AltiAgent™

for AltiWare Open Edition (OE) Release 5.0

AltiServ Contact Center (ACC) Release 5.0

and AltiContact Manager (ACM) Release 5.0

Manual

WARNING!

Toll fraud is committed when individuals unlawfully gain access to customer telecommunication systems. This is a criminal offense. Currently, we do not know of any telecommunications system that is immune to this type of criminal activity. AltiGen Communications, Inc. will not accept liability for any damages, including long distance charges, which result from unauthorized and/or unlawful use. Although AltiGen Communications, Inc. has designed security features into its products, it is your sole responsibility to use the security features and to establish security practices within your company, including training, security awareness, and call auditing.

NOTICE

While every effort has been made to ensure accuracy, AltiGen Communications, Inc. will not be liable for technical or editorial errors or omissions contained within the documentation. The information contained in this documentation is subject to change without notice.

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TRADEMARKS

Contents

Warranty

What The Warranty Covers

AltiGen Communications warrants its hardware products to be free from defects in material and workmanship during the warranty period. If a product proves to be defective in material or workmanship during the warranty period, AltiGen Communications will, at its sole option, repair, refund or replace the product with a like product.

How Long the Warranty Is Effective

All AltiGen Communications products are warranted for one (1) year for all parts from the date of the first end user purchase.

Whom the Warranty Protects

This warranty is valid only for the first end user purchaser.

What the Warranty Does Not Cover

1. Any product on which the serial number has been defaced, modified or removed.

2. Damage, deterioration or malfunction resulting from:

   a) Accident, misuse, neglect, fire, water, lightning, or other acts of nature, unauthorized product modification, or failure to follow instructions supplied with the product.

   b) Repair or attempted repair by anyone not authorized by AltiGen Communications.

   c) Any damage of the product due to shipment.

   d) Removal or installation of the product.

   e) Causes external to the product, such as electric power fluctuations or failure.

   f) Use of supplies or parts not meeting AltiGen Communications' specifications.

   g) Normal wear and tear.

   h) Any other cause which does not relate to a product defect.

3. Shipping, installation, set-up and removal service charges.

How to Obtain Service

End user customers should contact your Authorized AltiGen Dealer for service.

Authorized AltiGen Dealers must follow the steps below for service:

1. Take or ship the product (shipment prepaid) to your AltiGen distributor or to AltiGen Communications, Inc.

All materials being returned to AltiGen must have an associated RMA number. RMA numbers are issued by AltiGen Customer Service and can be obtained by calling 1-888-ALTIGEN (258-4436) or faxing an RMA form to 510-252-9738, attention to Customer Service. AltiGen reserves the right to refuse return of any material that does not have an RMA number. The RMA number should be clearly marked on the outside of the box in which the material is being returned. For example:

> Attn.: RMA # 123
> AltiGen Communications, Inc.
> 47427 Fremont Blvd.
> Fremont, CA 94538

Upon authorization of return, AltiGen will decide whether the malfunctioning product will be repaired or replaced.

2. To obtain warranty service, you will be required to provide:

   a) the date and proof of purchase

   b) serial number of the product

   c) your name and company name

   d) your shipping address

   e) a description of the problem.

3. For additional information contact your AltiGen Dealer or AltiGen Communications, Inc. via e-mail at support@altigen.com.

Effect of State Law

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow limitations on implied warranties and/or do not allow the exclusion of incidental or consequential damages, so the above limitations and exclusions may not apply to you.

Sales Outside the U.S.A.

For AltiGen Communications products sold outside of the U.S.A., contact your AltiGen Communications dealer for warranty information and services.

Overview

AltiAgent is an optional software package that runs with the AltiWare OE or AltiContact Manager system. AltiAgent Session licenses must be installed and registered to enable client sessions.

To install the AltiAgent client software, you can load AltiAgent on a network server and then using your company's distribution software to deliver the AltiAgent client software to each desktop PC.

Most frequently, this means loading the software onto a shared network file server and copying the software to each desktop PC. Alternatively, you can use the AltiAgent CD ROM to install the program on each desktop.

Installation

The following items are included in the AltiAgent 5.0 package:

*   AltiAgent 5.0 Manual

*   AltiAgent Session License

If any of these items are missing or damaged, please contact your Authorized AltiGen dealer.

Client System Requirements

The client system must each meet the following minimum requirements. For server system requirements, see the *AltiWare OE System Installation and Administration Manual* or the *AltiContact Manager Administration Manual*.

*   IBM/PC AT compatible system

*   Intel 300 MHz (or faster) Pentium

*   Windows 98 (or higher), or Windows 2000, or Windows NT 4.0 or higher, Server or Workstation.

*   30 MB Hard Drive Disk Space

- 128 MB DRAM

- SVGA monitor (800 x 600) with 256 color display, or better

- Keyboard and Mouse

- AltiWare OE/AltiContact Manager 5.0 running on a server accessible to this client.

Session Licensing and License Upgrade Procedures

AltiAgent Session License

The AltiAgent Session license enables a per concurrent session of AltiAgent. It includes a Desktop Connect/SDK client license. Up to 150 concurrent AltiAgent sessions are supported.

Upgrading Licenses

To increase the number of simultaneous AltiAgent sessions, refer to the license activation and registration procedures in Chapter 2 - Software Installation of the *AltiWare OE System Installation and Administration Manual* or *AltiContact Manager Administration Manual*.

You can verify the licenses when you run AltiAdmin/ACM Admin by selecting About **AltiWare…**/**About ACM Admin...** on the **Help** menu, then clicking the **License Information** button to view a window that displays licenses and session information.

Installation and Setup

Pre-Installation Checklist

Before installing AltiAgent, please review the following checklist:

- Make sure that AltiWare OE/AltiContact Manager 4.6 has been installed on the server system.

- Make sure that TCP/IP is enabled on both machines.

- Make sure the client is able to connect to the server on the network.

- Local administrator rights are required to install AltiView and AltiAgent.

- Make sure License has been installed and activated.

Installing AltiAgent on a Client System

After completing the pre-installation checklist, proceed as follows on the client machine:

1. Exit any/all Windows applications.

2. Insert the AltiWare OE 5.0 CD into the CD ROM drive.

3. Run the **Setup** program under AltiAgent\ and follow the step-by-step installation instructions as they appear on the screen.

Uninstalling AltiAgent

1. From the Windows **Start** menu, select **Programs** ➤ **AltiAgent** ➤ **Uninstall AltiAgent.**

2. Click **OK** when the dialog box asks if you want to uninstall the program, and respond to any additional prompts.

Microsoft Outlook and Outlook Express Support

AltiAgent supports Microsoft Outlook 97, 98, and 2000, and Outlook Express 5.0, allowing you to obtain phone numbers to dial from a Microsoft Contact list. AltiAgent also lets you see the incoming calls that have a matching record in the Contact list.

AltiAgent requires that you to set up the Outlook Contacts list prior to using this feature.

A Country Code field can be configured (in **General Info**) by the local user to help convert standard international phone numbers in Outlook to correct digit strings for AltiWare.

ACT!/GoldMine® Support

AltiAgent supports ACT! 2000 and GoldMine® 5.0/5.5 contact management software, allowing you to obtain phone numbers to dial from the ACT! or GoldMine® contact database list. AltiAgent also lets you see the matching record from the contact database list of the incoming calls.

Getting Started

AltiAgent is a version of AltiView designed for workgroup agents. Through an AltiAgent window, you can monitor workgroup-related statistics, workgroup call pickup, and member login/logout directly from the desktop. Also, the AltiView functionality can be accessed from AltiAgent.

Logging In

Before you log in

When you launch AltiAgent for the first time, you need to know either the server name or the IP address of the server you'll be linking to. If you use the server name and not the IP address, AltiWare/AltiContact Manager replaces the name with the IP address, eliminating the need of a DNS (Domain Naming System) search.

To obtain the AltiWare/AltiContact Manager IP address, ask your IT administrator.

If you are connecting to the Internet through a modem connection, before you log in, establish a session connection from your PC to your local Internet Service Provider. If you're using a low-speed connection, the login may take some time as a large amount of data is transferred to your desktop.

To log in:

1. Run the AltiAgent application and, if this is the first login to this AltiWare/AltiContact Manager system, enter the server's IP address or

name of the system you will be using. If this is not your first login, go on to the next step.
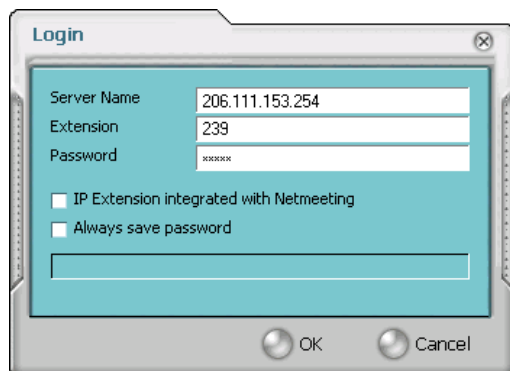
Figure 1.   Logging in

2. Enter your **Extension** number and **Password** assigned to your phone.

    ~~Optionally, you can~~ Check the **Always save password** check box to store your login password the next time you access AltiAgent.

3. (Optional) **IP Extension Integrated with Netmeeting** option (grayed out if your extension is not set up as an IP extension.)

    If you do *not* have an Internet Phone Jack or an IP phone and you want your AltiAgent desktop to access AltiWare/AltiContact Manager as an IP extension, select the **IP Extension Integrated with** check box and set the dropdown list to **NetMeeting**.

