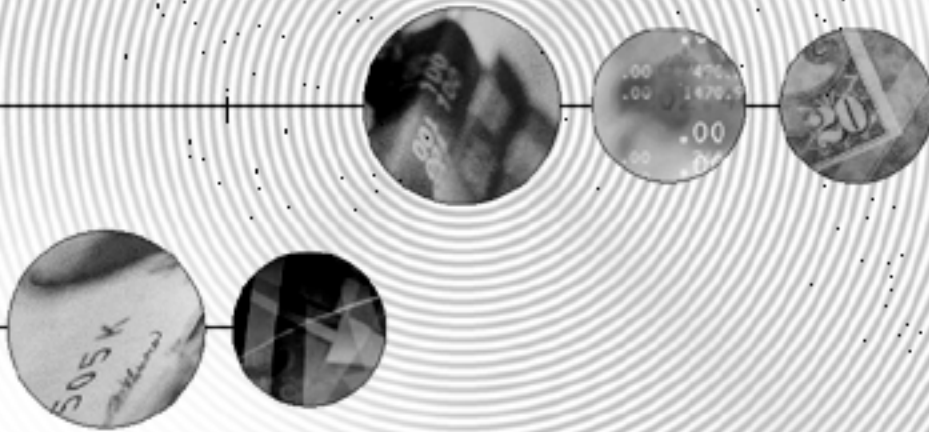


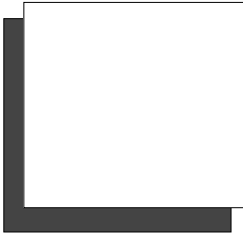
Impact Attendant for Windows PC Attendant's Console User's Guide for DXP, DXP Plus, FXS, and FXT



Comdial® strives to design the features in our communications systems to be fully interactive with one another. However, this is not always possible, as the combinations of accessories and features are too varied and extensive to insure total feature compatibility.

Accordingly, some features identified in this publication will not operate if some other feature is activated. Comdial disclaims all liability relating to feature non-compatibility or associated in any way with problems which may be encountered by incompatible features. Notwithstanding anything contained in this publication to the contrary, Comdial makes no representation herein as to the compatibility of features.

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1

Introducing Impact Attendant

Using This Guide

This user's guide contains two sections.

Section 1, *Introducing Impact Attendant*, helps you to become familiar with the software's basic features and startup requirements.

Section 2, *Using Impact Attendant*, provides basic call handling details and discusses the special purpose features that you can employ.

Describing Impact Attendant

Impact Attendant is software that runs on a personal computer and works in conduction with a digital communications system. Impact Attendant allows you to handle a large volume of call traffic in a short period of time. With this software, you have control of the system and the telephone stations that are a part of it. Among the many features that Impact Attendant makes available to you are the following items:

- real-time status updates of telephone activity,
- access to system-wide features such as Park Orbits, SOHVA, and Serial Transfer,
- full keyboard and mouse interfaces (Impact Group uses a special-purpose keyboard and avoids any conflict with standard Windows® keyboard commands),
- call history reports for all stations on the system.

Windows is a registered trademark of Microsoft Corporation, Redmond, WA.

Starting The Program

Impact Attendant will start automatically when you turn the computer on. If the program does not start automatically, you can start it by:

- clicking **Start/Programs/Impact Attendant**.
- OR—
- if there is an Impact Attendant icon on your desktop, double-click on it.

Once Impact Attendant is running, the main window appears:



Understanding Some Special Terms

There are a few specialized terms sprinkled through this publication. The following list defines a few of the more common terms that you may encounter.

Answer

answering the currently ringing call

Both

establishing a conference between Impact Attendant, the current call, and the last call put on hold

Conference

joining stations together on a call—conference capacity can be as large as permitted by the communications system

I.D.

text attached to calls so that you can remember its details if call returns to you

Overflow

incoming calls that the system directs to an overflow attendant during peak activity. These calls ring at both stations simultaneously.

Page

making general announcements using system telephones as paging devices

Park

placing or picking up calls from any of 90 park orbits

Pick

answering calls that ring at any other extension

Release

another term for hanging up on a call

Serial Transfer

call being transferred through a series of stations—useful if a caller wants to talk to several stations during the course of a call

Split

switching between the current call and the last call on hold—the previously active call goes on hold

Silent

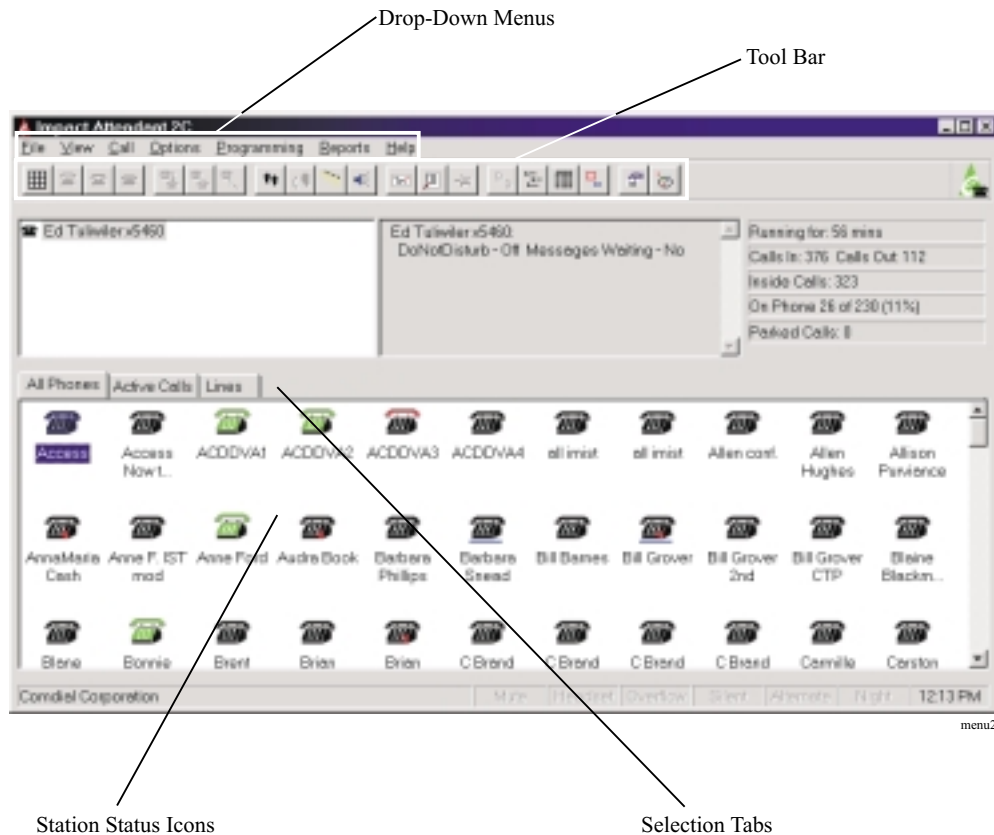
stops the attendant station from ringing—silenced calls are still answerable and this condition is canceled when the next call rings

