COMCAST BUSINESS VOICEEDGE™
QUICK REFERENCE GUIDE FOR RECEPTIONIST CONSOLE

Receptionist Access

https://voiceedge-app.comcast.com/receptionist

Receptionist Interface

The main elements of the Receptionist interface include:

- Call Console
- Contacts Pane
- Queued Call Pane (Enterprise Edition)
- Setting and Help Links

Call Console

The Call Console is where you manage your current calls. It contains the following:

- The main area of the Call Console lists your current calls and allows you to perform actions on them.
- **Dialer –** This allows you to make ad hoc calls and redial up to 10 of the most recently dialed numbers.
- **Conference panel –** This lists the call legs of your current conference call and allows you to take actions on conference calls.

For each call, the name and the phone number of the remote party (if available), the call state, the duration of the call, and for held calls, the time the call has been on hold, are displayed. For a recalled call, information about the user, against whom the call had been parked, also appears.

Contacts Pane

You use the Contacts pane to call, monitor, and manage your contacts. The pane lists available contact directories.

- **Favorites –** Contacts whose status you are (statically) monitoring, which are configured on the web portal
- **Group/Enterprise –** Contacts in your enterprise or group
- **Group/Enterprise Common –** Contacts in your group's or enterprise's common phone list on BroadWorks
- **Personal –** Contacts in your Personal directory on BroadWorks
- **Speed Dial –** Speed dial numbers configured for your Speed Dial 8 and/or Speed Dial 100 service
- **Queues (Enterprise Edition) –** Your call centers
- **Instant Message –** Your monitored IM&P contacts
- **Outlook (Enterprise Edition) –** Your Outlook contacts, if the Outlook feature is configured
- **Custom (Enterprise Edition) –** Contacts in your custom directories on the web portal
- **Managed Contacts (Enterprise Edition) –** Contains dynamically managed contacts.
- **LDAP search results (Enterprise Edition) –** Read-only access to Lightweight Directory Access Protocol (LDAP) contacts via the Search feature, if the LDAP feature is configured

The Contacts pane also contains the **Search** tab and capabilities, which you use to search for contacts.

Settings, Full Screen, and Help Links

- The Settings link, when clicked, displays the Settings page, allowing you to configure Receptionist.
- The Full Screen link, when clicked, displays the Receptionist main window in full-screen mode.
- The Help link, when clicked, opens the BroadWorks Hosted Thin Receptionist User Guide in PDF format.

Manage Contacts

Show Directories

1. At the top of the Contacts pane, click the drop-down arrow to the right of the directory tabs.
2. From the list that appears, select the directory to display. The directory tab displays at the top of the Contacts pane and its contents appear in the Contacts pane.
3. To remove a directory tab from the Contacts pane, click the **Close** button on the tab for that directory.

Monitor Contacts Statically

The Favorites directory, configured on the web portal, displays the phone state of contacts. This is called static monitoring.

Monitor Contacts Dynamically (Enterprise Edition)

In the Group/Enterprise directory, click the contact's status icon. The contact is monitored and added to the Monitored Contacts directory. This is referred to as dynamic monitoring.

Contact Phone and Calendar States

The possible contact phone states are Available, On a Call, Ringing, Do Not Disturb, Private, Forwarding, and Unknown.

Note: If a call is parked against a contact that you are monitoring, either statically or dynamically, the information about the parked call also appears.

Make Notes about Contact (Enterprise Edition)

You can make notes about contacts in the Group/Enterprise, Favorites, Custom, or Monitored directories.

1. Click the target directory tab.
2. Click the **Notes** link for the contact.
3. Enter or modify information in the Notes for <Contact Name> dialog box.
4. To save your changes and close the dialog box, click **OK**. To close the dialog box without saving, click **Cancel**.

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Manage Speed Dial and Personal Directories

1. In the Speed Dial or Personal tab, click **Edit** . The Edit Speed Dials/Edit Personal Contacts dialog box appears.
2. To add an entry, click **Add**. A new row appears.
   - For a Speed Dial entry, select the dial code and enter the number and description of the contact.
   - For a Personal entry, enter the name and number.
3. To delete an entry, select the entry, and then click **Delete**.
4. To modify a Speed Dial entry, double-click the entry to make it editable and then modify it as necessary.

Note: You cannot modify a Personal entry.