    To do this, your extension must be set up as an IP extension by your system administrator and you must have Microsoft NetMeeting 3.01 or higher installed on your desktop.

    Refer to the discussion in the next section for more information on using IP extensions.

4. Select how you want to log in and click **OK**.

Logging In Remotely Using an IP Extension

For agent use or supervisor use, you can access AltiAgent from a remote location using an **IP extension**. All the call handling functions are the same as logging in locally, with the exception of the ability to configure One Number Access. You can pick up voice mail, forward local business office phone calls to another site such as a home desktop PC, and even receive the phone calls as you would at the office.

To use an IP extension, you must meet the following requirements:

- Your extension must be configured to use IP extensions by your system administrator.

- You must have AltiGen-certified IP phone/adapter equipment (QuickNet), or you can use Microsoft NetMeeting version 3.01.

Consult your system administrator or authorized AltiGen dealer for details on obtaining and using any of these options. The NetMeeting option is discussed in the next section.

To log in from a remote location using an IP extension:

1. If you connect to the Internet through a modem connection, establish a connection to your Internet Service Provider.

2. Log in using your Extension and Password as usual.

3. (NetMeeting users *only*) Select the **IP Extension Integrated with NetMeeting**.

4. Click **OK.**

IP Extensions Using Microsoft NetMeeting 3.01

To use NetMeeting 3.01 as an IP extension, you need the following:

- **A sound card.**

- **A Plantronics LS1 headset** connected to the sound card. A microphone and speakers should *not* be used since the speaker's output would be fed back to the microphone and cause severe echoes.

- **NetMeeting 3.01,** which is automatically installed with Windows 2000. You can check your system to see if NetMeeting is installed by looking under **Programs>Accessories>Communication** from the Windows **Start** button. If not, it is available for download from the Microsoft website at http://www.microsoft.com/windows/netmeeting/ download/default.asp.

- **Additional system requirements** as listed on the Microsoft website at http://www.microsoft.com/windows/NetMeeting/ SystemRequirements/default.ASP.

Note: If you run two instances of AltiAgent—one for desktop use integrated with NetMeeting and one as a workgroup agent—be sure to launch the AltiAgent instance first, and the desktop instance second; otherwise, the NetMeeting launch will fail.

Note also that AltiWare/AltiContact Manager uses conferencing features that require the same data channels as NetMeeting. If NetMeeting is running, you will see a prompt reminding you to close the program.

In addition, processor-intensive applications will affect voice quality.

To make and receive calls using NetMeeting:

- Connect your headset to your PC. Use the AltiAgent Dial and call accepting functions as usual to make and receive calls.

Troubleshooting IP Connectivity

If problems occur, they may be due to a failure to connect to your ISP or due to firewalls at your office preventing direct access to the AltiWare/ AltiContact Manager server.

As a test, you can choose **Run** from the Windows **Start** menu, then enter

Ping *<IP address>* [ENTER]

where *<IP address>* is the AltiWare/AltiContact Manager system you want to connect to. An example of the IP address format is 123.234.231.143

If you do not get a response, contact your LAN administrator for support.

Next, check to verify if ports are open.

Hiding or Exiting AltiAgent

When you minimize the AltiAgent desktop by clicking the **Minimize** symbol (the dash), it is hidden—it doesn't appear anywhere in the Windows desktop except as a phone icon in the tray in the lower right corner, as discussed below.

To exit AltiAgent entirely, right click the phone icon and select **Exit**.

Pop Up when You Get a Call

You can configure to pop up when you have incoming calls. Pop ups work when AltiAgent is hidden (minimized) but *not* when you have exited. See "Screen Pop, Audio Beep, and Auto Close" on page 45.

Using the Windows Tray Phone Icon

After you log in, the AltiAgent icon (a phone) is displayed on the Windows tray, normally at the bottom right of your screen. When you have new voice mail, the phone grows a small yellow envelope.

If the AltiAgent interface is not on your Windows desktop, but this icon appears in the Windows tray, you double-click it to open the AltiAgent main window, or you can right click it to pop up a menu, then select the AltiAgent window you want to open.

Resizing the Display

You can resize many AltiAgent windows using the standard Windows method: place the cursor at a window edge or corner, then drag the window to the size you want.

Also, the field size for any field can be increased or decreased by pointing the cursor to either side of the field's main column. The cursor changes to a movable double bar (||) that can be moved to resize the column.

Call States

AltiWare/AltiContact Manager applications report the status of calls. A list of the states includes the following:

- *AA* - the call is being transferred to an Auto Attendant/IVR
- *Busy* - callee is busy or not available
- *Call Pending* - the call is placed into a workgroup queue
- *Conference* - the call is in conference
- *Connect* - the call is connected
- *Dial Tone* - a dial tone is present, AltiAgent is ready to dial out
- *Error* - receipt of an error tone
- *Hold* - the call is on hold
- *Hold Pending* - the call is being transferred or conferenced
- *Idle* - the extension is not in use
- *Music on Hold* - an extension user placed the call on hold to take another call
- *Park* - the call is parked
- *Play* - playing voice mail
- *Proceeding* - the outgoing call is in progress
- *Record* - recording an introductory message
- *Ringback* - caller receives this state while callee is ringing
- *Ringing* - there is an incoming call
- *Voice mail* - the call is in voice mail

Figure 2.   Status Field - AltiAgent main window

Error Messages

The following errors may be displayed as login or connectivity errors.

Error Message	Description	Solution
AltiWare connection limit has been exceeded.	No AltiAgent was found OR more than allowed number of AltiAgent users have attempted to log on.	Maintain the number of Alti-Agent license keys or add additional session licensing.
Cannot connect to AltiLink. Please check server name or net-work connection.	You are not connected to AltiWare.	Check the server field (IP address or DNS name) by: 1. Pinging the network server address OR 2. Try using the IP address of AltiWare (if using the DNS name in the server field).

Error Message	Description	Solution
Cannot access voice mail list while mail box in use.	Mail box is in use by the AltiGen Voice Mail System and is temporarily unavailable.	Wait a while, then try again.
Mail service is unavailable. Please check with your administrator.	Voice mail service is not enabled on AltiWare.	Make sure voice mail service is started.
NetMeeting is already used by another application, so you cannot enable IP Extension Integrated with NetMeeting.		Check for conf.exe in your computer's memory. If it's there, terminate it. Then retry logging in with the IP extension option.
Please register AlpInterface.dll (regsver32 AlpInterface.dll).	AltiAgent uses this dll to communicate with AltiWare. It should be registered in user system.	Re-register this file. Type in DOS command window, **regsver32 AlpInterface.dll** Change directory to AltiAgent directory, type **regsver32 AlpInterface.dll**
You have entered an invalid password. Please try again.	The password and confirmation box entries do not match.	Make sure you are entering the password correctly in both boxes.
You need to install NetMeeting to use "IP Extension integrated with NetMeeting."	You tried to log in with the IP extension option without an installed version of NetMeeting.	Install NetMeeting 3.01 or higher from Microsoft's web or FTP sites.
Cannot use "IP Extension integrated with Netmeeting."	You tried to log in with the IP extension option without an installed version of NetMeeting.	Confirm that your extension is set up as an IP extension and that Microsoft NetMeeting 3.01 or higher installed on your desktop

| Error Message	Description	Solution
This version is not compatible with the version of AltiWare that is running. This can lead to inconsistent or no functionality. Please install the correct version before proceeding.	The installed version of AltiAgent is outdated from AltiWare release.	Upgrade AltiAgent to version 5.0 (install matching version of AltiAgent).

Using AltiAgent as a Workgroup Agent
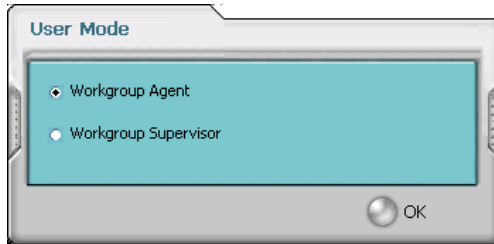
Figure 1.   Workgroup Agent login

AltiAgent is a desktop call control application for workgroup agents to manage their workgroup calls from the PC. AltiAgent allows direct access to call handling as well as configuration functions including the following. You can also log in as a workgroup agent using the **IP Extension integrated with...** option.

- View caller data (e.g., IP address, account number, credit card number, name, etc.) sent with an incoming call.

- Pushing or sending a URL or web page to a web-based call.

- Logging off one or more workgroups using a two-digit reason code that corresponds to a particular course of action, if logoff reason codes are used in your workgroup.

- Viewing and printing workgroup call data.

New in Version 5.0

- Viewing of workgroup call priority

- Picking calls from group queue

- Workgroup CDR/RTM revamping

- Microsoft Gold Certification

- Release IP Tie Link option added to configuration

- <u>Automatic version upgrade during startup</u>

Workgroup Login

After you complete your initial login and choose to login as a **Workgroup Agent** as described in "Logging In" on page 5, you see a Group Login window.
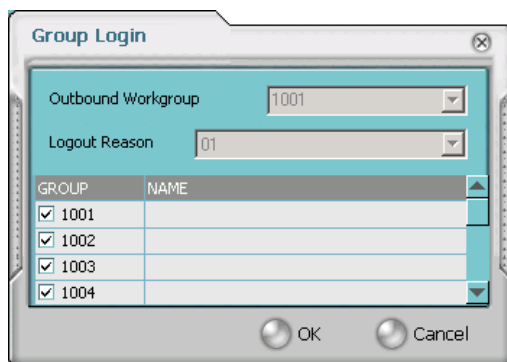

Figure 2.   Group Login window

Select the workgroup or workgroups you want to log in to, then click **OK**. AltiAgent supports login on up to eight workgroups simultaneously.