Tap

retrieving the last call that was placed on hold, transferred, or parked

Detailing The Impact Attendant View

The main Impact Attendant window provides an overview of the activity on the digital communications system.



Locating The Drop-Down Menus

The drop-down menus drop down as you click on them to provide commands that you can select. Some of the drop-down menu actions are unique while others duplicate actions such as clicking a tool from the tool bar or clicking directly on a station selection.

Locating The Tool Bar

As with the drop-down menus, the tool bar buttons provide commands that activate when you click on them—some unique and some duplicating actions that you can do with different techniques. The tools identify their actions as you move the cursor across them.

Describing The Station Status Icons

The icons indicate the operation of the stations. You can click the views tool from the tool bar to show the icons in small or large format. Icon definitions are detailed in the following.

Telephone Operation State	Telephone Icon Color	Handset Icon Color and Position
On Hook	Black	Black
Do Not Disturb	Black with red slashed circle	Black
Off Hook	Black	Black—lifted over telephone icon
Calling	Black	Yellow—lifted over telephone icon
Ringing	Dark Blue	Light Blue
Connected	Green	Green—lifted over telephone icon
Message Waiting	Black with red light showing	Black
On Hold	Black	Red—lifted over telephone icon
Out of Service	Gray	Gray

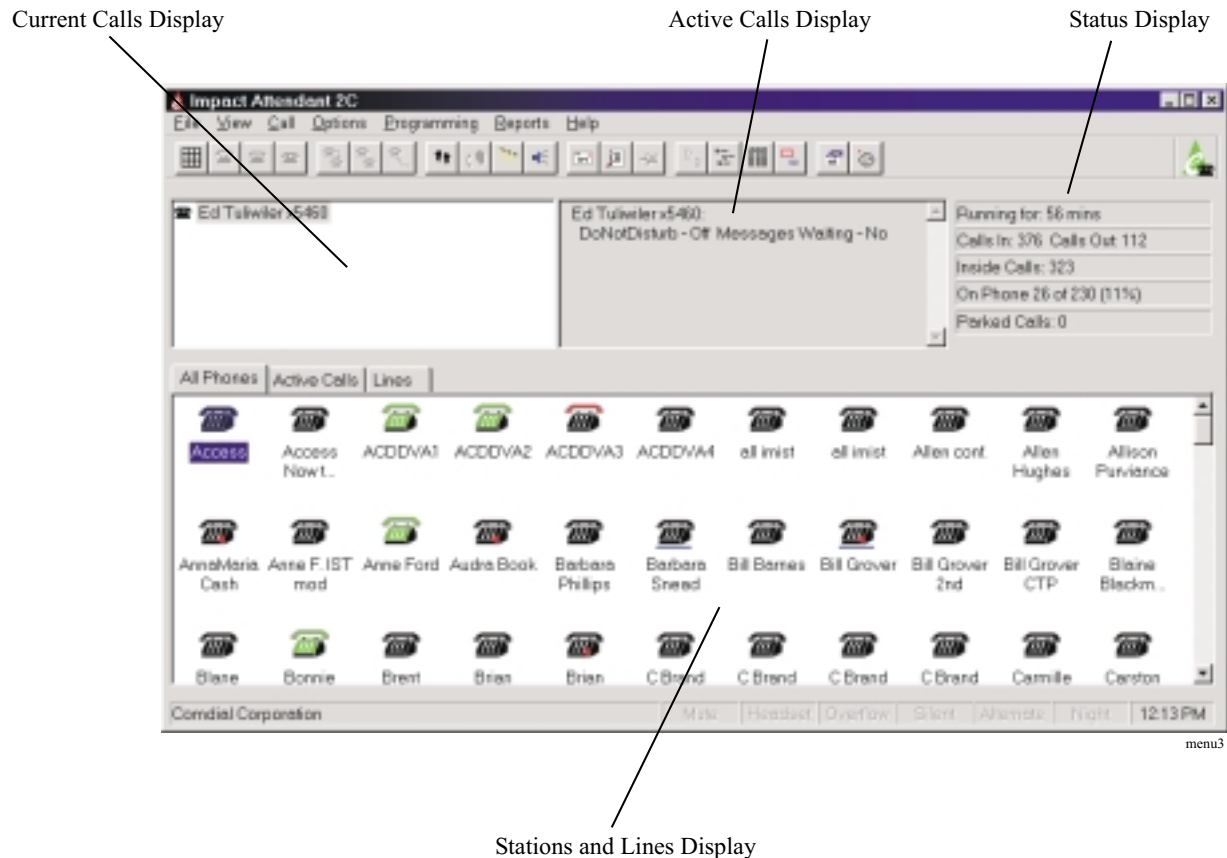
Explaining The Selection Tabs

The different tabs on the main screen allow you to view different selections of stations. The names and stations shown in the checklist are the names entered by the installers as they program the digital communications system. The following table details the selection categories:

Tab Category	Selection
All Phones	Shows all system stations and their current operation state
Active Calls	Shows all system stations currently on a call
Lines	Shows all system stations currently on outside lines
Personal Groups	Shows system stations that you have grouped together using the Options/Groups task menu or the Set Config Options tool.

Detailing the Call Displays

This paragraph describes how Impact Attendant For Windows presents calls for your viewing.



