action can be performed on that entry.



Group Panel – Contact in Focus with Action Buttons

The following table lists action buttons available in miRECEPTION.

Button	Name	Description
	Dial	This dials the number you entered in the Dialler.
	Call	Places a call to the selected contact or to a number from Call History.
	Redial	Redials the last dialled number.
	Extension	Dials the contact's extension.
	Mobile	Dials the contact's mobile number.
	E-mail	Brings up a new e-mail message window with the contact's e-mail address, allowing you to send an e-mail to the contact.
	Transfer	Transfers a call to an ad hoc number entered in the Dialler.
	Transfer	Transfers a call to a selected number or contact.
	Top	Transfers a call to the top of a queue
	Transfer to Voice Mail	Transfers a call to the selected contact's voice mail.
	Answer	Answers an incoming call, answers an unanswered call for a contact, or resumes a held call.
	Hold	Places a call on hold.
	End	Ends a call.
	Conference	Establishes a conference call or adds a call to a conference.
	Camp	Camps the call on a busy contact.
	Barge In	Barges in on a contact's call.
	Park	Parks a call on a contact.
	Retrieve	Retrieves a selected call from the queue to the supervisor's device.
	Reorder	Changes a selected call's position in the queue.
	Delete Call Log	Deletes a call log from Call History.



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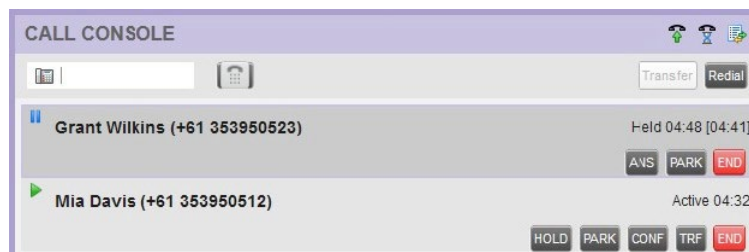
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# Manage calls

This section includes information and procedures on how to manage current calls. You use the Call Console to view and manage your current calls.



Call Console

## View Call Information

Call information is provided in the *Call Console* and in the *Call Notification* pop-up window that appears on top of the system tray for incoming calls.

## View Current Call

Your current calls are always visible in the *Call Console*.

To view your conference call:

1. In the *Conference Call* panel, click the **Expand** button 

## View Incoming Call Details

If the Call Notification feature is enabled, a *Call Notification* pop-up window appears on top of the system tray when an inbound call is received.

- **Direct inbound calls** – For calls to your direct number or extension, the following information is displayed:
  - Calling party name
  - Calling party number
- **Calls from a call centre** – For calls from a call centre, the call centre name is displayed in addition to the caller's name and phone number.

**Note 1:** You must have only one tab open in the browser running miRECEPTION to receive call notifications.

**Note 2:** If calls come within eight seconds of each other, the Call Notification pop-up window only appears for the first call of that series.



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## Answering calls

You can answer your own incoming calls and calls for other users in your group. If you have the *Auto Answer* service, you can activate Auto Answer so calls are answered automatically.

### Answer a call

Your incoming calls appear in the *Call Console*. To answer a call, the call state must be Incoming.

To answer an incoming call:

1. Move the mouse over the call and click **Answer** . The call state changes to *Active*.

**Note:** Double-clicking a call, does not answer it.

To answer an incoming call from a Call Notification pop-up window:

1. Click anywhere on the text in the window.

To answer calls automatically:

1. In the *Call Console*, click the **Auto Answer**  button.

The button changes to this  to indicate that Auto Answer is on.

When Auto Answer is enabled, your phone automatically goes off-hook when it is alerted. This applies to both inbound and Click-To-Dial calls.

The Auto Answer feature may be enabled manually in the client or by the administrator on the server.


**Note:** If this feature is enabled by your administrator, you must not enable the client-based Auto Answer using the Auto Answer button.

### Pick up call

The Directed Call Pickup service allows you to answer a call that is incoming on another user. Depending on your setup, you can answer calls for users in your group or in the entire enterprise. This is useful when the user is currently not available to answer the call.

**Note:** To pick up a contact's call, you need to have the Directed Call Pickup service assigned. Directed Call Pickup is a feature of the Executive service pack.

To answer a call for a contact:

1. Expand your *Enterprise* or *Favorites* directory and click the target contact to expand it. The contact's state must be ringing.
2. Move the mouse over the contact and click **Answer** .
3. The call appears as Incoming in the *Call Console*.

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## Manage calls

### Hold and resume calls

You can only put an active call on hold. To put a call on hold:

1. Move the mouse over the call and click **Hold** .

### Resume held call

To resume a held call:

1. Move the mouse over the call and click **Answer** .

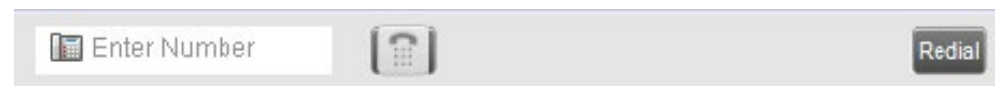
**Note:** Double-clicking a call does not take the call off hold.

### Make and end calls

miRECEPTION provides you with several ways in which you can make calls.


### Dial ad hoc number

You use the Dialler to place a call to an ad hoc number.



Dialer

To dial an ad hoc number:

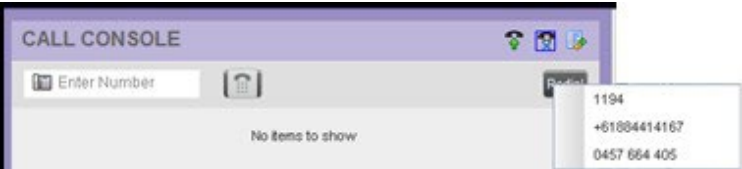
1. In the *Dialler*, enter the phone number and click **Dial** .
2. The call is placed and the call state is *Outgoing*.

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Redial number

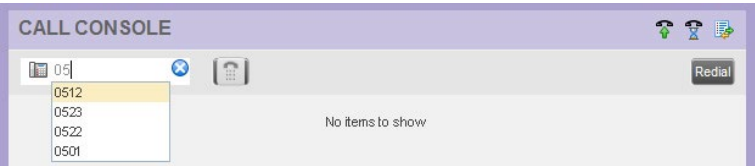
miRECEPTION keeps up to ten most recently dialled numbers. To redial a recently dialled number:

- 1. Click the **Redial** button and select the number from the list that appears.



Dialler – Redialling Number

- 2. Alternatively, in the *Dialler*, place the cursor in the text box and start entering a number. A list of recently called numbers that start with the entered digits appears.



Dialler – Select Recently Dialled Number

- 3. Select the number to dial and click **Dial** button.

The client issues a Click-To-Dial attempt to the selected number.

Dial Contact

You can dial contacts from any directory available in miRECEPTION.

To dial a contact:

- 1. In the *Contacts* pane, expand the directory from which you want to dial a contact.
- 2. Click the contact to expand it and click **Call** button for that contact. A Click-To-Dial action is initiated and your phone rings.




Group Panel – Contact in Focus with Call, Extension, Mobile and Email Buttons

- 3. Alternatively, to dial the contact's extension, click Extension **EXT** or to dial the contact's mobile number, click **Mobile** button. (**Mobile** will only appear if the users' mobile number has been entered into their user profile in CommPilot).


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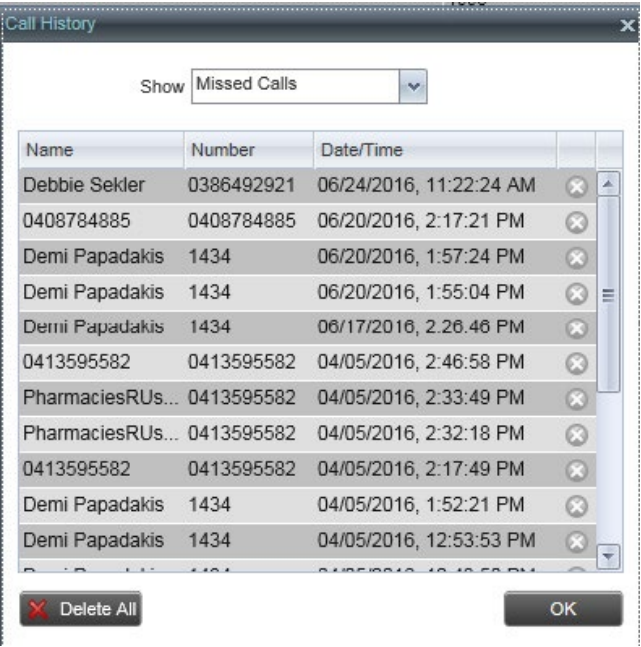
Speed Dial

- To speed dial a contact:
1. In the *Contacts* pane, expand the *Speed Dial* panel.
  2. Click the contact to expand it and click **Call** .

Dial from History

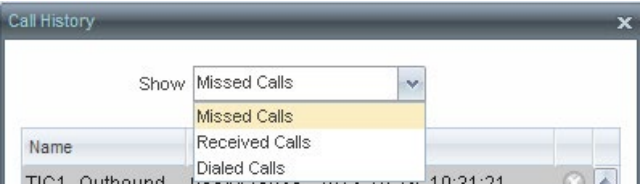
You can dial any number that is available in Call History. Missed, Received and Dialed calls are visible. To dial from Call History:

1. In the *Call Console*, click the **Call History** button . The *Call History* dialog box appears.



Call History Dialog Box

2. From the *Show* drop-down list, select the grouping you want, Missed, Received or Dialed.



Call History - Show

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3. Scroll through the list of call logs to find the entry you need.
4. Click the entry to expand it and click **Call** .

## End Call

To end a call:

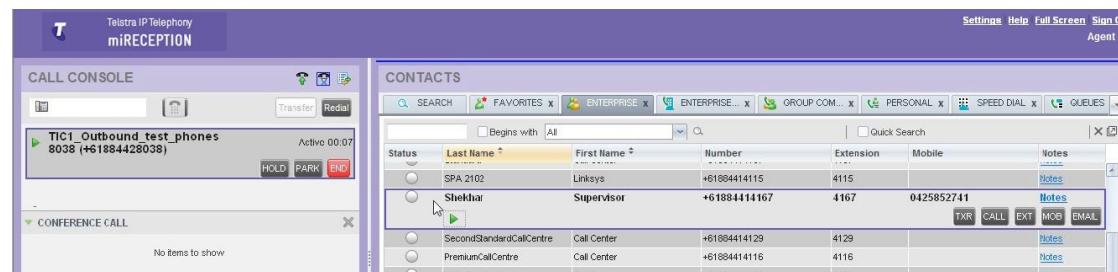
1. Click **End**  for that call.

## Drag and drop call onto contact

For operations on calls that involve a contact, you can drag a call from the *Call Console* and drop it on a target contact in one of your contact's directories. This provides you with a quick way to perform operations on calls that involve a contact.

Drag and Drop needs to be selected in **Settings** for this option to operate.

As the call is dragged, a green arrow appears. When the call is dropped onto a contact, no action is taken on the call. The target contact expands and you can select the action button for the operation you want to perform on that call.



Dragging Call and Dropping it on Contact

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## Transferring calls

There are a number of ways in which you can transfer a call. You can blind transfer calls or transfer calls with consultation. You can also transfer calls directly to voice mail or to a queue.

### Blind transfer call


A blind transfer occurs when a call is transferred without an introduction. Calls may be blind transferred while active, held, or ringing (in) on your phone. If a call is ringing (in), blind transfer allows the call to be redirected before it is answered. You can blind transfer a call to an ad hoc number or to a contact.

To blind transfer a call to a contact:

1. In the *Call Console*, select the call to transfer.
2. In the *Contacts* pane, expand the panel from which you want to select a contact.
3. Click the destination contact to expand it, and click **Transfer**  for that contact. The call is transferred and removed from the *Call Console*.

Alternatively, drag the call onto the target contact.

To blind transfer a call to an ad hoc number:

1. In the *Call Console*, select the call to transfer.
2. In the *Dialler*, enter the destination number and click **Transfer** .


The call is transferred and removed from the *Call Console*.

