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Dialplate Receptionist Console

Version 4.0.1.12

User Manual



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INSTALL

SETUP

Simply run the Setup.exe File and follow screen instructions.

DRC has been developed and tested on Windows Xp and Windows 7, 8 and 8.1. Older or different Windows versions may not work properly.

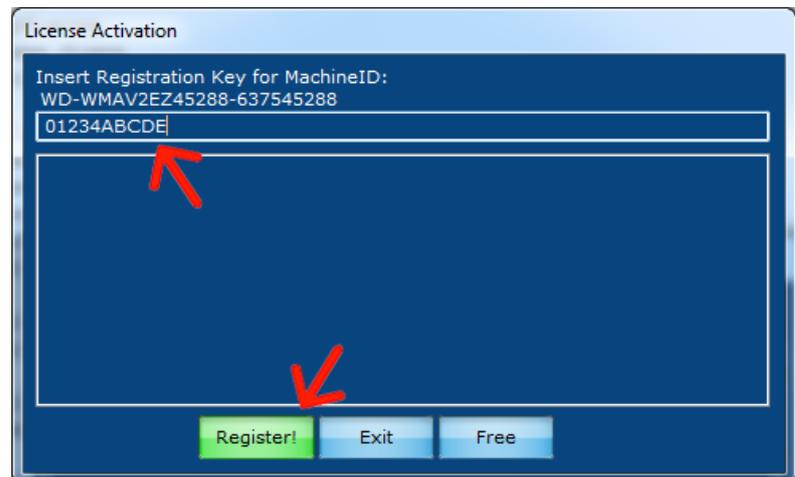
SYSTEM REQUIREMENTS

- Intel processor 1 GHz or higher 32 bits (x86) or 64 bits (x64)
- 1GB RAM
- 100MB Hard Disk
- Ethernet Adapter
- Audio card

LICENSE ACTIVATION

When DRC starts you'll be prompted the license code for activation.

- If you purchased a commercial license, you received a license key (es: 01234ABCDE) that you can enter into the text field. Once entered, press the "Register!" button.



- If something goes wrong an offline activation window automatically appears. In this case please copy and paste the message contained in the higher form, send this message to info@dialplate.com and then enter the text you will receive via mail in the second form.
- Now press ok and restart the application. If all the entered datas match, the product has been correctly activated.

License Activation Offline

Online Activation failed.
Please copy and paste the following message and send it to info@dialplate.com

Hi,
I request an offline license activation for machine ID:
WD-WMAV2EZ45288-637545288
Serial Number:
Best Regards

Then copy and paste the received signature here:

OK Exit

- If you want to use the free version of DRC, simply press the “Free” button: in this mode DRC will work with 2 lines (concurrent calls) with up to 10 BLFs extensions and without extended audio codecs.

License Activation

Insert Registration Key for MachineID:
WD-WMAV2EZ45288-637545288

Register! Exit Free

MAKE A CALL

GENERIC CALL

- Use on screen keypad or PC keypad with Bloc Num active or click over a “ready” (green) line to compose the number.
- Press confirm button or select an audio device button (handset/headset/handfree) or press “Enter” on the PC keypad to make the call.



CALL AN EXTENSION

From extensions page (BLF):

- Press the button for the desired extension. Telephone extension status must be “ready” (green).



CALL A NUMBER FROM CONTACT LIST

From contact list page (CONTACT):

- Press the handset icon relative to the required contact.



CALL A NUMBER FROM RECENT LIST

From recent calls page (RECENT):

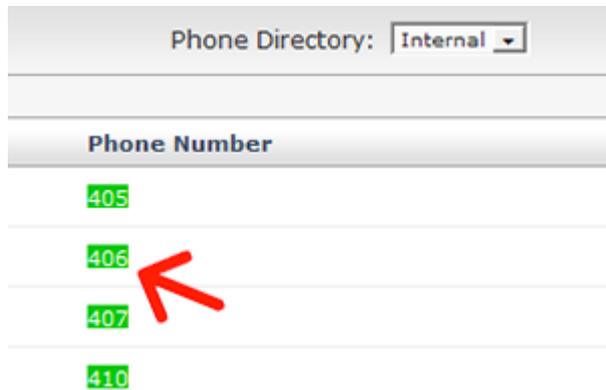
- press the handset icon relative to the required number.

