

The logo for NVM-DFX is presented in a stylized, outlined font. The letters are bold and blocky, with a double-line outline effect. The text is centered within a light gray rectangular background.

NVM-DFX

Desktop Call Control

P/N 1770084

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This manual has been developed by NEC Unified Solutions, Inc. It is intended for the use of its customers and service personnel, and should be read in its entirety before attempting to install or program the system. Any comments or suggestions for improving this manual would be appreciated. Forward your remarks to:

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Introduction

Desktop Call Control allows you to screen your incoming calls directly from the desktop of your computer. You control which calls you want to answer and which ones you want to route to another destination (such as your mailbox or another extension). You can set up Call Control so that an incoming caller is

- routed directly to your extension, allowing you to answer the call
- transferred to another extension or phone number
- sent directly to your mailbox to record a message for you.

When you receive an incoming call, a screen appears on your desktop allowing you to make additional choices such as playing a pre-selected digitized voice prompt. If the phone system provides Caller ID information to the Voice Mail, you can also see the phone number of the caller on the screen. All NVM-DFx units are shipped with a default number of seats of Desktop Call Control.

The Desktop Call Control feature can be set up to use the MS Outlook Contact List if the Voice Mail unit is integrated with an SMTP/POP3 or SMTP/IMAP4 Email Server.

Requirements

The Desktop Call Control software has already been installed at the factory and is capable of supporting a default number of desktop client PCs. The only installation requirement is that the NVM-DFx unit be connected to a network that has access to the client PCs, and the Network Configuration be set to the correct TCP/IP addresses.

In addition, the following steps must be performed:

- Individual Subscriber mailboxes must be programmed for Call Control
- Call Control Software must be installed on each Client PC
- The Call Control Setup screen must be edited on each Client PC

Expansion

The Desktop Call Control feature is installed on the NVM-DFx unit at the factory with a default number of clients. Additional clients can be added via an Update Certificate matched to the serial number of the NVM-DFx unit.

Related Documents

- NVM-DFx System Guide
- NVM-DFx User Guide

Programming Mailboxes for Call Control

Programming Mailboxes for Call Control

You must enable each Subscriber that should have access to Call Control. In addition, if a user should be able to transfer to an outside number or use Make Call through the Call Control feature, you must enable **Local Callouts** and **Long Distance Callouts**.

To program Subscriber Mailboxes for Call Control:

- 1) Select **Mailbox Options Edit** from the Customize section of the main menu.
- 2) Use the **Filter** and **Move to** buttons at the top of the screen to locate the desired mailbox.
- 3) Click on the **Subscriber** tab:

Subscriber

Park/Paging String	FW*300/1*M
Call Waiting String	FW300
Call Announcing	No
System Administrator	INTRA
Pre-Greeting/Closing Announcement Mailbox	None
Call Queueing	No
Block Auto Attendant	No
Desktop Call Control	No
Mailbox Options Edit	

Apply changes

- 4) Enable Desktop Call Control by selecting **Yes** from the pull down menu.
- 5) Click the **Apply changes** button.
- 6) Click the **Message Notification** tab:

Message Notification

Message Notification	Yes
Local Callouts	Yes
Long Distance Callouts	No
Message Notification	Message Notification
Mailbox Options Edit	Apply changes

- 7) To allow this Subscriber to transfer to an outside number or to use Make Call through the Call Control feature, enable **Local Callouts** and **Long Distance Callouts**.
- 8) Click the **Apply changes** button.
- 9) Repeat steps 2 through 8 for each Subscriber that needs Desktop Call Control enabled.

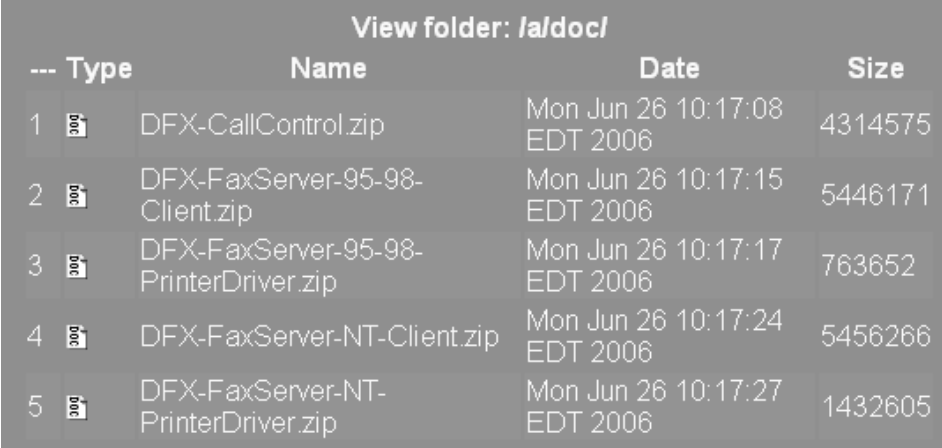
Installing Call Control Software on the Client PC






Installing Call Control Software on the Client PC

You must install Call Control client software on each personal computer that should have access to Desktop Call Control. This software is contained on the Voice Mail unit.

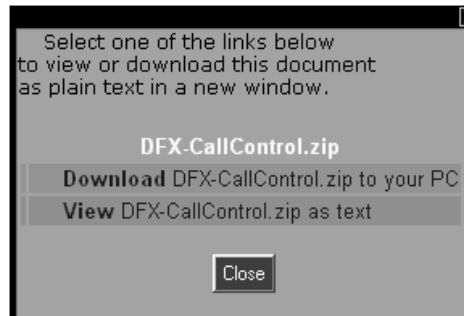
To install the Call Control software:

- 1) Select **Client Software** from the **Installation** section of the main menu. A screen is displayed, similar to the one below, listing all the client software that can be downloaded to your PC. All client software files are zipped.