### Transfer with consultation

Use this method to transfer a call with an introduction to the destination party. To transfer a call with consultation:

1. In the *Call Console*, select the call to transfer.
2. Select the contact in a directory to transfer the call to.
3. Click **Call, OR**
4. Make a call to the person you want to transfer the call to by entering their number in the Enter number field (dialler), and click **Dial**.

If the first call was active, it is put on hold. The new call appears in the *Call Console*.

5. Wait until the called party answers and accepts your call.
6. When ready to transfer, in the **Call Console** pane select one of the two calls, move the mouse over the non-selected call and click **Transfer** .
7. The calls are connected and removed from the *Call Console*.





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### Transfer to Voice Mail

You can transfer a call to a monitored contact's voice mail or to your own voice mail. To transfer a call to voice mail:

1. In the Call Console, select the call to transfer.
2. In the Contacts pane, expand the Enterprise or Favorites directory and find the contact.
3. Click the contact and click **Transfer to Voice Mail**  for that contact.

Alternatively, drag the call onto the target contact and click **Transfer to Voice Mail**  for that contact.

**Note:** This option is only available if the contact has the Voice Messaging service assigned and enabled.


You can also transfer an incoming call to voice mail from the Call Notification pop-up window. To transfer an incoming call to your voice mail:

1. In the Call Notification pop-up window that appears when you receive a call, click **Transfer to Voice Mail** .

### Transfer to queue

You can transfer a current call to any queue that appears in your Queues panel. The call is placed at the bottom of the new queue.


To transfer a call to a queue:

1. In the *Call Console*, select the call to transfer.
2. Expand the *Queues* panel.
3. Click the destination queue and click **Transfer** .
4. The call is transferred and removed from the *Call Console*.
5. Alternatively, drag the call onto the target contact.

### Transfer to the top of a queue

You can transfer a current call to the top of any queue that appears in your Queues panel.

To transfer a call to the top of a queue:

1. In the *Call Console*, select the call to transfer.
2. Expand the *Queues* panel.
3. Click the destination queue and click **Top** .
4. The call is transferred and removed from the *Call Console*.

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## Manage calls

### Parking and Camping Calls


Call parking or camping allows you to find a temporary parking place for the call. If the parked or camped call is not answered within the predefined time, the call is recalled and reappears in your *Call Console*.

### Conduct Busy Camp On

Busy Camp On allows you to place a call at a busy contact. The call is automatically transferred to the destination when the contact becomes available to take the call. A call to camp must be active or held, and the destination contact must be either *Busy* or *Ringing*.

**Note:** To use the feature, you need to have the Busy Camp On service assigned, configured and active and the user must have Call Waiting turned off.

To camp a call on a busy contact:


1. In the *Call Console*, select the call to camp.
2. In your *Enterprise* or *Favorites* directory, click a *Busy* or *Ringing* contact and click **Camp** . Once the call is camped, it is removed from the *Call Console*.

If the call reaches the designated expiration timer before the call is answered, the call is recalled to your device and reappears in the *Call Console* and displays who the call has been recalled from.

### Conduct Group Call Park

Group Call Park searches within a predefined hunt group for an available line on which to park a call. After a set time, the call returns to the originating operator or a specified hunt group (depending on how the service is configured). If the parking attempt fails for any reason, the call remains in your *Call Console*.

To perform a Group Call Park:

1. In the *Call Console*, move the mouse over an active or held call and click **Park** . The call is parked against your extension and removed from the *Call Console*.
2. If the call reaches the designated expiration timer before the call is answered, the call may be recalled to your phone and reappear in your *Call Console*.
3. For another person to retrieve the call, they need to dial the feature access code \*88, from any other IP phone, then enter the number the call was parked against.

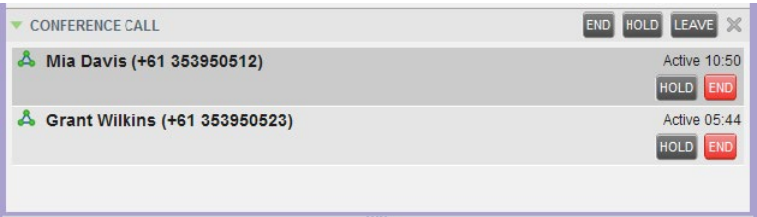
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### Conference Call

You manage your conferences in the *Call Console*.

- You use the top area of the *Call Console* to establish a conference and add participants to it
- You use the *Conference Call* panel to manage or end an active conference

You can only have one active conference at a time.



Call Console – Conference Call Panel

To conduct an N-Way conference you must first start a Three-Way conference and then add participants to it.

**Note:** To conduct a conference with more than 3 parties, you must have the N-Way Call service assigned.

### Start three-way conference

To start a conference you need to have at least two current calls.

To start a conference:

1. If necessary, place calls to participants using any of the methods described in Manage Calls, Make and End Calls.
2. In the *Call Console*, select one of the two calls.



Starting Conference

3. Move the mouse over the non-selected call and click **Conference**.

A Three-Way Conference is established and the connected calls are moved to the Conference Call panel.

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## Manage calls

### Add participants to conference

To perform this operation, you need to have the N-Way Call service assigned.

To add participants to a conference:

1. Ensure you have an active conference call.
2. In the *Call Console*, move the mouse over the call to add and click Conference . The caller is added to the conference.

### Hold Conference

To put an active conference on hold:

1. In the Conference Call panel, click **Hold Conference** . This allows other conference participants to continue their conversation.


### Resume held conference

To resume a held conference:

1. In the *Conference Call* panel, click **Answer** . All the calls in the conference become active.

### Put conference participant on hold

To put a specific conference participant on hold:

1. Expand the *Conference Call* panel.
2. Move the mouse over the target call and click **Hold** .

### Resume conference participant

To resume a conference participant:

1. Expand the *Conference Call* panel.
2. Move the mouse over the target call and click Answer.

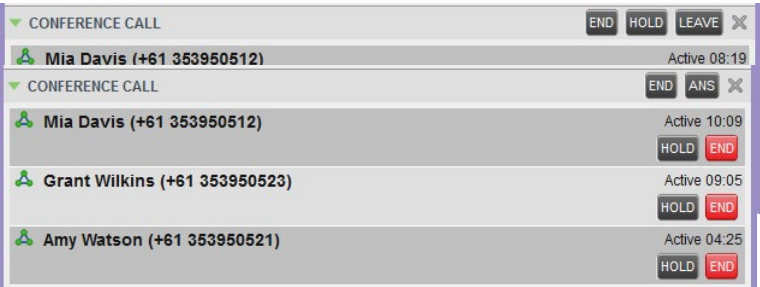
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Leave conference

To leave the conference:

1. In the *Conference Call* panel, click the **Leave Conference**  button.


**Note:** This function is only available for Three-Way Conferences.



A conference with 4 participants (3 plus the conference initiator)

Remove conference participant

To end a selected call in the conference:

1. Expand the *Conference Call* panel.
2. Move the mouse over the call and click **End** .

End conference

To end the conference:

1. In the *Conference Call* panel, click **End Conference** . This releases all the calls that participate in the conference.



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## Manage calls


### Barge in on call

Call Barge-in allows you to barge in on a contact's call. This is useful when you want to enter a call that is already established between two other people.

Depending on your setup, you can barge in on contacts in your group or enterprise.

**Note:** This functionality is only available if you have been assigned this service by your administrator.

To barge in on a call:

1. Expand the *Enterprise* or *Favourites* directory.
2. Click the target contact and click **Barge In** . The contact's status must be *Busy*.
3. You enter an ongoing call establishing a Three-Way Conference. The calls appear in the *Conference Call* panel.

You can now perform any conference operation on the call.

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# Message contacts

miRECEPTION allows you to send e-mail messages to contacts who have messaging configured in the system. You must have the Messaging feature enabled within miRECEPTION Settings and the users email address entered into their user profile in CommPilot.

## Send an e-mail message to a contact

To sent an e-mail message to a contact:

1. In the *Enterprise* or *Favorites* directory, click the contact that has an e-mail address configured.
2. Click the **E-mail** button  for the contact. This brings up a new e-mail window for the configured Messaging service
3. Write your message and click **Send**

See Configure miRECEPTION, Settings-Messaging, for details on configuring the default e-mail format.

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# Manage contacts

miRECEPTION allows you to view, search, and organise your contact directories.

You use the *Contacts* pane to manage your contact directories, to monitor selected contacts, and to use your contacts to make or manage calls.

Contacts							
<div>SEARCH Favourites Enterprise ENTERPRISE... GROUP COM... Personal Speed</div>							
<div><input type="text"/> <input type="checkbox"/> Begins with All <input type="checkbox"/> Quick Search</div>							
Status	Last Name	First Name	Number	Extension	Mobile	Department	Notes
<input type="radio"/>	Singhton	Raji	+61386321425	1425		Marketing	<a href="#">Notes</a>
<input type="radio"/>	Richardson	Kate	+61386321423	1423		Marketing	<a href="#">Notes</a>
<input checked="" type="radio"/>	Wong	Mike	+61386321422	1422		Sales	<a href="#">Notes</a>
<input checked="" type="radio"/>	IM&P	Debbie	+61386321441	1441		Training	<a href="#">Notes</a>
<input checked="" type="radio"/>	Papadakis	Demi	+61386321434	1434	04991111119	Training	<a href="#">Notes</a>
							<div>CALL EXT MOB</div>
<input checked="" type="radio"/>	No-IM&P	Kaye	+61386321442	1442		Training	<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User3	+61883145033	5033			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User4	+61883145034	5034			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User8	+61883145058	5058			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User0	+61883145030	5030			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User1	+61883145031	5031			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User5	+61883145035	5035			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User6	+61883145036	5036			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User7	+61883145037	5037			<a href="#">Notes</a>
<input checked="" type="radio"/>	TUF2015	User8	+61883145038	5038			<a href="#">Notes</a>
<input type="radio"/>	TUF2015	User9	+61883145039	5039			<a href="#">Notes</a>

Contacts Pane

For the list of contact directories available in your version of miRECEPTION, see Exploring the Workspace.

For information on monitoring contacts, see Monitor Contacts; for more information on call-related functions, see Manage Calls.

This section describes the directories management functions provided by miRECEPTION.

- Show and Hide Directories
- Search Contacts
- View Contact Details and Make Notes

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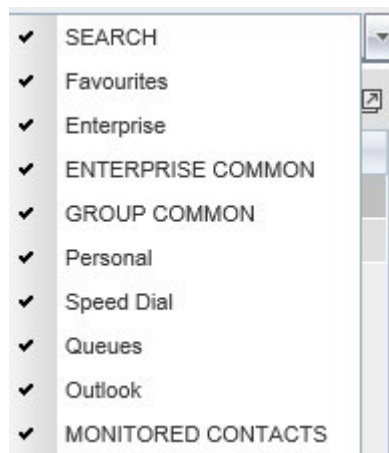
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### Show/Hide Directories



miRECEPTION allows you to specify which directories should be visible in the *Contacts* pane.



Contacts Pane – Expanded Options Menu

All directories can be displayed individually in the *Contacts* pane. In addition, you can decide which directories to display.

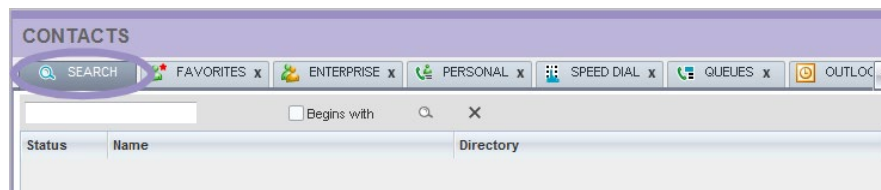
To display or hide a directory in the Contacts pane:

1. At the top right side of the *Contacts* pane, click **the drop down arrow**.   
From the menu that appears select the directory to display.
2. To close the directory, click the **Close** button  for the directory.

### Search Contacts

The Search feature allows you to search for contacts in one, several, or all directories.

Use the *Search* panel located at the top of the **Contacts** pane to perform contact searches.



Search

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To search one or more directories:

1. In the *Search* text box, enter the text you want to search for and press **ENTER**.  
You can enter partial information, such as part of a name or phone number
2. To restrict the search to contacts that start with the entered text, check the *Begins with* box
3. From the drop-down list, select the directories to search.
4. Press **ENTER**

**Note:** The search is not case-sensitive; the search for “Ann” and “ann” returns the same results.

Search results are displayed in the Search panel, each contact listed with the name of the directory where they were found.