Current Calls Display

The current calls display shows all calls associated with the attendant position and presents the following items:

- all current calls, both active and on hold,
- the line or extension that a call is on, and whether the call is alerting, connected, on hold, conferenced, and so forth.

You can highlight the call to be connected when you press the **Answer** key (if several calls are ringing at once, you may change the focus to highlight one of the other calls).

Active Call Display

The active call display shows the currently active call. The call display window is always visible when the Impact Attendant software is active. You cannot re-size the window to hide the identity of the call. The call display window shows these following details:

- the line or extension the call is on, and whether the call is ringing, connected, on hold, conferenced, and so forth,
- any line greeting set using the **Programming/Greeting** task menu,
- any call tag set using the Call ID tag command (**F5** key).

Stations and Lines Display

The stations and lines display window shows the operating status of the system's lines and stations. You can switch the view to show all the lines, all the stations or a subset of these items the you define with the **Options/Groups** task menu or the **Group** tool. The stations and lines display window is always visible when the Impact Attendant software is active. The display is scrollable whenever there are too many stations to be displayed at once. The stations and lines display window shows the following items:

- the extension and display name for the stations and the line name and number for lines,
- icons of different colors and different handset positioning to differentiate between the station operating states.

NOTE: *If the installer adds stations to the system or changes the intercom information (other than via Impact Attendant), those updates are reflected by the call displays only after the system periodically refreshes the database through wideopen.office.*

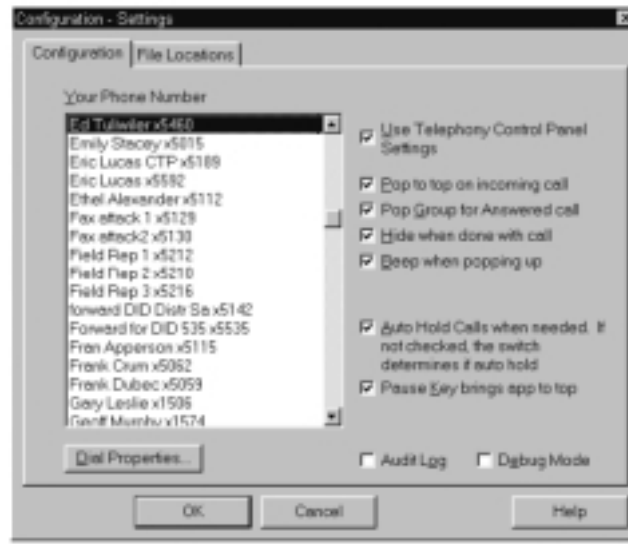
Status Display

The Status display details the following information:

- the number of calls active in the system and the number of stations being monitored,
- the number of calls placed into Park Orbits by anyone on the system,
- time of day.

Setting The System Configurations

The configuration settings available from the Options drop-down menu allow you to enter your station extension and customize several system settings.



Use Telephony Control Panel Settings

Checking this option tells Impact Attendant to use the area code and out-bound calling string from the Control Panel.

Pop To Top On Incoming Call

When you check this option, Impact Attendant automatically comes to the top on your display screen whenever you receive a call.

Pop Group For Answered Call

When you check this option, Impact Attendant automatically brings the caller's user group to the top on your screen whenever you answer a call.

Hide When Done With Call

When you check this option, Impact Attendant automatically returns the caller's user group to the background on your display screen when you are finished with a call.

Beep When Popping Up

When you check this option, the computer beeps whenever the Impact Attendant application comes to the top of your display screen.

Auto Hold Calls When Needed

This option lets Impact Group automatically place calls on hold when needed. If you leave this box unchecked, the automatic hold configuration that the installers set for the digital communications system prevails.

Pause Key brings app to top

If you select this option, pressing the **Pause** key will bring Impact Attendant to the top of your display.

Audit Log

When you check this entry, Impact Attendant keeps an audit file of all call activity. This file gives the duration of the calls and identifies the call parties.

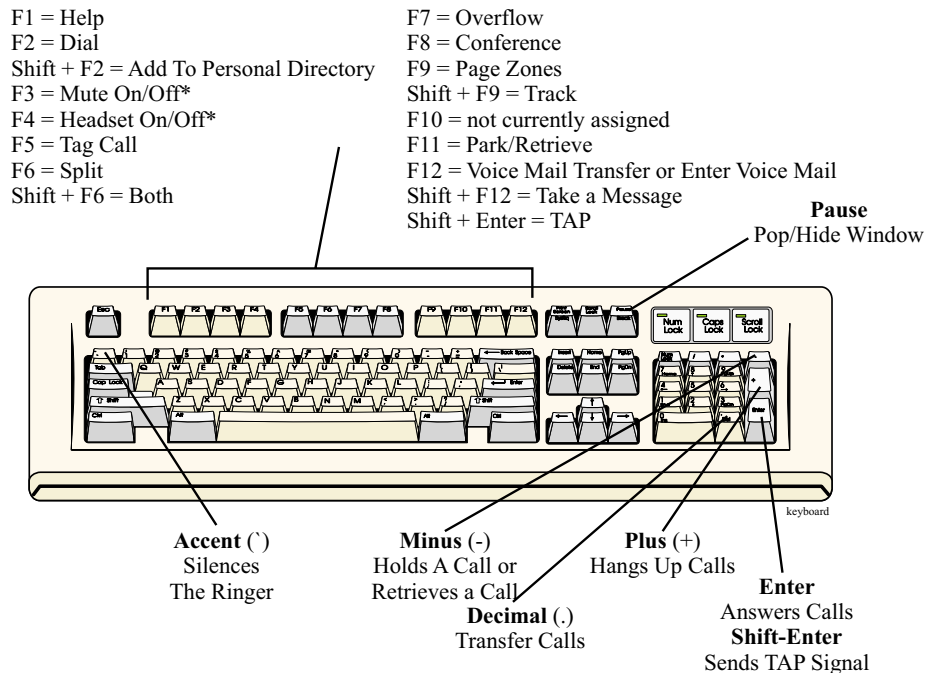
Debug Mode

Should problems occur during Impact Attendant operation, the installer can use this debug mode to find a solution. Do not use this feature during normal operation as the software runs slower while it is active.

