



## **WEB PORTAL CALL CONTROL**

### **Tutorial 2**

The purpose of this tutorial is to familiarize you with the Call Control Functionality available in the Planet One Networks Web Portal. Using the Call Control Functionality within the Planet One Networks Web portal in conjunction with your phone you can make internal, external calls, answer a call, transfer a call, use multi-line call park and do not disturb.

## PLANET ONE NETWORKS – CALL CONTROL FUNCTIONALITY

Using the Call Control Window (Figure 1) provides the ability to perform the following functions using the Web Portal; dial, transfer, ad hoc conferencing, call pickup (answer an incoming call), park the call, park pickup, release (hang up), hold and do not disturb.

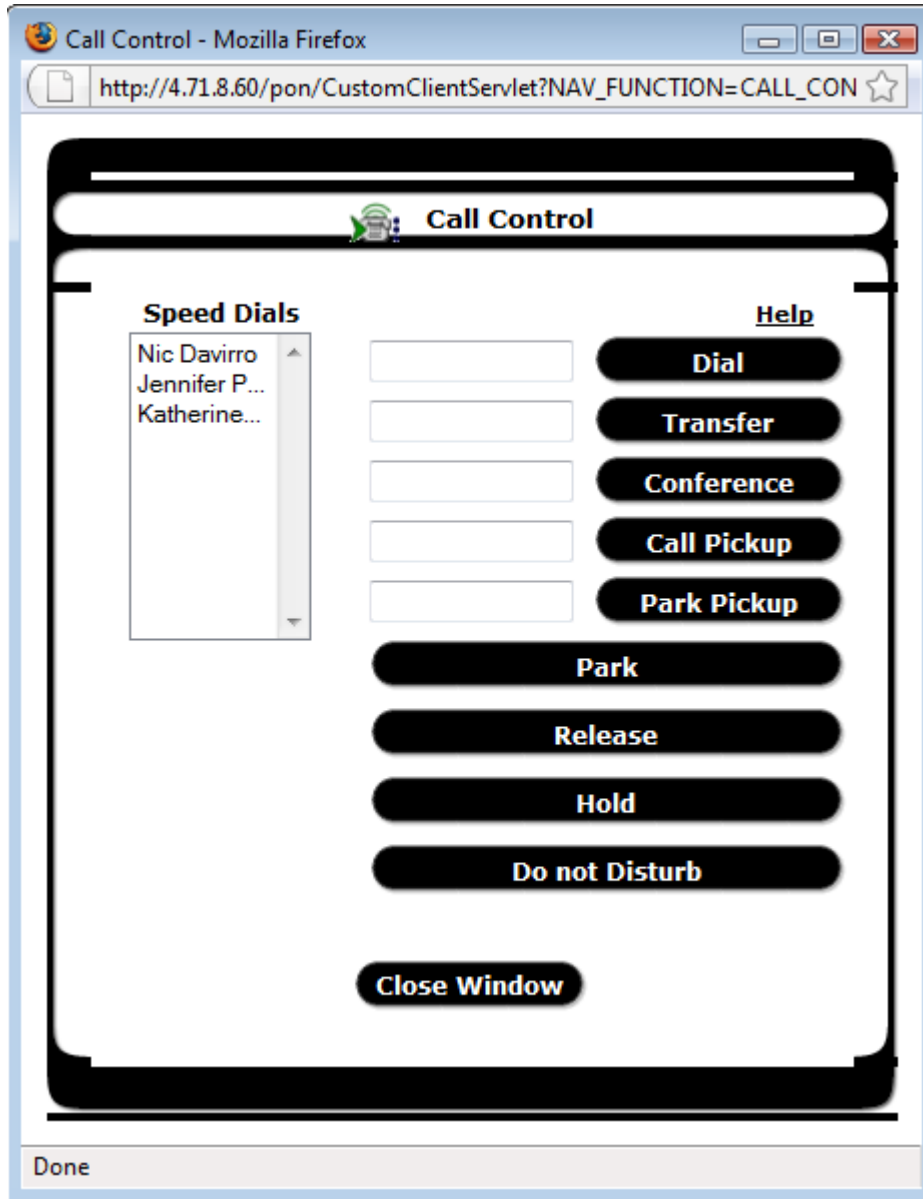



Figure 1: Call Control Window

To access the Call Control Window from the Directory Window or any other Menu tab <Click> on the Call Control Button 

The Call Control Window features several elements that are described below:

- Call Status - When making or handling a call, the top left corner of the window shows messages related to the call. Note that upon successful completion of a function you will see a message in GREEN at the upper left corner of the Call Control window. If you were not successful the message will appear in RED.

