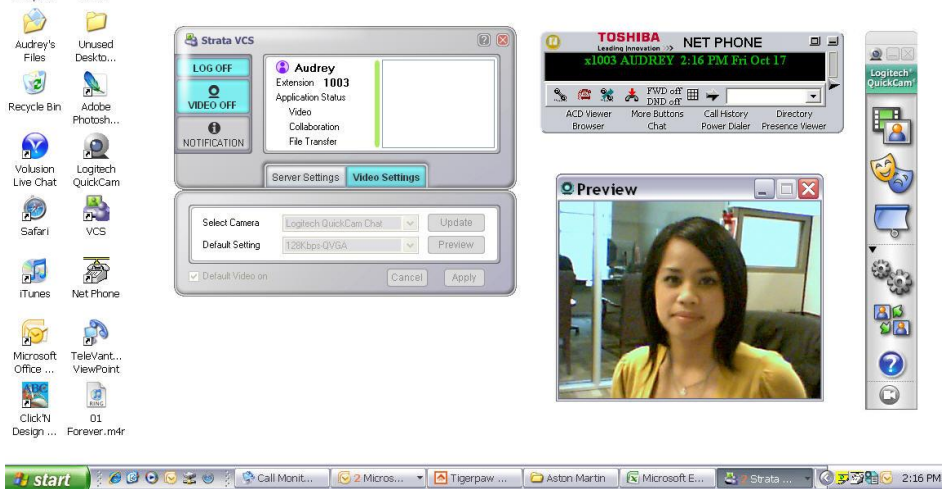


TOSHIBA NET PHONE USER GUIDE



One Call | infinite solutions

Business Communications Solutions
9910 Irvine Center Drive
Irvine, CA 92618

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[m] 949.333.1000

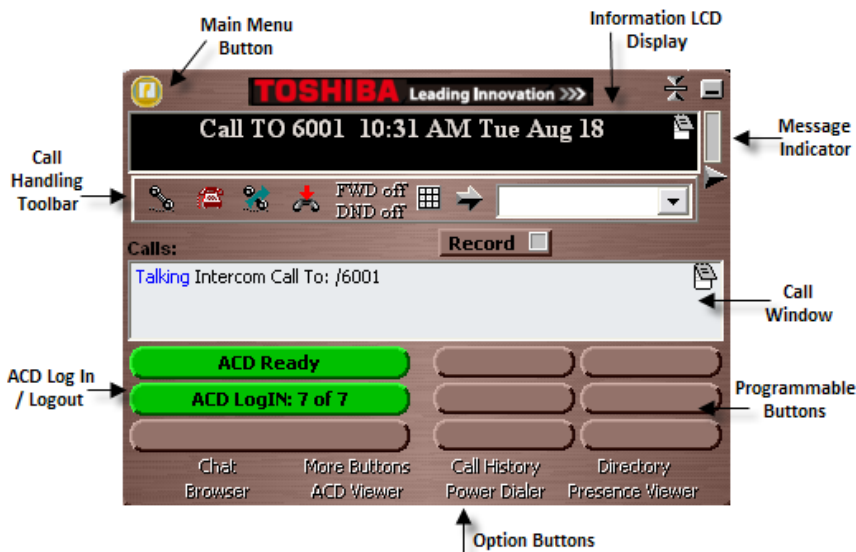
[f] 949.333.1001

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THE GRAND TOUR

The Main Screen



Button / Icon	Description
Main Menu	Click this button to access Net Phone configuration menus and Help.
Information LCD Display	This window simulates a phone LCD and provides different types of information depending on current status. If your phone is idle, it shows the date/time, Extension number, and current Name. While a call is active on your phone it shows information about the call — Duration, CallerID or Name (if present.) When a call is active in the window, right-click on the LCD to access to popup a menu of call control options.
Expand Button	Used to change the phone to/from its "Streamlined" view and its "Expanded" view.
Minimize Button	Hides NetPhone into the system tray. Simply click on the Net Phone icon (shown left) in the system tray to return the Net Phone to the screen.
Message Waiting Indicator	This indicator blinks a Red light when you have messages waiting.
Side Window Rollout Button	Press this button to rollout a side window that has additional programmable buttons.
Options Buttons (Applications)	A number of optional functions and companion programs can be configured to add significant functionality to the Net Phone. Each Companion Application uses an Option Button to provide easy access to the features/functions of the application.
Call Handling Keys	These keys
Call Handling Keys	The first four keys allow you to (from left to right) Answer, Hold, Transfer, and Hang up a call. Should you forget, you can hover your mouse over a key to be reminded what function a key performs.