TIPT directories are searched in the following order: Supervisors, Agents, Enterprise. Duplicate search results in TIPT directories are not displayed; the first match for a given contact is displayed.

Duplicate search results in other directories are displayed.

Contacts		
<div> <div>SEARCH</div> <div>Favourites x</div> <div>Enterprise x</div> <div>ENTERPRISE... x</div> <div>GROUP COM... x</div> <div>Personal x</div> <div>Speed</div> </div>		
<div> <div>dem</div> <div><input type="checkbox"/> Begins with</div> <div>Q</div> <div>X</div> </div>		
Status	Name	Directory
<input type="radio"/>	Demo Awan	Enterprise
<input type="radio"/>	Samsung Demo 1	Enterprise
<input type="radio"/>	Samsung Demo 2	Enterprise
<input type="radio"/>	Samsung Demo 3	Enterprise
<input type="radio"/>	Samsung Demo 4	Enterprise
<input checked="" type="radio"/>	Demi Papadakis	Enterprise
<input type="radio"/>	Eric Smith Demo	Enterprise
<input type="radio"/>	Telstra Demo User-1	Enterprise
<input type="radio"/>	Telstra Demo User-2	Enterprise
<input type="radio"/>	Telstra Demo User-3	Enterprise
<input type="radio"/>	Demo VVX 500	Enterprise
<input type="radio"/>	Demo VVX410	Enterprise

Contacts Pane – Search Results

The search returns either all the contacts (in the selected directories) that contain the entered keyword or all the contacts that start with the entered keyword.

In the example above, entering “dem” returns all contacts from all directories with the letters “dem” in the name.

1. To clear the search results, click **Reset** X



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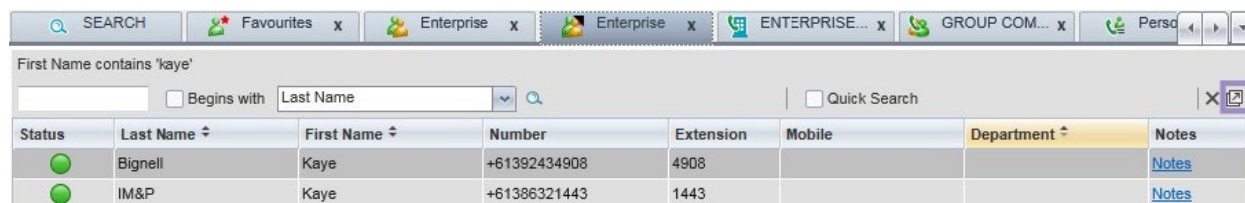
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### Pullout search directories

1. Search results can be pulled out into a new tab using the **Pullout** button .




First Name contains 'kaye'

☐ Begins with Last Name ☐ Quick Search

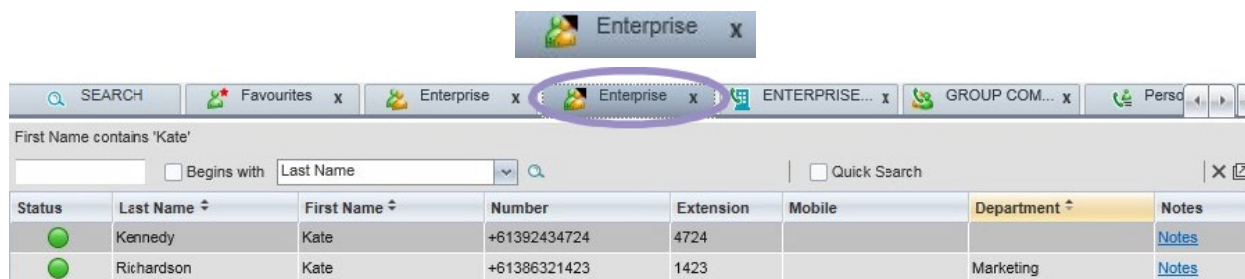
Status	Last Name	First Name	Number	Extension	Mobile	Department	Notes
	Bignell	Kaye	+61392434908	4908			<a href="#">Notes</a>
	IM&P	Kaye	+61386321443	1443			<a href="#">Notes</a>

Pull button location

- The Pullout button is enabled after a search on a single field, i.e. Last Name The Pullout button will **NOT** appear if the “All” option is selected.
- The Pullout button is disabled (greyed out) if the Quick Search option is selected, if the search returns no results or if search results are cleared in the directory .

The following actions are performed when the Pullout button is clicked:



- A pullout search directory is added next to the directory on which the pullout is performed.
- A search is performed and the results are placed in the pullout search directory.
- The pullout search directory has a title that shows the directory name (on which search was performed) with a Pullout button similar to the main directory icon, however it is annotated with an arrow as shown below.
- When a search result has been “Pulled out” the tab appears along the top control header row.



Enterprise

First Name contains 'Kate'

☐ Begins with Last Name ☐ Quick Search

Status	Last Name	First Name	Number	Extension	Mobile	Department	Notes
	Kennedy	Kate	+61392434724	4724			<a href="#">Notes</a>
	Richardson	Kate	+61386321423	1423		Marketing	<a href="#">Notes</a>

Enterprise directory

4. The pullout search tab is not saved in the user settings.

**Note:** Contact entries displayed in search results follow the same rules as if that entry was accessed in its own directory. This allows you to perform any operations directly from the search results.

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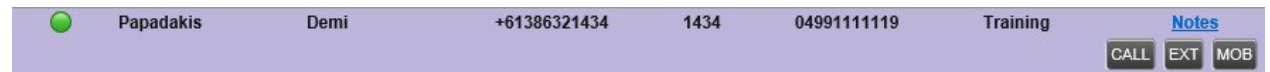
### View contact details and make notes

miRECEPTION Enterprise allows you to view contact information. You can also make notes about the contacts in your *Enterprise* directory.

To view contact details:

1. Expand the target directory panel
2. Click the contact to view.

This expands the row for the contact displaying additional information about the contact, which includes the contact's phone numbers. If a call is parked against the contact and if you are monitoring, the information about the parked call is also displayed



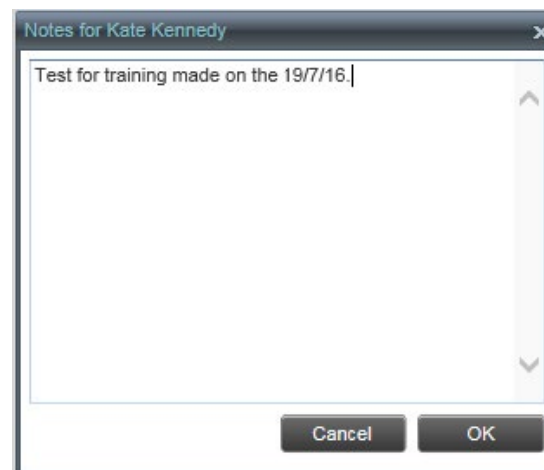
Enterprise Contact Details and Notes

Only one contact per directory can be expanded at a time. When you click a contact, the system automatically hides the details of the previously expanded contact.

To view or make a note about a contact:

1. In the *Enterprise* directory, click the contact.
2. Click the **Notes** link.

The *Notes for <Contact Name>* dialog box appears.



Notes for Kate Kennedy Dialog Box

3. Enter the desired text or view or modify the existing text in the Notes text box.
4. To save your changes and close the dialog box, click **OK**.
5. To close the dialog box without saving, click **Cancel**.

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### Manage personal contacts

You can add or remove personal contacts via the web portal or in miRECEPTION, and the updates appear in both places. However, the updates that you make via the web portal appear in miRECEPTION at the next sign-in.



Name	Number
George	0412123123
John Boy	86495732
Kaye	041591599
Michelle	0425857661

Personal contacts Panel


You can perform the following operations on personal contacts:

- Add Personal Contact.
- Delete Personal Contact.

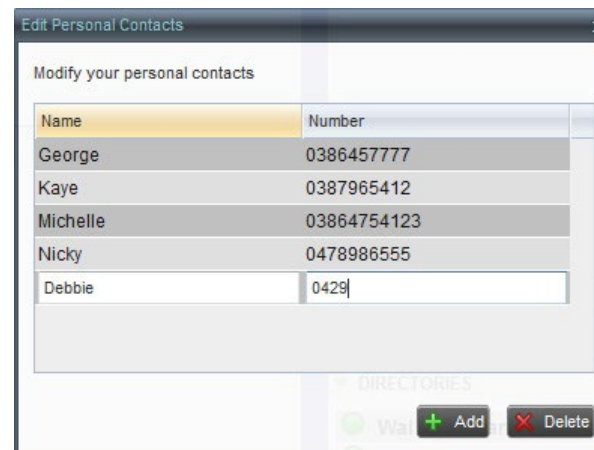
**Note:** You cannot modify a personal contact entry in miRECEPTION. To modify information for a personal contact, delete the entry and add it again.

### Add personal contact

To add a personal contact:

1. In the Personal panel, click **Edit** .
2. Click **Add**.

A new line is added below the existing entries, allowing you to define a new entry.



Name	Number
George	0386457777
Kaye	0387965412
Michelle	03864754123
Nicky	0478986555
Debbie	0429

Edit Personal Contacts Dialog Box – Add Entry

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3. In the *Name* text box, enter the contact's name or description, as you want it to appear
4. In the *Number* text box, enter the phone number of the contact
5. To save the changes, click anywhere in the dialog box outside the entry
6. Click **X** (close) to close the dialogue box

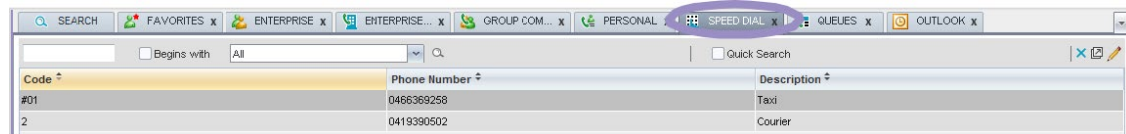
### Delete personal contact

To delete a speed dial entry:

1. In the *Personal* panel, click **Edit** 
2. Select the entry to delete and click **Delete**
3. Click **X** (close) to close the dialogue box

### Manage Speed Dial entries

The Speed Dial directory allows you to manage and use your Speed Dial 8 and Speed Dial 100 entries. To use this feature, you need to have Speed Dial 8/Speed Dial 100 service assigned.



Code	Phone Number	Description
#01	0466369258	Taxi
2	0419390502	Courier

Speed Dial Panel

You can add or remove entries via the web portal or the miRECEPTION client, and the updates appear in both places. However, the updates that you make via the web portal appear only at the next sign-in to miRECEPTION.

To update speed dial entries using the client, perform the following operations:

- Add Speed Dial Entry
- Modify Speed Dial Entry
- Delete Speed Dial Entry

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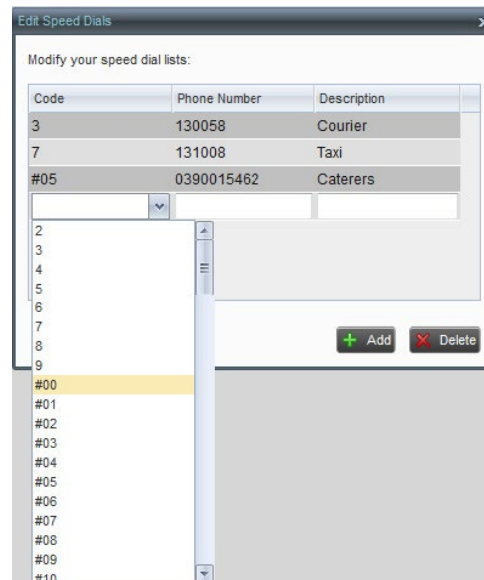
Appendix B: Keyboard Shortcuts

## Add speed dial entry

To add a speed dial entry:

1. In the *Speed Dial* panel, click **Edit** 
2. Click **Add**

A new line is added below the existing entries, allowing you to define a new entry



Code	Phone Number	Description
3	130058	Courier
7	131008	Taxi
#05	0390015462	Caterers

Speed dial codes: #00, #01, #02, #03, #04, #05, #06, #07, #08, #09, #10

Buttons: + Add, X Delete

Edit Speed Dials Dialog Box – Add Entry

3. From the *Code* drop-down list on the left, select a speed dial code
4. In the *Phone Number* text box, enter the phone number to assign to the code
5. In the *Description* text box, enter a description that allows you to identify the entry
6. To save the entry, click anywhere in the dialog box outside the entry
7. Click **X** (close) to close the dialogue box



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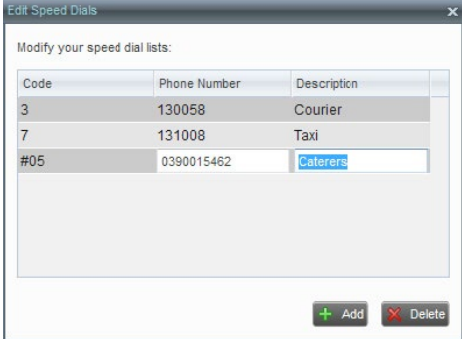
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### Modify speed dial entry

To modify a speed dial entry:

1. In the *Speed Dial* panel, click the Edit  button. The *Edit Speed Dials* dialog box appears.
2. Double-click the entry to modify.