Note: If you are set up to change your **Outbound Workgroup,** you can select another extension from the <u>drop-down list.</u>

Logging Out or Changing Workgroups

After you've logged in, you can log out or change the workgroups you're logged in as follows:

Click the **Login/Logout** button in the main window to open the Group Login window, an example of which is shown on the previous page.

To log out or change workgroups, deselect the check box(es) next to the workgroup(s) you're logging out from. If **Logout Reason Codes** are required in your system, select one in the drop down list. If you want to log in to other workgroups, select their check boxes. Then click **OK**.

About the Main Window

The AltiAgent main window is your window into your workgroup environment and facilitates the management of workgroup calls.

Figure 3.   AltiAgent main window

The window consists of the following displays and buttons:

*   The **Workgroup Status** panel displays statistical information about the current workgroup. Tabs above the panel allow you to switch views between the workgroups you're logged in to.

    The statistics are largely self-explanatory, but it may be noted that the *Service Level* represents the percentage of workgroup calls taken out of queue before the *Threshold* time has expired.

- The **Call Status** panel displays the status of the currently active call, a list of any calls on hold, the current time and a **DND** button.

Figure 4. Call Status Panel

   — **DND** button - this turns off ringing and forwards all incoming calls according to your "Enable Busy Call Handling" settings. Clicking **DND** here has the same effect as selecting **Enable Do Not Disturb** on the Call Handling tab of the Config window.

Figure 5. DND Enabled

> **Note:** If the Do Not Disturb button (**DND**) is grayed out, the feature is not available to the user. The administrator must enable the **Allow DND** option for the extension in the Answering page of Extension Configuration in AltiAdmin/ ACM Admin.

- The Directory panel has two tabs: **CALLS**, which shows a current list of calls; and **VOICE MAIL**, which shows a log of current and past voice messages.

Figure 6. Calls Tab

- The **Call Controls** provide single-click functions to **REDIAL, HANGUP, HOLD, TRANSFER, CONFERENCE,** or send calls **to VM** (voice mail) or **to AA/IVR** (Attendant).

Figure 7. Call Controls

- The **Config** button lets you customize your call handling and voice message settings. See "Configuring Your Station Settings" on page 43.

Figure 8.   Config button

- The **EXPAND** button provides a view into extension or workgroup activity and provides access to past call logs.

- The **Ready**/**Not Ready** buttons tell the system you are ready to receive workgroup calls.

- The **Web Data** button lets you display data associated with the calls, send web pages or URLs to the user, or share web pages.

- The **Login**/**Logout** buttons The button allows you to login in to different workgroups and/or log out of current workgroups.

Call Handling

The AltiAgent call handling functions include dialing out, using voice mail, and monitoring other extensions.

Dialing

You can dial out in a number of ways; using the numeric keyboard ~~or using the mouse~~, and by name or extension, number, or speed dial number.

Initiate dialing by <u>clicking in the dialing field, entering the number using the keypad, then </u>clicking the dial button in the main window

Figure 9.   The Dial button

Clicking the **Dial** button dials the number in the dialing field. The scroll list box in the upper left of the **Dial** button is actually a combination dialing field text- and list- box. As a text box, it displays numbers that you enter from the dialing pad or from the keyboard number keys. You can also use it to search for names.

As a list, it displays extensions and the names associated with extensions as well as names and numbers imported from MS Outlook, GoldMine®, or ACT!. You can select extensions or names using the scroll list.

The list can display up to 2000 entries. If you are working with more than 2000 entries, you can find the entry by name search even if the entry is not one of the first 2000 that are displayed.
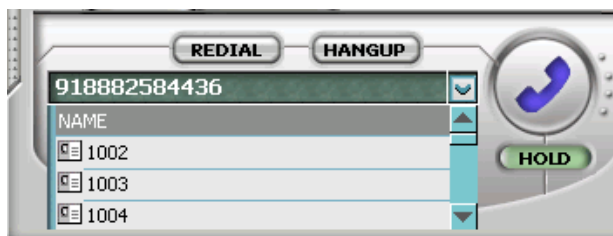

Figure 10.   Dialing list

Dialing By Number

To dial using the keyboard number keys:

1.   In the dialing window, enter the numbers you wish to dial using the standard numeric keys or the numeric keypad.

     The numbers appear in the box above the dialing pad.

2.   Press **Enter** or click the **Dial** button to place the call.

To dial using the mouse:

1.   Using the dialing pad in the Dialing window, click the digits for the phone number.

     As you enter the numbers, they appear in the list box above the dialing pad.

2.   Click the **Dial** button to place the call.

The main window displays the status of the call~~, and once the call is initiated, the **Dial** button in the main window becomes a **Hang Up** button~~.
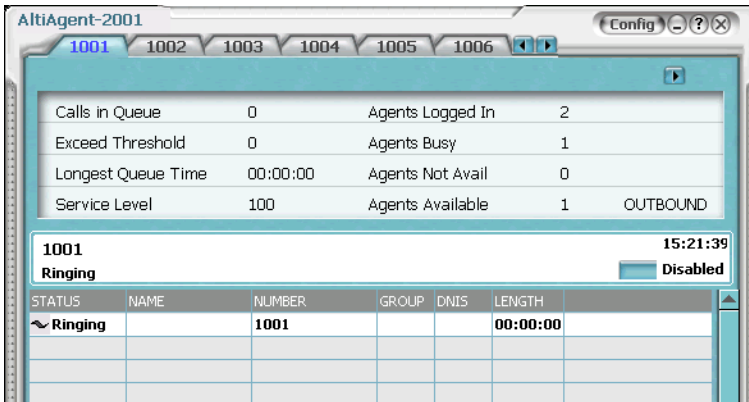

Figure 11.   Call status displays in Calls list as well as status panel

Dialing By Name or Extension

1. Use the scroll list box above the dialing pad to select the name or extension.

2. Click the **Dial** button to place the call.

To search by name:

1. Click anywhere in the text box above the dialing pad, then begin to type the name of the person you want to call.

   The dialing pad transforms into a list that displays matching names.

2. Click the name you want.

   The extension or number appears in the list box, selected for dialing.

3. Click the **Dial** button to place the call.

Dialing Speed Dial Numbers

You can use either your own *Station Speed* Dial numbers or the *System Speed* Dial numbers.

See "Configuring Your Station Settings" on page 43 for details on setting up speed dial numbers.
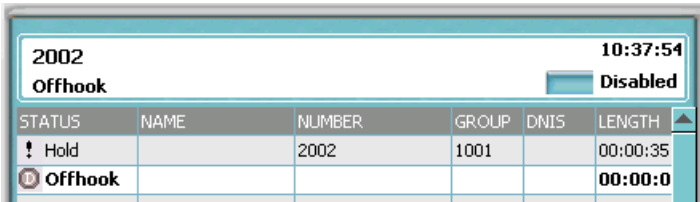
1. Depending on which type of speed dial number you want to call, click the **Station Dial** tab or the **System Dial** tab.

2. Choose the speed dial entry from the list.

3. Click the **Dial** button to place the call.

Redialing

To redial the last number called, click the **Redial** button.

Placing Calls on Hold

During a phone call, click the **Hold** button in the AltiAgent main window. The state of the call is changed from *connected* to a *hold* state and you will hear the dial tone.

Figure 12.   Call on Hold

In the row displaying the call, the **State** column shows the call on hold. Click the **Hold** state cell to release the hold and reconnect the call.

Note: When a call is put on hold using the **Hold** button in AltiAgent, if the user does not pick up the call after the two-minute hold time, the system will ring the user. If the call is still on hold after two minutes, the system will ring the user again.

Note: When you place a call on hold, workgroup calls may still ring your extension. To prevent this, click the **Wait** button. See "Setting Status to Ready or Not Ready" on page 32.

Using Call Waiting

During a call, you may hear a beep indicating that you have another incoming call. To answer the call:

1. Click the **Calls** tab on the AltiAgent main window to view the directory of current calls.

2. Find and click the row displaying the incoming call.

    This places the current call on hold and connects the incoming call.

3. When you are finished, click the **Hold** state cell for the call on hold to reconnect.

Transferring Calls

AltiAgent supports both supervised transfer, in which you confirm the transfer, and blind transfer.

1. While connected to a call, click the **Transfer** button.

    This pops up the dial pad.

2. On the dial pad, enter the extension or phone number to transfer the call to, then click **Dial**.

3. While AltiAgent dials the new number, you're asked to confirm your decision by clicking the **OK** button in a confirmation dialog box.

    You can click **OK** before the party answers to do a blind transfer, or you can wait for the person to answer and then confirm or cancel the transfer.
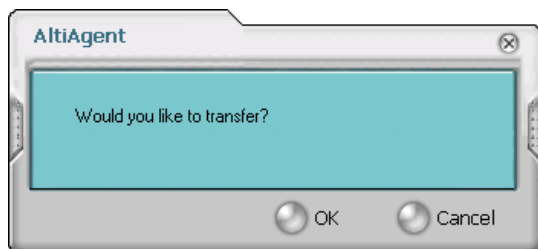

Figure 13. Confirming call transfers

At any time before or after the person you're transferring to answers the phone, you can cancel the transfer by clicking the **Cancel** button or by closing the dialog box.