- **Call Window** – This window displays that status and associated information for each active phone call on the phone. Thus you can easily view and manage multiple phone calls. Right click the mouse on any call to view a menu of options for handling the call (like Hold, Transfer to Voice Mail, Hang Up, etc.).
- **Call Info Indicators** – on the right side of the Call Window is a "Call Info Indicator" that indicates if Extra call info is attached to a call. A gray notebook icon means no information is attached, a blue notebook icon means standard info is attached, and a red notebook icon indicates priority info. Press the Call Notes icon to view or change Notes information on the call. Notes are retained with the call even when you transfer it to another person. You may use Call Notes to attach a Customer Name, Credit Card

Number, and Zip Code to the call before you answer, saving you from asking the caller for this information.

- **Programmable Buttons** – A number of keys can be easily configured by the user as "Feature" keys, "Speed Dial" keys, "Call" keys, "User Action" keys, etc. To change one of these keys simply Right-Click the mouse over the key and use the Setup Key window to configure the settings for the key.
- **ACD Buttons** – ACD keys are larger programmable buttons that would give ACD agents easy login/logout of ACD groups. These keys also display the current ACD agent status.
- **Record Button:** The user can click on this button and select 'Start Recording' to initiate recording of the call. Click on the button again to terminate the recording.

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Skins

Skins provide the method for changing the color scheme and button appearance. Skins can affect the following elements of Net Phone:

- Screen colors, texture, rounding, and appearance.
- LCD colors
- Calls window size.
- Programmable Button shapes and colors
- Dial Pad button shape and colors
- Graphic on the main screen

To Change Skin Selection

Right-click your mouse on the logo on the main window.



- Select one of the “Skins” from the Phone Colors menu or choose the <Skin Designer> to create a new design. Note: When you design a new “Skin” and save it as a new file name, this change will not appear in the Phone Colors menu until the next time you restart Net Phone.

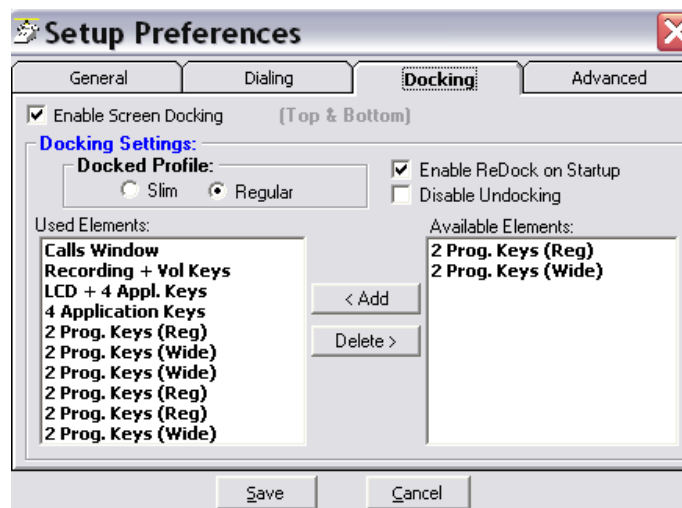
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NET PHONE SETTINGS

Docking Tab

The docking tab defines the contents of Net Phone when docked to the top or bottom of the screen. This includes whether docking is enabled or disabled, uses the slim or regular profile and a listing of contents by display priority (space limits what can be displayed).



- Enable Screen Docking – When enabled, the Net Phone will automatically ‘dock’ to the top or bottom of the PC screen when it is moved to the top or bottom.

Docking Settings

- Docked Profile – Once screen-docked the Net Phone will take on either a Slim or a Regular profile selected here.
- Enable ReDock on Startup – Place a check in the box to cause Net Phone to startup in the same position and condition as when it was last shut down.
- Used Elements – The displays, buttons, etc. to be used in each profile are configured by moving available elements to the “Used Elements” list. Whenever the Net Phone is screen docked, it will place the elements from the “Used Elements” list on its screen starting from the top of the list, using as many elements as possible until it runs out of space on the right side of the PC screen. Some types of elements can only be used once (like an “LCD”) whereas other elements (like “Programmable Keys”) can be used numerous times.
- Available Elements – The “Available Elements” list shows the types of elements that are available for use in this profile. Note: Once you’ve changed the screen-docking settings, the new settings will not be used until the Net Phone is ‘undocked’ (if it’s already screen-docked) and then re-docked.

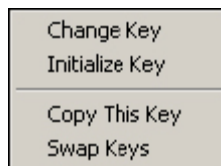
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User Programmable Keys

The Net Phone has many different User Programmable keys on the main screen, on the Side Window, or on the Extra Button windows. These keys can be easily configured by the user as "Feature" keys, "Speed Dial" keys, "User Action" keys, "DSS" keys, "Web Access" keys, "Run another Application" keys, or "ACD" keys, etc. This provides the user with one-touch access to features, applications, files, phone numbers, employees, and more. To change any of these keys simply right-click the mouse over the key and select from the menu one of the following options:



To Initialize Key

This resets the key to a blank default state. This makes it much easier to use the drag and drop techniques for setting up keys.