---	Type	Name	Date	Size
1		DFX-CallControl.zip	Mon Jun 26 10:17:08 EDT 2006	4314575
2		DFX-FaxServer-95-98-Client.zip	Mon Jun 26 10:17:15 EDT 2006	5446171
3		DFX-FaxServer-95-98-PrinterDriver.zip	Mon Jun 26 10:17:17 EDT 2006	763652
4		DFX-FaxServer-NT-Client.zip	Mon Jun 26 10:17:24 EDT 2006	5456266
5		DFX-FaxServer-NT-PrinterDriver.zip	Mon Jun 26 10:17:27 EDT 2006	1432605

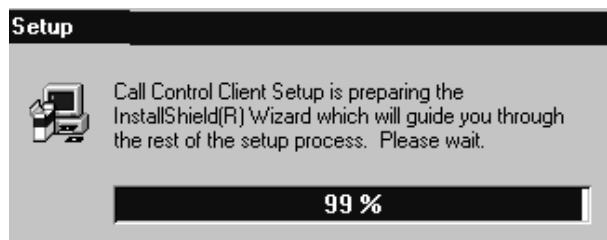
- 2) Click the icon for **DFX-CallControl.zip**. A dialog box is displayed that will allow you to open or save the file:



- 3) Right-click on **Download** and select **Save Target As**. A browser will appear with a default location of VM system files. Click **Save**.
- 4) Once the client software has been downloaded, unzip the files and then double-click Setup.exe. This will start the Install Wizard that you will use to install the client software on your PC.

Installing Call Control Software on the Client PC

While the Install Wizard is loading, a progress indicator is displayed:



5) After the Installation Wizard has finished loading, the Welcome screen is displayed:



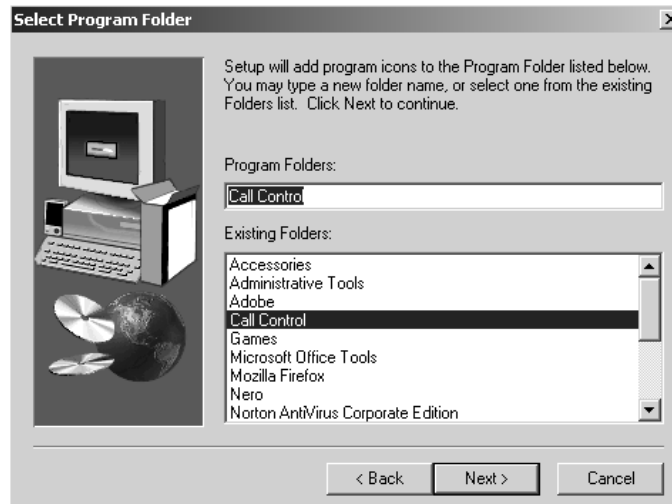
6) Click **Next**.



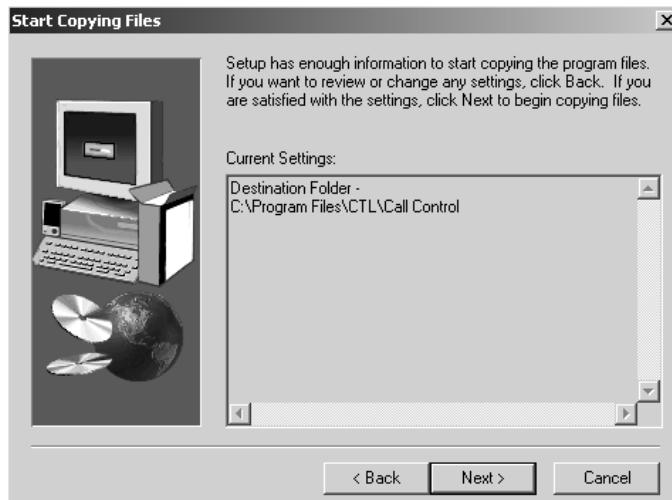
7) To install the Call Control software in the default location (C:\Program Files\CTL\Call Control), click **Next**. Or, click **Browse** to select another location, and then click **Next**.

Installing Call Control Software on the Client PC

Setup will add program icons to the specified Program Folder:



- 8) To install program icons in the default Program Folder (Call Control), click **Next**. To install program icons in a different folder, click on the box under **Program Folders**, type in desired name, and click **Next**. Or, click on the box under **Existing Folders** and use the scroll bar to locate the desired name. Select the name and click **Next**.
- 9) The Start Copying Files window is displayed showing the selected destination and Program folder:



- 10) If the destination and folder are correct, click **Next**.

Installing Call Control Software on the Client PC

- 11) A Setup Complete window is displayed with the option of restarting the computer.



- 12) Remove the Voice Mail CD from the CD-ROM drive. Click the radio button for **Yes, I want to restart my computer now** and click Finish. The computer will reboot.

Editing the Call Control Setup Screen

The Call Control Setup screen provides options for using the Desktop Call Control feature.

To edit the Call Control Setup screen:

- 1) After you have finished installing the Call Control Client Software and rebooting the computer, the Call Control Setup screen should be displayed. If you do not see the Call Control Setup screen, click **Start** ⇒ **Programs** ⇒ **Call Control** ⇒ **Call Control**:

The screenshot shows the 'Call Control V1.38 Setup' dialog box. It is organized into five main sections:

- Voice Mail Mailbox:** Includes 'Mailbox Number' (341) and 'Security Code' (empty).
- Tcp/Ip:** Includes 'VM Server Service Number' (2000) and 'VM Server IP Address' (CHAMPAGNE).
- Call Options:** Includes 'Default Action' (No Action), 'Audible Alarm' (checked), 'DID mode' (unchecked), 'Ask for C.I.D.' (unchecked), and 'Timeout (sec)' (30). It also has three transfer options: '(Default) Transfer 1', 'Transfer 2', and 'Transfer 3'.
- Find Me Transfer:** Includes 'Enabled' (unchecked), 'Enable Find Me Match' (unchecked), and a 'Match' field. It also has three transfer options: 'Transfer 1', 'Transfer 2', and 'Transfer 3'.
- Email Address Book:** Includes 'Profile Name' (MS Exchange Settings), 'Password' (empty), and checkboxes for 'Search Contacts' (checked), 'Search Address Book' (checked), and 'Search Public Contacts' (unchecked).

Buttons for 'Save' and 'Cancel' are located at the bottom of the dialog.

- 2) Make selections or enter data in the appropriate fields. Each field is explained in the following paragraphs.

The Call Control Setup Screen is divided into five sections:

- **Voice Mailbox and Tcp/Ip** identifies the particular Subscriber Mailbox to the VoiceMail and network.
- **Call Options** provides various choices for determining how incoming calls are routed and what recording the caller will hear.
- **Find Me Transfer** allows you to set up Call Control so that incoming calls reach you even when you are not at your desk.
- **Email Address Book** enables Call Control to integrate with the contact list and/or Address Book in your Microsoft Outlook Inbox.

Note - As you slide your mouse over some fields in the setup screen, you will see a brief description of the choices.