Dial	Direction	Number
		1002 AT 1002
		1002 AT 1002
		1002 AT 1002
		1001 AT 1001

CALL A NUMBER FROM A WEB APPLICATION

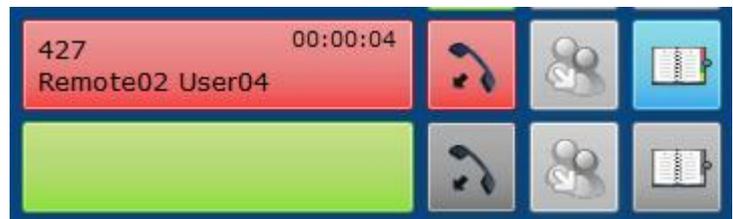
From web browser page (BROWSER):

- All numbers in the web page are highlighted by default (configurable): simply press highlighted link to call the selected number.



MAKE A CALL RESULT:

- After executing one of the above dialing command, DRC selects the first available line and starts the call. The button of the line consequently changes its state (orange button and arrow up).
- When the called party answers, the button of the line changes its state accordingly (turns red).

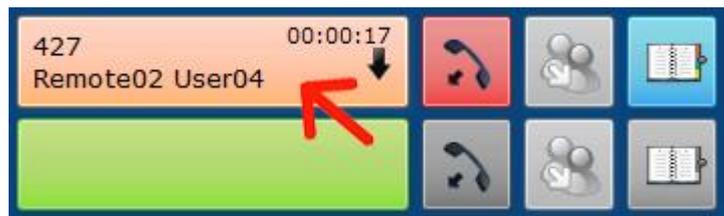


ANSWER A CALL

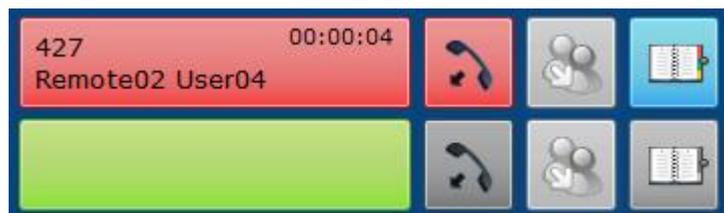
- When there is an incoming call, the first available line displays the ringing status (orange and down arrow) and shows the caller's number and name (if it is in the directory).



- If you are late to respond, after a certain amount of time (configurable) the line flashes to indicate the state of "long wait" for the caller. You can answer the call by selecting the line that is in ringing state.

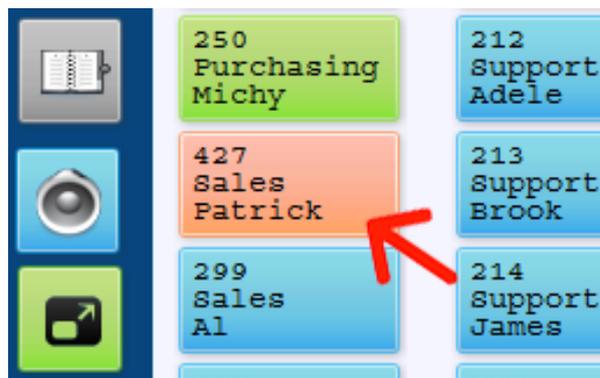


- When you answer, the button of the line changes its state consequently (turns red).



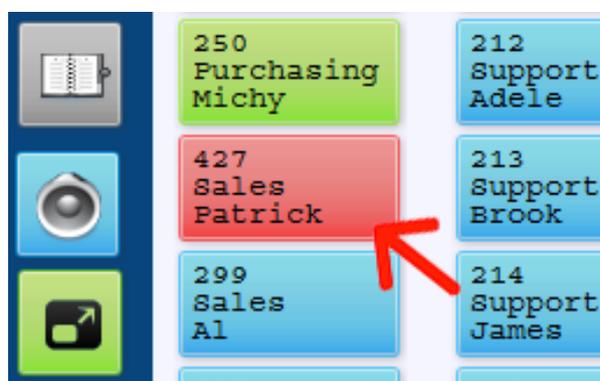
CALL PICK UP

- If an extension is ringing, (orange button) you can click it and perform the pickup of the call (you answer the call instead of the extension user). This function is useful for example when a user is absent. To facilitate this service BLF keys blink if they remain in ringing state for too long time (configurable). This function must be enabled by the administrator of PABX.