- **Successfully Dialed (614) 565 0826**

- **Please, type a phone number to use**

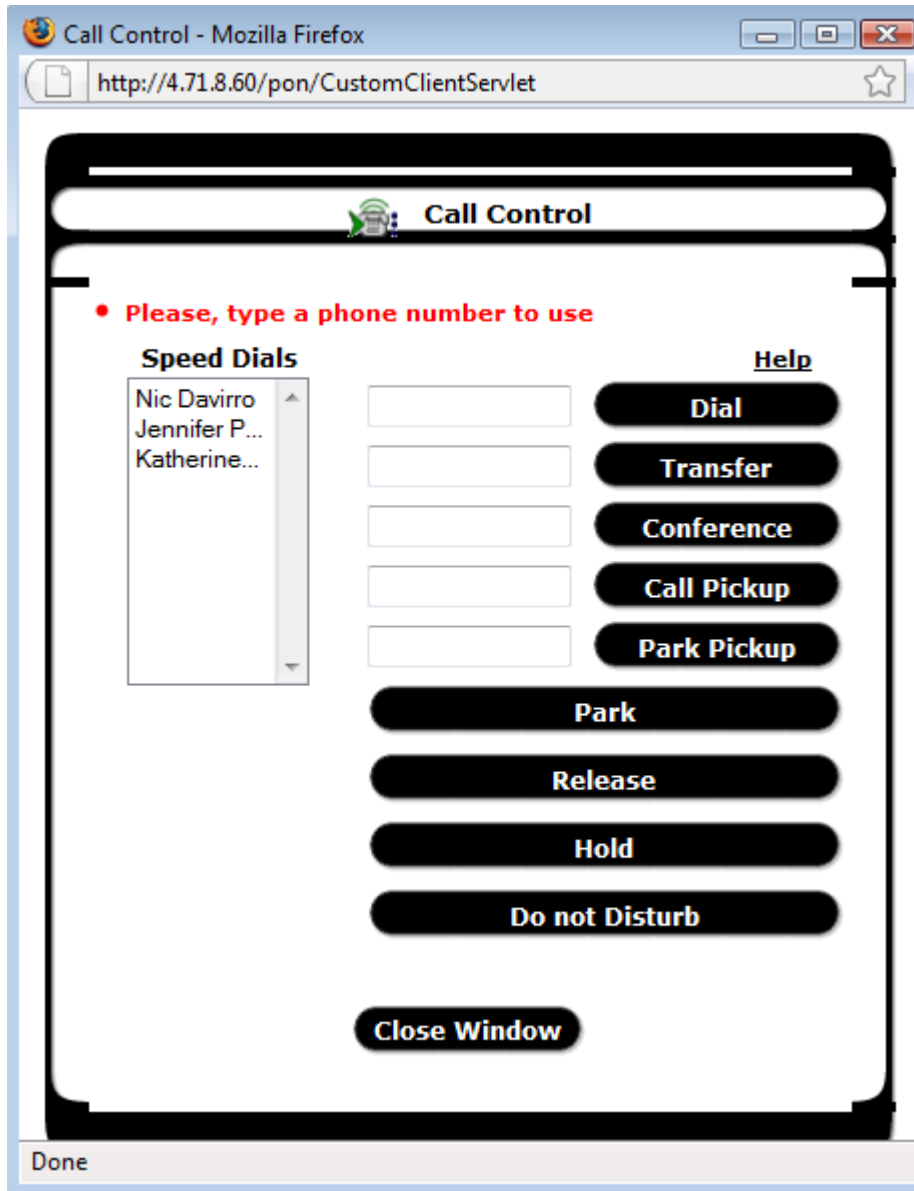



Figure 2: Call Control Window; Example of System Message

- Call Control Buttons - These buttons allow you to perform call control functions including dialing out, transfer, ad hoc conferencing, group call pickup, park a call (if configured), park pickup (if configured), call release, hold, and do not disturb.

- Speed Dials List - If you have speed dial numbers on your telephone, they will appear in the Speed Dials area and can be dialed by clicking on them. The speed dials can be modified through the Call Management > Speed Dials tabs.

## MAKING AN INTERNAL CALL FROM THE CORPORATE DIRECTORY WINDOW

The corporate directory is already populated with your company numbers based on the installation process.

- 1) <Select> the Corporate Directory Tab;
- 2) Locate the entry for the person you want to call
- 3) Your telephone should be nearby.
- 4) <Click> on the extension or telephone number and the Control Window will appear;
- 5) If the phone number is not listed in your Personal or Corporate Directory, <Click> the Call Control button ; <Type> the number you wish to call; <Click> Dial.