Modify your speed dial lists:

Code	Phone Number	Description
3	130058	Courier
7	131008	Taxi
#05	0390015462	Caterers


+ Add - Delete


Edit Speed Dials Dialog Box – Modify Entry

3. Modify information as required
4. To save the changes, click anywhere in the dialog box outside the entry
5. Click **X** (close) to close the dialogue box

### Delete speed dial entry

To delete a speed dial entry:

1. In the *Speed Dial* panel, click **Edit** .
2. Select the entry to delete and click **Delete**.
3. Click **X** (close) to close the dialogue box.



Modify your speed dial lists:

Code	Phone Number	Description
3	130058	Courier
7	131008	Taxi
#05	0390015462	Caterers

+ Add - Delete

Edit Speed Dials Dialog Box – Delete Entry

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# Monitor contacts







miRECEPTION allows you to monitor the call status of selected contacts. Contacts configured through the web portal are referred to as static monitoring and a maximum of 200 contacts can be monitored this way.

In addition, miRECEPTION allows you to monitor selected contacts dynamically. A maximum of 99 contacts can be configured dynamically and is configured by your Customer group administrator with a default of 50.

You use the Favorites panel to view the phone state of statically monitored contacts and the Enterprise panel to view the phone state of dynamically monitored contacts.

## Phone states

The phone state of a contact, that is, the state of the contact's phone line, is represented by an icon located to the left of the contact's name. The following table lists the possible phone states for a contact:

Icon	Phone state	Description
	Idle	The contact's phone is on-hook (available to receive a call).
	Busy	The contact's phone is off-hook (on a call, busy).
	Ringing	The contact's phone is ringing.
	Do Not Disturb	The contact has the Do Not Disturb service turned on.
	Call Forwarding Always	The contact has the Call Forwarding Always service turned on.
	Unknown	The contact is not monitored. <b>Note:</b> Virtual users cannot be monitored.

## Monitoring

miRECEPTION allows you to monitor the call state of selected contacts. **Static monitoring** is configured through the CommPilot Web Portal and allows you to monitor up to 200 contacts in your miRECEPTION console. You can also choose to **Dynamically monitor** a contact. This is done by clicking the status icon of the contact in your miRECEPTION console to monitor.

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## Static monitoring

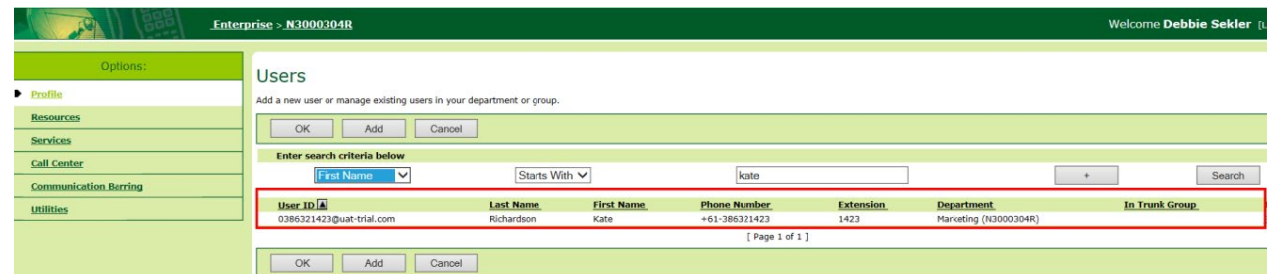
To statically monitor contacts, the list of contacts to monitor must be configured on your CommPilot web portal. Once configured, the selected contacts appear in your *Favorites* directory. However, the updates that you make to the list of contacts to monitor will only appear in miRECEPTION at the next sign-in. To Statically monitor a contact:

1. Log into the CommPilot portal.



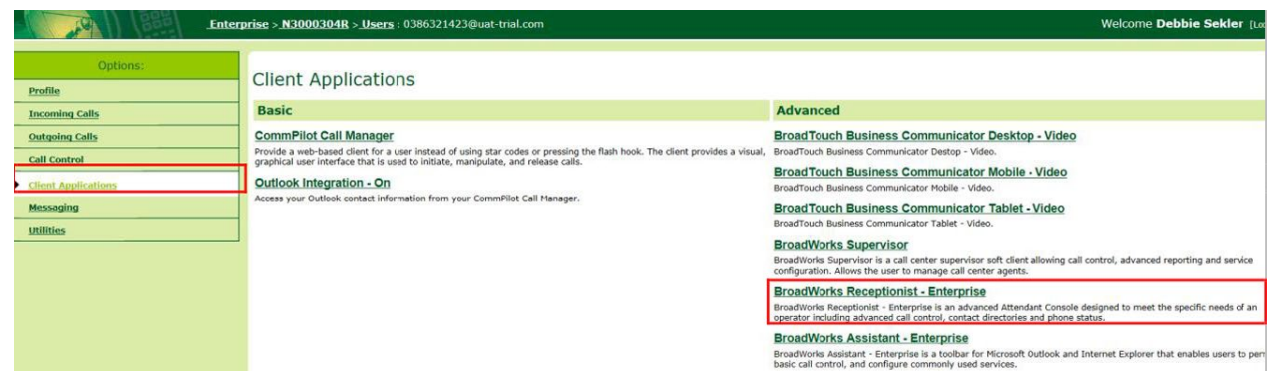
CommPilot login

2. From the Group level, select the user that has a miRECEPTION License allocated to them.



Select user with Reception license

3. Select **Client Applications** from the Options Menu, then click on **Broadworks Receptionist – Enterprise**.



Select Client Application > Broadworks Receptionist - Enterprise

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## Monitor contacts

- Search for users and add them to the monitored users list

The screenshot shows the 'BroadWorks Receptionist - Enterprise' interface. On the left is a navigation menu with options like Profile, Incoming Calls, Outgoing Calls, Call Control, Client Applications, Messaging, and Utilities. The main area has a search bar with 'User ID' and 'Starts With' dropdowns. Below the search bar are two panels: 'Available Users' and 'Monitored Users'. The 'Monitored Users' panel contains a list of three users: Papadakis, Demi (0386321434@uat-trial.com), Singhton, Raji (0386321425@uat-trial.com), and Wong, Mike (0386321422@uat-trial.com). This list is highlighted with a red box. At the bottom, there are 'OK', 'Apply', and 'Cancel' buttons, with the 'Apply' button also highlighted by a red box.

Select users to be monitored

- Click **Apply**, the **OK**.
- Log back into miRECEPTION and select Favourites directory to view Statically Monitored contacts.

The screenshot shows the 'Contacts' application window with the 'Favourites' directory selected. It displays a table of monitored contacts with columns for Status, Last Name, First Name, Number, Extension, Mobile, Department, and Notes.

Status	Last Name	First Name	Number	Extension	Mobile	Department	Notes
	Wong	Mike	+61386321422	1422		Sales (N3000304R)	<a href="#">Notes</a>
	Singhton	Raji	+61386321425	1425		Marketing (N3000304R)	<a href="#">Notes</a>
	Papadakis	Demi	+61386321434	1434	04991111119	Training (N3000304R)	<a href="#">Notes</a>

Favourites directory with monitored contacts

**Note:** A CGA via CommPilot can select up to 200 contacts for a receptionist to monitor. The CGA can add or remove contacts from the list.

## Dynamic Monitoring

Dynamic Monitoring allows you to view the call state of selected contacts in your Group/Enterprise directory. You can also view Monitored contacts in the *Monitored* MONITORED... x, which will only display contacts that have been selected to monitor. When the number of monitored contacts reaches the maximum limit of 99, you will receive one of the following message dialog boxes depending on your client configuration:

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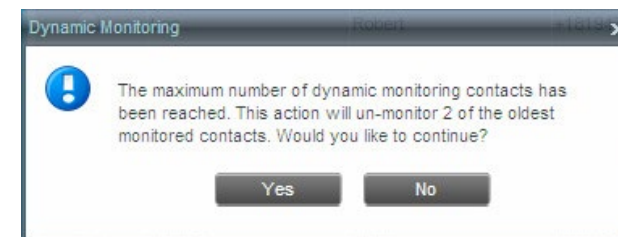
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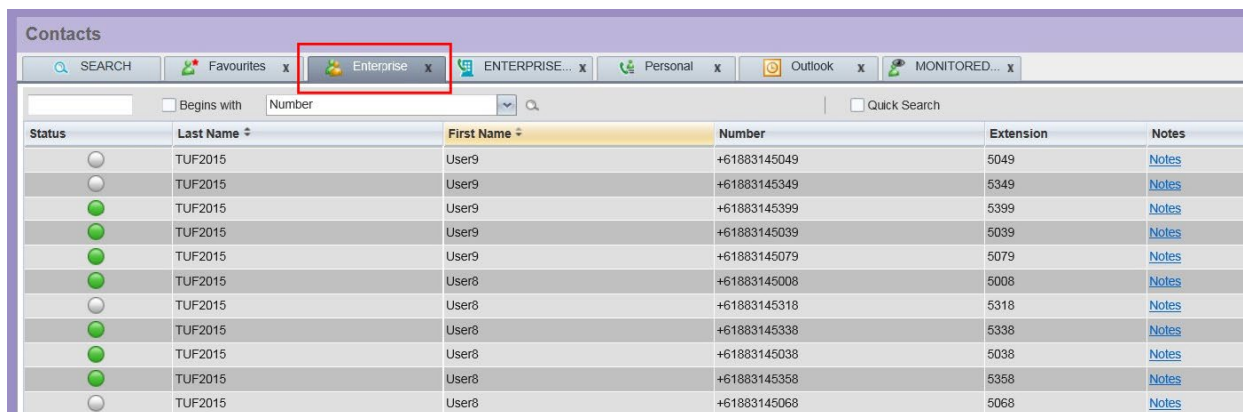
Dynamic Unmonitoring Dialog box



Dynamic Monitoring Dialog box

The state of a contact that is not monitored is shown as *Unknown*.

Once you have selected a contact to monitor you are unable to deselect, to stop monitoring

A screenshot of the "Contacts" window in the miRECEPTION interface. The window has a toolbar with "SEARCH", "Favourites", "Enterprise" (highlighted with a red box), "ENTERPRISE...", "Personal", "Outlook", and "MONITORED...". Below the toolbar is a search bar with "Begins with" and "Number" filters, and a "Quick Search" checkbox. The main area is a table with columns: Status, Last Name, First Name, Number, Extension, and Notes. The table contains 12 rows of contact data, with some contacts marked as monitored (green circle) and others as unmonitored (grey circle).