Editing the Call Control Setup Screen

Voice Mail Mailbox Data

Mailbox Number

Enter the Subscribers Mailbox number

Security Code

Enter the Security Code (if there is one) of the Subscriber Mailbox

TCP/IP Data

VM Server Service Number

Enter the Service Number of the Voice Mail Server. The default is **2000**

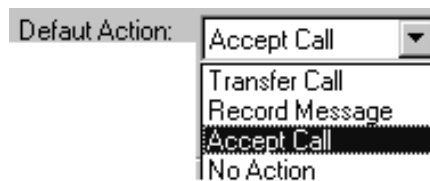
VM Server IP Address

Enter the IP Address of the Voice Mail Server

Call Options

Default Action

The Default Action determines what Call Control will do with an incoming call after a programmable number of seconds. Clicking in the Default Action dialog box provides a pop up menu with the following choices:



Accept Call - After the programmed timeout, the call rings your extension, and you answer your phone to retrieve the call.

Transfer Call - After the programmed timeout, the call is transferred to another extension or outside phone number that you have specified in Transfer 1, 2 or 3.

Record Message - After the programmed timeout, the call is routed to your mailbox where the caller hears your mailbox greeting.

No Action - If this option is selected, Call Control follows the Automated Attendant programming for the mailbox. Call Control works as if it were not even running.

Timeout (sec)

This is the amount of time that elapses before the call is routed according to the Default Action setting. Clicking on the up or down arrow allows you to set the time. You can also click on the number and type in the desired amount. Valid entries are 2 through 90. (Although you can enter numbers other than 2 through 90, they are not valid and will not work.)

Audible Alarm

If this option is selected and your computer has a sound card, you will hear a telephone ring through your computer speakers that signals an incoming call to your extension. To enable this option, click to select the **Audible Alarm** check box.

DID mode

This option is used if your phone system is configured for Direct Inward Dialing (DID). If your system has DID, click to select the **DID mode** check box.

Editing the Call Control Setup Screen

Ask for C.I.D.

If this option is enabled, the Voice Mail will prompt the caller to enter his number followed by a pound sign. His number will then appear in the Call Log. This feature can be used when the phone system does not provide Caller ID.

Transfer 1, 2, 3

When you select **Transfer Call** for the Default Action, an incoming call to your extension is routed to the number that you specify for Transfer 1, 2 or 3.

To specify telephone numbers for transfer:

- 1) Click in the box next to **Transfer 1**, and enter the desired number.
- 2) Repeat for **Transfer 2** and **3**, as desired.
- 3) To select **Transfer 1, 2** or **3**, click the corresponding radio button:

Call Options
Default Action: Audible Alarm
Timeout (sec): DID mode
 (Default)Transfer 1:
 Transfer 2:
 Transfer 3:
Enter Description plus Extension or Phone Number [Ex. Home 555-1212]

In the example above, two numbers are specified for transferring calls. However, the Home number of 732-4364 is currently selected as the transfer destination for calls to this user's extension. In order for calls to be transferred to this number, the Default Action must be set to Transfer Call.

Hold 1, Hold 2

If your Voice Mail has the Text-To-Speech option installed, you can type in the text that a caller hears when you place the call on hold. If your system does not have Text-To-Speech, you cannot change the voice prompt that a caller hears when he is placed on hold.

To specify text for a call on hold:

- 1) Click in the box next to **Hold 1**, and enter the desired text.
- 2) Repeat for **Hold 2**.
- 3) To select a hold message, click the corresponding radio button.

(Default)TTS Hold 1:
 TTS Hold 2:

In the example above, there are two messages for a caller on hold. However, **Hold 1** is selected so if a user presses hold on the screen-pop when a call is received, the caller hears, ***Please hold, I'll be right with you.***

Editing the Call Control Setup Screen

Greeting to Use While Active or Inactive

You can record up to three personal greetings for your Subscriber Mailbox to let callers know your whereabouts before they leave a message. You can select one greeting to use when Call Control is running, and another to use when Call Control is not running.

These selections override the greetings that you have chosen when you use a phone to access your Subscriber Mailbox (by pressing **G** from the Main Menu).

To select a greeting to use:

Click to select the option button for the desired Greeting (**Greeting 1, 2 or 3**).

Make sure that a greeting is recorded for the **Greeting** option that you selected. For information on how to record a greeting, see the User's Guide.

Click **Save** before you go to **Email Address Book**.

Email Address Book

If you have Microsoft Outlook or Lotus Notes, you can set up Call Control so that it searches for the information that you have stored in your Contact List or Address Book of your Inbox.

If the phone system sends Caller ID information to the Voice Mail, Call Control searches to see if this number is stored in your Contact List and/or Address Book when you receive an incoming call. If so, the corresponding name that is stored for this number is displayed on the screen-pop that you see for the call.



If you have Call Control set up to work with your Address Book and Contact List, you can use Make Call for names stored in these two areas. (See *To Use Make Call* page 21 for information on using this feature).

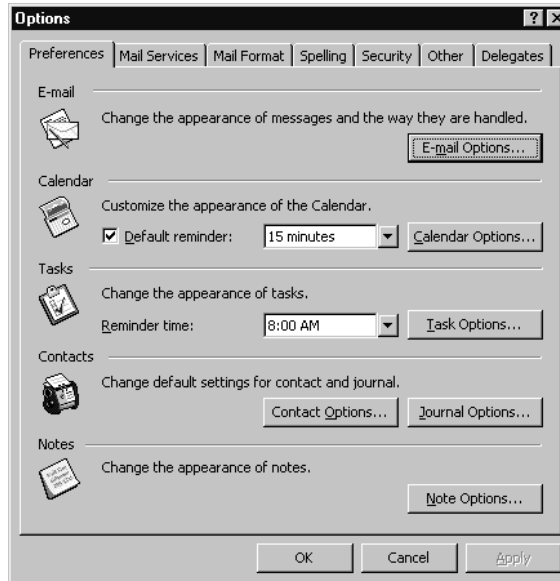
To have Call Control work with your Inbox for Microsoft Outlook or Lotus Notes, you must know your Profile Name and you need to have telephone numbers and names stored in your Contact List and/or Address Book. (For information on working with your Contact List and/or Address Book, see the information that came with your native Email program.)