If the transfer is cancelled, AltiAgent reconnects the call to your

extension. The call is also reconnected if the third party doesn't answer.

Sending Calls to Voice Mail

While connected to a call, click **To VM** on the main window. When the dial pad appears, choose the extension number you want to send the call to, then click **OK**.
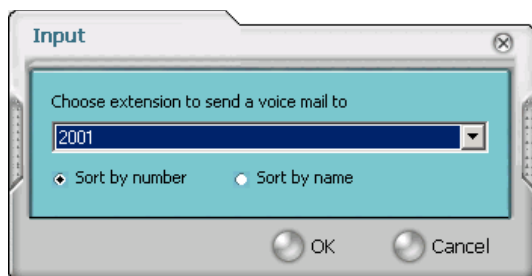
Figure 14.   Transfer to Voice Mail

You can also transfer a call to voice mail before you answer it.

Transferring to Attendant

While connected to a call, click **To AA/IVR** on the main window. Select the operator or an Auto Attendant/IVR to transfer to using the drop-down list.

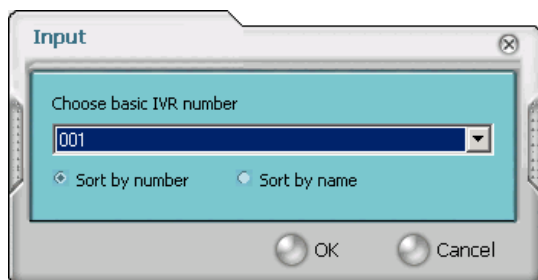You can also transfer a call to an Attendant before you answer it.

Figure 15.   Transfer to Auto Attendant/IVR

Forwarding Calls Using Do Not Disturb

If allowed, click the **DND** button to forward all incoming calls according to your "Enable Busy Call Handling" settings. See "Configuring Your Station Settings" on page 43.

Centrex Transfer

If you have a Centrex line, you can use this feature to transfer an external call to an outside number without having to tie up two trunk lines. Once the transfer is complete, the external caller's line connects directly to the outside number. Since there are no longer any connections to internal users, internal trunk lines are then dropped, freeing up system trunk line resources for other calls.

To perform a Centrex transfer:

1. Press **Transfer.**

2. Dial the prefix for trunk-line access (such as **9**).

3. Dial the second party's number and either hang up or announce the call.

4. Answer **Yes** in the popup.

Once you place the handset back on-hook, the trunk line also drops and Centrex completes the transfer.

Conferencing Calls

Any internal user is able to add parties to a conference call. While connected to the first party:

1. Click the **Conference** button.

2. When the dial pad pops up, enter the extension or phone number you want to conference with, then click **Dial**.

While AltiAgent dials the new number, the first party goes into *Hold Pending* state, and you see a confirmation dialog box.
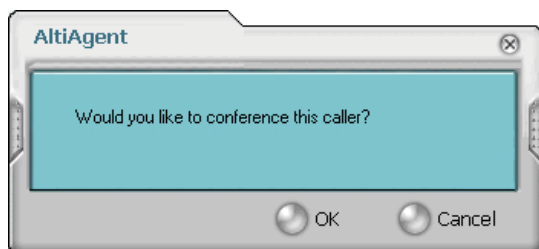

Figure 16. Confirming Conference Calls

3. After the third party connects, you can announce the conference by clicking **OK** in the dialog box. If the third party does not answer, click the **Cancel** button.

4. Click the **Conference** button again to initiate the three-way conference. Both calls will be displayed as *Conference* state.
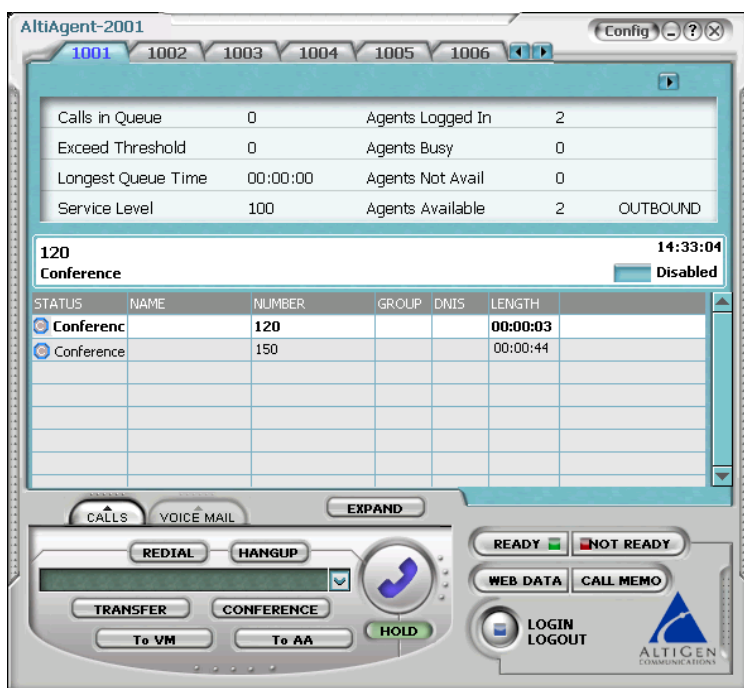

Figure 17. Conference Calls Displayed in Call List

To add another party, click the **Conference** button and repeat steps 2-4.

When two or more lines are holding, you can also add parties to a conference call:
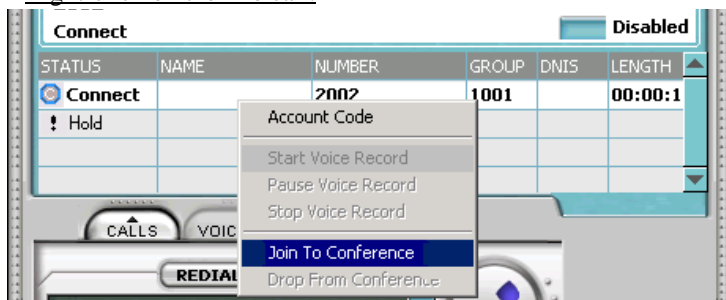
1. Right-click on the line call.

Figure 18. Join to Conference

2. Use the drop-down list and select **Join To Conference**.

3. In the confirmation dialog box, click **OK** to conference the caller.

The maximum number of conferenced parties is 6.

Cancelling Conference Calls

You can cancel the conference at any time using any of the following methods:

— clicking the **Cancel** button

— closing the dialog box

— pressing your phone's **FLASH** button

— right-clicking on the caller and selecting **Drop From Conference**

Normally, after cancelling you will be reconnected automatically to the initial call. If you are not automatically reconnected and want to reconnect to the first call, click the *Hold Pending* status representing the call.

Recording Calls

The voice recording feature in AltiAgent allows a user to record conversations. Recorded conversations can then be played back through voice mail or accessed at a centralized location.

Note: The voice recording feature is only available for extensions on Triton Resource boards.

For each *extension*, the options for voice recording are enabled in the system's **General** page of **Extension Configuration**. Settings in the **Personal Call Recording Options** field allow the administrator to:

- Disable call recording

- Record all calls to a central location (AltiContact Manager only)

- Record on demand to a central location (AltiContact Manager only)
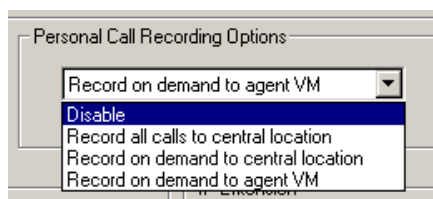
- Record on demand to agent VM

Figure 19.   Personal Call Recording Options Field (General Page of Extension Configuration)

For each *workgroup*, the options for voice recording (centralized workgroup recording) are enabled in the system's **General** page of **Workgroup Configuration**. Settings in the **Centralized Workgroup Recording** field allow the administrator to:

- Disable workgroup recording

- Record all calls to central location (AltiContact Manager only)

- Record on demand to central location (AltiContact Manager only)
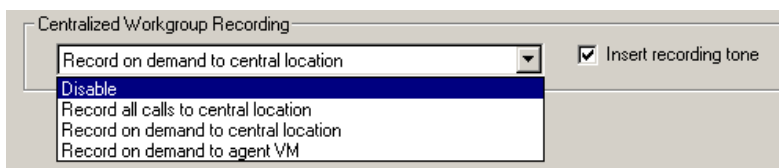
- Record on demand to agent VM

Figure 20.   Centralized Workgroup Recording Field (General Page of Workgroup Configuration)

Playback of recorded calls requires a third-party message management tool.

Note: When voice recording is enabled at both the extension and workgroup level, the workgroup voice recording settings override extension voice recording settings.