Status	Last Name	First Name	Number	Extension	Notes
Unmonitored	TUF2015	User9	+61883145049	5049	<a href="#">Notes</a>
Unmonitored	TUF2015	User9	+61883145349	5349	<a href="#">Notes</a>
Monitored	TUF2015	User9	+61883145399	5399	<a href="#">Notes</a>
Monitored	TUF2015	User9	+61883145039	5039	<a href="#">Notes</a>
Monitored	TUF2015	User9	+61883145079	5079	<a href="#">Notes</a>
Monitored	TUF2015	User8	+61883145008	5008	<a href="#">Notes</a>
Unmonitored	TUF2015	User8	+61883145318	5318	<a href="#">Notes</a>
Monitored	TUF2015	User8	+61883145338	5338	<a href="#">Notes</a>
Monitored	TUF2015	User8	+61883145038	5038	<a href="#">Notes</a>
Monitored	TUF2015	User8	+61883145358	5358	<a href="#">Notes</a>
Unmonitored	TUF2015	User8	+61883145068	5068	<a href="#">Notes</a>

Enterprise directory displays monitored and unmonitored contacts



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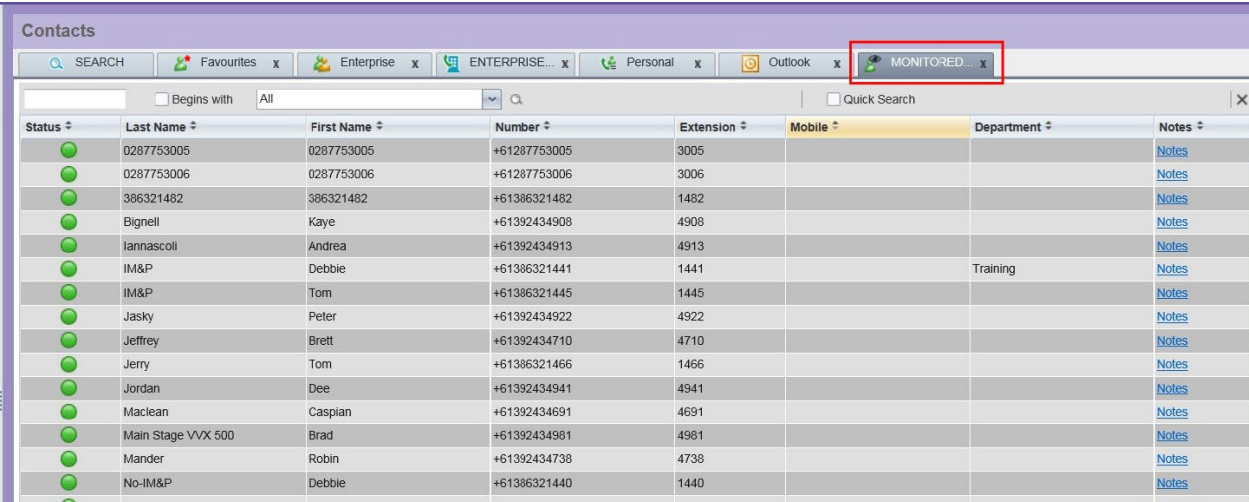
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## Request dynamic marketing

The set of contacts that you dynamically monitor is stored as part of your context information and automatically retrieved and activated on subsequent sign-ins.

### To monitor a contact:

In the *Group/Enterprise* directory, click the **Status** icon of the contact to monitor. The icon will change from grey (unknown status) to a colour which will indicate the contacts current phone status.



Status	Last Name	First Name	Number	Extension	Mobile	Department	Notes
	0287753005	0287753005	+61287753005	3005			<a href="#">Notes</a>
	0287753006	0287753006	+61287753006	3006			<a href="#">Notes</a>
	386321482	386321482	+61386321482	1482			<a href="#">Notes</a>
	Bignell	Kaye	+61392434908	4908			<a href="#">Notes</a>
	Iannascoll	Andrea	+61392434913	4913			<a href="#">Notes</a>
	IM&P	Debbie	+61386321441	1441		Training	<a href="#">Notes</a>
	IM&P	Tom	+61386321445	1445			<a href="#">Notes</a>
	Jasky	Peter	+61392434922	4922			<a href="#">Notes</a>
	Jeffrey	Brett	+61392434710	4710			<a href="#">Notes</a>
	Jerry	Tom	+61386321466	1466			<a href="#">Notes</a>
	Jordan	Dee	+61392434941	4941			<a href="#">Notes</a>
	Maclean	Caspian	+61392434691	4691			<a href="#">Notes</a>
	Main Stage VVX 500	Brad	+61392434981	4981			<a href="#">Notes</a>
	Mander	Robin	+61392434738	4738			<a href="#">Notes</a>
	No-IM&P	Debbie	+61386321440	1440			<a href="#">Notes</a>

Monitored directory only displays monitored contacts

**Note:** You can not monitor the state of virtual users. Only regular users can be monitored.

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# Manage call history

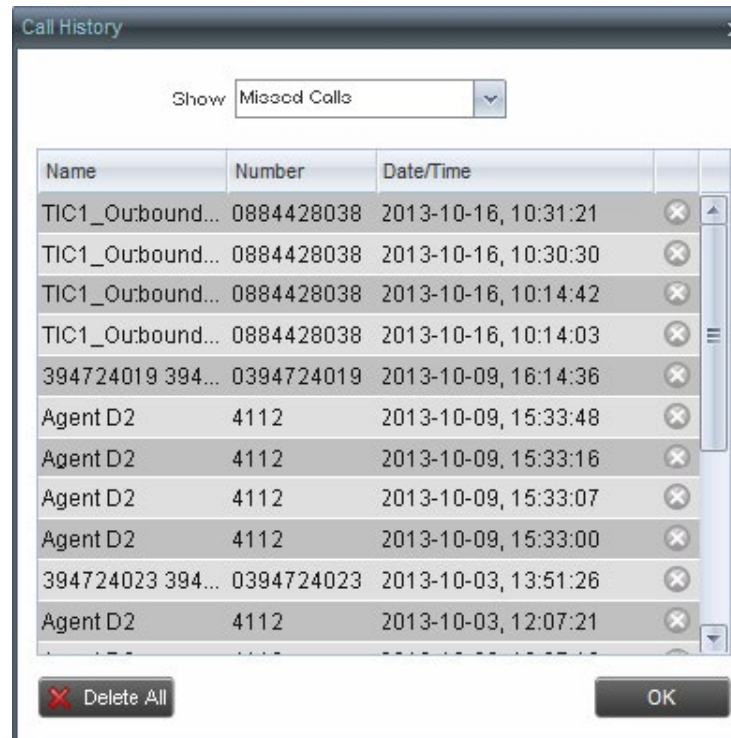
You can organise call logs and delete selected call logs or all call logs from Call History.

## View Call History

miRECEPTION allows you to view your call history. By default, the calls are grouped into Missed, Received, and Dialed calls.

To view your call history:

1. In the *Call Console*, click the **Call History** button . The *Call History* dialog box appears displaying your past calls. The calls are grouped into dialed, received, and missed calls. By default, Missed calls are displayed.



Call History Dialog Box

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## Manage call history




2. To show calls in a specific group, select that group from the Show drop-down list.



Call History - Show

### Delete Call History

You can delete a selected call log or all call logs from Call History. To delete call logs from Call History:

1. In the Call Console, click the Call History button . The Call History dialog box appears.
2. To delete all call logs, click Delete All .
3. From the Show drop-down list, select a grouping.
4. To delete a selected log, click Delete Call Log  for that log.

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# Manage Queued Calls

miRECEPTION allows you to manage calls in selected call centres (up to five) and monitor calls in real time. You manage queued calls using the *Queued Calls* pane.

QUEUED CALLS	
▼ Reception 0353950505	4/10 (4/7) ✕
 <b>Mia Davis (353950512)</b>	04:42
 <b>Grant Wilkins (353950523)</b>	04:41
 <b>Amy Watson (353950521)</b>	04:39
 <b>Cara Lincoln (353950522)</b>	04:38

Queued Calls Pane

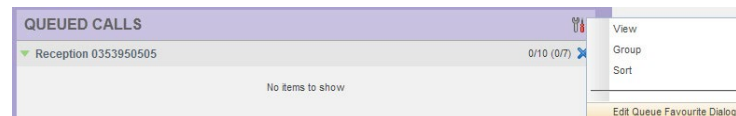
This section describes the following procedures you perform to manage queued calls:

- Select Call Centres to Manage
- View Queued Calls
- Retrieve Call from Queue
- Transfer Call to Ad Hoc Number
- Transfer Call Between Queues
- Change Position of Call in Queue
- Group Calls
- Order Queued Calls

## Select Call Centres to manage

After you sign in to miRECEPTION, select the call centres you want to manage (up to five). To select call centres:

1. In the Queued Calls pane, click **Options**  and select the Edit Queue Favorite Dialog option



Queued Calls – Options – Edit Queue Favorite Dialogue

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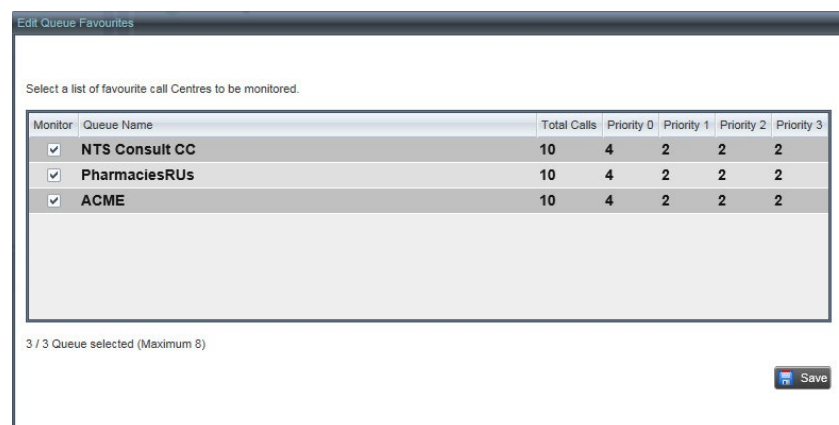
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2. The *Edit Queue Favorites* dialog box appears



Edit Queue Favorites Dialog Box

3. Select the check boxes for the call centres you want to monitor.

4. Click **Save**.

## View Queued Calls


To view calls in a queue:

1. Click the **Expand** button  for that queue.

## Retrieve call from queue


You can retrieve a call from a queue to your phone.

To retrieve a call from the queue:

1. In the *Queued Calls* pane, click the call to expand it and click **Retrieve**  for that call.
2. Once you retrieve the call, the call appears in the *Call Console*, and you treat it as any other call.

## Transfer call to ad hoc number

To transfer a call to an ad hoc number:

1. In the *Queued Calls* pane, select the call.
2. In the *Dialler*, enter the destination number and click **Transfer** .

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## Manage Queued Calls




Ad Hoc Queue Transfer

3. The call is transferred and removed from the queue

### Transfer call between queues

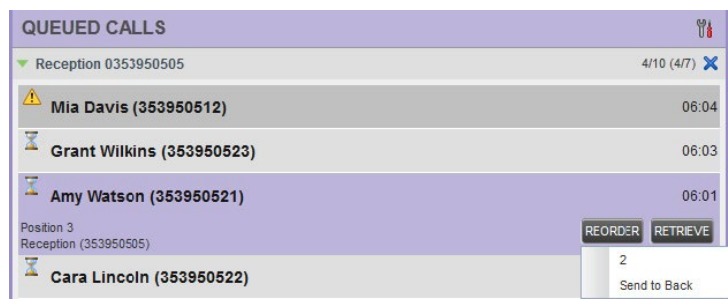
To transfer a call to another queue:

1. In the *Queued Calls* pane, select the call.
2. In the *Contacts* pane, expand the *Queues* panel, to find the queue you need to transfer the call to.
3. Click the target queue and click **Transfer**  for that queue.
4. The call is transferred and removed from the original queue.

### Change position of call in queue

To change the position of a call in the queue:

1. In the *Queued Calls* pane, click the call and click **Reorder** .



Reordering Queued Call

2. In the drop-down box that appears, select the new position in the queue.

**Note:** The list can contain a maximum of 24 reorder positions you can choose from to reorder a call in queue, in addition to *Send to Back* and *Sent to Front* options.



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## Manage Queued Calls

### Group calls

You can group queued calls by their priority. To group or ungroup queued calls:

1. In the *Queued Calls* pane, click **Options** , select **Group**, and then select or deselect *Group by priority*.

This action applies to all monitored call centres.