Editing the Call Control Setup Screen

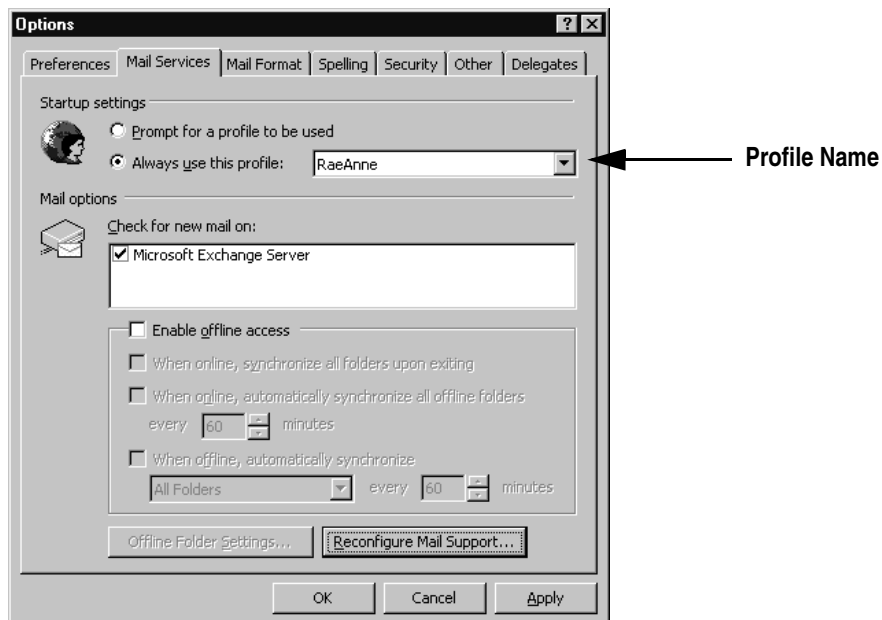
To find your Profile Name:

Note - The following information tells you how to find your profile name if you have Microsoft Outlook. If you have another Email program, the procedure may be different. See your System Administrator for help.

- 1) Start up (launch) Microsoft Outlook from the desktop of your computer and open your Inbox.
- 2) From the Inbox Menu Bar select **Tools** ⇒ **Options**. The **Preferences** tab of the **Options** window is displayed:



- 3) Click the **Mail Services** tab.



- 4) Make a note of the Profile name, and click **Cancel**.

Editing the Call Control Setup Screen

To have Call Control search your Contact List or Address Book:

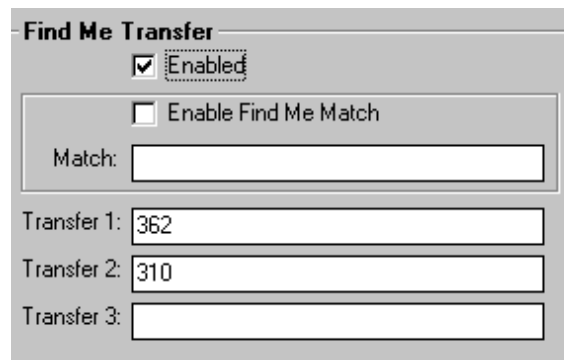
- 1) You need to have the Setup screen showing on your computer desktop. Right-click on the telephone icon in your system tray. You will see a dialog box with options. Select **Setup** from the list of options.
- 2) Enter your Microsoft Outlook profile in **Profile Name**.
- 3) If you have a password, enter it in **Password**.
- 4) Click the **Search Contacts** check box if you want Call Control to search the information stored in your Outlook Contact List.
- 5) Click the **Search Address Book** check box if you want Call Control to search the information stored in your Outlook Address Book.
- 6) Click the **Search Public Contacts** check box if you want Call Control to search the information stored in the Public Contacts folder.
- 7) Click **Save** when you are finished changing the Setup screen.

Find Me Transfer

Enabling **Find Me Transfer** and entering an extension number for **Transfer 1, 2** and **3**, sets up Call Control so that your incoming calls are immediately routed to the extension numbers that you specify. You will not see a screen-pop when you have Find Me Transfer enabled.

To transfer incoming calls immediately to a different extension:

- 1) You need to have the Setup screen showing on your computer desktop. Right-click on the telephone icon in your system tray. You will see a dialog box with options. Select **Setup** from the list of options. You see the Setup screen:



- 2) Under **Find Me Transfer**, click the **Enabled** check box.
- 3) Enter an extension number for **Transfer 1** (and **Transfer 2** and **3**, if desired). Click **Save** when you are finished changing the Setup screen.

In the example shown above, Call Control immediately routes all incoming calls for this extension to extension 362.

Find Me Transfer can be turned off later.

To disable Find Me Transfer:

- 1) You need to have the Setup screen showing on your computer desktop.
- 2) Under **Find Me Transfer**, click to clear the **Enabled** check box.
- 3) Click **Save** when you are finished changing the Setup screen. The screen closes.

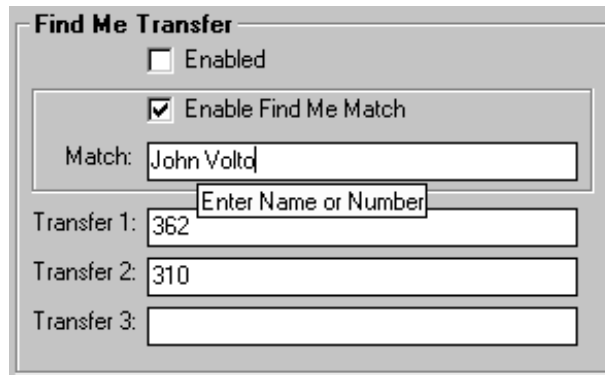
Editing the Call Control Setup Screen

Find Me Match

You can also set up Find Me Transfer so that incoming calls are transferred only if Call Control recognizes the name or phone number as the match that you specified. The name needs to be one that you have listed in your Microsoft Outlook Contact list or Address Book.

To set up Find Me Match

- 1) You need to have the Setup screen showing on your computer desktop. Right-click on the telephone icon in your system tray. You will see a dialog box with options. Select **Setup** from the list of options. You will see the Setup screen.
- 2) Under **Find Me Match**, click to select the **Enabled** check box.



The screenshot shows a dialog box titled "Find Me Transfer". At the top, there is a checkbox labeled "Enabled" which is currently unchecked. Below this is another checkbox labeled "Enable Find Me Match" which is checked. Underneath the checked checkbox is a text input field labeled "Match:" containing the text "John Voltd". A tooltip with the text "Enter Name or Number" is visible over the input field. Below the "Match:" field are three text input fields labeled "Transfer 1:", "Transfer 2:", and "Transfer 3:". The "Transfer 1:" field contains the number "362", the "Transfer 2:" field contains "310", and the "Transfer 3:" field is empty.