> **WARNING!**
>
> *Listening in to or recording a conversation without the consent of one or both parties may be a violation of local, state and federal privacy laws. It is the responsibility of the users of this feature to assure they are in compliance with all applicable laws.*

All Calls Recorded (AltiContact Manager only)

When the extension is set to have all calls recorded (to a central location), any time the AltiAgent user answers a call, the call will be recorded. This is indicated by a small, red cassette tape icon in the top right AltiAgent window.
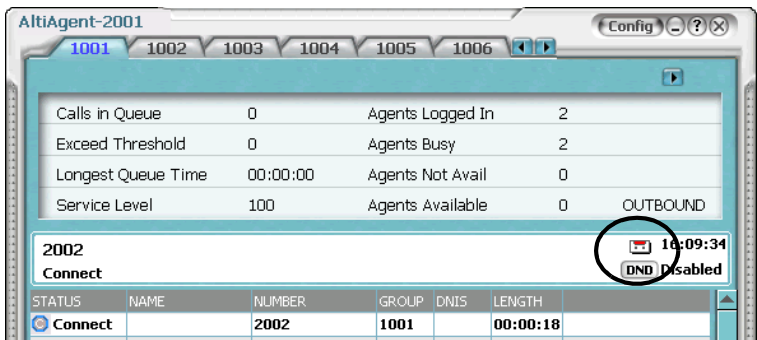

Figure 21.   All Calls Recorded Icon

Recording on Demand

When the extension is set to record on demand (to a central location or user VM), the user can use AltiAgent to initiate the recording.

To record a call:

1. While connected to a call, right-click on the conversation to open a drop-down list.
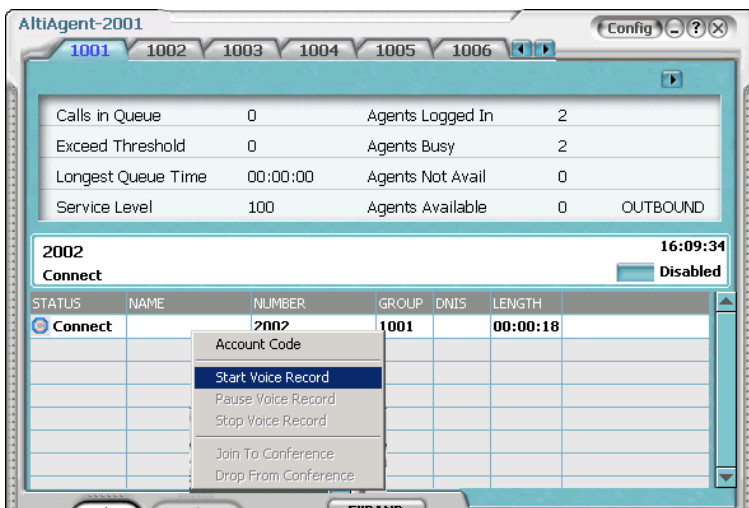

Figure 22.   Right-click Drop-Down List

2. Scroll to **Start Voice Record**. The recording will be indicated by a small, red cassette tape icon in the top right AltiAgent window. If the **Insert Recording Tone** option is set, both parties will hear a beep when the recording begins.

3. To pause recording, right-click on the conversation and scroll to **Pause Voice Record**.

4. To end recording, right-click on the conversation and scroll to **Stop Voice Record**. If the administrator has set to record to a centralized location, contact your administrator for the location. If the system is set to save the recording as the user's voice mail, the recording can be heard through the AltiGen Voice Mail System.

Notes:

• Depending on the size and number of recorded calls, this may affect the system's resources.

• Do not use an account code entry to stop recording on demand; doing so will disconnect the call.

Using Account Codes

If your system is set up to use account codes, you can associate calls to specific codes for billing or tracking purposes.

Required account codes—If your extension has been configured for required account codes, the system will prompt you to select an account code from a popup window for all outbound calls.

Bypassing required account codes— If your extension has been configured to bypass account code validation, you can enter a different account code in the box at the bottom of the popup window or enter # to bypass the account code altogether.

Optional account codes

To associate a call in progress to an account code:
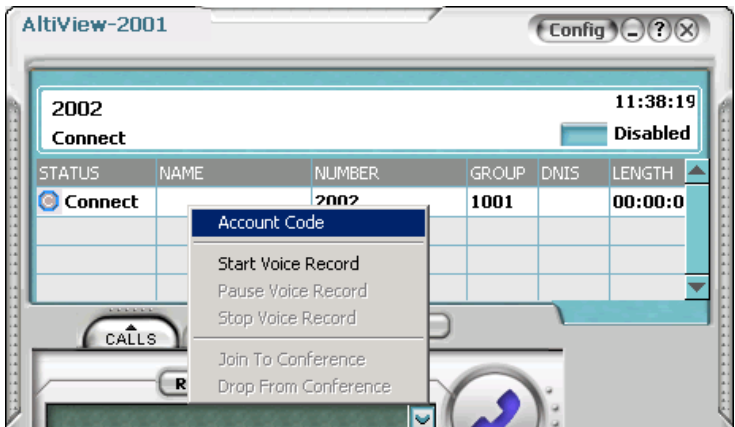
1. Right-click the number in the Calls List.

Figure 23.   Account Code from Right-click Drop Down List

2. Choose **Account Code**.

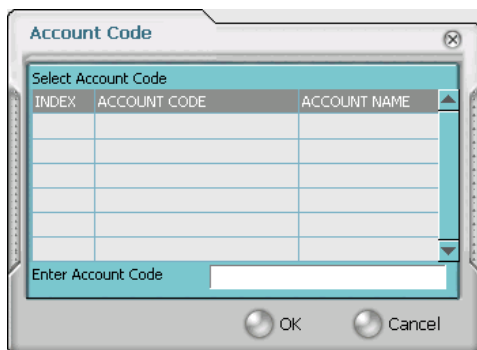3. In the Account Code popup window, select an account code from the scrollbox.

Figure 24. Account Code List window

Note: If your extension is configured to bypass account code validation, you can enter an account code in the box at the bottom of the popup window.

4. Click **OK.**

To change the account code for a call in progress, repeat the steps above, entering the new account code to assign the call to.

AltiAgent Options

The basic call handling features and functions are the same for workgroup agents as they are for AltiView user.

This section discusses workgroup member options that are not available to the AltiView user.

Setting Status to Ready or Not Ready

Click the **Wait** button to tell the system not to send workgroup calls to your extension.

Click the **Ready** button to tell the system you are ready to receive workgroup calls.

The Log button allows you to log into or out of one or more workgroups.

Viewing, Sharing, or Pushing Data

Pushing a web page or URL is sending the page or URL as a link that the other person views in their web browser.

Sharing the URL is pushing the link to the other user and simultaneously opening the page in your own browser in such a way that when you act on the page, the other user sees the results in their own browser. Sharing allows you to guide the web-based caller through a site.

To work with web data when connected with a web-based caller, click the **Web Data** button in the main window to open the Caller Data window.
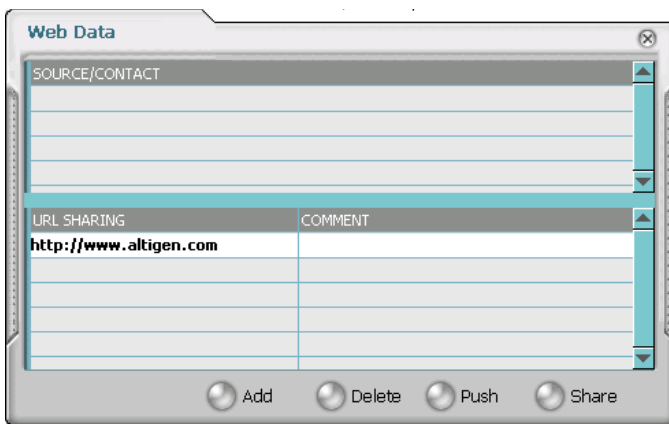

Figure 25. Web Data window

Viewing Caller Data

The Source/Contact panel displays data collected in various ways:

- From an Auto Attendant/IVR if the caller has input data there in either a PTSN or web call situation.

- From Supplemental Caller Data, including user data tagged to the call, and data included by using the AltiAgent **Memo** button, DDR, ActiveX I/F, or Agent ActiveX I/F.

- From caller data collected from the web page form.

- From web URL paths—a URL history.

- From or input by the caller, such as IP address, name, account numbers, etc. including data from your external database such as Outlook, if available.

Sharing or Sending a URL or Page

The URL Sharing panel in the Caller Data window displays the addresses of pages or sites you've added to the list. Pushing a web site or a web page is a two step process: first you add it to your share list to make it available, then you send it.

1. In the Caller Data window, click **Add** to open an Add URL dialog box.

Figure 26.   Add URL dialog box

2. Type in the URL or web page specification and click **OK**.

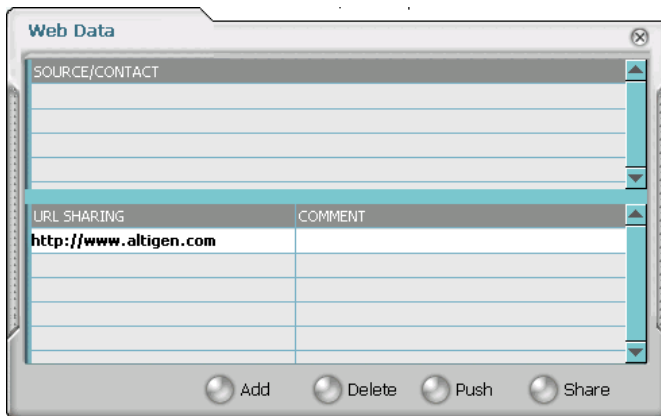   The URL now appears in your URL Sharing list.

Figure 27.   Caller Data window

3. To share or push the URL, select the URL you want to share by clicking it, then click **Push** to send it or **Share** to share it.

4. When you're done, click **Release** to disconnect the web call.

Monitoring

If your system administrator has configured your extension for monitoring, you can monitor the activity on the other extensions in your workgroup, view call history, view workgroup statistics, and view calls in queue.