To Swap Keys

To swap the configuration of two programmable keys you can simply drag & drop one to the other. To do this, hold the Ctrl key down while using the left mouse button to drag a key to another location. Or select Swap Keys and then drag & drop key to new location. Keys will swap within the same window and between the Side window and the Main Screen. Keys on the Main Screen or the Side window will not swap with keys on the Extra Buttons windows or vice versa.

To Copy This Key

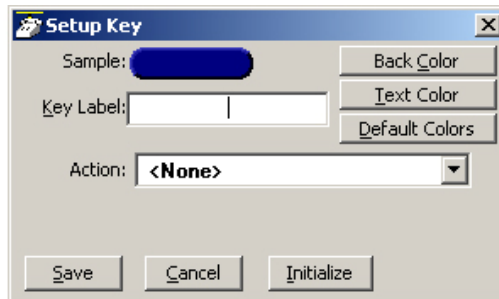
To Copy the configuration of one programmable key to another hold the keyboard Ctrl and Shift keys down while using the left mouse button to drag the key to be copied to its target. Or select Copy This Key and then drag & drop to new location. Keys will copy within the same window and between the Side window and the Main Screen. Keys on the Main Screen or the Side window will not copy to keys on the Extra Buttons windows or vice versa.

To Change Key

This opens the Setup Key configuration settings shown below. Several items in the upper portion of this window define the appearance and label of the button. Selecting an Action from the pull down listing will present additional parameters needed to define the choice.



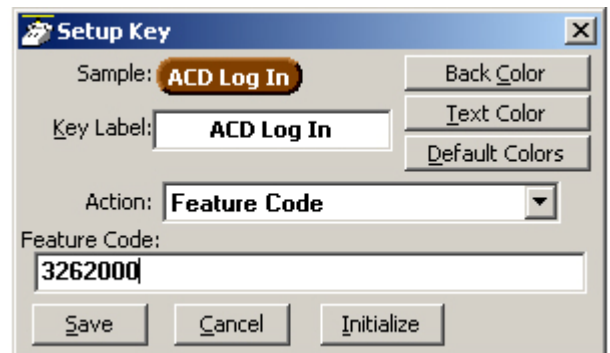
Details for each Action follow this procedure. Note: Some users may not have permission to change buttons and keys.



- Sample – Displays the appearance of the following selections.
- Key Label – Type a label for the key.
- Back Color – Choose the color of the key.
- Text Color – Choose the text color to use for the key label.
- Default Colors – Pressing this button will reset the colors of the key and text to the default for the skin used.
- Action – Choose an action to be performed. This selection will open additional settings corresponding to that action. See the settings below for the different possible actions.

Feature Code Keys

Provides one-button access to a Feature Code on the PBX. You can include additional digits when appropriate. The PBX used will determine access to the Feature Codes available. For example, to log into ACD Group x2000, you could set the Parameter to “326 2000” to work as a Log In key.



Speed Dial Keys

Creates a speed dial key for one-button dialing. Net Phone automatically inserts the Trunk Access Code when a Dial Plan has been specified, making it unnecessary to enter this code in the speed dial number. Speed Dial numbers can be any number 0~9 and * and # digits. You can include commas to insert a 2-second pause in the dial string, i.e., setting up a key to call V-

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mail (x2502) and logon to a mailbox (1000 with password 12345) then enter "2502, *1000,12345". For Outside lines, input "9" then "1 + Area Code" & Phone #.

You can also include an "X" character in a phone number string to have the dialing stop at that point and queue up the rest of the number in the dial buffer. The user can listen to the call and click the Dial button to dial the rest of the digits at the appropriate time. Examples include: (1) dialing a person who has an extension number (i.e. "4969040 x1008"), (2) dialing a pager and you want to display a number on the LCD of the pager (i.e. "5551234x4969040#"), or (3) dialing a long distance access code (i.e. "8884083279 x17135551234"). Note: You can use more than one "X" in the phone number and it will wait after each "X" (i.e. "4969040 x8 x*1009,1234").

User Defined Action Keys

Customized features can be placed on keys by using User Defined Actions. Actions that have been defined will be available in the pull down list. To create a new action, go to the User Defined Actions section to create the action before defining the key. If the programmable key is on the Main Screen or the Right side window, an Edit button appears that is a short cut to the User-Defined Actions.

ACD Keys (Main Screen only)

These ACD Keys Actions are only available on the wide keys on the Main Screen (Net Phone must be set to use "ACD Key View" in Preferences). Depending on the configuration of your call center, these keys can be used to: (1) Login or Logout of ACD groups (via Agent ID and phone Extension) and/or (2) to Show/Set your Agent status. Other ACD functions may be

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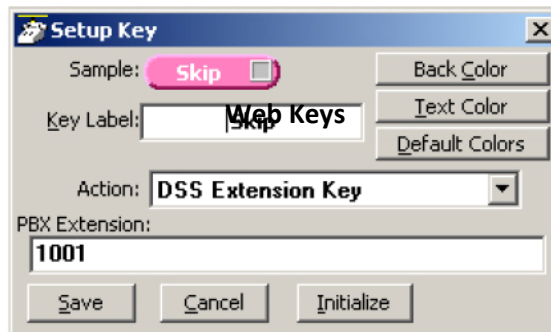


available in the User-Defined Actions depending upon the PBX used with Net Phone. Note: The color of ACD Keys cannot be changed as the colors are determined by the ACD State for the key.