CALL BARGE IN

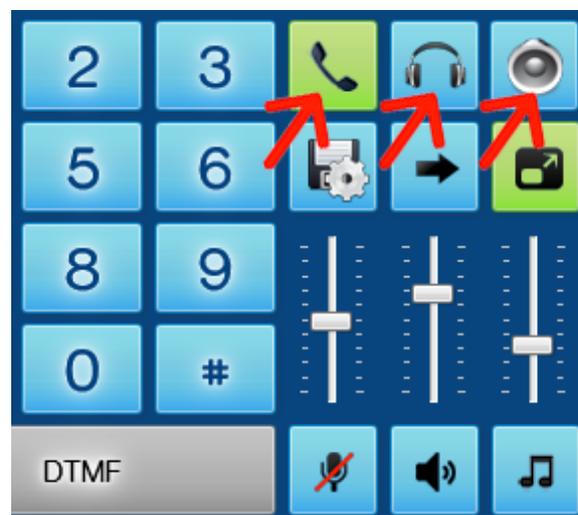
- If an extension is busy, (red button) you can click the corresponding button and perform the “intrusion” of the call (you speak with extension user even when busy). This function is useful for example when the operator needs to communicate with the user without waiting for the end of the call. This function must be enabled by the administrator of PABX.



CALL MANAGEMENT

CHANGE AUDIO DEVICE

- During the conversation, you can select a different audio device choosing between handset, headset and speakerphone (audio devices must be present and correctly configured).



ADJUST AUDIO VOLUME AND MUTE

- If the sound volume or the microphone level are not correct you can act on the audio controls. You can also completely mute speaker, microphone or ringer by pressing the corresponding buttons.



WRITE A NOTE

- During the conversation you can write a note using the text box: the note will be stuck to the active call and it can later be viewed from the recent calls page.



ADD A CONTACT TO THE PHONEBOOK

- At any stages of the conversation you can add to the phone book the contact you're talking to by pressing the "book" icon.



- A window will open up allowing you to quickly add the new contact.

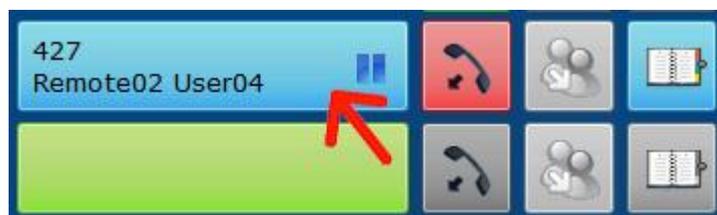
 A screenshot of a dialog box titled 'Add New Contact'. It has a blue background and a close button (X) in the top right corner. The dialog contains four fields, each with a green checkmark icon to its left:

- 'First Name' with the text 'User02' in the input field.
- 'Last Name' with an empty input field.
- 'Company' with an empty input field.
- 'Number' with the text '427' in the input field.

 At the bottom of the dialog are two buttons: 'OK' and 'Cancel'.

PUT A CALL ON HOLD

- By selecting a line that is in the "speaking" status you can put the call on hold. Reselecting the line will resume the call.



HANG UP A CALL

- To end a call press the "hang up" button.
- You can also hang up a call when it's ringing.



SEND DTMF TONE

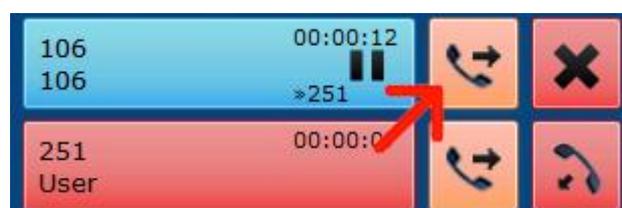
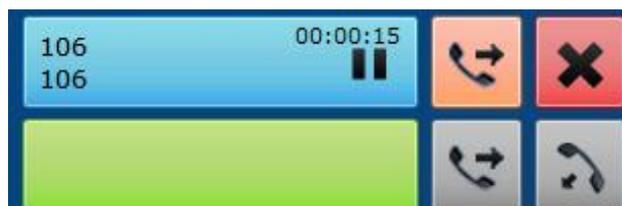
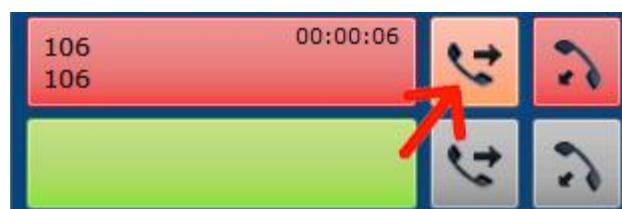
- Sending DTMF tones could be useful for example with many voice responders and call centers, it is necessary, during the call, to select the "DTMF" button to enable it and use the on-screen keyboard .
- In DRC, DTMF tones are normally disabled during a call and you must enable this functionality manually because you will usually prefer to use the keypad to dial a number for a new call. In any case, you can configure the system so that DTMF tones are automatically enabled.