Using The Keyboard

The keyboard provides you with keyboard access to the more frequently used Impact Attendant functions. Many attendants find using the keyboard to be faster than using the mouse.

Function Keys



Using The Mouse

You can use the mouse to effect many of the same actions that are available from the keyboard. The following chart provides details on how to use the mouse.

Mouse Action in Current Calls Display	Result
Double-click on a station with a ringing call	Answers the call
Double-click on an active call	Puts call on hold
Double-click call history icon	Shows last 300 calls to your station
Double-click on a station selection with a held call	Retrieves the call
Double-click <i>tracks</i> line	Shows a history
Drag a station with an active call to another station	Transfers the call to the new station (Note: Conference calls cannot be transferred.)
While your station is ringing, drag it to another station	Transfers the ringing to the other station
Double-click <i>Notes</i> line	Shows history of messages sent by other Comdial applications

Mouse Action in Phones Display	Result
Drag a station selection from the Phones display to the Calls display	Calls the station you dragged to the Calls display (If the attendant station is active when the new call is made, the active call goes on hold.)
Double-click on a station	Calls the station you clicked on
Drag a station from the Phones display and drop it on a call in the Calls display	Adds the station you dragged to the active call
Drag a telephone number from a Microsoft® Word®, Excel®, or Access® program onto the Attendant screen. <i>Microsoft, Word, Excel, and Access are trademarked terms of Microsoft Corporation, Redmond, WA.</i>	Dials the number you dragged

2

Using Impact Attendant

This chapter is broken down into two sections. The first section describes basic call handling and the second section details special-purpose Attendant features.

Using Impact Attendant To Handle Calls

This section describes basic call handling.

Answering Calls

You can answer calls that ring at your station and at other stations in your node. You cannot answer calls ringing on another node in the system.

Answering Calls Ringing At Your Station

To answer calls ringing at your Attendant telephone,

- press the **Answer** key (Enter key) on the keyboard,
- click the **Answer** button on the toolbar,
- right-click the call you wish to answer and select **Answer** from the dialog box,
- from the Call drop-down menu, select **Answer**,

—OR—

- press **Alt-C** then press **A**.

***NOTE:** The system automatically places a currently active call at your station on hold when you answer a new call.*

Answering Calls Ringing At Other Stations

To answer a call ringing at another station,

- highlight the call you wish to answer, and press the **Pick** key (F10 key),
- right-click the call you wish to answer and select **Answer** from the dialog box,

—OR—

- click and drag the ringing call from the Stations Display to the Current Calls display.

Holding Calls

To place the active call on hold,

- press the **Hold/Retrieve** key (minus key),
- click the **Hold/Retrieve** button on the toolbar,
- right-click the call you wish to hold and select **Hold** from the dialog box,
- from the Call drop-down menu, select **Hold**,

—OR—

- press **Alt-C** then press **H**.

Retrieving Held Calls

To retrieve a call from hold, highlight the call to select it and then use one of the methods listed below to retrieve the call:

- press the **Hold/Retrieve** key (minus key),
- click the **Hold/Retrieve** button on the toolbar,
- right-click the call you wish to take off hold and select **Retrieve** from the dialog box,
- from the Call drop-down menu, select **Retrieve**,

—OR—

- press **Alt-C** then press **R**.

Using The Split Feature

The Split feature allows you to toggle between two held calls.

To use the Split feature,

- press **Split** key (F6 key) to replace the currently active call with the call that is on hold—press **F6** again to toggle the calls again.

Parking And Retrieving Parked Calls

The Park Orbit display shows parked stations and who parked them. If you retrieve a parked call while you have an active call, the active call goes on hold. The system selects the first available park orbit for use when you park a call; however, you can select any available park orbit if you wish. When you retrieve a parked call, the system chooses the first call that you can retrieve.

To park a call,

- press the **Park** key (F11 key) to open the Park and Retrieve dialog box.

NOTE: You cannot retrieve a call parked on a remote node.

Transferring Calls

You can transfer an active call to another system station in either a supervised or unsupervised manner. Using the Transfer dialog box from the Call drop-down menu you can create transfer arrangements by selecting numbers from the overall list, different groups, or a personal directory. The dialog shows which system stations are busy so that before you call someone you can determine whether he or she can answer your call. Transfer calls by employing one of the several methods listed below:

- press the **Transfer** key (Decimal key) on the keyboard,
- click the **Transfer** button on the toolbar,
- click and drag the ringing call from the Current Calls Display to a station in the Station and Lines display,
- from the Call drop-down menu, select **Transfer**,

—OR—

- press **Alt-C** then press **T**.

Using Serial Transfer

The Serial Transfer feature lets you specify three personal intercom numbers to which your currently active call can be sequentially transferred (that is: the call goes to the first station, and when that user hangs up the call goes to the second station, and so forth). In arranging the serial transfer, you can select the numbers using the list box or you can type the numbers. You can also select groups that you have previously defined to make it easier to find the transfer recipients.

To arrange a serial transfer,

- press the **Serial** key (F7 key) to open the Serial Transfer dialog box.

Making Voice Mail Transfers

You can transfer calls directly to voice mail boxes. While Impact Attendant selects a voice mail box for use, you can use the dialog box to select numbers from the overall list, different groups, or a personal directory.

To make a voice mail transfer,

- use the **Voice Mail** key (F12) on the keyboard,

—OR—

- click the **Voice Mail** button on the toolbar.

If you do not have an active call, this function lets you listen to your voice mail messages.

Paging Other Stations

You can issue paging announcements through any paging method that is available at the system installation. To issue a paging announcement, lift the handset on your attendant station and use either of the following actions:

- press the **Page** key (F9 key) to open the Page Zone dialog box,
- OR—
- click the **Page** button on the toolbar.

NOTE: You cannot send pages to other nodes in the system.

Conferencing Calls

You can establish both supervised and unsupervised conference calls between your attendant station and other system stations. (With a supervised conference, you remain in the conference, and with an unsupervised conference you drop out of the conference.) Using the Conference dialog box from the Call task menu you can create conference arrangements by selecting numbers from the overall list, different groups, or a personal directory.