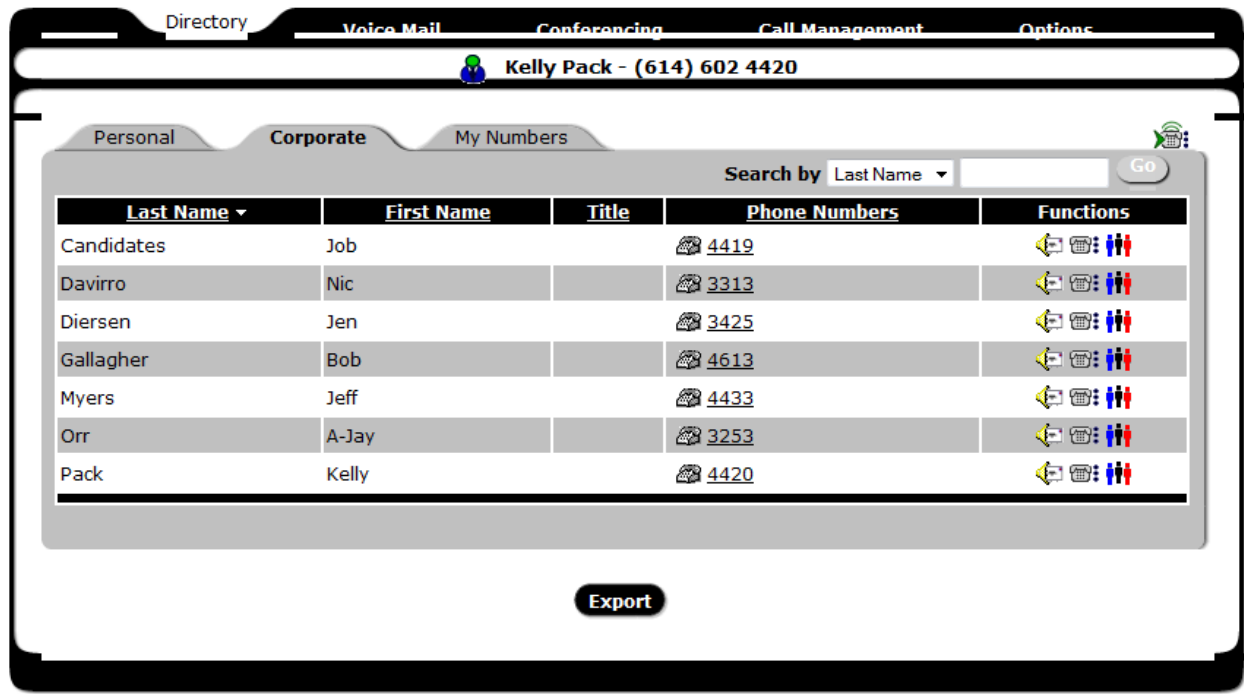


Figure 3 – Calling from the Corporate Directory Internal Extension

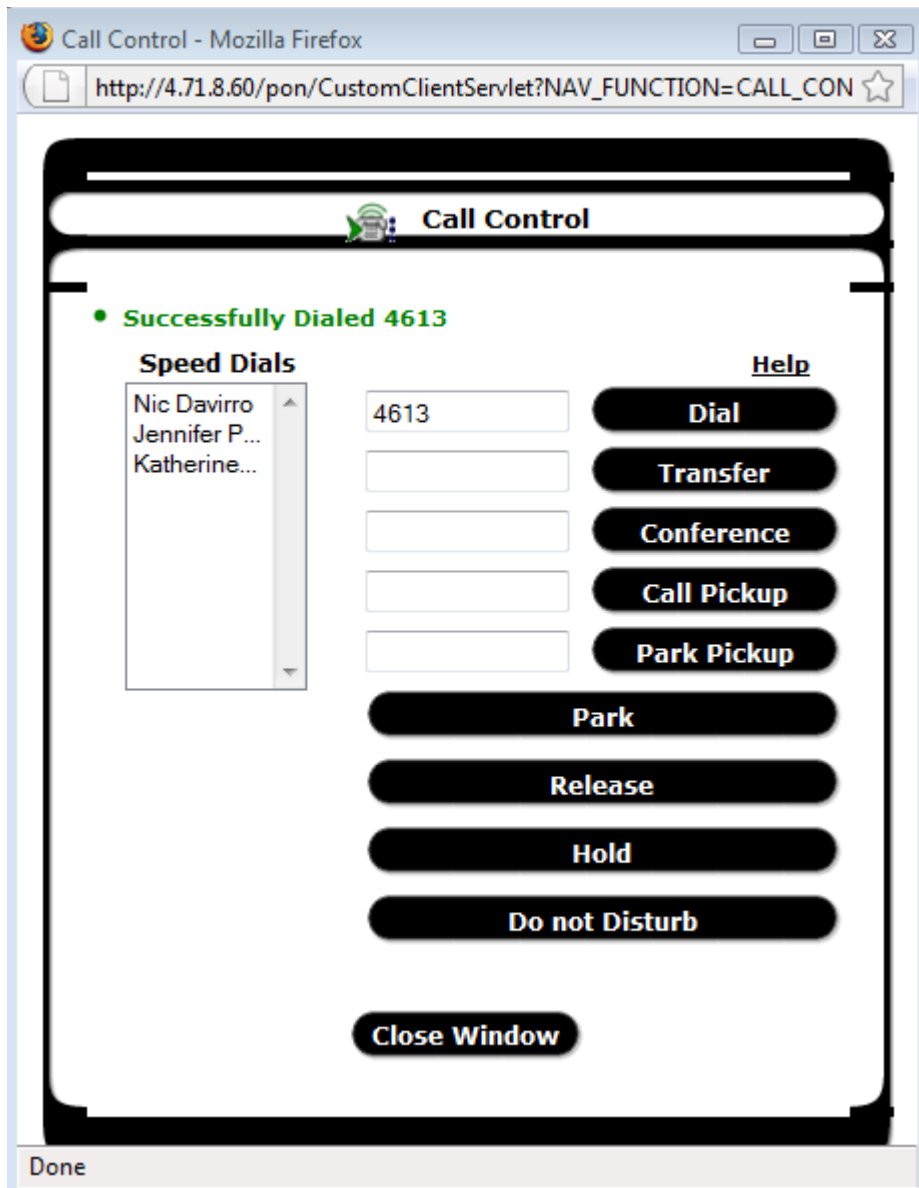



Figure 4 – Successfully dialed internal extension

## MAKING AN EXTERNAL CALL FROM THE CALL CONTROL WINDOW

1. <Click> the Call Control button  to bring up the window
2. Enter the desired number (xxx-xxx-xxxx) in the field (You can enter a 10 digit number 6148675309 or a 10 digit number with dashes 614-867-5309 or similar 614.867.5309, the Call Control will recognize any of these)
3. <Click> Dial.
4. **\*NOTE:** The outside access digit (9) is NOT required to dial externally on the Web Portal, however it is required when transferring a call to an external number.