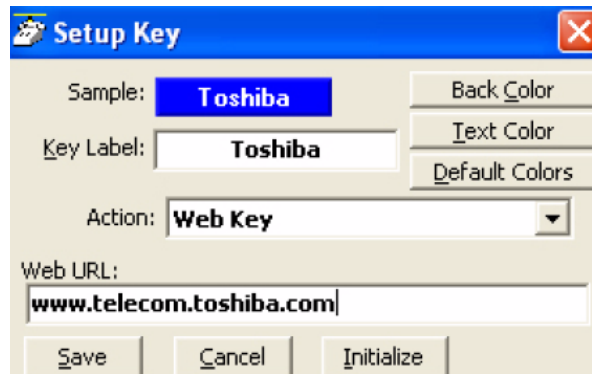


DSS Extension Keys

Direct Station Selection provides one-button dialing to a specific station. DSS Keys also provide a visual status indicator of the station: Ringing, Busy, Idle, or Do-Not-Disturb. An easy method for creating DSS keys is to open the Directory and drag and drop names in the Directory onto keys. You can then change the colors and edit the name for easy identification.



Web keys allow you to program an Internet (or intranet) URL into the key. Press the key to open the default web browser to the specified web page.



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USING NET PHONE FEATURES

Call Handling Features

Call Handling features include how to dial, answer, hold, transfer and hang up calls. It also includes how to view the Extra Call Information when attached to a call.


Making Outgoing Calls

Net Phone supports a number of ways to place calls including open architecture links to other programs or contact managers, which can also be used to dial calls. The following are some of the typical ways to place a call using Net Phone.

Manual On-screen Dialing

1. Click within the dialing number window and enter the number from the keyboard.
2. Press Enter when done to start the number to be dialed.

Re-dial a Recently Used Number

1. Pull down the list of numbers in the dialing window and select the number to dial.
2. Click the dial button  for dialing to proceed.

Using Net Phone Dialpad

1. Click the dialpad button to expose the dialpad.
2. Enter the number to be dialed including a trunk access code; the call will proceed automatically once a valid number is entered.

Hot Key Dialing

1. Highlight a telephone number in another application.
2. Using the keyboard, press the key combination assigned for Hot Key Dialing. The call will proceed dialing the number highlighted.

Using Drag and Drop

- Use the mouse to drag and drop a call from either the Call History or Speed Dial list into the Dialing window. The call will proceed to dial.
- or use the mouse to drag and drop a call from either the Call History or Speed Dial list into the LCD Display window. The call will proceed to dial.

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Using Personal Speed Dial List

1. Click the Speed Dial Companion Option button to open your Personal Speed Dial listing.
2. Make a selection from the listing and double-click the name to proceed dialing or right-click on the selected name and choose Call Now to proceed.

Using Call History to Re-dial a Number

1. Click the Call History button.
2. scan the list for a recently dialed number or look for a number of someone that called you.
3. Right-click on the line with the person to call and select Call Now or double-click on the line with the person to call.

Using Speed Dial User Button

Click on a User Programmable button that has been programmed as a Speed Dial button. The call will proceed immediately.

Answering Calls

Typically the longest ringing calls are answered first, but calls can be answered in any order with a click of the button.

To Answer Oldest Call

While a call is ringing, click the Answer button  or double-click on the top call in the Calls View Window.
or press the Answer Hot Key (F9). Note: Net Phone must have focus for the key to work.

To Answer Calls in Any Order


Double-click on the selected call in the Calls View Window.

To Answer a Call while Talking (Call Waiting)

While on an existing conversation, another call may ring. The existing call can be placed on hold and the ringing call answered.

While talking on an existing call and another call rings in (not marked "Campon"), click the Answer button
or double-click on the ringing call in the Calls View Window
or press the Answer Hot Key (F9). Note: Net Phone must have focus for the key to work.

Hanging Up or Disconnecting Calls

When the call is completed, click the hangup button  to disconnect the call
or right-click on the call in the Call View Window and select Hangup.
or press the Hangup Hot Key (F 12). Note: Net Phone must have focus for the key to work.



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Transferring Calls

Using Transfer Button




1. While talking with a caller, click the transfer button  to get intercom dial tone or right-click on the call in the Call View Window and select Transfer.
2. Using the keyboard enter the number to transfer the caller to, press Enter when done.
or use the on-screen dial pad  and dial the number. Once the PBX recognizes a valid number, the call will proceed automatically.