Perform Quick Search

1. Select the directory to search and order it by the column to search.
2. Check the Quick Search box.
3. From the keypad that appears, select a single character. The contacts that start with the selected character (in the selected column) appear in the directory.

Perform Regular Search

1. Select the directory to search or click the Search tab to search in all directories.
2. If searching in a specific directory, make sure that the Quick Search box is unchecked.
3. In the Search text box, enter the text for which you want to search. You can enter partial information (at least two characters).
4. To restrict the search to contacts that start with the entered string, check the Begins with box.
5. If searching in a specific directory, select the column to search by from the drop-down list. You can select a specific column or all columns. In the Search tab, all columns are searched.
6. Click the **Search** button.

Create Directory from Search Results

1. Perform a search on a single column in a specific directory.
2. When the results appear, click the Pullout button. A new tab is created that contains the results of the search.

Once closed, a search results tab cannot be reopened.

Keyboard Shortcuts

Key	Equivalent Mouse Action
ESC	Click the **Close** button in a dialog box.
ESC	Cancel the changes.
/	Click the Dialer text box.
?	Click the Search text box.
ARROW DOWN	Click the scroll bar or the next item on a list.
ARROW UP	Click the scroll bar or the previous item on a list.
PAGE DOWN	Scroll down one page.
PAGE UP	Scroll up one page.
1 – 9	Select a call in the Call Console.
SPACEBAR	Click **Answer** on the selected incoming call in the Call Console.
<PERIOD>	Click **End** on a selected call in the Call Console.
ENTER	Click **Dial**.
ENTER	Click **Search**.
+	Click **Transfer** in the Dialer.
SHIFT + 1 – 9	Select a ringing call and click **Answer**.
SHIFT + 1 – 9	Select an active call and click **Hold**.
SHIFT + 1 – 9	Select a held call and click **Retrieve**.
S or s	Click on **Settings** link.
B or b	Click on the **Back to Application** link.
R or r	Click the **Call History** button.
H or h	Click the **Help** link.
SHIFT + L or SHIFT + l	Click the **Sign Out** link.

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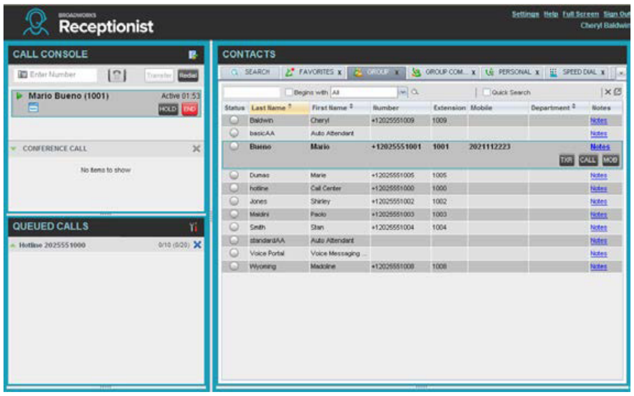
Manage Calls



Dial Contact

1. In the Contacts pane, click the target directory tab.
2. Click the contact and then click **CALL** for that contact. To dial a mobile number, click **MOB**. The call appears in the Call Console.

Dial Ad Hoc Number

In the Dialer, enter the number and click **Dial** .

Redial Number

Up to 10 previously, dialed numbers are available.

1. In the Dialer, click **Redial**. A list of recently called numbers appears.
2. From the list, select the number to call.

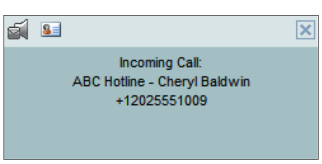
Dial from Call History

1. In the Call Console, click **Call History** .
2. In the dialog-box that appears, select Placed Calls, Received Calls, or Missed Calls from the Show drop-down list.
3. Click a call log and then click **Call** for that log.

View Current Calls

Your current calls are always visible. To display the details of the conference call, click the **Expand** button in the Conference Call panel.

View Incoming Calls Details



If the Call Notification feature is enabled, a notification window appears on top of the system tray when you receive a call, displaying the name and number of the caller. For calls from a call center, the call center name and diversion information (if applicable) is displayed in addition to the caller's name and phone number.

Save vCard

When Outlook is running, you can save the caller's phone number and personal information as a vCard in Outlook. In the Call Notification pop-up window that appears when you receive a call, click **Add vCard** .