TRANSFER A CALL

STANDARD CALL TRANSFER

- During the conversation, press the transfer button.
- The transfer button will blink to indicate the corresponding line is booked to be transferred and the call will be put on hold.
- Make an outgoing call: over the transferring line is now highlighted the number to join.
- Wait for the answer and transfer the call pressing again the blinking button next to the line that is awaiting for transfer: both lines return immediately available.
- Alternatively, if you want to transfer the call without announcement just press the transfer button without waiting for an answer: the calls will be transferred as soon as possible in queue mode.



TRANSFER CALL OVER A BLF

- If you want to transfer a call without announcement over a BLF, just press and hold the line. A transfer icon will appear.



- Drag the icon and release it over a green BLF to transfer the call in queue mode.

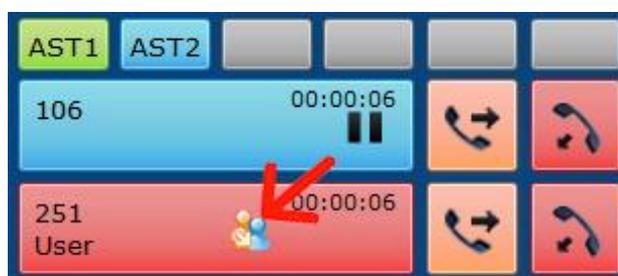


TRANSFER A CALL OVER LINES

- If you want to transfer a call without announcement over two active lines, just press and hold the holded line. A transfer icon will appear.



- Drag the icon and release it over a connected line to join, where possible, the calls.



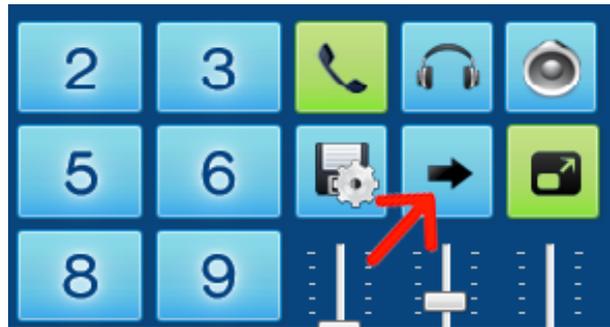
QUEUE TRANSFER

- In case of transfer failure or in other situations where it is possible to retrieve desired transfer informations, the calls could be queued with the queue button.
- The system will now proceeds to automatically try to join the calls periodically.



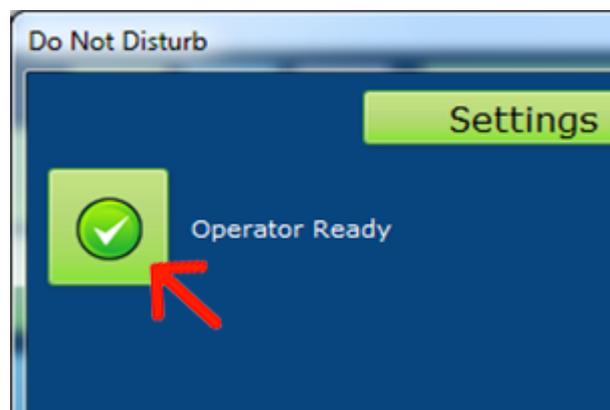
CALL REDIRECTION

- When the operator is temporarily away the "call redirection" (do not disturb) feature can be enabled using the specific button in the main program window.



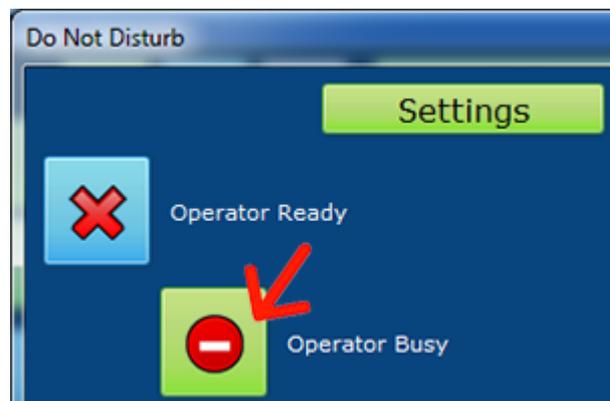
OPERATOR READY

- In normal mode the operator is Ready.
- Clicking over the "Operator Ready" button you can change the status.