Using Drag and Drop

- While talking with a caller, use the mouse to drag and drop the call from the Calls Window onto a DSS button for immediate transfer to another station.
Or use the mouse to drag and drop the call from the LCD display window onto a DSS button for immediate transfer to another station.

Viewing Extra Call Information


Net Phone has the ability to attach, retain, and display extra information taken on a call. This could include information input by an IVR, added/attached information by the Call Router, attached from a database, or added by any user who handled the call. This information is retained with the call as it is transferred about in the phone system. The following Call Info icons are displayed in the Calls window or LCD Display to indicate the presence of additional information. The icon changes color depending upon the information available:

-  No call information attached to this call.
-  Normal call information attached to this call.
-  At least one field of priority call information is attached.





To View Call Information

Click the "Call Info" icon  on the right side of the Call key for the desired call. This window can contain many different fields depending on your configuration and the call information attached. Note: These windows can automatically popup whenever a new call arrives by using the Popup Call Info Screen action in the Personal Call Handler.

Phone Feature Operation

Status Messages

User can set the Status message so that others can know the user's status.



Setting DND Message Only

1. Right-click the **DND off** button to bring up the Set DND or Status Message window.
2. Change the selection to Status Msg Only On
3. Use the pull down listing and select a DND Message.
4. When needed enter additional information on the Custom 2nd Line.
5. Click the Save button when done. DND will not active, but the status message will appear on the DSS keys throughout the system.

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Turning Off DND or Message Only

1. Right-click the **DND ON** button to bring up the Set DND or Status Message window.
2. Click the All Off button to remove either DND and/or the Status Message.

Call Forwarding

³ To Set Call Forwarding



1. Right-click the **FWD off** button.
2. Choose a Forwarding type from the pull-down listing.
3. Enter a Destination for the forwarded calls.
4. Click Save to complete the setting.

³ To Clear Call Forwarding

1. Right-click the **FWD ON** button.
2. Choose <None> from the pull-down listing.
3. Click Save to remove the previous setting

Call Center Features

The ACD actions can be used to Log In / Log Out to/from ACD groups. Going temporarily unavailable and an ability to end wrap times can be part of the features available. Additional Call Center features are possible using User Programmable buttons.





Logging In or Out

³ Click the ACD Log button to open the ACD Login/Logout window.

LOGGED In to:		LOGGED Out of:	
Group	Agent ID	Group	
1000:1000 Operator	3003	1096:1096 ShopBCS Queue	
1010:1010 Customer Service	3003		
1011:1011 CFL	3003		
1020:1020 Sales	3003		
1040:1040 IT Queue	3003		
1041:1041 Tech Queue	3003		

Note The right list box shows available groups for the identified agent number. The left list box shows groups currently logged into.

³ To log into or out of one or more groups

1. Highlight the group name(s) in the right-hand box and click <<Log In. If your Agent ID is listed as a Supervisor, then the Supervisor: Take Calls check box will be offered on your screen. Placing a check in this box will log you in to take calls for the group(s) selected when <<Log In was pressed.

2. Click Done when finished.

The ACD Key will display the number of ACD groups the extension is logged into and the total number of ACD groups you are a member

³ To Log Out

1. Highlight the group name(s) in the left-hand box and click the >>Log Out button.
2. Click Done when finished.

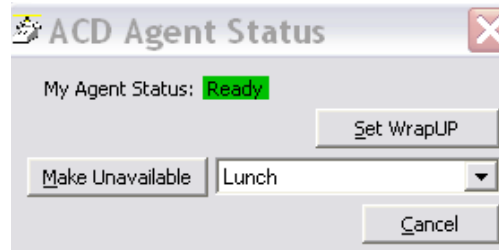
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Changing Agent Status

1. Click the ACD Status button. The following ACD Agent Status window will appear:



To Make Agent Unavailable

1. Use pull-down list and choose a reason.
2. Click the Make Unavailable button.
3. Click Done.

To Make Agent Available

1. Click the Make Available button.
2. Click Done.

To Set the ACD Status to WrapUp

1. Click Set WrapUp button.
2. Click Done.

Note The Set WrapUp button is NOT available on all installations.

To End WrapUp

1. Click the ACD Status button.
2. Click the End WrapUp button.
3. Click Done.



USING NET PHONE APPLICATIONS

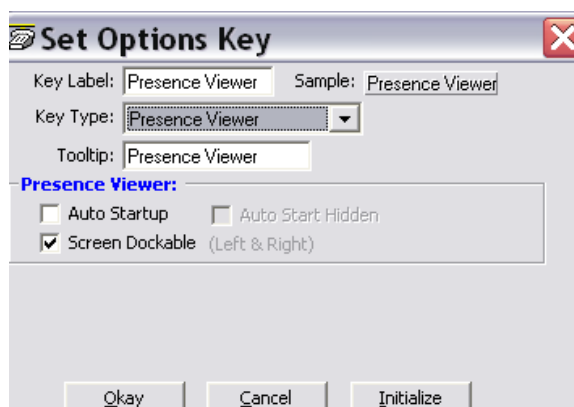
Presence Viewer

To assign the Presence Viewer to one of Net Phone buttons The Presence View can be assigned to one of the Options Keys.