The dialog shows which system stations are busy so that you can determine whether he or she can answer your call. Use one of the following methods to set up a conference call:

- press the **Conference** key (F8 key) on the keyboard,
- click the **Conference** button on the toolbar,
- click and drag the station that you want in the conference from the Stations and Lines display to the Calls display—repeat for additional stations,
- from the Call drop-down menu, select **Conference**,
- OR—
- press **Alt-C** then press **C**.

Using The Both Feature

You can quickly establish a conference between a call that you have previously placed on hold and the call that is now currently active at you station. If there is no currently active call, this feature will pick up the held call and make it active.

To activate the Both feature,

- press and hold **Shift** then press the **F6** key.

Taking Messages

You can take messages from callers then print or mail them to the recipients. You can print messages for one or more recipients. You can also select which messages to print or print all of them on a per-user basis. The software keeps a list of recently used messages so that you can recall them if needed. This feature allows you to immediately send a message to its recipient via the recipient's Tracker.

To take messages,

- use the **Message** key (Shift + F12) on the keyboard,
- OR—
- click the **Take a Message** button on the toolbar.

Dialing Calls

From the Attendant station, you can call other system stations using either extension number or station name. There are several ways that you can use Impact Attendant to dial a call. You can drag selected stations to the Current Calls display or you can use several techniques that bring up the Select Number dialog box.

Using this dialog lets you select numbers from the overall list, different groups, or a personal directory. The dialog shows which stations are busy so you can see who is available to take your call.

To dial a call,

- click the **Dial** button on the toolbar,
 - drag the telephone you want to call from the Stations and Lines display to the Calls display,
 - from the Call drop-down menu, select **Dial**,
 - press **Alt-C** followed by **D**,
- OR—
- Press **F2**.

Sending Secure Off-Hook Voice Announce Messages

You can send secure off-hook voice announce (SOHVA) messages to other stations within the system. SOHVA messages only operate if the other stations are capable of using SOHVA, and if their users do not have the voice announce block feature turn on.

To send a SOHVA message,

- click the **SOHVA** key on the toolbar.

NOTE: You can only send SOHVA messages to telephones on your node.

Hang Up Calls

You can disconnect your calls or any other calls in the system with this feature. When you activate this feature, the software prompts you for verification before it will take action.

To hang up,

- press the **Hang-up** key (Plus key) on the keyboard,
- click the **Hang-up** button on the toolbar,
- right-click the call you wish to end and select Hang-up from the dialog box,
- from the Call task menu, select **Hang-up**,

—OR—

- press **Alt-C** and then press **U**.

Forwarding Calls

You can use Impact Attendant to forward calls that normally ring at one station to another station on your node. The Call Forwarding feature offers the following forwarding modes:

Always Forward

Forwards every call that rings at a station

Forward Ring No Answer

Forwards only the calls that ring at a station and receive no answer

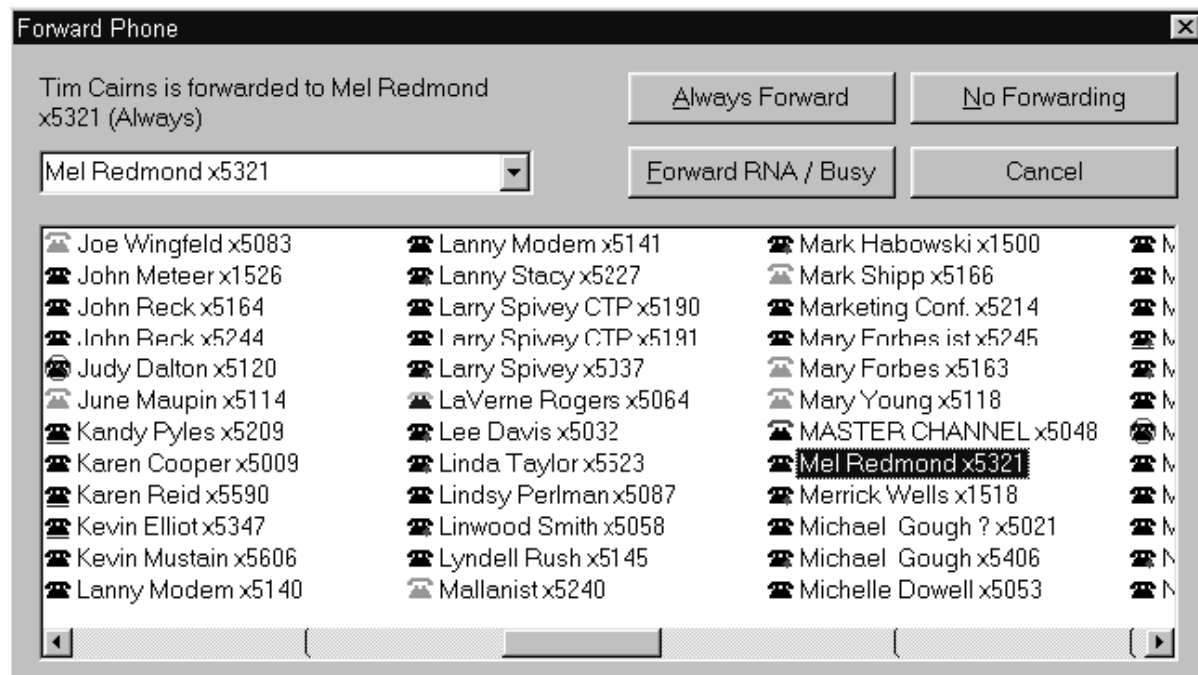
No Forwarding

(The default setting) Disables the Call Forwarding feature.

To set Call Forwarding,

- from the Call drop-down menu, select **Forward**,
- press **Alt-C**, then press **F**,
- OR—
- right-click on the station for which you want to set Call Forwarding and select **Forward Calls**.

These actions open the Forward Phone dialog from which you pick the station to receive the forwarded calls and the type of forwarding you want.



forward

Using Special-Purpose Impact Attendant Features

This section details special-purpose Attendant features.