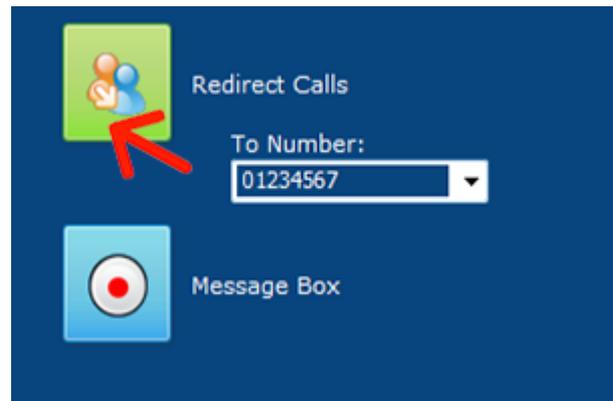
OPERATOR BUSY

- If "Operator Busy" is enabled (green button) DRC simply return to incoming calls with a busy status.



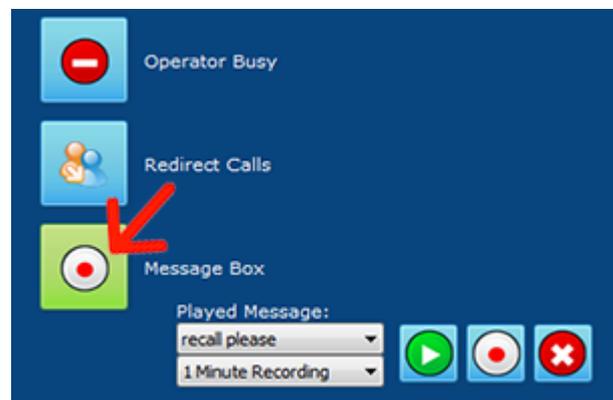
REDIRECT CALLS TO A NUMBER

- Selecting the button "Redirect Calls" you can set a phone number to divert incoming calls.
- The number to divert calls to can be written manually or selected from those configured as internal.



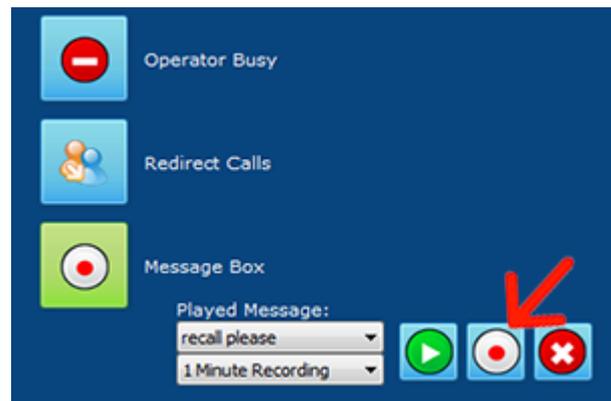
MESSAGE BOX

- When you select the "Message Box" button DRC works as a simple answering machine: When a call is coming in, DRC answers, plays the selected welcome message and records the caller message.
- You can set the maximum length of the caller message to be recorded (or disable this feature by setting "Disable recording").

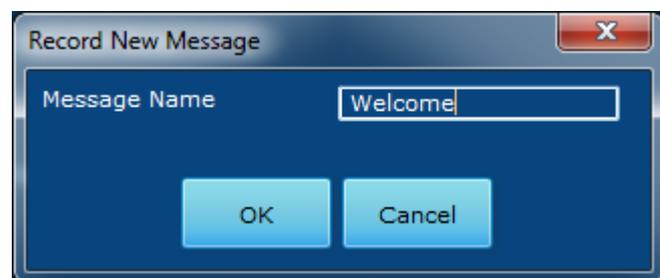


RECORDING A MESSAGE:

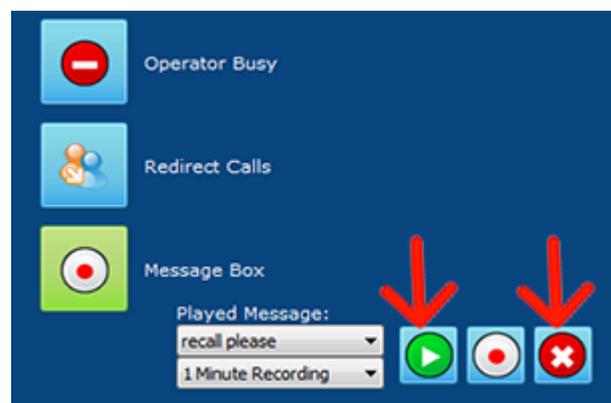
- Press record button and say your message.