- Right click the Options Key and select the Change Key.



2. In the Set Options Key window, select Presence Viewer from the Key Type drop down menu. Assign any name to Key Label shown on the Options Button or Tool Tip shown as the mouse over text.

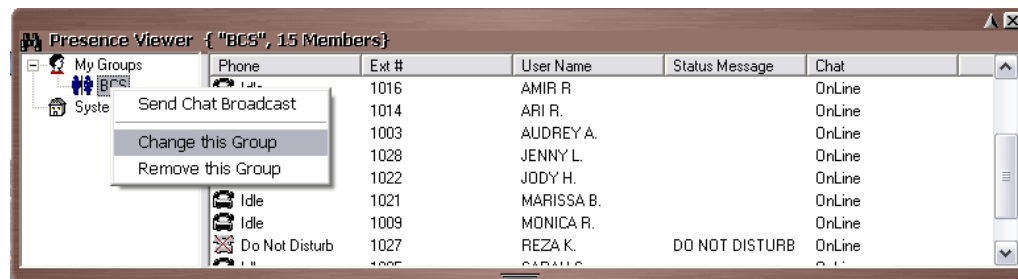


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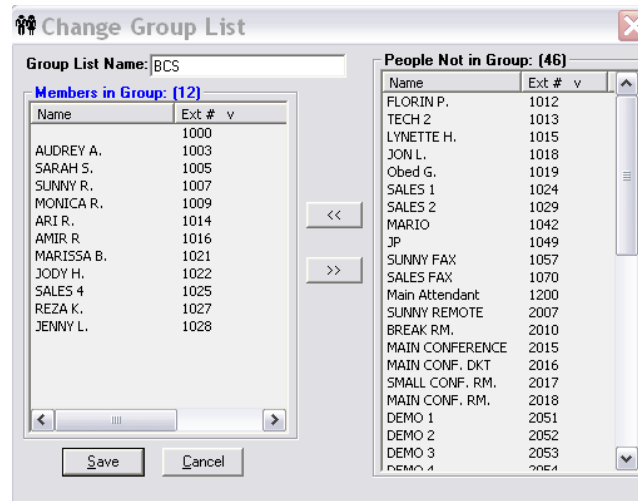
To manage the Presence Viewer

1. Click the Options Key assigned for the Presence Viewer.
2. To manage the group, right click on My Group in left pane and select Change this Group.

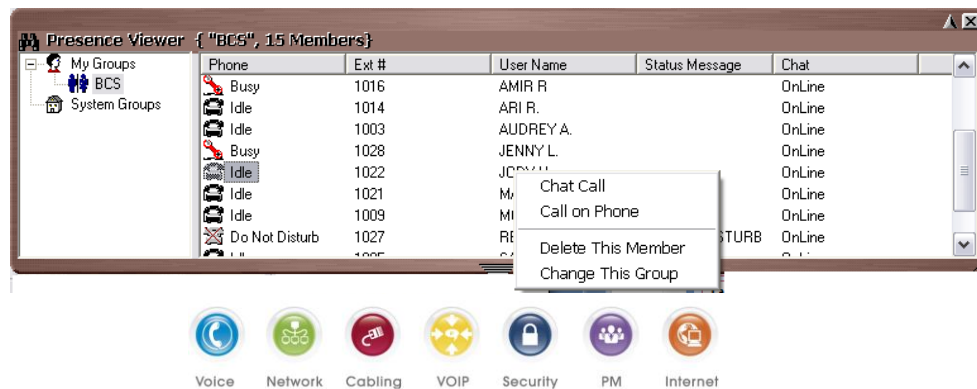


3. Use the double arrow buttons to add or remove users from the group (shown right).

To use the Presence Viewer



The Presence Viewer window shows the status of users.

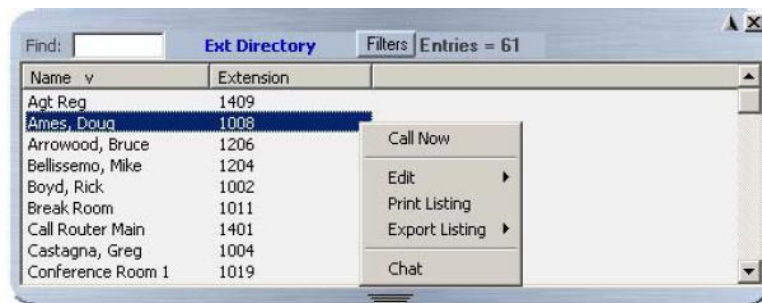




Directories

Extension Directory

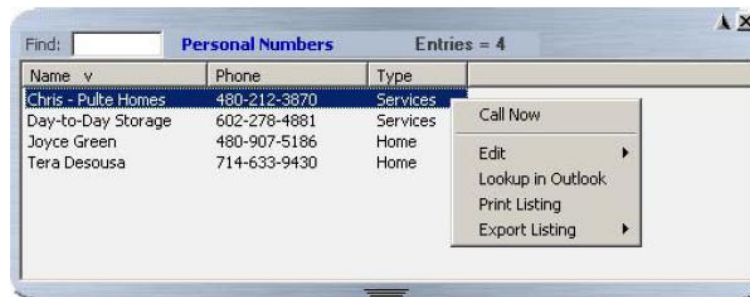
List of names and extensions on the PBX phone system.