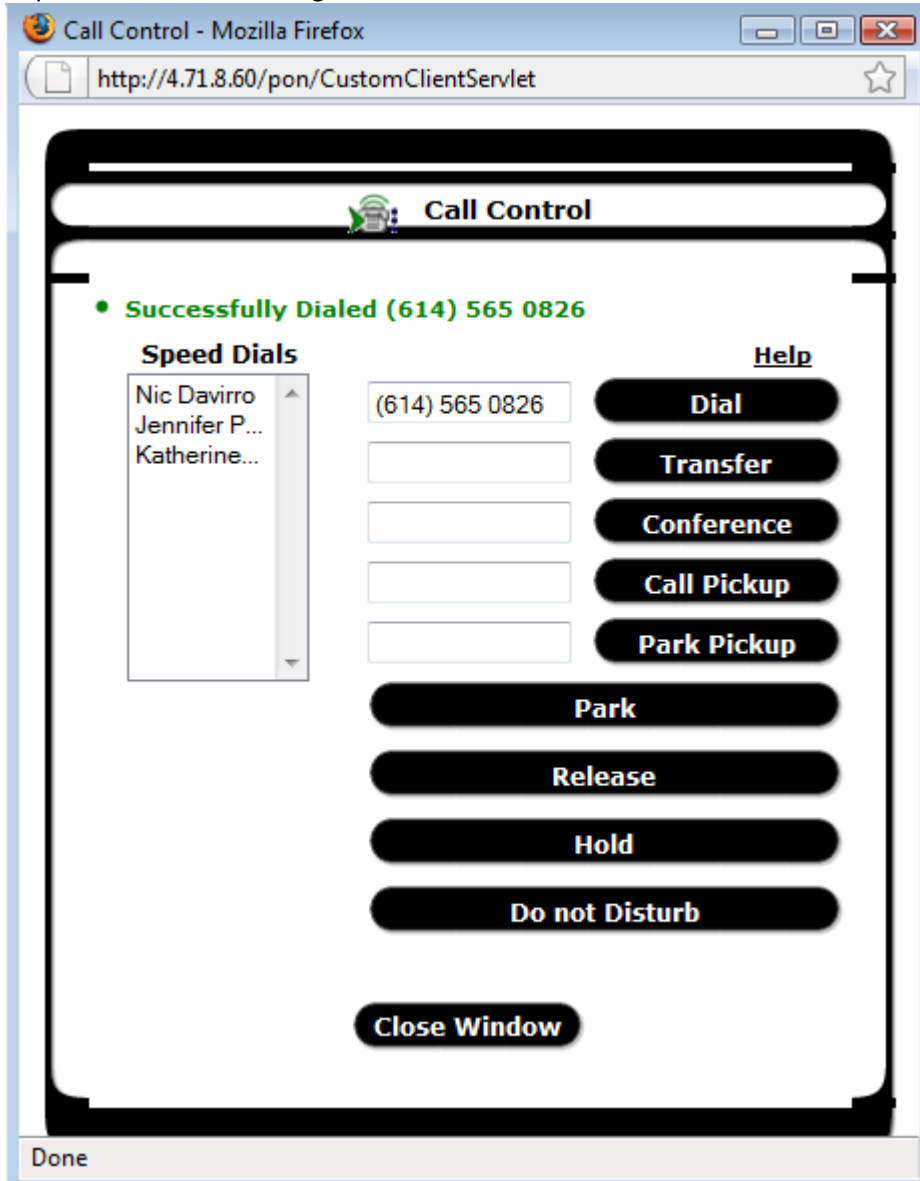



Figure 5 – Successfully dialed external number

## ANSWERING AN INCOMING CALL FROM THE CALL CONTROL WINDOW

Your phone will ring on with an incoming call;

1. <Click> on the Call Control button 
2. The Call Control window displays
3. <Click> on the Call Pick up button **Call Pickup** and the caller will be heard through your speaker phone
4. Determine what action is needed to assist the caller.