Queued Calls – Options – Group

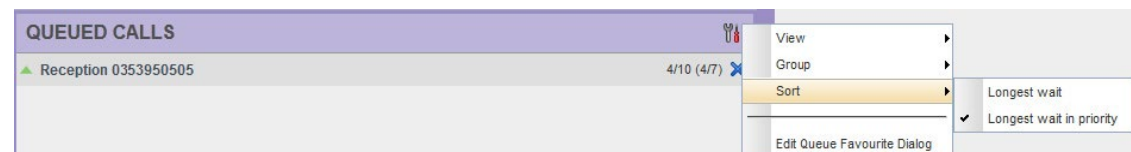
2. To ungroup calls, unselect the *Group by priority* option.

### Order Queued Calls

Queued calls can be ordered according to their total waiting time or according to their waiting time in the current priority bucket.

To order queued calls:

1. In the *Queued Calls* pane, click **Options** .



Queued Calls – Options – Sort

2. Select **Sort** and then the ordering option you want. This operation applies to all monitored call centres.

**Note:** The ordering does not work when calls are grouped. If needed, first ungroup the calls.

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# Configure miRECEPTION

You use the Settings link at the top right corner of the Logo pane to access the Settings page where you can configure various aspects of the miRECEPTION application.

**Note:** Do not use the internet browser's Back button to return to the main interface.

This section describes the Settings pages that you use to configure miRECEPTION:

- Settings – General
- Settings – Application
- Settings – Services
- Settings – Services Plugins
- Settings – Messaging
- Settings – About.

You use the General tab to configure miscellaneous settings that improve the usability of miRECEPTION.

Settings – General

The following subsections describe the settings that can be configured on this page.

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## Configure miRECEPTION

### Settings General

#### Account

You use this area to change your TIPT password.

miRECEPTION shares login credentials with TIPT. So when you change your password here, remember to use this new password when accessing your web portal.

**Note:** The password you enter must meet password requirements set in CommPilot.

To change your password:

1. Click the **Change Password** link. The section expands, allowing you to change your password.

The screenshot shows a web interface with a 'General' header. Under the 'Account' section, there is a 'Change Password' link. Below this link is a form with three input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom of the form are three buttons: 'Change Password', 'Reset', and 'Cancel'.

Account – Change Password

2. Enter your current and new password and click **Change Password**.

**Note:** The Reset button does not reset your password, It only clears the input boxes.

### Language

The Language settings allow you to select the language of the user interface.

1. The drop-down list identifies the languages available in your edition of miRECEPTION. To change the language, select a new language from the list
2. *Synchronize language to my profile* – When this option is checked, miRECEPTION synchronizes the language with your TIPT profile and ignores the language selection on this page.

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### Screen Pop

You use the Screen Pop settings to configure the URL that may be launched on incoming calls.

1. **Enter URL** – This text box allows you to enter the URL address of the web page that miRECEPTION opens using the default browser when you click the Web Pop URL button in the Call Notification pop-up window
2. **Auto pop for Incoming Calls** – When this option is checked, miRECEPTION launches the Web Pop URL without your being required to click the Web Pop URL button in the Call Notification pop-up window for each incoming call

The URL can point to any URL address, but typically points to a web application that passes optional call parameters and passes them to a Customer Relationship Management (CRM) application or other database. For example:

**http://www.mysite.com/webapp.php?remoteNumber= REMOTE\_PHONE &sp= SERVICE\_PROVIDER**

This URL passes the incoming calling number and the service provider ID to the web application at **www.mysite.com**. The web application formats the data for the applicable database and launches the web page on your PC.

There are a number of optional parameters that the client can pass to the browser. The following list summarizes these parameters:

**USER:** The user's TIPT ID (Note that in this case, the "user" is the TIPT subscriber.)

**FIRST:** The first name of the user

**LAST:** The last name of the user

**EMAIL:** The e-mail address of the user

**GROUP:** The name of the TIPT group to which the user belongs

**SERVICE\_PROVIDER:** The name of the TIPT service provider to which the user belongs

**PHONE:** The phone number of the user

**REMOTE\_PHONE:** The phone number of the remote party

**REMOTE\_NAME:** The name of the remote party (when available)

**CALL\_TYPE:** "Incoming" or "Outgoing"

**DNIS\_NAME:** The name of the DNIS on which the call was received

**DNIS\_PHONE:** The phone number of the DNIS on which the call was received

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## Configure miRECEPTION

### Date Format

This option allows you to change or select the date format. Select from MM/DD/YYYY or DD/MM/YYYY.

#### Date Format

☒ MM/DD/YYYY ☐ DD/MM/YYYY

### Time Format

This option allows you to change or select the time format. Select from AM/PM or 24 Hour.

#### Time Format

☒ AM/PM ☐ 24 Hour

### Workspace

miRECEPTION allows you to customise elements of your workspace, such as the size and placement of the main window on the desktop. The system remembers the setup between sessions.

The following elements can be customised:

- The size and position of the web browser window in which the main interface is displayed
- The size of the panes (Call Console, Contacts, and Queued Calls)

Buttons:

- **Save Workspace** – This button, when clicked, saves the current workspace
- **Load Workspace** – This button, when clicked, arranges your workspace according to the last saved configuration
- **Restore To Default** – This button, when clicked, restores the workspace to the system default configuration
- **Always save workspace on sign out** – When you sign out from the client, miRECEPTION asks you whether you want to save your current workspace. To save your workspace automatically when signing out without being asked, check the Always save workspace on signout box

To customise your workspace:

1. Arrange the windows the way you like
2. Click the **Save Workspace** button to save the current configuration. To restore the system default, click **Restore To Default**.
3. At any time to return to the last saved configuration, click the **Load Workspace** button

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## Settings – Application

You use the Application tab to configure your availability to take calls as well as the policies used to process calls.

The screenshot shows the 'Application' tab in the miRECEPTION settings. The 'Queue Memberships' section contains a table with the following data:

Queue	Number	Wrap-Up Policy
<input checked="" type="checkbox"/> Reception	0353950505	
<input type="checkbox"/> Sales	0353950503	

Below the table, the 'Operator Policies' section shows 'Post Sign-In ACD State' set to 'Available'.

Settings – Application

The settings can be configured on this page and are described in the following subsections.

### Queue Membership

These settings allow you to select which queues you want to join.

To join queues:

1. To join a specific queue, select the check box on the line for the queue.
2. To join all queues, select the check box in the column header.

**Note:** If you are not allowed to join/leave a queue, the line for the queue is dimmed and you can only view your join status in the queue. To change your join status in a queue if you are not allowed to do it yourself, contact your administrator.

For queues on this page, you can select columns to appear and you can sort and group queues by any column.



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## Operator Policies

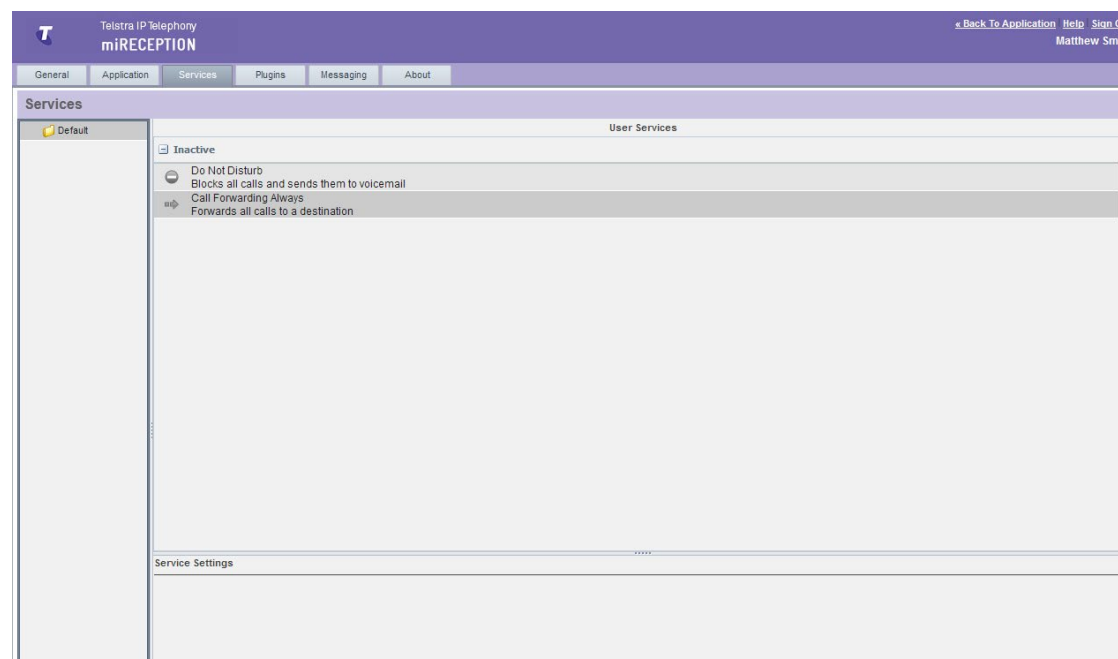
The *Operator Policies* setting allows you to select your post sign-in state in your queues.

**Sign-In State** – This drop-down list allows you to select your availability to receive calls from queues upon signing in to miRECEPTION.

## Settings – Services

You use the Services tab to configure various services assigned to you by your administrator on TIPT, which are applicable to miRECEPTION. These settings are only available if you have been assigned such services. If either of the features is activated in the client it will immediately display on the phone. These features can be enabled or disabled on either the phone or the client.

The services are grouped into two categories: Active and Inactive.



Settings – Services

The services that you can configure (if you have been assigned the services) are:

- **Do Not Disturb** – When you activate this service, you are not available to take calls, and all your calls are automatically sent to your voice mail
- **Call Forwarding Always** – When you activate this service, you need to provide the phone number to forward your calls to. When the service is active, all your calls are forwarded to the specified number

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To activate a service:

1. Select the service and check the *Active* box. The service is moved from the Inactive to *Active* category.
2. If you enabled the Call Forwarding Always service, in the *Forward To* text box that appears, enter the phone number to forward the calls to.
3. To generate a ring splash for incoming calls, check the *Ring Splash* option.
4. To save your changes, click **Save**.

The screenshot shows the 'User Services' section with a list of services under the 'Inactive' tab. 'Call Forwarding Always' is selected. Below the list, the 'Service Settings' section is visible. It contains a description: 'Automatically forward your incoming calls to a specified phone number'. There are two checkboxes: 'Active' and 'Ring Splash', both of which are unchecked. Below these is a text input field labeled 'Forward To : Enter phone number'. At the bottom are 'Save' and 'Cancel' buttons.

Settings – Services – Call Forward Always Settings


The screenshot shows the 'User Services' section with a list of services under the 'Inactive' tab. 'Do Not Disturb' is selected. Below the list, the 'Service Settings' section is visible. It contains a description: 'Automatically forward your incoming calls to your voice messaging service, if configured, otherwise the caller hears a busy tone'. There are two checkboxes: 'Active' and 'Ring Splash', both of which are unchecked. At the bottom are 'Save' and 'Cancel' buttons.

Settings – Services – Do Not Disturb Settings

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## Settings – Plugins

You use the Plugins tab to configure the plug-in software used by miRECEPTION to provide functionality such as Call Notification, LDAP, Outlook directories, and Call Logs.



Telstra IP Telephony  
**miRECEPTION**

[Back To Application](#)
[Help](#)
[Sign Out](#)  
 Matthew Smith

General
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### Plugins

**Notification**
☒ Focus window for incoming calls  
☒ Show notifications for calls always

---

**Microsoft® Outlook®**

Disable Outlook Integration
 Retrieve contacts from : All Contacts  
☒ Use Outlook contacts as preferred CLID lookup

---

**LDAP v3**

Enable LDAP Integration
 

389

☒ Search Base

☐ Encrypt Connection  
 (cn=\*\_SEARCH\_TEXT\_\*)

Attribute Mapping	Remote Attribute	Local Attribute
cn	cn	
sn	sn	
displayName	displayName	
telephoneNumt	telephoneNumt	
mobile	mobile	
homePhone	homePhone	

☐ Authentication Required  
 DN :   
 Password :

**Program Shortcuts**

Add Shortcut
 Remove Shortcut

**Activity Archive**

Disable Call Event Log Integration
 Rotate Log : weekly
[Open log location](#)

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### Notification

These options control when and how incoming call notification “pop-up toasts” are displayed.