If you're a manager, for example, you might monitor to determine whether you need more resources in a busy environment. Or you might use monitoring capability to cover calls for a co-worker, since you can click the ringing phone icon in the monitor list and take the co-worker's call.

Figure 28.   Workgroup Agent Monitor Window

Choosing Workgroups to Monitor

1. Open the Monitor window by clicking the **EXPAND** button in the
   AltiAgent main window, then click on the **MONITOR** tab.

2. Click the **Change** button in the Monitor window to open the Change
   Monitor window.

Figure 29.   Monitor Change window

Extensions to which your system administrator has given you moni-
toring rights are listed here, in addition to any workgroups to which
you belong.

3. Select the check boxes next to the individual extensions (**Type** "Ext.")
   or workgroups (**Type** "WG Ext.") you want to monitor, and click **OK.**

   The extensions in the selected workgroups are now listed in the Mon-
   itor window, in addition to any individual extensions you selected.

Note: If you selected individual extensions to monitor, you will be able
             to pick up *personal* calls to these extensions, but not workgroup
             calls.

   In addition, if you selected a workgroup extension, the Monitor list
   shows *all* the extensions in the workgroup, even for agents who are
   currently logged out.

Reading the Monitor List

In the monitor list, each extension is listed along with its **Status, Number**, **Name**, and **Group**—workgroup, if applicable.

The state can be one of the following:

- **Idle**—the extension is not in use; you can click the **Status** field to ring that extension

- **Connected**—the extension is in use

- **Ringing**—the phone on the extension is ringing; you can click the **Status** field to pick up the call at your own extension

- **Conference**—the extension is on a conference call

- **Voice Mail**—the extension is in voice mail

- **Auto Attendant**—the extension is connected to an Auto Attendant

- **Holding**—the extension is on hold

- **Hold Pending**—the extension is awaiting hold

Calling or Picking Up Calls

If a monitored extension is *Idle,* clicking its **Status** field rings the extension.

If a monitored extension is *Ringing,* clicking its **Status** field picks up the call.

Note: If a call is coming in to a workgroup to which you are not currently logged in, you cannot pick up the call.

Viewing the Call History

Click the **History** tab in the Monitor window to view an informational history of handled calls.
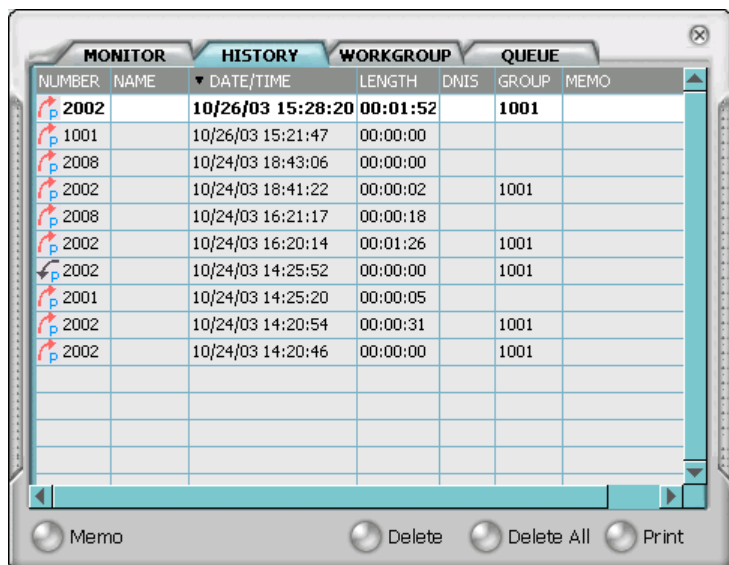
MONITOR		HISTORY	WORKGROUP		QUEUE	
NUMBER	NAME	▼ DATE/TIME	LENGTH	DNIS	GROUP	MEMO
2002		**10/26/03 15:28:20**	**00:01:52**		**1001**	
1001		10/26/03 15:21:47	00:00:00			
2008		10/24/03 18:43:06	00:00:00			
2002		10/24/03 18:41:22	00:00:02		1001	
2008		10/24/03 16:21:17	00:00:18			
2002		10/24/03 16:20:14	00:01:26		1001	
2002		10/24/03 14:25:52	00:00:00		1001	
2001		10/24/03 14:25:20	00:00:05			
2002		10/24/03 14:20:54	00:00:31		1001	
2002		10/24/03 14:20:46	00:00:00		1001	

Memo   Delete   Delete All   Print

Figure 30.   Workgroup Agent History window

Note: Click on the column headings in the **History** window to sort the data.

The list in the **History** window displays the following fields:

- **Number**—the extension or phone number. *Upward arrow* icons indicate outgoing calls; *downward arrows* indicate incoming calls Clicking the **Number** field dials that number.

- **Name**—Caller ID information, if available, or *Unknown*.

- **Date/Time**—the call's date and time.

    Note: This history data is sorted by last disconnected and not in the order the call was received. It is therefore possible to have a record with an earlier timestamp followed by a record with a later timestamp.

    Also, the timestamp for call data is based on the client system, while the timestamp for voice mail messages is from AltiWare/

AltiContact Manager. Thus, the times displayed here may not match those in the voice mail view in the main window.

- **Length**—the length of time of each call.

- **DNIS**—DNIS digits collected, if available

- **Memo**—a note attached to the call. Use the **Memo** button to open a window to create a note.

Viewing Workgroup Statistics

Click the **Workgroup** tab to open the Workgroup window and view statistics on workgroup activity for the monitored workgroups.]

AGENT'S PERFORMANCE SUMMARY SIN	TOTAL	DIRECT CALL	WG-1001	WG-1002	W
Last Logged In Time	-	-	10/23/03 15:38:43	10/23/03	1
Last Logged Out Time	-	-	-	-	-
Total Logged In Time	-	-	17:27:00	17:27:00	1
Total Not-Ready Time(Apply to all WG)	00:00:00	-			
Total DND/FWD Time(Apply to all WG)	00:00:00	-			
Total Inbound Calls Answered	0	0	0	0	0
Total Talk Time	00:00:00	00:00:00	00:00:00	00:00:00	0
Average Talk Time	00:00:00	00:00:00	00:00:00	00:00:00	0
Total Connected Outbound Calls	1	0	1	0	0
Total Talk Time	00:01:16	00:00:00	00:01:16	00:00:00	0
Average Talk Time	00:01:16	00:00:00	00:01:16	00:00:00	0
Total Number of Wrap-up	0		0	0	0
Total Wrap-up Time	00:00:00		00:00:00	00:00:00	0
Average Wrap-up Time	00:00:00		00:00:00	00:00:00	0
Total Number of Calls On Hold	1	0	1	0	0
Total Hold Time	00:00:36	00:00:00	00:00:36	00:00:00	0
Average Hold Time	00:00:36	00:00:00	00:00:36	00:00:00	0

MONITOR | HISTORY | WORKGROUP | QUEUE

Export   Print

Figure 31.   Workgroup Agent Workgroup Window displaying workgroup statistics

Most of the data is self-explanatory, but you might note the following:

- The *Service Level* represents the percentage of workgroup calls that have been taken out of queue before the *Threshold* time has expired.

If you have been removed from a workgroup by the system administrator, all your statistics related to that workgroup will also be removed from the Workgroup window.

- The *Login Time* is the time you logged into the workgroup.

Much of the data reported here is also reported in the Supervisor's view of group statistics and is further discussed in "Viewing Group Statistics" of the *AltiSupervisor Manual*.

These statistics clear if the system is reset.

Click the Export button to export the statistics.

Click the **Print** button to print the statistics.

Viewing Queues

Click the Queue tab to open the Queue window to view the calls in queue for the monitored workgroups. The call data includes the Caller ID and caller name, if available, as well as the workgroup and amount of time the call has been in queue.

Figure 32.   Workgroup Agent queue window

Using ActiveX Control with Third Party Applications

The AltiAgent ActiveX Control Object is an ActiveX Object. It works with AltiAgent by getting call-related information from AltiAgent, which acts as a server. Based on the call information, AltiAgent will implement corresponding actions, such as popping up corresponding customer information and logging Caller ID into a database.

For more information on using ActiveX with AltiAgent, refer to the "AltiClient ActiveX Programmer's Guide" document available from AltiGen's web site.

Using AltiAgent

Configuring Your Station Settings

You can configure the following settings and options by clicking the **Config** button in the main window to open the Config window.

- **General Info**—password, default trunk access, and other settings.

- **One Number Access (ONA)**—forwarding of specific incoming calls. This is available only when your extension configuration is set up to allow ONA.

- **Call Handling**—forwarding, busy call, and no-answer call handling.

- **Message Notify**—how and when to notify yourself about incoming voice messages.

- **Station Speed**—your personal speed dial numbers.

- **System Speed**—you can view and edit the name and comments, but not the number itself, of system speed dial numbers.

Note: Options are disabled if they are not available. For example, One Number Access must be enabled in the AltiAdmin application. Further, if you don't enable ONA as a Call Handling option, you can't set up and use ONA.

Apply Button and OK Button

In the Configuration windows, you'll see two buttons that save your changes:

- The **Apply** button saves your changes and *lets you continue* in the current window.

- The **OK** button saves your changes and *closes* the current window.