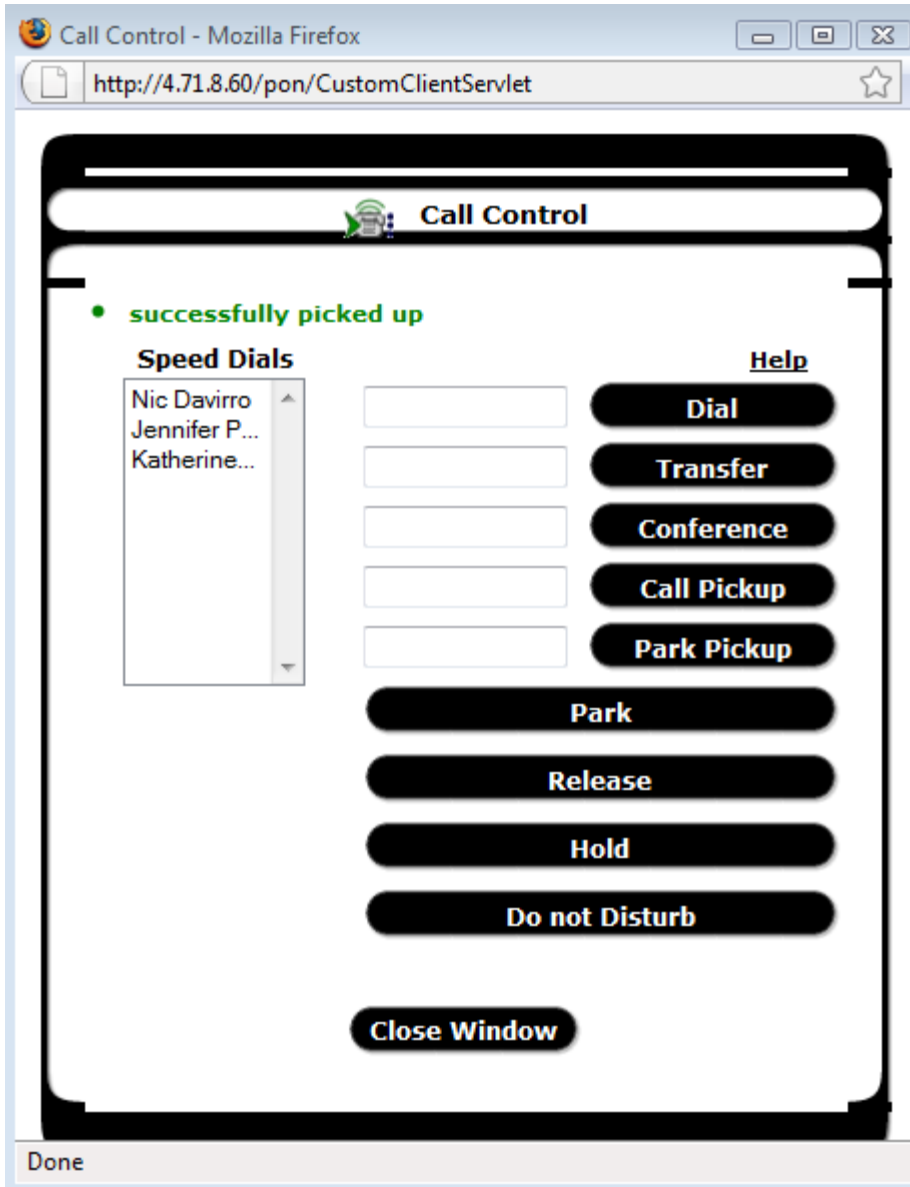


Figure 6 – Answer an Incoming call from the Web Portal

## TRANSFERRING A CALL TO AN INTERNAL EXTENSION

1. <Click> in the blank text window next to the Transfer button
2. <Type> in the extension (xxxx) to transfer the call to
3. Tell the caller you are going to transfer them;
4. <Click> Transfer
5. The call is transferred and your line is released and ready to make additional calls.

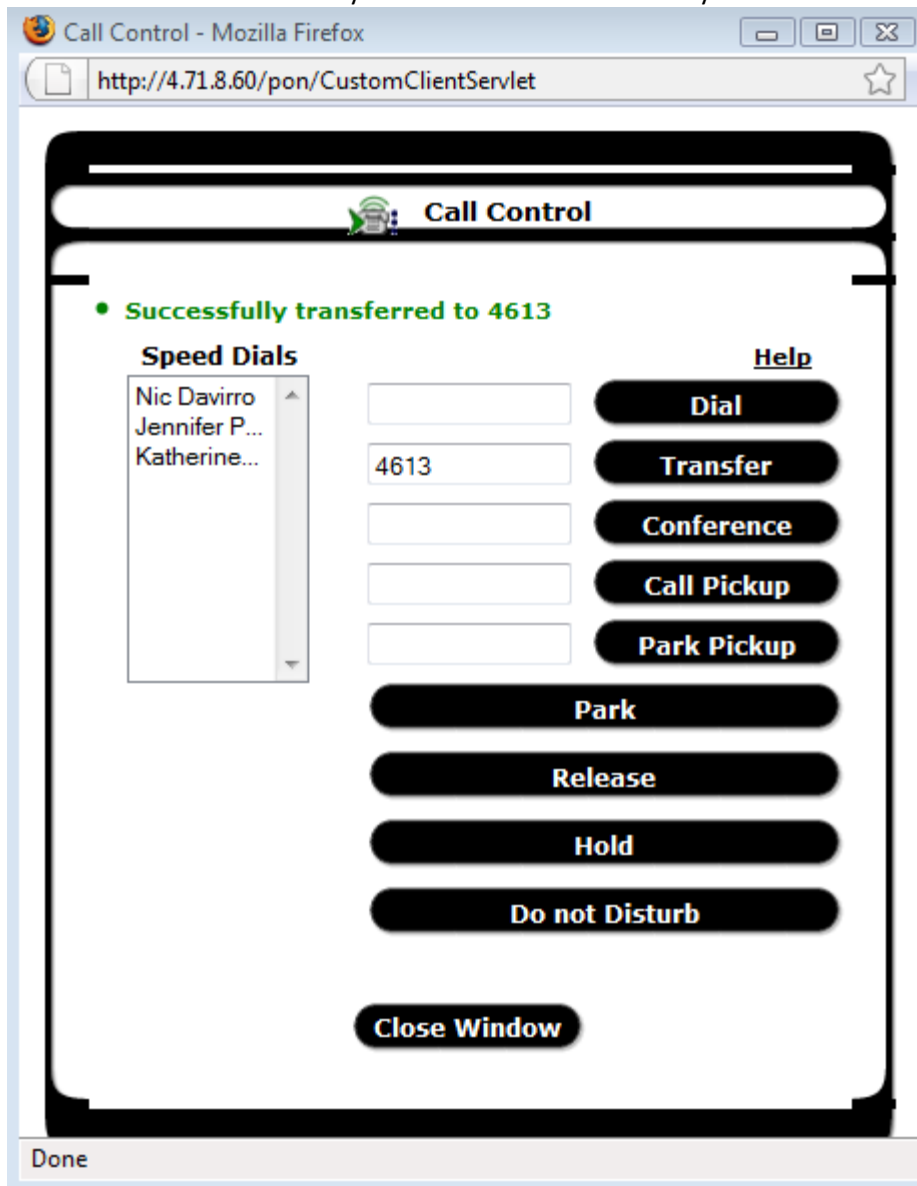


Figure 7 – Transferring a call to an internal extension from the Web Portal

## TRANSFERRING A CALL TO AN EXTERNAL NUMBER

1. <Click> in the blank text window next to the Transfer button
2. <Type> in the number 9 for outside access, followed by the number (xxx-xxx-xxxx) to transfer the call to. In some cases you may need the outside access number and a 1.
3. Tell the caller you are going to transfer them
4. <Click> Transfer
5. Once the call is transferred, your line is released and you are able to make additional calls.