The options you can set are as follows:

- **Focus window for incoming calls** – When this option is checked and the browser window running miRECEPTION is minimized, miRECEPTION automatically restores the window on incoming calls.

This does not work in Firefox. In Internet Explorer, there must be only one tab open in the web browser running miRECEPTION.

- **Show notifications for calls** – When this option is checked, miRECEPTION displays the *Call Notification* pop-up window on top of other applications’ windows when you receive a call. When you check this box, you need to select an option from the drop-down list to specify the condition under which notifications are displayed

This does not work if there are other tabs open in the same web browser window as miRECEPTION. In addition, if calls come within eight seconds of each other, the *Call Notification* pop-up window only appears for the first call of that series.

### Microsoft Outlook

The Microsoft Outlook options control Outlook integration with miRECEPTION. They are only visible if Outlook integration is enabled in miRECEPTION.

The options you can set are as follows:

1. **Enable/Disable Outlook Integration** – This determines whether miRECEPTION integrates with Outlook to provide you with access to your Outlook contacts. If Outlook integration is disabled, the corresponding desktop plug-in software components are not downloaded from TIPT.
2. **Retrieve contacts from** – This option allows you to specify where to look for your Outlook contacts.
3. **Use Outlook contacts as preferred CLID lookup** – When this option is checked, miRECEPTION uses Outlook to try to identify a caller, when the caller ID is unknown.

### LDAP V3

LDAP settings allow you integrate an *LDAP* directory with miRECEPTION. These options are only visible if LDAP integration is enabled in miRECEPTION. These settings will be configured for you if this feature has been assigned to you.

### Program Shortcuts

You use the Program Shortcuts settings to create miRECEPTION shortcuts on your desktop for convenient access to miRECEPTION.

The program shortcuts plug-in allows for the creation of a desktop shortcut on a Windows platform, which when clicked, launches miRECEPTION in your default web browser.

1. **Add Shortcut** – This button, when clicked, creates a miRECEPTION shortcut on your desktop.
2. **Remove Shortcut** – This button, when clicked, removes the previously created miRECEPTION shortcut. If you did not create a shortcut using the Add Shortcut button, the Remove Shortcut button has no effect.

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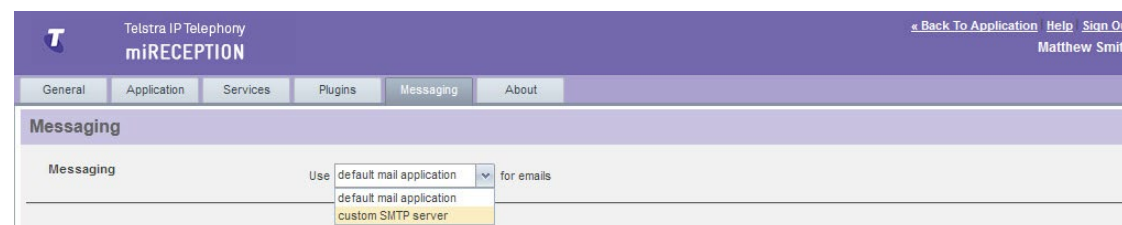
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### Activity Archive

- This feature is currently unavailable.

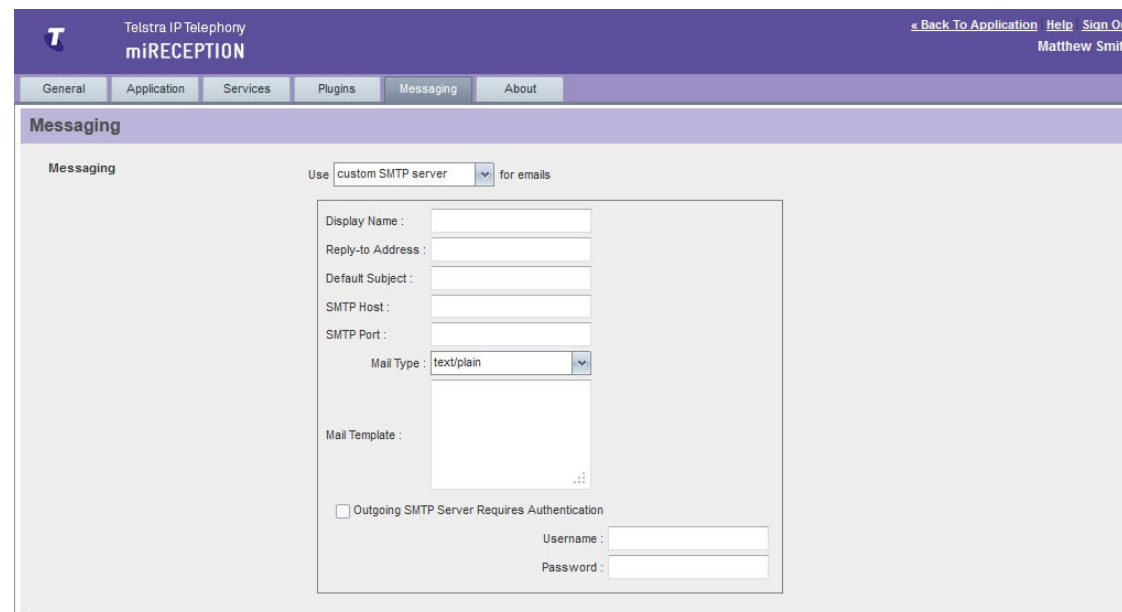
### Settings – Messaging

The Messaging tab allows you to configure various messaging options for miRECEPTION. Currently, only e-mail messaging is supported.



The screenshot shows the 'miRECEPTION' web interface with the 'Messaging' tab selected. The 'Use' dropdown menu is set to 'default mail application' for emails. The dropdown menu is open, showing 'default mail application' and 'custom SMTP server' as options.

Settings – Messaging with default mail application selected



The screenshot shows the 'miRECEPTION' web interface with the 'Messaging' tab selected. The 'Use' dropdown menu is set to 'custom SMTP server' for emails. The form fields for the custom SMTP server are visible, including 'Display Name', 'Reply-to Address', 'Default Subject', 'SMTP Host', 'SMTP Port', 'Mail Type' (set to 'text/plain'), 'Mail Template', and a checkbox for 'Outgoing SMTP Server Requires Authentication' with associated 'Username' and 'Password' fields.

Settings – Messaging with custom SMTP server selected

From the drop-down list, select the mail client to use for e-mails.

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If you selected the *custom SMTP server* option, you also need to configure the following options:

- **Display Name** – This is the name that is displayed in the From field.
  - **Reply-to Address** – This is the address where reply messages can be sent.
  - **Default Subject** – This is the subject that appears when you generate an e-mail message in miRECEPTION.
  - **SMTP Host** – This is the IP address of the SMTP host.
  - **SMTP Port** – This is the port of the SMTP host.
  - **Mail Template** – This is the mail template to use.
  - **Outgoing SMTP Server Requires Authentication** – When this option is set, authentication is required to send e-mails
  - **Username** – This is the name you must enter to authenticate yourself.
- Password** – This is the password part of your authentication credentials.

### Settings – About

Use the *About* tab to view the information about miRECEPTION.



Settings – About Page

The following information is provided on this page:

- **Version** – This is the software version of the TIPT miRECEPTION client.
- **Profile** – This is the miRECEPTION client profile used.
- **Disclaimer** – This is the miRECEPTION copyright Information.



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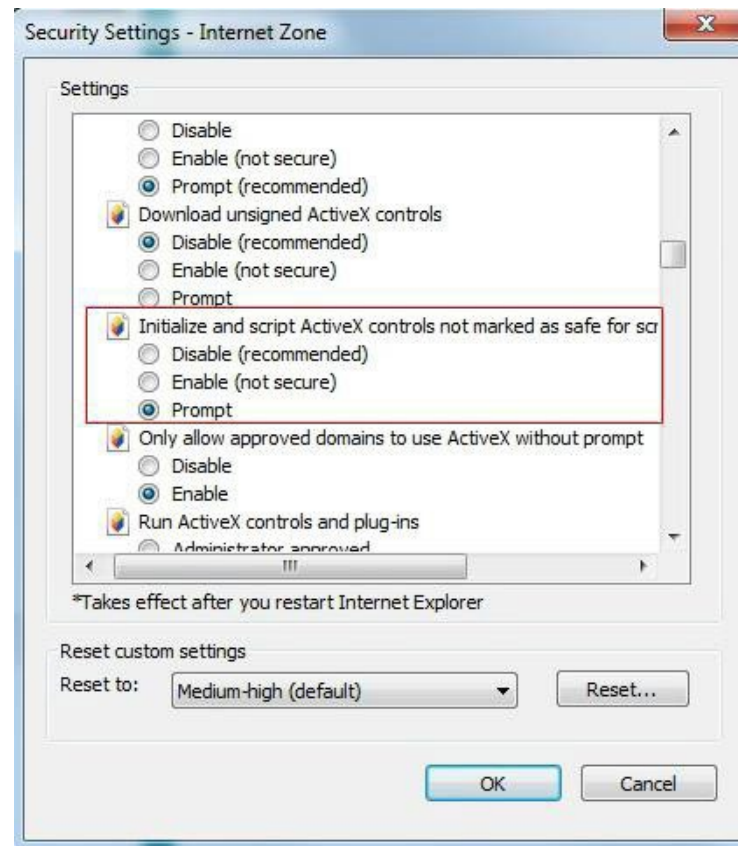
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# Configure Web Browser

## Internet Explorer Security Settings for Full Screen mode

Internet Explorer must be configured as follows to enable the Full Screen link in miReception; otherwise, the miRECEPTION client is not displayed in full screen mode when the Full Screen link is clicked, and no error message is displayed to the user.

1. On the Internet Explorer *Menu* bar, select the Tools menu and then click **Internet Options**.
2. In the *Internet Options* dialog box, click the **Security** tab and then click the **Custom level...** button.



Internet Explorer Security Settings- Internet Zone Dialog Box

3. In the *Security Settings – Internet Zone* dialog box, scroll down to the *ActiveX controls and plug-ins* section, and then to the *Initialize and script ActiveX controls not marked as safe for scripting* settings.
4. Select *Enable* or *Prompt*.
5. Restart Internet Explorer.

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## Configure Web Browser

### Certificate required to run miRECEPTION desktop integration features

A certificate required to run miRECEPTION desktop integration features must be added to the browser-specific certificate store location on your machine. For the list of the desktop integration features, see section *13.4 Settings – Plugins*.

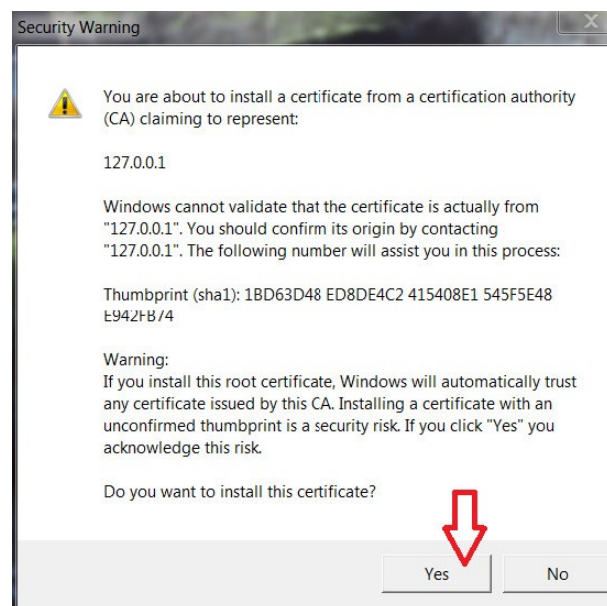
The following table displays the list of browsers and their respective certificate trust store location:

Chrome	Windows Certificate Store
Internet Explorer	Windows Certificate Store
Firefox	Firefox Certificate Store

**The following subsections provide instructions for allowing the certificate to be added to your device in the different environments.**

### Microsoft Windows Certificate Store

If the Certificate is not yet imported to the certificate storer, the following dialog box appears



Microsoft Windows- Security Warning

1. Click **Yes** to install the certificate.

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If you are denied access to the certificate trust store to import the certificate, the following dialog box appears.