Configuration

General Information
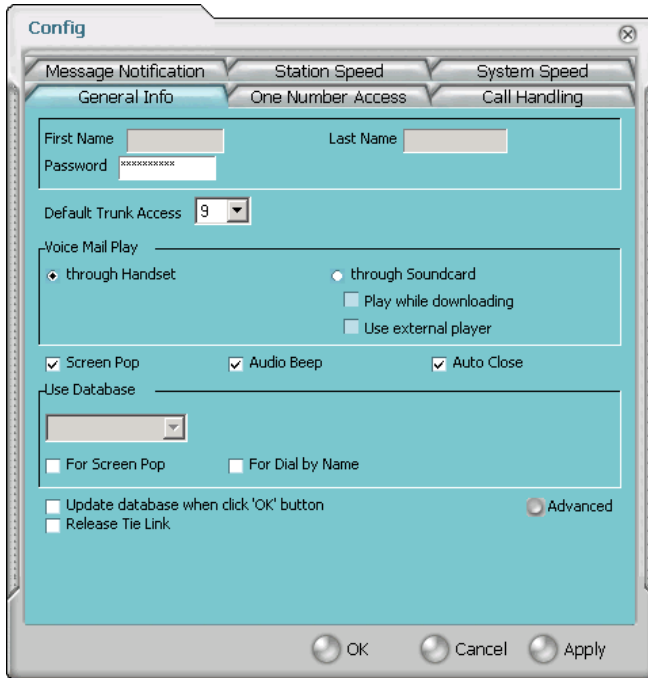
Figure 33.   General Info configuration

The General Info tab is the window you see when you first click the **Config** button in the AltiAgent main window to open the Config window.

In this window, you can edit your password, the default trunk access code, voice mail settings, AltiAgent audio and video behavior, and external database access options.

Default Trunk Access

The trunk access codes are defined in the AltiWare/ACM Administrator. When you get an incoming call over multiple trunks and cannot issue a return call, the system will automatically select the default trunk access code to place your call.

~~Record Type~~

~~You can select the type of speech coding method to be used when recording conversations:~~

- ~~**ADPCM** - (recommended) Adaptive Differential Pulse Code Modulation, allows an analog voice conversation to be carried within a 32-Kbps digital channel, encodes voice signals in half the space PCM allows.~~

- ~~**PCM** - Pulse Code Modulation, the most common method of encoding an analog voice signal into a digital bit stream; the amplitude of the voice conversation is sampled, then conded into a binary number, which can then be switched, transmitted and stored digitally.~~

Voice Mail Play Options

You can choose to play your messages on your phone set, or play them on your sound card and speakers. If you choose to play them on your sound card, you have another choice: you can choose to play the message as it downloads, or to download it completely and play it on an external media player.

Screen Pop, Audio Beep, and Auto Close

Select the **Screen Pop** check box if you want an AltiAgent window to pop up on your screen when you have a call. You can then click a call to take it or perform other AltiAgent actions. For AltiAgent to pop up, you cannot have closed the application entirely, but it can be minimized.

Note: The Screen Pop and Audio Beep selections on this screen differ from the Alert option you can select in the Advanced window, which alerts you when a call goes into your workgroup's queue. See "Advanced Options for Web-based and Workgroup Calls" on page 46 for details.

Select the **Auto Close** check box to have AltiAgent close the pop up window once you have finished with the call.

Accessing Databases

AltiAgent can access phone numbers from your Microsoft Outlook, Outlook Express, ACT!, or GoldMine® database. During installation, the install program reads which applications you have installed on your PC.

In the drop down list under **Use Database**, select the database you want to use—either **Outlook** or **Outlook Express**.

Note: If you select Outlook, AltiWare will load all the subfolders and data in your main Contacts folder, which will take a few moments. Once the data is loaded, you can close the Configuration window, reopen it, and click the **Select Folder** button that now appears to choose which Contacts subfolders you want to use.

You also have these additional options:

•   Select the **For Screen Pop** check box to have a database contact window pop up when you receive a call from someone for whom you have a record in the database contact directory.

•   Select the **For Dial-by-Name** check box enable access to the names in the database directory when you dial. With this option enabled, the names and their associated numbers in your Outlook, ACT!, or GoldMine® directory are added to the contact list in the dial pad window.

•   Select the **Update database** check box to refresh the data AltiAgent accesses from the database.

•   **Country Code** - for international use. Enter the country code of the local AltiAgent user; US country code is "i". This field helps to convert the standard international phone numbers used in Outlook to correct digit strings for AltiWare.

Release Tie Link

When enabled, the **Release Tie Link** option will automatically have the **Transfer** button send "FLASH *" to release a tie trunk if the incoming call is through an IP trunk.

Advanced Options for Web-based and Workgroup Calls

This option is available if you are logged in as a workgroup agent but not as a desktop user. Click the **Advanced** button to select advanced options.
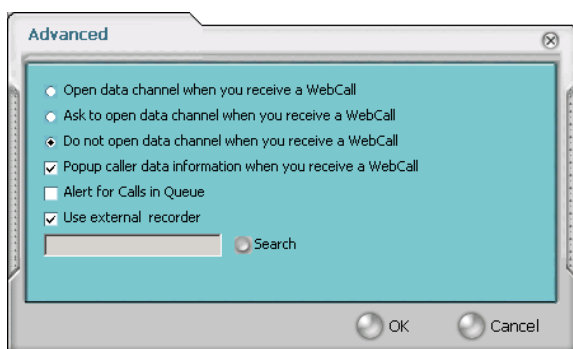
Figure 34.   Advanced database options

- The first three radio buttons provide choices for when to open a text chat session during web-based calls—that is, whether to open NetMeeting in coordination with the calls. You can choose always, never, or to have AltiAgent query you on each webcall as to whether to open a chat session.

- Select the **Popup extra call information…** check box to have the Caller Data window pop up automatically when you connect to a web-based call. See "Viewing Caller Data" on page 33.

- Select **Alert when new calls come into queue** to have AltiAgent alert you via a screen pop and audio beep when a new call enters the workgroup queue.

- Select **Use external recorder** to use any client voice recording system you have installed. Use the **Search** button to browse to the .exe file.

One Number Access (ONA)

If you are expecting calls that you want to receive regardless of where you are, you can have the system forward those calls to you. You must enter the Caller IDs for the calls you want forwarded, and the numbers where you can be reached.

If the system is unable to connect the call (i.e., can't identify a Caller ID or can't reach you at *any* of the numbers you specify), the call is sent to your voice mail.

Before You Set Up ONA

- ONA must be enabled by your system administrator.

- Your Call Handling settings must not conflict with ONA. Specifically:

  — **Do Not Disturb** must be disabled. Otherwise, if your line is busy, all calls will go into voice mail and not to the ONA forwarding numbers you specify.

  — **Enable Call Forward** must be disabled. Otherwise, all calls will be forwarded according to this setting.

  See "Call Handling" on page 50 for details on these settings.

Accessing One Number Access Setup

After you set the call handling options, click the **One Number Access** tab in the Config window to open the One Number Access window.

Figure 35.   One Number Access window

1. Select the times you want to be available to ONA callers.

   If you choose **Enable based on the following schedule,** you can set up to four different schedules in the dialog that pops up.
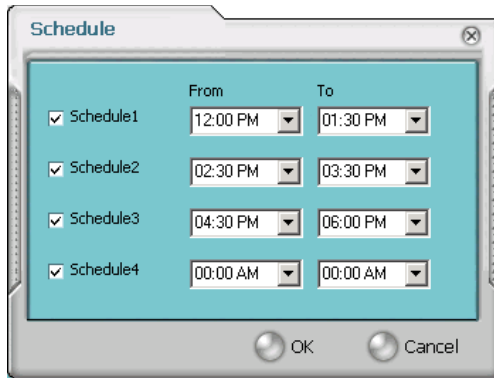
Figure 36. Enable Schedule Based Access dialog box

2. Enable the **Call Screening** check box to have the system prompt the ONA caller to record a caller name to continue ONA.

3. Enable the **Caller ID Verification** check box and then specify the incoming phone numbers for ONA. If ONA finds one of these numbers on an incoming call, it will forward the call to you.

   You can enter up to ten phone numbers in the **Caller ID Verification** fields. For local numbers, use 7 digits (5555555). For long distance numbers, use 10 digits—area code + local number.

   Note: If you enter no numbers in the Caller ID Verification fields and ONA is enabled, ONA is made available to every caller.

Using a Password

   You can use a Caller ID Verification field to enter a password number such as "5555" so that *a caller who knows this password can use ONA to find you*, *regardless of where they are calling from.* Tell the caller to dial **1** during your personal greeting and then enter the password.

4. Select the **Forwarding Numbers** to be used by the system to find you when ONA is active. You can set up to four different numbers—extensions or outside numbers. For outside numbers, use the drop-down list to select the trunk access code you want to use.

   When ONA is active, the system dials the forwarding number(s) in

the order from Forwarding Number 1 through Forwarding Number 4. Note that this number order does *not* correspond to the Schedule order—Forward Number 2 is *not* used first during Schedule Number 2.

Note: If your system administrator has disabled the Check Password option for your ONA settings, a call forwarded via ONA that is picked up by a voice mail box, fax machine, or answering machine will connect, and will not try any subsequent Forwarding Numbers. Therefore, if you want ONA to use such an option as a "last resort," it should be Forwarding Number 4.