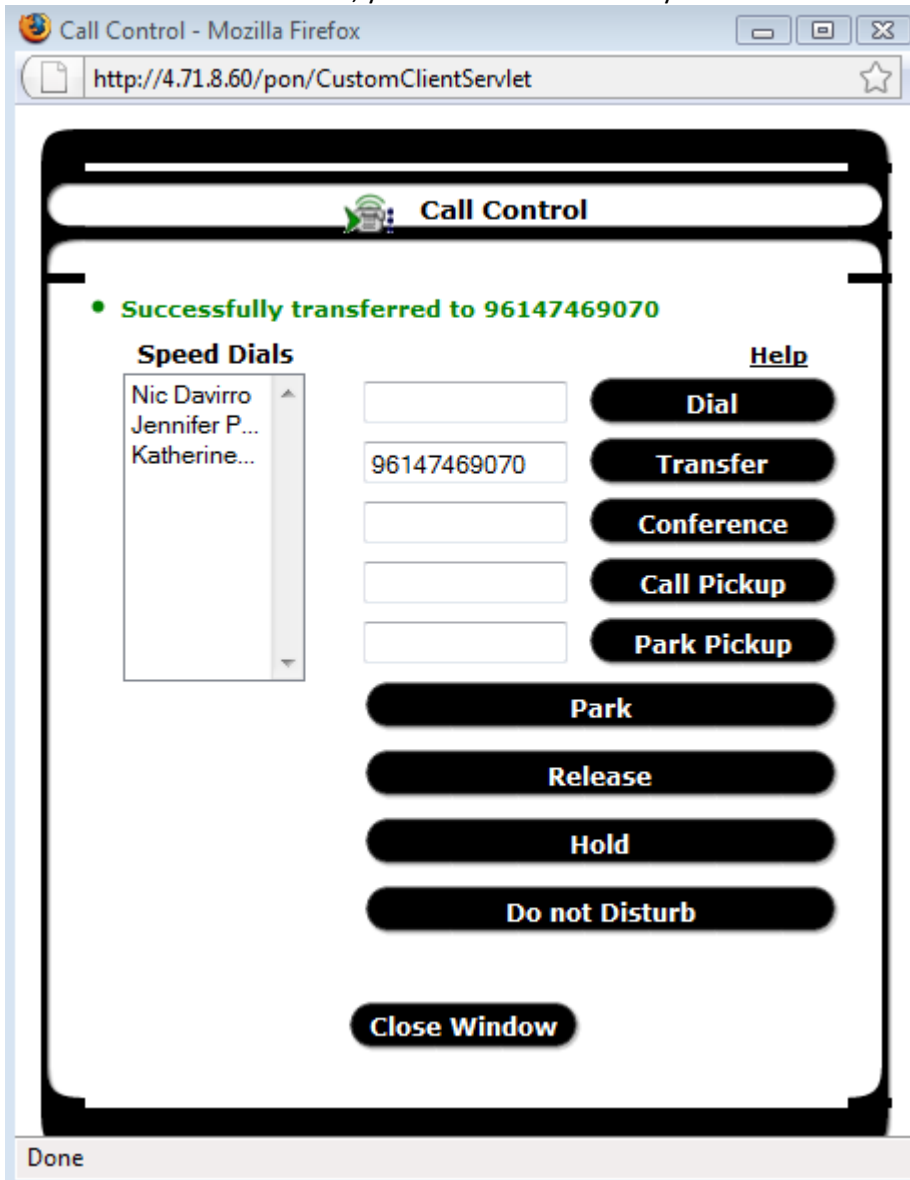


Figure 8 -Transferring a call to an external number

## RELEASING A CALL/HANGING UP

<Click> Release button on the Call Control window.

## PUTTING A CALL ON HOLD AND RETRIEVING THE CALL FROM HOLD

### 1. <Click> the Hold Button

The Hold button allows you to place a call on hold and retrieve the call from Hold by using the Hold button. **\*NOTE:** Do not get confused and use the Release button- you will disconnect the call.

The Web Portal supports only a single line appearance, no other action can be should be taken through the Web Portal when a call is controlled by the Web Portal. Use the buttons on your physical telephone if you need to make additional calls or perform other actions while the call is on hold.

A message that the call is on hold is displayed in the upper left hand corner of the Call Control window and notification that is active may be displayed on your phone to remind you about the held call. Depending on your system configuration, the party on hold may hear music, a recorded announcement, or silence.

2. To resume the conversation <Click> Hold and begin speaking **\*NOTE:** After the party is on hold for one minute, the system rings back the associated line to remind you that the party is still on hold.