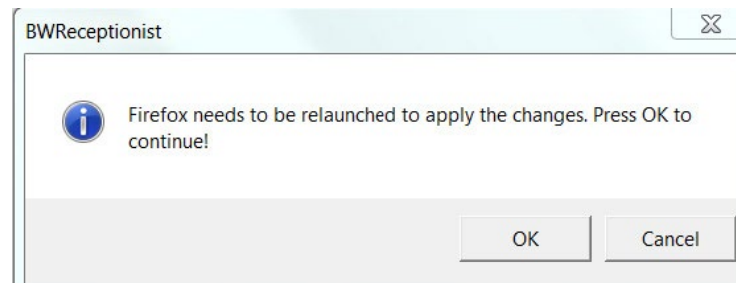


Microsoft Windows – User Account Control

2. Click **Yes** to install the certificate.

### Firefox certificate store

Mozilla Firefox has its own certificate store. If the certificate is not yet imported to the Firefox certificate store and if the browser is open during the current session, the following dialog box appears.



Receptionist – Relaunching Firefox

1. Click **OK** to import the certificate to Firefox.

**Note:** miRECEPTION only verifies the last profile to see if the certificate already exists. If you have multiple profiles in Firefox and desktop integration features do not work, create a new profile or delete the certificate from the latest profile by navigating to *Tools → Options → Advanced → View Certificate → Authorities → BroadSoft (127.0.0.1)*. This will import the certificate to all the profiles present.

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## Configure Web Browser

### Security Settings for Desktop integration features

As you sign in to miRECEPTION, a JNLP file is downloaded, and you are asked to click the link shown in the browser. Due to security restrictions, the application may not run. If this occurs, perform the steps specified in the following subsections.

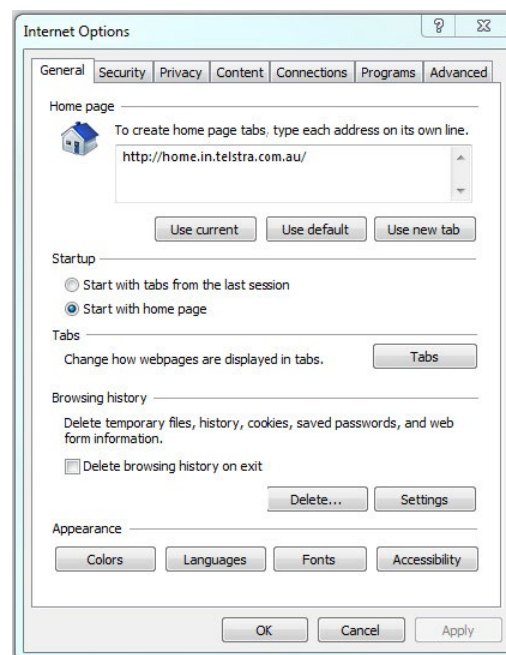
**Note:** You should run Java JRE 1.6 or higher, the latest Java JRE 1.8 is recommended. You must use 32 bit JRE with a 32 bit browser and 64 bit JRE with a 64 bit browser

### Internet Explorer

If you're running Internet Explorer, you must perform the following steps to run JNLP.

**Note:** You must run miRECEPTION over HTTPS with Internet Explorer.

1. From the Internet Explorer *Menu* bar, select *Tools* and then *Internet Options*. The *Internet Options* window appears.



Internet Explorer – Internet Options

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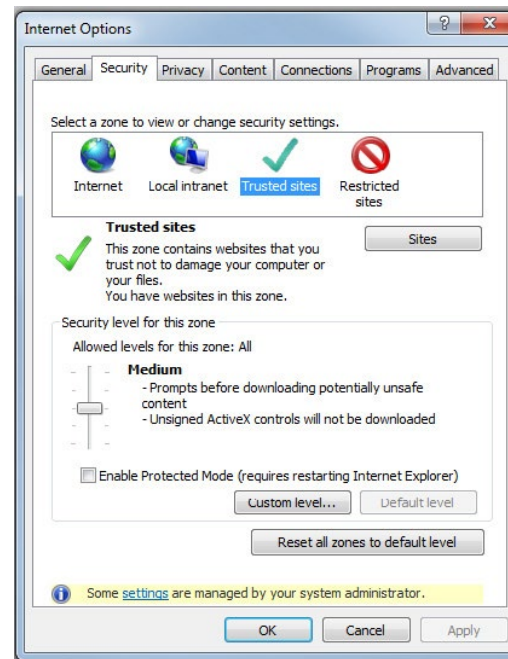
Configure miRECEPTION

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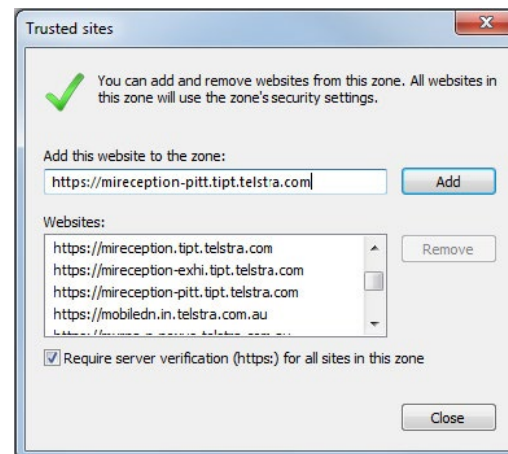
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2. Click the **Security** tab.



Internet Explorer – Internet Options - Security

3. Click **Trusted sites** and then click **Sites**. The *Trusted sites* window appears.



Internet Explorer – Trusted Sites



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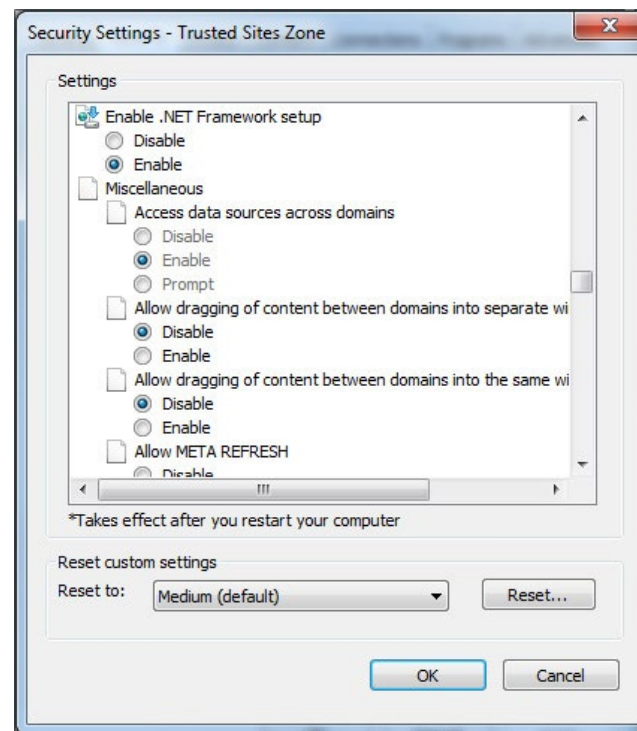
4. In the Add this website to the zone text box, enter each of the following miRECEPTION client URL's and then click **Add**.

- <https://mireception.tipt.telstra.com>
- <https://mireception-exhi.tipt.telstra.com>
- <https://mireception-stld.tipt.telstra.com>
- <https://mireception-pitt.tipt.telstra.com>

5. The URL's appears in the Websites text box.

6. Click **Close**.

7. In the Internet Options window, click Custom level. The Security Settings – Trusted Sites Zone window appears.



Security Settings – Trusted Sites Zone

8. Scroll down to the Miscellaneous settings section and select Enable for the Access data sources across domains.

9. Click **Yes** in the Warning! window that appears.

10. Click **OK** and then click **OK** in the Internet Options window.



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# Appendix A: Glossary and Definitions










## Phone states

Phone states show the state of the monitored contact's phone line.

Icon	Phone state	Description
	Idle	This is when the contact's phone is on-hook (available to receive a call).
	Busy	This is when the contact's phone is off-hook (on a call, busy).
	Ringing	This is when the contact's phone is ringing.
	Do Not Disturb	This is when the contact has the Do Not Disturb service turned on.
	Call Forwarding Always	This is when the contact has the Call Forwarding Always service turned on.
	Unknown	The contact is not monitored. <b>Note:</b> Virtual users cannot be monitored.

## Call states

Call states are the states that your current calls can be in. They are as follows:

Icon	Display Name	Call state	Description
	Incoming Local	Ringing In (Local)	This represents a Click-To-Dial call ringing on your phone.
	Incoming	Ringing In (Remote)	The call is coming in and ringing on your phone.
	Call Recalled	Ringing In (Recalled Call)	The call was parked or camped and is being recalled because its timer has expired.
	Outgoing	Ringing Out	The call is outgoing, ringing out. This is equivalent to a phone ringing on the called party's phone.
	Active	Active	The call is an active call.
	Held	On Hold	The call is on hold.
	Remote Held	On Hold (Remote Held)	The call is held by the remote party.
	Active	Active (In Conference)	The call is in a conference and active.
	Held	Held (In Conference)	The call is in a conference and on hold.

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# Appendix B: Keyboard Shortcuts

When using keyboard shortcuts, make sure that the main interface window is in focus.

Key	Equivalent Mouse Action	Description
ESC	Click the <b>Close</b> button  in a dialog box.	This closes the open dialog box.
ESC	Cancel the changes.	This exits the currently selected editable item, such as a text box.
/	Click the Dialler text box.	This places the cursor in the Dialler text box; it retains the currently selected item (if applicable). <b>Note:</b> In Internet Explorer 8, the "/" shortcut key does not always work. Pressing the key clears the default Enter Number text, but does not place the cursor in the input box.
?	Click the Search text box.	This places the cursor in the Search text box; it retains the currently selected item (if applicable).
ARROW DOWN	Click the scroll bar or the next item in a list.	This selects the next item in the Call Console or Queued Calls pane.
ARROW UP	Click the scroll bar or the previous item in a list.	This selects the previous item in the Call Console or Queued Calls pane.
PAGE DOWN	Scroll down one page.	This goes to the next page in the Call Console or Queued Calls pane.
PAGE UP	Scroll up one page.	This goes to the previous page in the Call Console or Queued Calls pane.
1...9	Select a call in the Call Console.	Pressing "1" selects the first call; pressing "2" selects the second call, and so on.
SPACEBAR	Click <b>Answer</b> on the selected incoming call in the Call Console.	This answers the selected incoming call or if no call is selected, the incoming call that has been waiting the longest. Pressing the SPACEBAR again answers the next longest waiting incoming call, which puts the previously answered call on hold.
<PERIOD>	Click <b>End</b> on a selected call in the Call Console.	This ends the selected call.
ENTER	Click <b>Dial</b> .	If the cursor is placed in the Dialler text box, the entered digits are dialled.
ENTER	Click <b>Search</b> .	If the cursor is placed in the Search text box, a search is performed.
+	Click <b>Transfer</b> in the Dialer.	This transfers the selected call to the ad hoc number entered in the Dialer.
SHIFT+1..9	Select a ringing call and click <b>Answer</b> .	Pressing <b>SHIFT+1</b> selects and answers the first ringing call, pressing <b>SHIFT+2</b> selects and answers the second ringing call, and so on.
SHIFT+1..9	Select an active call and click <b>Hold</b> .	Pressing <b>SHIFT+1</b> selects and places the first active call on hold, pressing <b>SHIFT+2</b> selects and answers the second active call, and so on.
SHIFT+1..9	Select a held call and click <b>Retrieve</b> .	Pressing <b>SHIFT+1</b> selects and retrieves the first held call, pressing <b>SHIFT+2</b> selects and retrieves the second held call, and so on.
S or s	Click on <b>Settings</b> link.	This opens the Settings page if main window is in focus.
B or b	Click on Back to Application link.	This goes back to the main page from the Settings page.
R or r	Click the <b>Call History</b> button.	This opens the Call History dialog box.
H or h	Click the <b>Help</b> link.	This opens this guide in a PDF format.
SHIFT+L or SHIFT+l	Click the <b>Sign Out</b> link.	This signs the user out of the application.