Selecting The Operating Mode

The operating modes you can select for the Attendant are detailed below.

Alternate Attendant

When you select the Alternate Attendant mode, calls that the system normally directs to your station are sent to the station that serves as the alternate attendant. This station can be any that the installer chooses through system programming. You can toggle the choice back and forth between your station and the alternate attendant station.

To choose the alternate attendant mode,

- from the Options drop-down menu, select **Alternate**,
- OR—
- press **Alt-O** and then press **A**.

Overflow Attendant

When you select the Overflow Attendant mode, the system directs incoming calls to both your station and another system station that the installer has programmed to be the overflow attendant. You can toggle the overflow attendant on and off as needed. The status of the Overflow setting is shown at the bottom of the screen.

To turn on the overflow attendant,

- press the **Overflow** key (F7 key)—press **F7** again to turn the feature off.

Night Mode

When your attendant station is in the night mode, calls normally directed to it will ring elsewhere. The status of the night mode setting is shown at the bottom of the screen.

There are two ways to switch between night and normal modes:

- from the **Options** drop-down menu, select **Night**,
- OR—
- press **Alt-O** then press **N**.

Silent

You can turn off the ringer at your attendant station for the currently ringing call. The ringer will operate normally during the next call.

To silence the ringer,

- press the **Silent** key (Accent key) on the keyboard.

Do Not Disturb

You can place any station on your node in the Do Not Disturb mode from your Attendant station. When a telephone is in Do Not Disturb mode, the display shows the telephone icon for the station with a slashed red circle superimposed over it.

To place a station in the Do Not Disturb mode,

- right-click the selected station's telephone icon, and select **Do Not Disturb** from the dialog box—repeat this action to remove the condition.

To place your attendant station in Do Not Disturb,

- from the Call drop-down menu, select **Do Not Disturb**.

Muting Your Telephone

You can mute voice transmission at your station if you wish. The status of the mute feature is shown at the bottom on the screen.

To toggle the mute condition on or off at your station,

- press the **Mute** key (F3 key) on the keyboard.

Arranging Your Telephone For Headset Operation

You can operate your attendant station with a headset if you wish. See your installer for headset installation details. Headset operation requires that you press the **Headset** key. The status line at the bottom of the screen indicates whether your station is in the Headset or Handset operating mode.

To toggle between Headset and Handset operation at your station,

- press the **Headset** key (F4 key) on the keyboard.

Adjusting The Volume Control

You can adjust the audio level of handset, the speaker, the ringer, and the music outputs for your attendant station from the Impact Attendant software.

To adjust the volume,

- from the Programming drop-down menu, select **Volume**,
—OR—
- press **Alt-P** then press **V**.

Tagging A Call

You can tag a call with text that you create. Impact Attendant displays this tag whenever the call is viewable. This call tagging feature is useful to identify calls that have returned to your attendant station as a result of a transfer or hold recall. You can change or edit the call tag by repeating the action.

To tag a call,

- press the **ID** key (F5 key) on the keyboard,
—OR—
- click the **Call Tag** button on the tool bar.

If you place a call on hold and it recalls, the tag helps identify who you were talking to. The call tag is also visible when viewing park orbits. Other people will also see the call tag if they are using one of Comdial's Impact applications.

Creating Line Greetings

You can create text strings and associate them with specific lines. A line call that is ringing on your attendant station will cause the associated text string to be displayed. This text string serves you as a prompt at what to say when you answer a specific line and gives you a hint as to which line is ringing.

To create a line greeting,

- from the Programming drop-down menu, select **Greetings**,
- OR—
- press **Alt-P** then press **G**.

Creating Personal Groups

Many systems have enough stations that there are more than one attendant. By creating personal groups, attendants can view their local groups of people as well as other attendant's groups. Each defined group gets a tab in the main display. Selecting a particular tab causes only the telephones in that group to be displayed. You can only create and edit personal groups with this feature. The other tabbed groups are permanent—you cannot edit them. There are several methods that you can use to create personal groups.

To create personal groups,

- click the **Groups** button on the toolbar,
 - from the Options drop-down menu, select **Groups**,
- OR—
- press **Alt-O** and then press **G**.

Entering The System Speed Dial Numbers

You can program system speed dial numbers from the Attendant position.

To program system speed dial numbers,

- from the Programming drop-down menu, select **Speed Dials**,
- OR—
- press **Alt-P** the press **P**.

Setting The System Time and Date

You can set the time and date for the digital communications system from the Impact Attendant software.

To set the time and date,

- from the Programming drop-down menu, select **Time**,
- OR—
- press **Alt-P** then press **S**.

Modifying The Directory

You can change station names and class of service within the system. Any changes that you make here are changed on all attendant positions. All occurrences of the names are replaced by the changes that you make here. This is useful when a guest is using someone's office. This action also changes the names for the stations within the system and affects the name on the telephone's LCD and the name that shows when users intercom each other.

To modify the directory,

- from the Programming drop-down menu, select **Directory**,
- OR—
- press **Alt-P** then press **D**.

Making A Personal Directory

Impact Attendant's Personal Directory feature allows you to create a directory for storing contact information such as name, phone numbers, addresses, and miscellaneous notes.

To create a Personal Directory,

1. From the Programming drop-down menu, select **Personal Directory**.
- OR—
- Press **Alt + P** then press **P**.
2. From Personal Directory dialog, click **New** and type information in the entry windows.
 3. Click **OK** to add the information to the directory.
 4. Repeat steps 2 and 3 until the directory is complete and click **OK** to accept the entries.