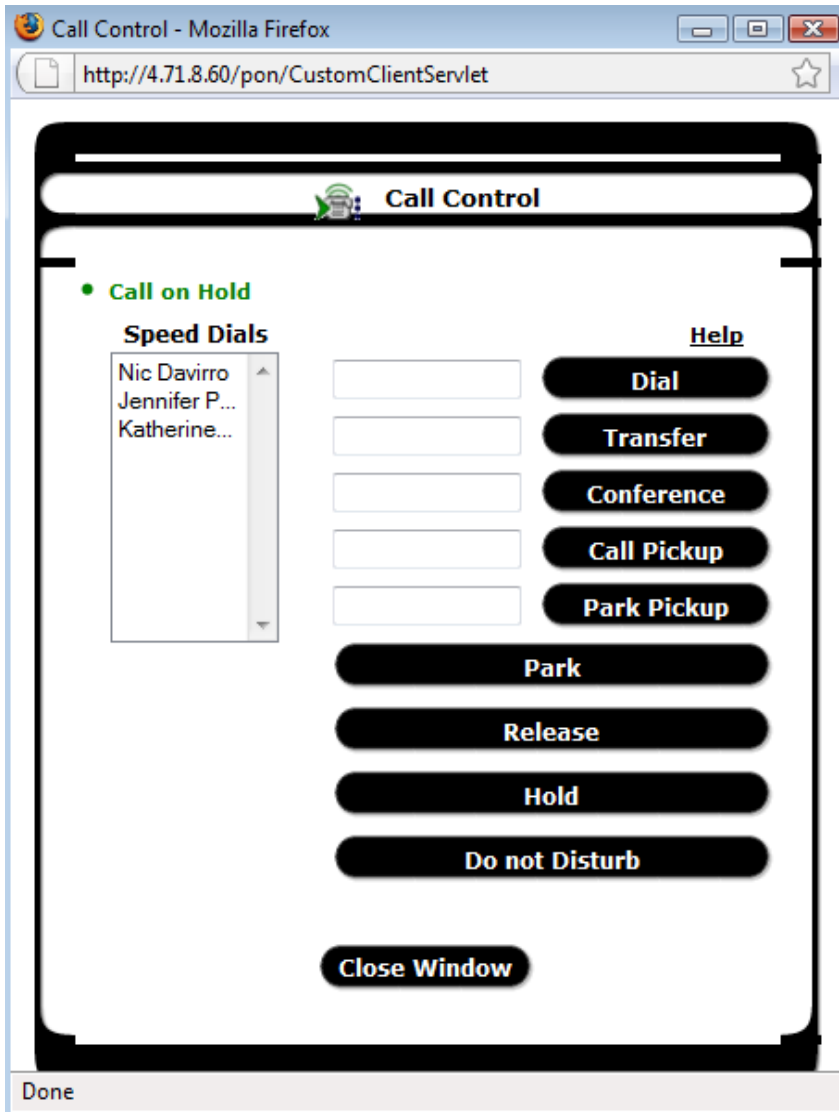


Figure 9- Placing a Call On Hold

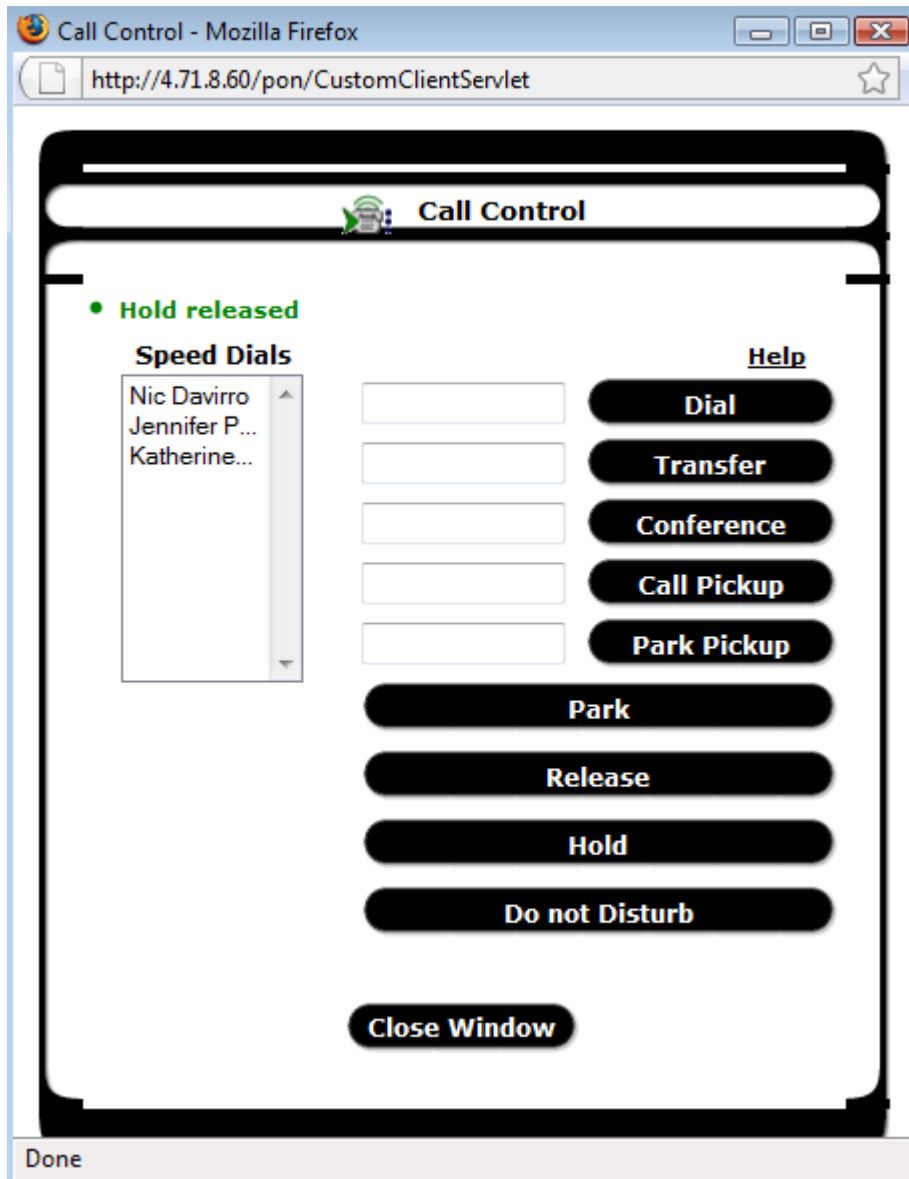


Figure 10- Retrieving a Call from hold

## PARKING A CALL – MULTI-LINE CALL PARK

Parking a call is similar to placing a call on hold, except that when a call is parked, you can pick-up the parked call from anywhere in the system and the line is free again.

The telephone provides a Park reminder ( Park Number is 6008) and the associated line is now free to make or receive other calls. After the party is parked for 1 minute, the system rings the associated line to remind you that the party is still parked.