- To Call – Press Enter to dial the highlighted number, or double-click the desired name from the list.
- Drag and Drop to Create DSS Button – Drag an entry from the Directory to a Programmable User button to automatically create a DSS button with the selected extension number.

Speed Dial Directory

List of telephone numbers. The user may add entries to provide fast access to frequently dialed numbers.



- To Call – Press Enter to dial the highlighted number, or double-click the desired number from the list.

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- Add by Drag and Drop from Outlook – Drag a contact from Microsoft Outlook to the Directory and automatically add to the list.
- Add by Drag and Drop from Call History – Drag a number from the “Call History” window to the Directory to add the number to the list.
- Drag and Drop to Create Speed Dial Button – Drag an entry from the Directory to a Programmable User button to automatically create a speed dial button with that phone #.
- Additional Options – Right-click on the entry to access a menu of other functions:
- Call Now – Place a phone call to this person or extension. (Same as double-clicking.)
- Edit – Allows you to Add, Change, Delete, and Copy entries (typically available only in the Personal directory).
- Lookup in Outlook – Lookup this number in Microsoft Outlook and open the matching contact.
- Print Listing – Print a listing of all entries shown in the directory. Change the position and width of the columns to format the printout as desired. Use Filters and Find to print only the entries you want.
- Export Listing – Export the listing using either a CSV or Text format.

Call History

Net Phone automatically creates a log of calls dialed and received on the local telephone extension. This Call History provides the user with a valuable log of his or her phone calls.



- To Call – Double-click the desired number from the list.

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- Drag and Drop to Call – You can select a call and then use your mouse to drag and drop it to either the Call window or the LCD Display to start the dialing of that number.
- Drag and Drop to Create Speed Dial Button – You can select a call and then use your mouse to drag and drop it to a Net Phone button.
- Drag and Drop to Add to Speed Dial List – You can select a call and then use your mouse to drag and drop it to your Personal Directory.

Additional Options – Right-click on the entry to access a menu of other functions:

- Call Now – Dial the phone number using Net Phone.
- View Info – Provides a read-only view of all of the information about the call, including the “Notes.” Note: You cannot change this information – you can view and copy/paste it to other applications.

View Call Information	
Date/Time:	2005 03/16 14:11
Time:	14:11
Dir:	Out
Phone:	480-496-9040
Name:	Computer Telepho
Dur:	0:00:23
Ans:	y
Acct Code:	
Type:	CO
Notes:	


- Find Similar Calls – Enables the Filters option pre-configured with information to match the selected call. This is very useful for finding calls made to or received from a certain person or phone number.
- Lookup in Outlook – Look up the telephone number in Microsoft Outlook and open any matching Contact.
- Print Calls – Prints a listing of all entries shown in Call History. Change the position and width of the columns prior to printing to format the printout as desired. The “Print Size Warning” dialog appears when your printout exceeds more than a few pages.

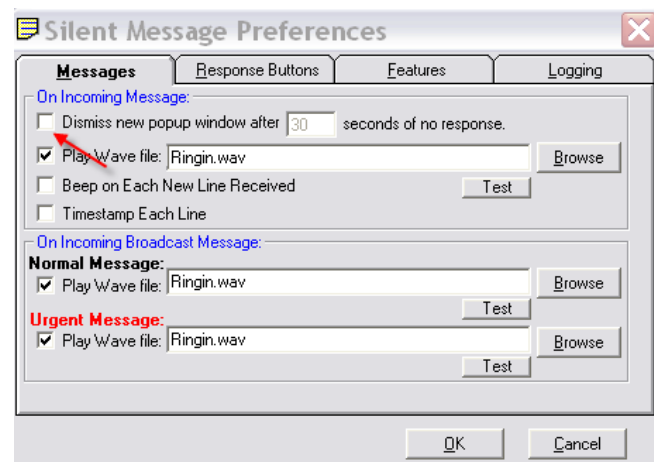
Other Applications

Chat

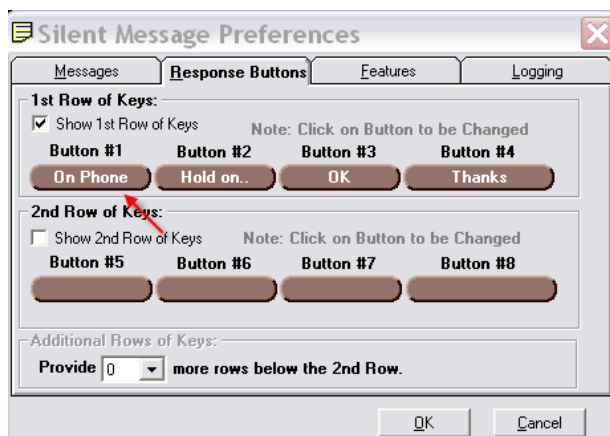


An integrated text-messaging function that allows you communicate with other Net Phone users using text messaging 'calls' even while you're busy on the phone.