Open URL

You can open a Uniform Resource Locator (URL) page in your browser, to get more information about the current call. In the Call Notification pop-up window, which appears when you receive a call, or in the Call Console on the line for the target call, click **Web Pop URL** .

Answer Call

In the Call Console, move the mouse over an incoming call and then click **ANS** for that call.

Hold Call

This function is not available from a remote office. In the Call Console, move the mouse over the call and then click **HOLD** for that call.

Resume Call

This function is not available from a remote office. In the Call Console, move the mouse over the call and then click **ANS.**

End Call

In the Call Console, click **END** END for the call to end. The call is removed from the Call Console.

Blind Transfer

Calls can be blind transferred while active, held, or ringing (in).

1. In the Call Console, select the call to transfer.
2. To transfer the call to an ad hoc number, enter the number in the Dialer and then click **Transfer**.
3. To transfer the call to a contact, click a contact in one of the Contacts directories and then click **TXR** for that contact.

Consultative Transfer

Calls can be transferred while active, held, or ringing (in).

1. Dial the number or contact to whom you want to transfer the call.
2. When the call is answered, speak to the party.
3. In the Call Console, select the call to transfer.
4. Move the mouse over the new call and then click **TXR**

Transfer to Voice Mail

1. In the Call Console, select the call to transfer.
2. In the Contacts pane, click a contact with voice mail (in the Group/Enterprise or Favorites directory) and then click **VM** for that contact.
3. To transfer the call to your own voice mail, select yourself.

Camp on Busy Contact (Enterprise and Small Business Editions)

You can camp external calls trying to reach a busy extension. The call is transferred when the destination becomes available.

1. In the Call Console, select the call to camp.
2. In the Group/Enterprise or Favorites directory, click a busy or ringing contact and then click **CAMP** for that contact. The call is camped and removed from the Call Console.
3. If the call timer expires before the call is answered, the call is recalled to your device and reappears in the Call Console.

Group Call Park (Enterprise Edition)

This feature searches within a predefined hunt group for an available line to park a call.

1. In the Call Console, click an active or held call and then click **PARK** for that call. The call is parked on an available extension and then removed from the Call Console.
2. If the call timer expires before the call is answered, the call is recalled to your device and reappears in the Call Console.

Directed Call Pickup

You can answer a call on behalf of another person.

1. In the Contacts pane, click the Group/Enterprise or Favorites directory tab.
2. Click a ringing contact and click **ANS**. The call appears in the Call Console.

Start Three-Way Conference

1. If necessary, place calls to participants.
2. In the Call Console, select one of the calls to conference.
3. Move the mouse over the non-selected call and then click **CONF**. The calls are moved to the Conference Call panel.

Hold Conference

To hold the conference, in the Conference Call panel header, click **HOLD**.

Resume Conference

To resume the conference, in the Conference Call panel header, click **ANS**.

Hold or Resume Conference Participant

- To place a participant on hold, click HOLD for the target call.
- To resume a participant, click ANS for the target call.

Leave Conference

To leave the conference, click **LEAVE** in the Conference Call panel header. The other parties stay connected but the calls are removed from the Conference Call panel.

Note: You can only leave a Three-Way conference.

End Conference

To end the conference, click **End** in the Conference Call panel header. The calls are terminated and removed from the Conference Call panel.

Barge In on Call

1. Click the target directory tab.
2. Click a busy contact and then click **BARGE**. A Three-Way Conference is established.

Send E-mail to Contact

1. Click the target directory tab.
2. Click a contact with e-mail and then click **EMAIL**.
3. In the message window that appears, enter the required information and then click **Send**.

View Call History

1. In the Call Console, click **Call History**. The Call History dialog box displays your placed, received, and missed calls.
2. To view call logs in a group, select the group from the Show drop-down list.

Delete Call Logs

1. In the Call Console, click **Call History**. The Call History dialog box appears.
2. To delete all call logs, click **Delete All**.
3. To delete a specific log, click **Delete Call Log** for that log.

Enable Call Waiting and Auto Answer

1. To enable Call Waiting, click **Call Waiting** in the Call Console.
2. To enable Auto Answer, click **Auto Answer** in the Call Console.

Note: This feature works only if your device is Advanced Call Control (ACC)-compliant. In addition, if Auto Answer is enabled on the server, you must **not** enable Auto Answer in the client.

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