Call Handling

Click the **Call Handling** tab in the Config window to configure incoming call handling for your extension.
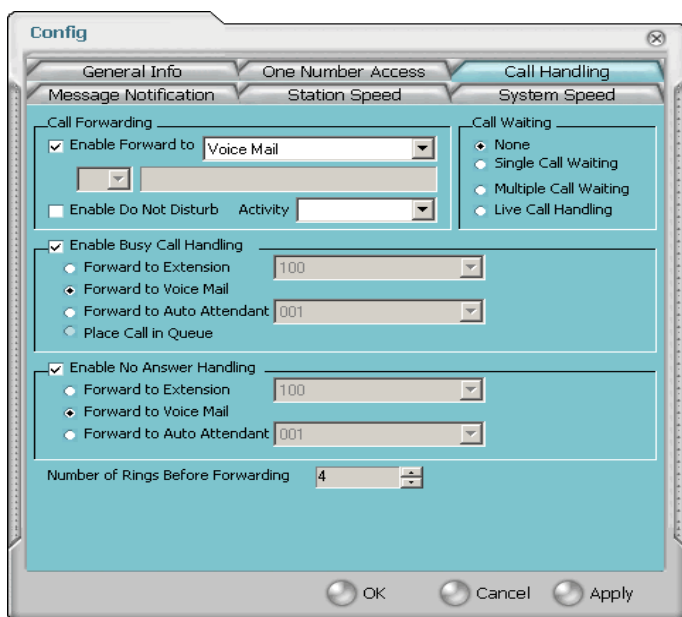
Figure 37.   Call Handling configuration

Forwarding All Calls

If you want to forward calls to an external number, select a trunk access code in the drop-down list, then begin with the outside trunk or route access digit and any long distance prefix digits such as **1** and area code.

Forwarding to a Pager Not Recommended

Forwarding calls to a pager is possible but **not recommended** since callers will only hear what is heard when calling a pager and might not know to enter a return phone number unless instructed.

Do Not Disturb

If you select **Enable Do Not Disturb**, all incoming calls are forwarded according to your "Enable Busy Call Handling" settings, described immediately below.

Note: Selecting **Enable Do Not Disturb** here has the same effect as clicking the **DND** button on the dial pad.

Busy Call Handling and No Answer Handling

You can use these options to specify how you want to handle incoming calls when you're already on the phone or when you can't answer the phone, for example, when you've enabled Do Not Disturb.

If you want to use the Auto Attendant/IVR and you don't know the number of the phrase or menu you want to use, check with your system administrator.

Place call in queue is available only if your system administrator has enabled queueing for you or your workgroup.

Number of Rings Before Forwarding

This setting pertains to almost all the options in this window: the number of times the phone should ring before the system decides to forward the call to an extension, voice mail, or the Auto Attendant.

Message Notification

Message Notification lets you set up how you'd like to be alerted to new messages when you're away from your desk. You can also set up Message Notification through the AltiGen Voice Mail System. See the *AltiServ User Guide* for more information on this feature.

Configuration

Click the **Message Notification** tab in the Config window to establish how and when you want to be notified about incoming voice messages.
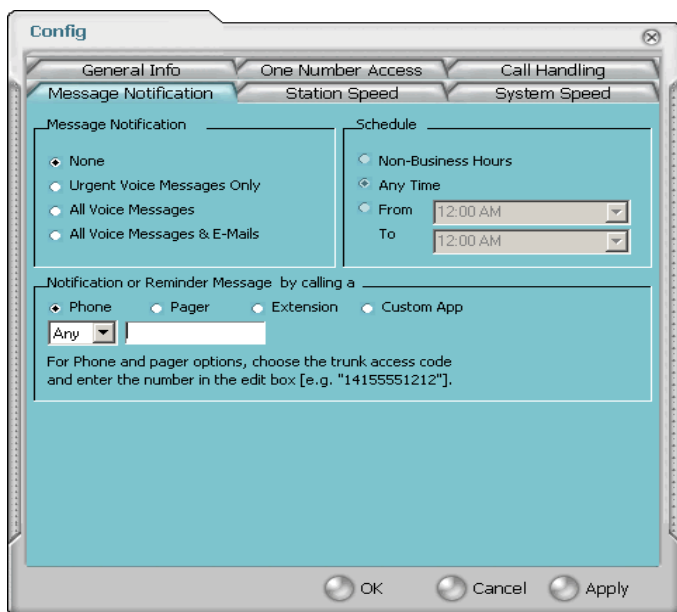
Figure 38.   Message Notification options

Use this window to set the notification options:

- **The types of messages** on which you want to be alerted: N/A, urgent voice messages only, all voice messages, or all voice messages and email too.

- **How and where to notify you**—in the **Message Notification or Reminder Message by calling a…** options, if you want to use an outside number, use the drop-down list to select the trunk access you want to use.

- **Schedule**—during what hours you want to be alerted.

Station Speed Dialing Setup

The Speed Dial Setup page, accessed by clicking **Station Speed** on the main menu, lets you set up to 20 station speed dial numbers. When you add an outside number, all *relevant* prefix digits such as trunk or route access number, the long distance prefix **1** and area codes must precede the phone number. Station speed dial numbers are also set up by using the **#25** feature code on your phone set, as described in the *AltiServ User Guide*.

Click the **Station Speed** tab in the Config window.
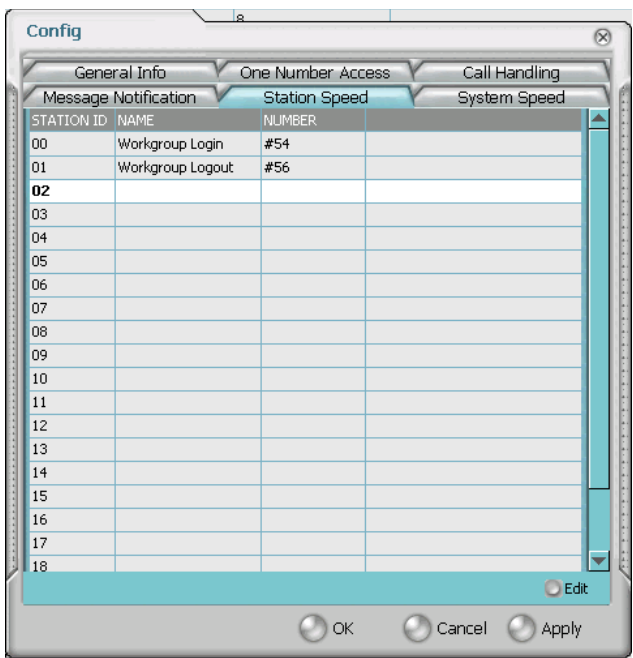
Figure 39.   Station Speed Dialing setup

Adding or Editing Station Speed Entries

1. Click a **Station ID** to select it.

2. Click the **Edit** button.

3. When the Dial Setting dialog box appears, add or edit the **Number**.

Optionally, to aid your memory, add or edit the **Name** ~~and **Comment**~~.
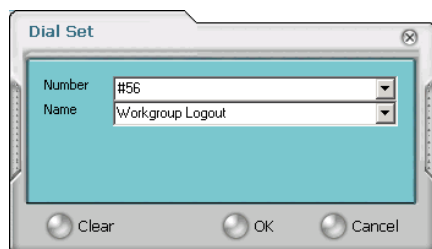
Figure 40.   Dial Setting dialog box, for Speed Dial Numbers

4.   Click **OK**.

~~After you have entered and saved the speed dial number, the number is also displayed and can be used in the Dialing Pad window in the Station Speed panel.~~

Deleting Station Speed Entries

To delete a speed dial number, click the **Station ID** and click **Edit** to open the Dial Setting dialog box. Click **Clear** and then click **OK**.

System Speed Dialing

Click the **System Speed** tab in the Config window to view the System Speed Dial entries. System speed dial numbers are set up in ~~AltiAdmin, the~~ AltiWare/ACM Administrator. In AltiAgent,, you cannot edit speed dial numbers or name entries. ~~and comments in order to make the numbers more familiar, but not the number itself.~~
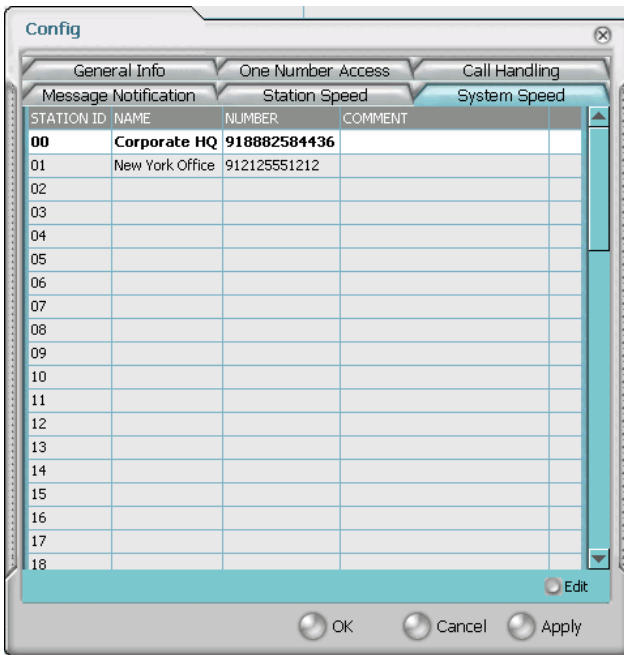
Figure 41.   System Speed

~~To edit the name or comment, select the **Station ID** and click **Edit** to open a Dial Setting dialog box (see Figure 40 on page 54). Modify the **Name** or **Comment**, then click OK.~~

~~The number is also displayed and can be used in the Dialing Pad window in the System Speed panel.~~

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