- 3) Enter an extension number for **Transfer 1** (and **Transfer 2** and **3**, if desired).
- 4) For **Match**, enter a name (listed in your Microsoft Outlook Contacts or Address Book) or a phone number. See the example above. Click **Save** when you are finished changing the Setup screen. The screen closes.

In the example shown above, Call Control transfers an incoming call from John Volto immediately to extension 362.

Find Me Match can be turned off later.

To disable Find Me Match:

- 1) You need to have the Setup screen showing on your computer desktop.
- 2) Under **Find Me Transfer**, click to clear the **Enabled** check box.
- 3) Click **Save** when you are finished changing the Setup screen. The screen closes.

Editing the Call Control Setup Screen

Call Control is now active and an icon for it appears in the System Tray portion of your taskbar. This icon indicates that Call Control is running. **When active, Desktop Call Control overrides all Automated Attendant settings for the mailbox.**

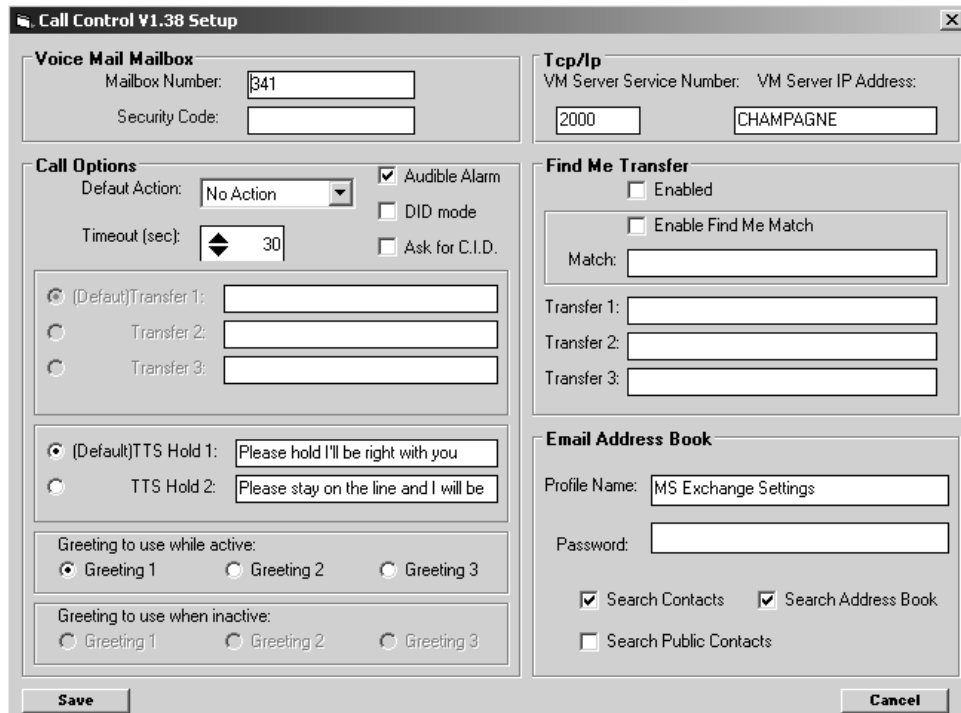


To access the Setup screen after Call Control is already running:

- 1) Right-click on the telephone icon in your system tray. You see a dialog box with options.



- 2) Select **Setup** from the list. You see the Setup screen:



Using Desktop Call Control

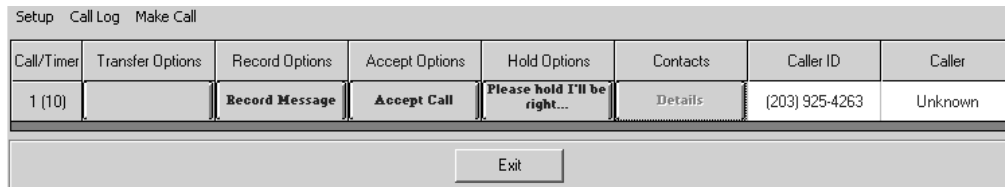
Once you have entered the Subscriber Mailbox number of the client computer and identified the Tcp/Ip address of Call Control in the Setup screen, Call Control should be active.

Starting Up Desktop Call Control

From your desktop, click **Start** ⇒ **Programs** ⇒ **Call Control** ⇒ **Call Control**. Call Control starts up as indicated by a phone icon in your system tray. Your incoming calls will now go through Desktop Call Control.

Working with Incoming Calls

When a call comes into your extension, the Call Control screen will pop up on your computer's desktop. Depending on how you configured your Setup screen (and if your computer has a sound card), you may also receive a ring tone over your computer speakers to notify you of an incoming call.



By clicking on the various option buttons on this screen, you can decide to accept the call, transfer the call to another phone or extension number, place the call on hold (and have a text-to-speech message play), or have the caller immediately record a message for you.

You can also change how incoming calls are routed to your extension by re-accessing and changing the Call Control Setup screen.

In addition to working with incoming calls, you can also return missed calls, make calls to people listed in your MS Outlook Client List, and access/edit the Call Log from the Call Control screen.

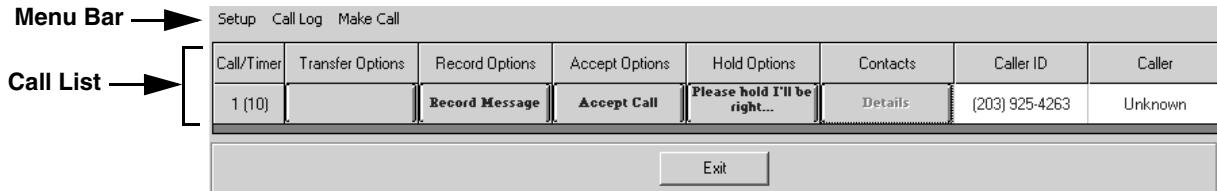
Using Desktop Call Control

The Call Control Screen

The Call Control Screen is divided into two main sections:

Menu Bar - provides one-click access to the Call Control Setup screen, the Call Control Call Log and the Make Call feature to people on Microsoft Outlook Contact list.

Call List - shows the current incoming calls and the available options you have for each one.



The Call Control pop-up screen adds calls if you receive more than one call at a time. They stack and appear on the call list in the order in which they were received (the oldest call is listed first).