To Turn Chat Timer Off: By default IM chat pop up window disappears after 30 seconds of no response. Turn this timer off click Chat Menu Button  at top left corner of Chat Window → Setup → Preferences → uncheck "Dismiss new popup window" option or change # of seconds before popup window disappears if you'd like to adjust timer



To Change Chat Response Buttons: Click Response Tab → Click Button #1-#8 → Type name of button on "Caption" line and text you want to send in "Send Text" line



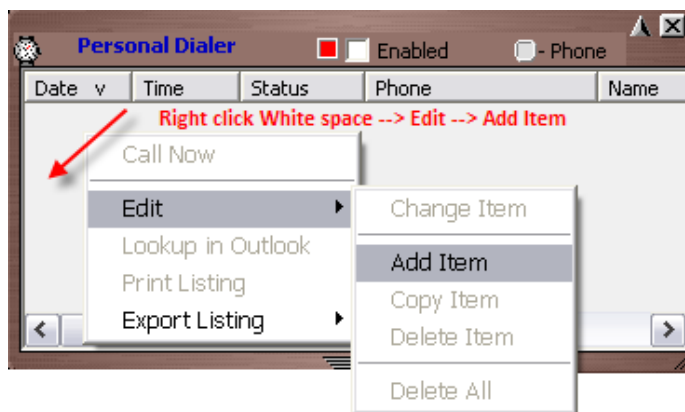
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Personal Power Dialer

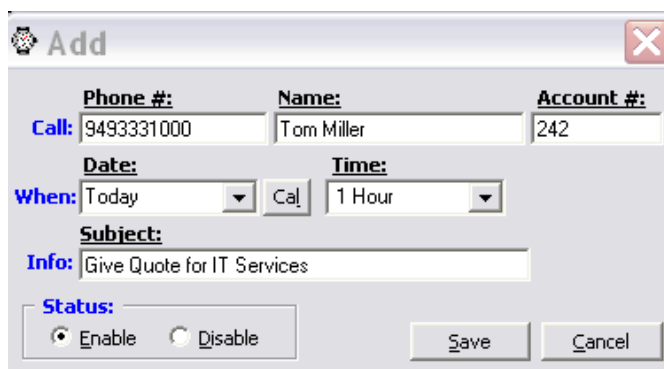
Allow you to automatically call a list of phone numbers or dial phone numbers at specified dates and times. This is a great sales tool.

- Click “Power Dialer” → Right click white space → Click Edit → Add Item



**** Note:** You can also click “Export Listing” instead of “Edit” and export a CSV or Text file of an existing list of people to call ******

- Then type up information for person to be called and choose date and time for call and it will automatically call that person at that chosen date & time. Make sure “Enable” option under status is chosen.



Add

Phone #: 9493331000 **Name:** Tom Miller **Account #:** 242

Date: Today **Time:** 1 Hour

Subject: Give Quote for IT Services

Status: ☒ Enable ☐ Disable

Save Cancel

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BCS INFORMATION

CONTACT INFORMATION (Mon-Fri 8am-5pm)

Main:	(949) 333-1000	info@bcsconsultants.com
Main Fax:	(949) 333-1001	info@bcsconsultants.com
Customer Service:	(949) 333-1010	support@bcsconsultants.com
IT Support:	(949) 333-1040	ITsupport@bcsconsultants.com
Sales:	(949) 333-1020	sales@bcsconsultants.com
Website	www.bcsconsultants.com	

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- **HOSTED SOLUTIONS**
- **IT NETWORK SERVICES:** Anti-Spam, Backup Disaster Recovery, Computer Services, Managed Services, Server & Network Design, & Wireless Security
- **STRUCTURED CABLING:** Voice & Data Cabling
- **TELECOM:** Unified Communications, Voice & Video Conferencing, VOIP, Wireless Communications
- **VIDEO CONFERENCING & VIDEO SURVEILLANCE**

Everything Your Business Needs



Voice



Network



Cabling



VOIP



Security



PM



Internet



MY INFORMATION

NAME: _____

EXTENSION: _____

DIRECT #: _____

PASSWORD: _____

NOTES:

Everything Your Business Needs



Voice



Network



Cabling



VOIP



Security



PM



Internet