- When done, hit the record button again and give a title to the message (eg. "Welcome").
- You can record multiple messages for later use.

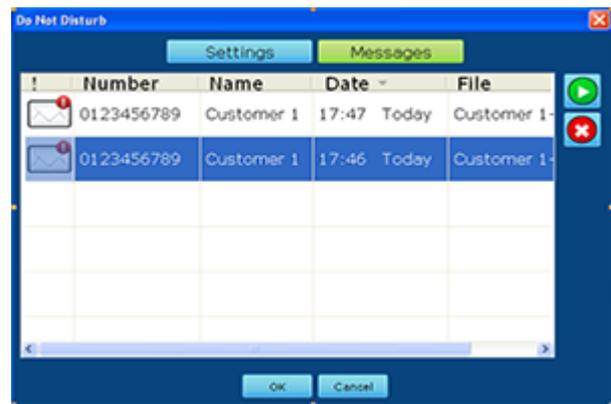


- You can listen or delete a recorded welcome message by selecting it and pressing the "play" or "delete" button .



CHECKING MESSAGES:

- Within the “Messages” tab at the top of the dialog box you can check incoming recorded messages.



CALL REDIRECTION RESULT:

- When a call redirection is enabled the button flashes to show this state.

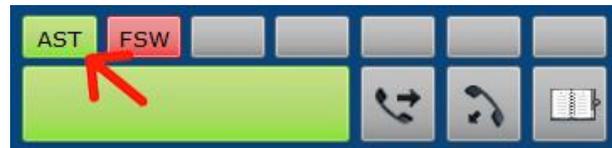


- If there are incoming new messages the icon button shows this status.



ACCOUNT MANAGEMENT

- If you have configured more than one account, you can simply click on a desired one and chose it as the new account for outbound calls. The desired account should be in inactive state (blue) to perform the switch.



KEYBOARD SHORTCUTS

Some functions are operable via the keyboard.

To avoid conflicts when writing notes, only function keys (F1-F12) are always active, other keys are activated using the "scroll lock" key. In configuration, you can set the scroll lock key as active when program starts. The functions should be all quite clear; only the transfer function needs some explanation.

TRANSFER A CALL

with an active call, press **F12** (or **T** key) and the call is put on hold;

dial the destination number;

press **F12** (or **T**) again to complete the transfer.

KEYBOARD (ALWAYS ENABLED)

F1 - Click on button line 1

F2 - click on button line 2

F3 - click on button line 3

F4 - click on button line 4

F5 - click on button line 5

F6 - click on button line 6

F7 - click on button line 7

F8 - click on button line 8

F9 - Answer oldest ringing line

F10 - Hang up active call

F11 - Hold active call / connect oldest call on hold

F12 - Mark current call for transfer / un-mark current call for transfer / transfer calls

KEYBOARD (WITH SCROLL LOCK ACTIVE)

A - Answer oldest ringing line (see F9)

K - Hang up active call (see F10)

H - Hold active call / connect oldest call on hold (see F11)

T - Mark current call for transfer / un-mark current call for transfer / transfer calls (see F12)

Q - Select Handset device

W - Select Headset device

E - Select Handfree device

S - Enable/Disable DTMF

D - Enter Configuration

F - Enter Forward dialog box

X - Mic Mute On/Off

C - Speaker Mute On/Off

V - Ringer Mute On/Off

KEYPAD (WITH BLOC NUM ACTIVE)

0..9,* to compose number

ENTER – to make a call

/ character is used to compose "#" for dialing

+ Increase both mic & speaker level when there is an active call, or ringer level when idle.

- Decrease both mic & speaker level when there is an active call or ringer level when idle.

SHIFT & + Increase only mic Level

SHIFT & - Decrease only mic Level

CTRL & + Increase only speaker level

CTRL & - Decrease only speaker level