The Call List

For each current incoming call, the Call List shows the following information:

Call/Timer	Transfer Options	Record Options	Accept Options	Hold Options	Contacts	Caller ID	Caller
1 (48)	John 310	Record Message	Accept Call	Please hold I'll be right...	Details	2039254267	Unknown
2 (86)	John 310	Record Message	Accept Call	Please hold I'll be right...	Details	2036686836	Unknown

Call/Timer

Call shows the order in which the call was received.

Timer shows how much time has elapsed since the pop-up screen appeared on the desktop. After the number of seconds for the Timeout timer has elapsed, the call is routed according to the Default Action that you specified in the Call Control Setup screen. The timer starts with the number of seconds that you specified for Timeout (in the Setup screen) and counts down to zero.

If the Hold option is used, the timer shows how much time the call has been on hold.

Transfer Options

If you specified a transfer destination number on the Call Control Setup screen, the number you selected as the default transfer is shown for **Transfer Options**. By clicking this number, you can override the default action that you defined on the Setup screen and immediately transfer your current call.

To route the call to the transfer destination:

Click on the number shown under Transfer Options. The call is immediately transferred to that number. In the example below, the call would be transferred to extension 310 (John's extension).



You can also select one of the other transfer destinations, if you have specified one in **Transfer 2** or **Transfer 3** on the Call Control Setup screen.

To select a different transfer destination for the current call:

1) Right-click on the transfer number. You see a screen that shows you the other transfer destinations that you specified on the Call Control Setup screen. An example is shown below:



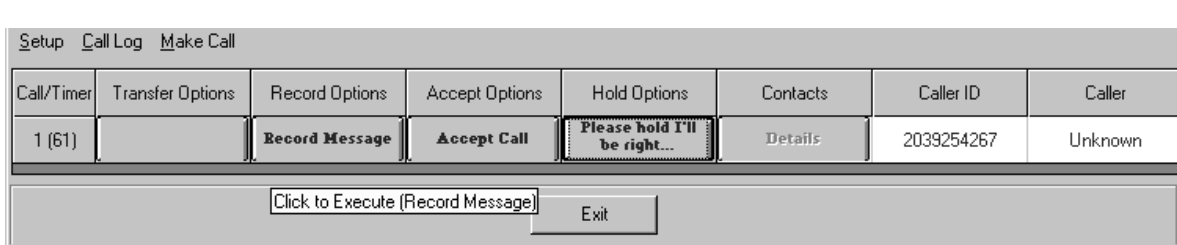
- 2) Select a destination from the list of choices.
- 3) Your selection appears under **Transfer Options**. Click on your new selection. The call is immediately transferred to that number.

Using Desktop Call Control

Record Options

By clicking **Record Message**, you can override the default action that you defined on the Setup screen and immediately route your current call to your Subscriber Mailbox. The caller hears the Greeting (1, 2 or 3) that you specified on the Call Control Setup screen and can then leave a message for you.

When the Record Option is used, the Record Option button changes to **Retrieve Call**. This function allows you to stop the recording and retrieve the call.

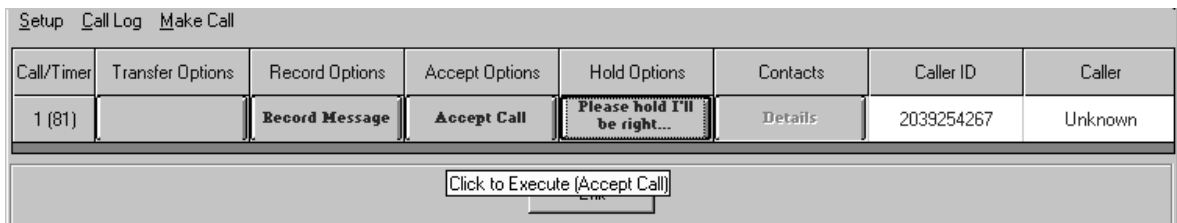


Accept Options

By clicking **Accept Call**, you can override the default action that you defined on the Setup screen and immediately route your current call to your extension.

To immediately route the call to your extension:

- 1) Click **Accept Call**. The caller hears, **Calling XYZ... Please hold a moment.** The call is immediately routed to your extension and your extension rings.
- 2) Answer your phone.



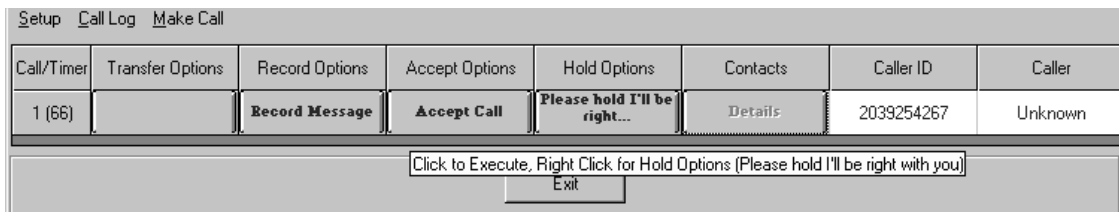
Hold Options

By clicking the button under **Hold Options**, you can override the default action that you defined on the Setup screen and immediately place your current call on hold.

If your Voice Mail has the Text-to-Speech option installed and you specified text on the Setup screen for the default hold message, the text is shown. The caller hears a digital voice say the text that you entered.

If your Voice Mail does not have Text-To-Speech, the caller hears the Automated Attendant say, **Please continue to hold. I will try to connect you.**

The timer in **Call/Timer** starts at one (1) to show how many seconds the call has been on hold. The call will remain on hold for 20 minutes.



To place the call on hold:

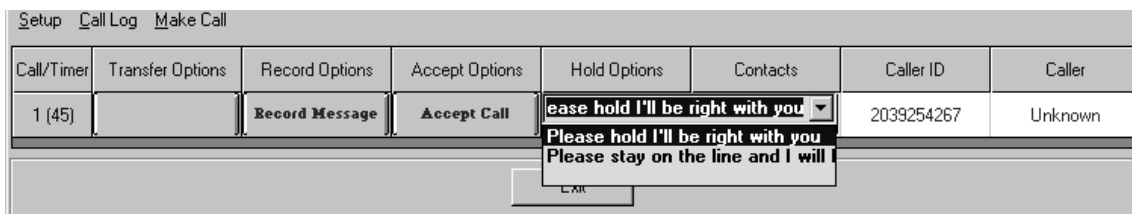
Click on the text button under **Hold Options**.