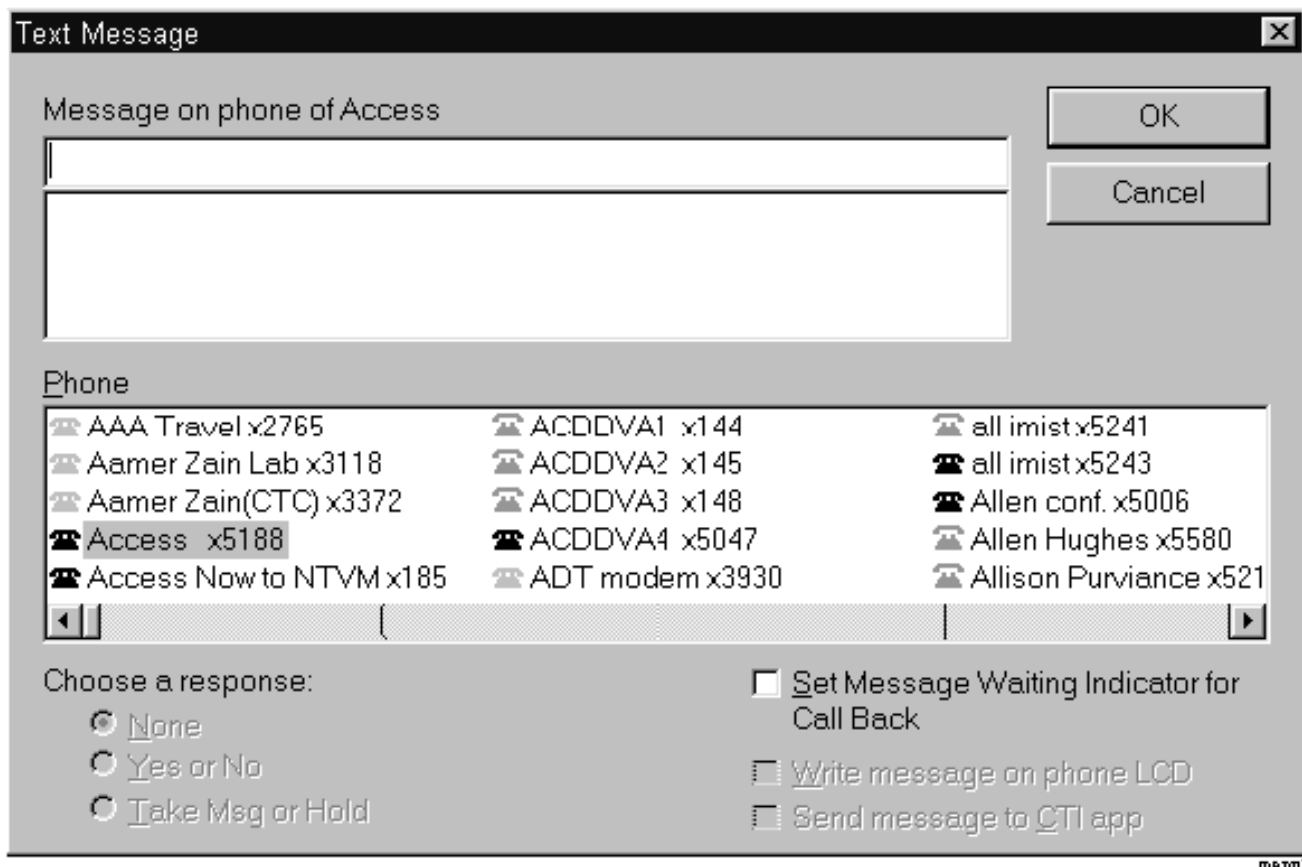
Sending Messages

Impact Attendant's Message feature allows you to write message to a station's LCD and to light a station's message-waiting indicator. You can also choose the type of response you want to receive: *none*, *yes/no*, or *take message or hold*.

In addition to sending messages to telephone stations, you can send message to other PC Attendant users on your node and receive a reply from them on your screen.

To open the Message dialog,

- from the Options drop-down menu, select **Message**,
- press **Alt + O**, press **M** twice to select Message, then press **Enter**,
—OR—
- right-click on the station you want to send a message.



Using The Tracker Pager

The Track feature allows you to track anyone who has a Comdial pager. You can select more than one person to receive a Tracker message.

To open the Tracker dialog,

- use the **Tracker** key (Shift + F9) on the keyboard,
- click the **Tracker** button on the toolbar,
- in the Stations and Lines display, right-click on the person you want to track and select **Track**,
- from the Options drop-down menu, select **Track**,

—OR—

- press **Alt + O**, then press **T**.

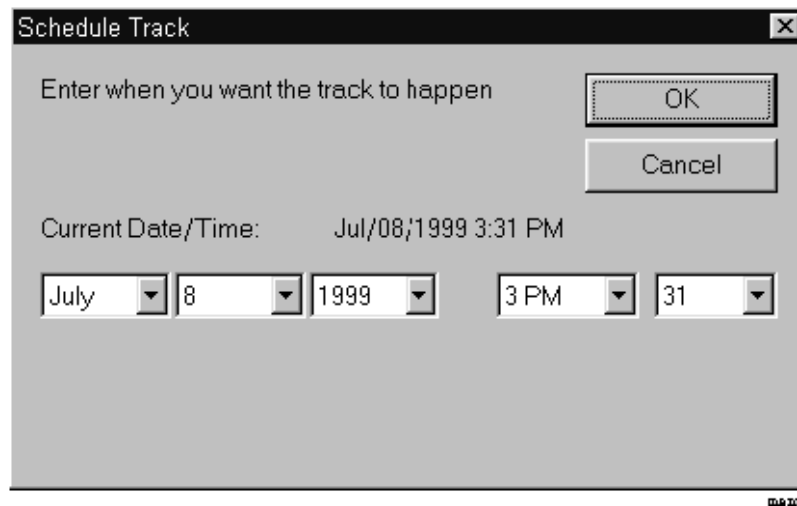
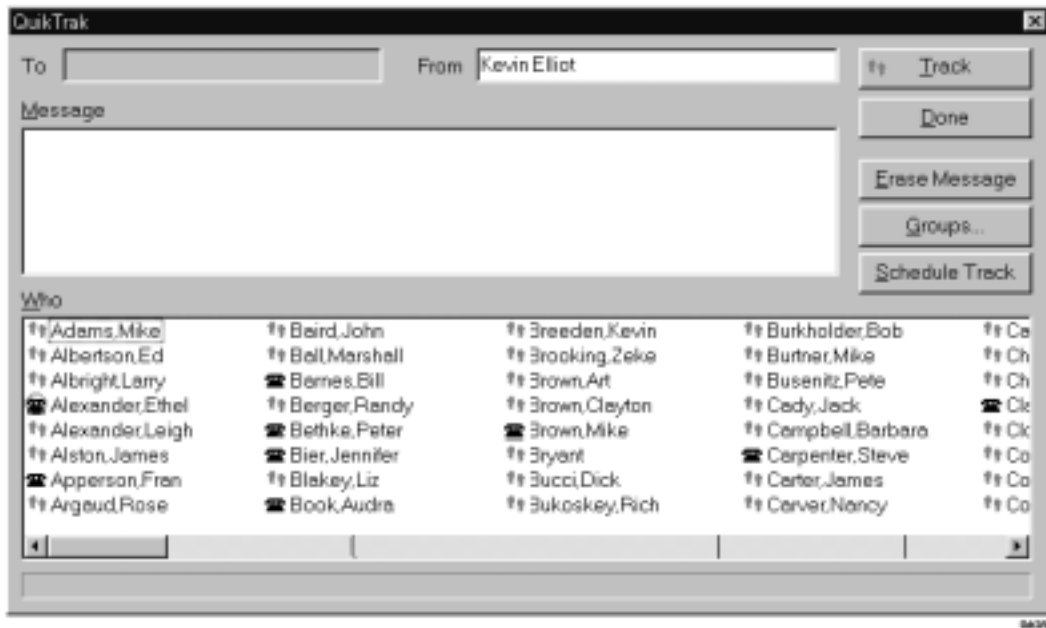
Once you have opened the Tracker dialog, entered a message, and selected a recipient, there are two ways to send the Tracker message:

- send the message as soon as you prepare it by clicking the **Track** button,
- schedule a later time to send the message.

To schedule a time to send a Tracker message,

1. While in the QuikTrak dialog, click the **Schedule Track** button.
2. Enter a time and date for the track to occur.
3. Click **OK**.

When you receive Tracker messages, you can read them by selecting the **New Track** option in the Current Calls display. You can view past tracks by double-clicking the **Track** line within the current calls list.



View the System Call History

The Call History display contains information about all calls made on the system. It shows what time a call was started, how long the call lasted, who made the call, the extension used to make the call, who is associated with that extension, the call group the caller belongs to, the number called, and any tags assigned to the call.

To view the Call History display, you must first make sure that audit logging is enabled.

To enable audit logging,

1. From the Options drop-down menu, select **Configuration**.
The Configuration—Settings dialog appears.
2. Make sure the Audit Log box is checked and click **OK**.

To view the Call History display,

1. From the Reports drop-down menu, select **Calls**.
The System Call History dialog appears.
2. You can exit the System Call History dialog by clicking **OK** or click **Print** for a hard copy of the report.

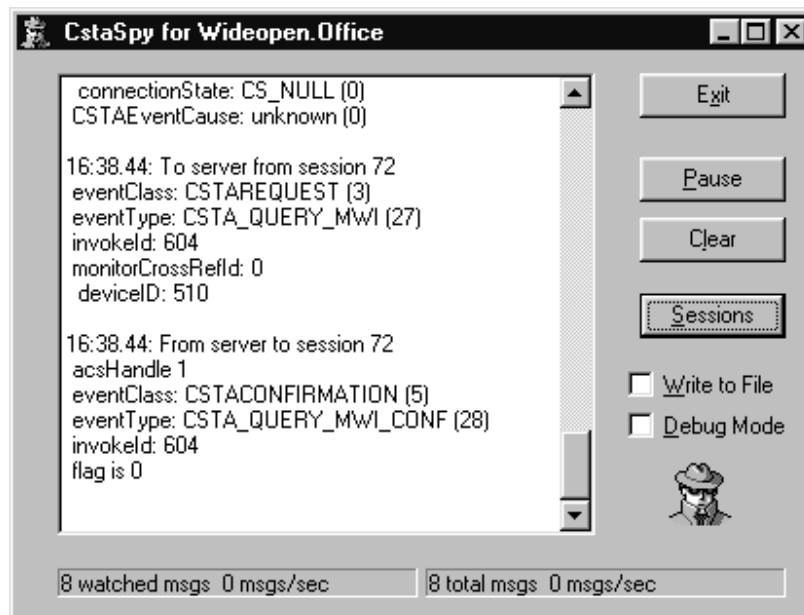
Start	Length	Ext	Who	Group	Info	Tag
07/08/1999 16:59	00:03.41	x144	ACDDVA1	All	Called by ACDDVA2 x145	
07/08/1999 16:59	00:01.12	x144	ACDDVA1	All	Connected	
07/08/1999 16:59	00:01.03	x5002	Nancy Mustain	All	Called (516) 753-2150	New York
07/08/1999 16:59	00:00.45	x5113	Pati Sloan	All	Called	
07/08/1999 16:59	00:00.45	x5284	Donna Kelly	All	Called	
07/08/1999 16:59	00:00.31	x5097	VM2	All	Called by Pref 3 (L144)	
07/08/1999 16:59	00:00.32	x5209	Kandy Pyles	All	Called 591-0187	
07/08/1999 16:59	00:00.57	x5059	Frank Dubec	All	Called by (608) 834-1357 L188	Wisconsin
07/08/1999 16:59	00:00.32	x5053	Michelle Dowell	All	Called by (540) 337-2003 L188	Virginia
07/08/1999 16:59	00:00.58	x5100	VM5	All	Called by (732) 632-2958 L189	New Jersey
07/08/1999 16:59	00:00.12	x5058	Lirwood Smith	All	Called by (732) 632-2958 L189	New Jersey
07/08/1999 16:59	00:00.46	x5139	Distributor Fax	All	Called	

Using The Diagnostics

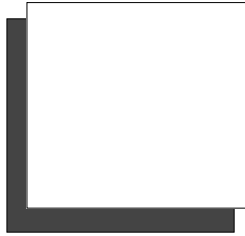
The Impact Attendant system disk contains a separate program (the CstaSpy program) that you can use to view and log all call events and message traffic that occurs at your attendant station.

To enter the diagnostics program,

- click **Start/Programs/Impact Attendant/CstaSpy**. The following dialog appears, from which you can review the attendant station activity.



This page remains blank intentionally.



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