If your Voice Mail has Text-To-Speech, the caller hears the text that is showing on the button. You can also select another hold message, or you can type in another text message directly on the screen.

If your Voice Mail does not have Text-To-Speech, the caller hears the Automated Attendant say, **Please continue to hold. I will try to connect you.**

To select a different hold message for the current call:

- 1) Right-click on the button for the hold message. A drop down screen shows your other hold message that you specified on the Call Control Setup screen. An example is shown below.



- 2) Select the other hold message, or, type in a new hold message.
- 3) Click the down arrow to select your new text message. Your message appears in the text button under **Hold Options**.
- 4) Click the text button under **Hold Options**. The call is immediately placed on hold, and the caller hears a digital voice say the text that you entered. The call will remain on hold for five hours. If you click the Hold button again, the counter begins again, and the call will stay on hold for another 30 minutes.

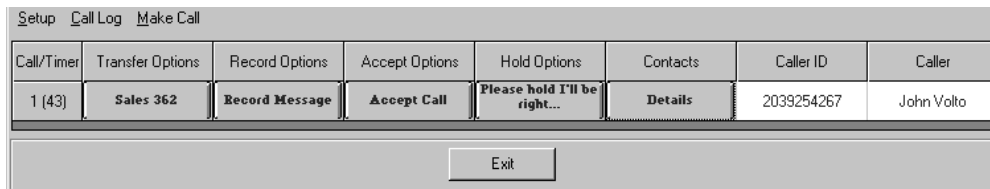
Using Desktop Call Control

Caller ID

If the phone system sends Caller ID information to the Voice Mail, or if **Ask for C.I.D** was checked on the Call Control Setup screen, the phone number of the current caller is shown under **Caller ID**.

Caller

If you configured the Call Control Setup screen for your Microsoft Outlook Contact List or your Address Book, Call Control searches these lists for the number of an incoming call. If a match is found, the caller's name is shown under **Caller**.



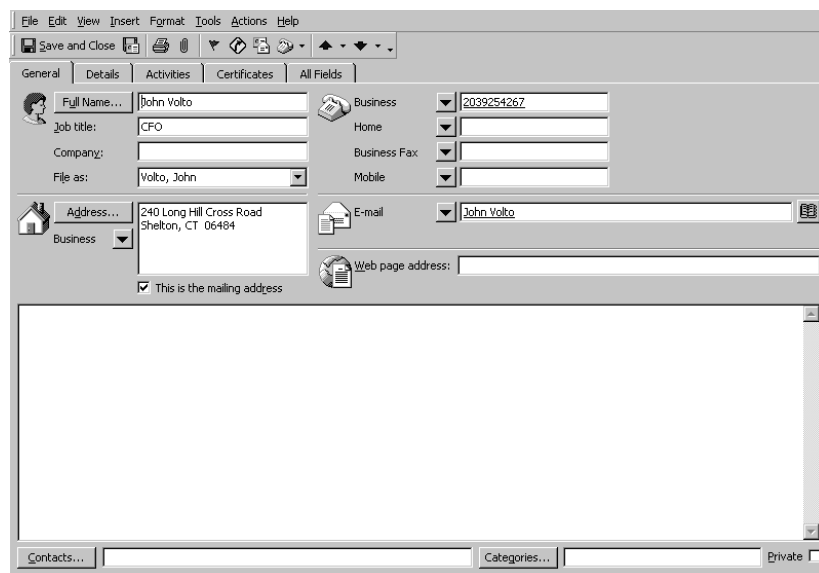
Contacts

If the caller is listed in your Microsoft Outlook Contact list, you can look up the contact information directly from the screen.



To see the Contact information for an incoming caller:

Click the **Details** button for the desired incoming call. The contact page from Microsoft Outlook will be displayed for this caller:



Menu Bar

The Menu Bar provides easy access to the Call Control Setup screen, the Call Log and the Make Call feature (for names in your Microsoft Outlook Contact List).

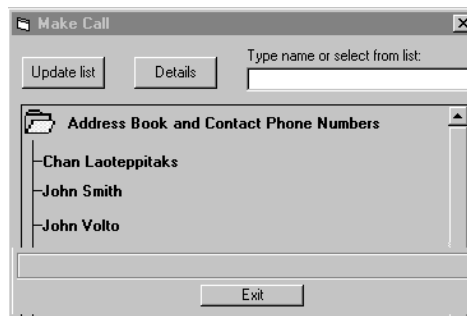


To access an item on the Menu Bar, simply click the desired option:

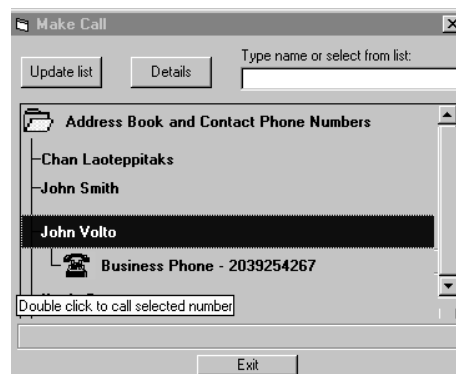
- Clicking **Setup** will display the Call Control Setup Screen. You can view or edit settings. See *Editing the Call Control Setup Screen* page 7.
- Clicking **Call Log** will display a log of incoming calls. To view and make calls from the log, see *Desktop Call Control Call Log* page 22.
- Clicking **Make Call** is an easy way to call someone listed in your Microsoft Outlook Contact List.

To use Make Call:

1) Click **Make Call** on the pop-up screen. You see your Microsoft Outlook Contact list:



2) Double-click the desired name.



3) Double-click the desired phone number. You will see the message *Calling your extension...* in the lower left corner of the page for the Contact list.

4) Your extension rings. Answer it, and say **hello**.

- You hear the Automated Attendant say **Ready**.
- You then hear a series of beep tones as the Voice Mail dials the number, and you see *Calling XXXXXXXXXX...* in the lower left corner of the page for the Contact list.
- The number is called.

Desktop Call Control Call Log

Desktop Call Control Call Log

The Desktop Call Control Call Log records all incoming calls to your extension when Call Control is running (active). The log shows the time and date of the incoming call and the “result” of the incoming call (e.g., you accepted the call, the caller recorded a message, or no action was taken). If the phone system sends Caller ID information to the Voice Mail, or, if **Ask for C.I.D** was enabled on the Call Control Setup screen, the phone number of the incoming call is shown in the Call Log.

When you set up your Call Control to work with your Email Contact List or Address Book, Call Control searches these lists for the phone number of an incoming call to your extension. If a match is found, the caller’s name is also shown in the Call Log.

Accessing the Call Log

- 1) Call Control needs to be running (active) on your computer (as indicated by the phone icon in your system tray). If Call Control is not running, click **Start** ⇒ **Programs** ⇒ **Call Control** ⇒ **Call Control**. You should see a phone icon in your system tray.
- 2) Right-click on the telephone icon in your system tray. You see a dialog box:



- 3) Click to select Call Log. The **Call Log** is displayed but may look different depending on certain options. See the following examples.

If your phone system does not provide Caller ID information to the Voice Mail, the Call Log will look similar to the one shown below:



Desktop Call Control Call Log

If the phone system does provide Caller ID information, the phone number is shown on the Call Log as shown in the example below:

Call #	Time	Name	Phone Number	Result
32	11:40 AM 12/2/02	Unknown	2039254266	Record Message
31	11:39 AM 12/2/02	Unknown	2039254266	Accepted (timeout)
30	04:55 PM 11/26/02	Unknown	2039254266	Accepted
29	04:31 PM 11/26/02	Unknown	7032426111	Accepted
28	03:52 PM 11/26/02	Unknown	2037366111	Record Message
27	02:43 PM 11/26/02	Unknown	2039240781	Accepted (timeout)
26	10:32 AM 11/26/02	Unknown	2039240781	Accepted (timeout)
25	04:58 PM 11/25/02	Unknown	2037366111	Record Message
24	04:57 PM 11/25/02	Unknown	2039240781	Accepted
23	04:56 PM 11/25/02	Unknown	2039254265	Accepted
22	04:43 PM 11/25/02	Unknown	2037366111	Accepted
21	04:42 PM 11/25/02	Unknown	2039240781	Hung up
20	04:42 PM 11/25/02	Unknown	2037366111	Record Message
19	02:23 PM 11/25/02	Unknown	2039240781	Accepted

If you configured the Setup screen so that Call Control works with the Contact List or Address Book of your Microsoft Outlook Inbox, Call Control searches these lists for the number of the incoming call. In the example above, various phone numbers list **Unknown** as the name of the caller. However, an actual name will be listed if Call Control is set up to search the Contact List and Address Book for these numbers:

Call #	Time	Name	Phone Number	Result
32	11:40 AM 12/2/02	Chan Laoteppitaks	2039254266	Record Message
31	11:39 AM 12/2/02	Chan Laoteppitaks	2039254266	Accepted (timeout)
30	04:55 PM 11/26/02	Chan Laoteppitaks	2039254266	Accepted
29	04:31 PM 11/26/02	Robin Portman	7032426111	Accepted
28	03:52 PM 11/26/02	Chan Laoteppitaks	2039254266	Record Message
27	02:43 PM 11/26/02	Unknown	2037366111	Accepted (timeout)
26	10:32 AM 11/26/02	Unknown	2039240781	Accepted (timeout)
25	04:58 PM 11/25/02	Chan Laoteppitaks	2039254266	Record Message
24	04:57 PM 11/25/02	Chan Laoteppitaks	2039254266	Accepted
23	04:56 PM 11/25/02	Unknown	2039254265	Accepted
22	04:43 PM 11/25/02	Robin Portman	3015256111	Accepted
21	04:42 PM 11/25/02	Unknown	2039254263	Hung up
20	04:42 PM 11/25/02	Unknown	2039254264	Record Message
19	02:23 PM 11/25/02	Debbie Chasen	2037996111	Accepted

Desktop Call Control Call Log

Deleting Calls You can delete a specific call or group of calls, or you can delete the contents of the entire Call Log.

To delete a call or group of calls from the Call Log:

- 1) From the Call Log screen, click to select the call that you want to delete. Press **Shift** and click to select each additional call that you want to delete.
- 2) Press the **Delete Selected Call(s)** button. The calls are removed from the Call Log.

To delete the entire contents of the Call Log:

- 1) Press the **Clear Log** button. All calls are removed from the Log.
- 2) When you are finished making deletions, click the **Exit** button.

Returning a Missed Call

If you miss a call, you can call the person back, as long as the phone system supplies Caller ID information to the Voice Mail, or if **Ask for C.I.D** is enabled on the Call Control Setup screen.

To make a call to a number in the Call Log:

- 1) From the Call Log screen, click to select the number that you want to call.
- 2) Click the **Make Call** button. You will see the message *Calling your extension...* in the lower left corner of the Call Control screen.
- 3) When your extension rings, answer it, and say **hello**.
 - You hear the Automated Attendant say **Ready**.
 - You then hear a series of beep tones as the Voice Mail dials the number, and *Calling XXXXXXXXX...* appears in the lower left corner of the Call Control screen.
 - The number is called.
- 4) When you are finished with the Call Log, click **Exit**.

Desktop Call Control Call Log

Adding Contacts

If a number is listed as “unknown” on your Call Log, you can add it to your Microsoft Outlook Contacts List. The name of the caller will then appear on subsequent incoming calls.

To add a name to your Outlook Contact List from the Call Log:

- 1) With the Call Log displayed on your desktop, click to select the desired phone number with **Unknown** as the **Name**.
- 2) Click the **Create Contact** button. You will see a new Contact page in your Microsoft Outlook Contact List as shown below:

The screenshot shows the 'Untitled - Contact' dialog box in Microsoft Outlook. The window title is 'Untitled - Contact'. The menu bar includes File, Edit, View, Insert, Format, Tools, Actions, and Help. The toolbar contains icons for Save and Close, Print, Copy, Paste, Undo, Redo, and a scroll bar. Below the toolbar are tabs for General, Details, Activities, Certificates, and All Fields. The General tab is active, showing fields for Full Name, Job title, Company, File as, Business, Home, Business Fax, Mobile, Address, E-mail, and Web page address. The Business field contains the number 2039254266. At the bottom, there are fields for Contacts, Categories, and a Private checkbox.

- 3) Complete the Contact page according to the instructions from Microsoft Outlook.
- 4) When you are finished, return to the Call Log. When you are finished with the Call Log, click **Exit**. The Call Log screen closes.

Quitting Call Control

Quitting Call Control

- 1) Right-click on the phone icon in your system tray. A pop-up dialog box will be displayed as shown below:



- 2) Click to select **Exit**. The phone icon disappears from your system tray, indicating that Call Control is no longer running.

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Technical Training:203-926-5430
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