1. <Click> the Call Pickup button when an incoming call is received
2. <Click> the Park button
3. Your telephone will say the park number (Park number is 6008)

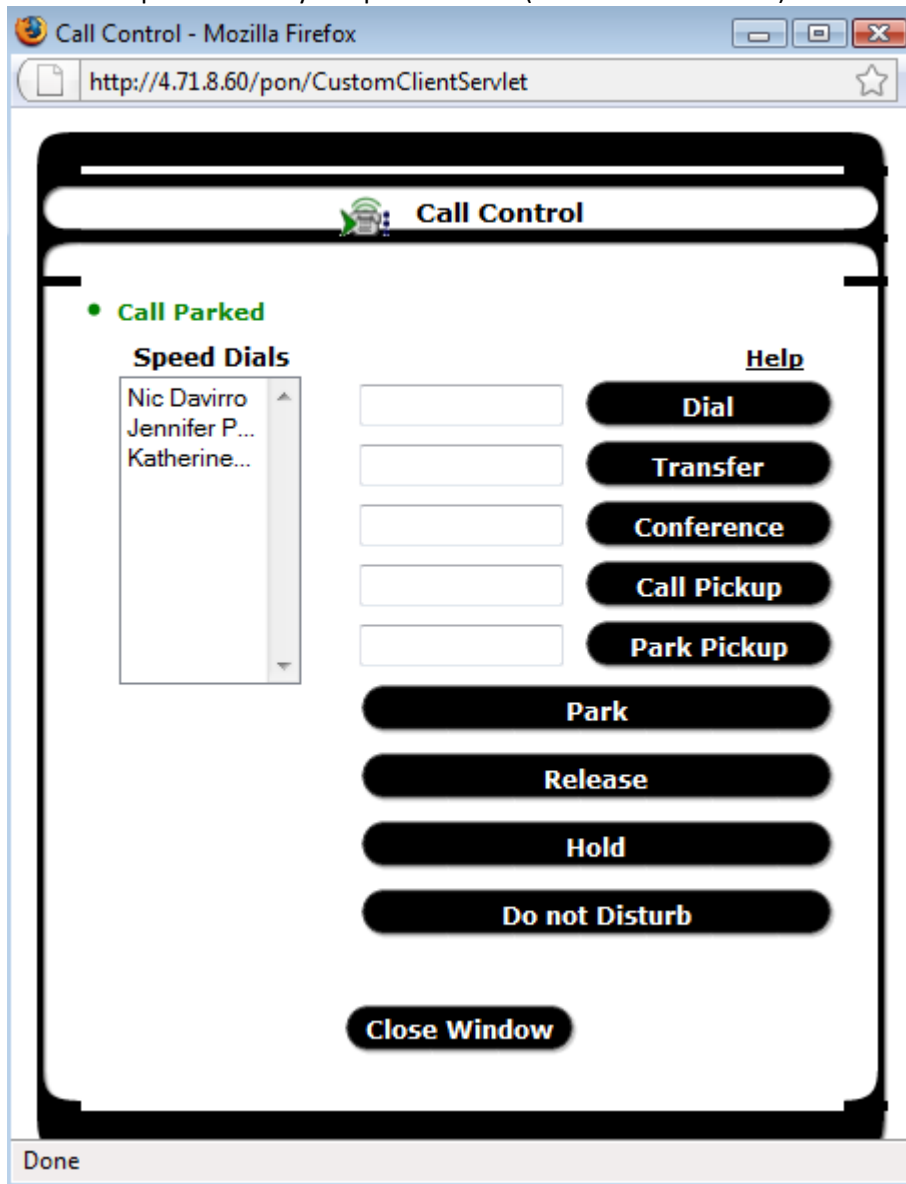



Figure 11- Placing a Call on Park

## PICKING UP A PARKED CALL ON THE CALL CONTROL WINDOW

For Call Park to work your system should have been configured to support Multi-Line Call Park. If you have any question contact Planet One Networks support at 614.602.4222

1. <Click> Call Control button 
2. <Enter> the extension where the call is parked in Park Pickup;
3. <Click> on the Park Pickup button to pick up the call.

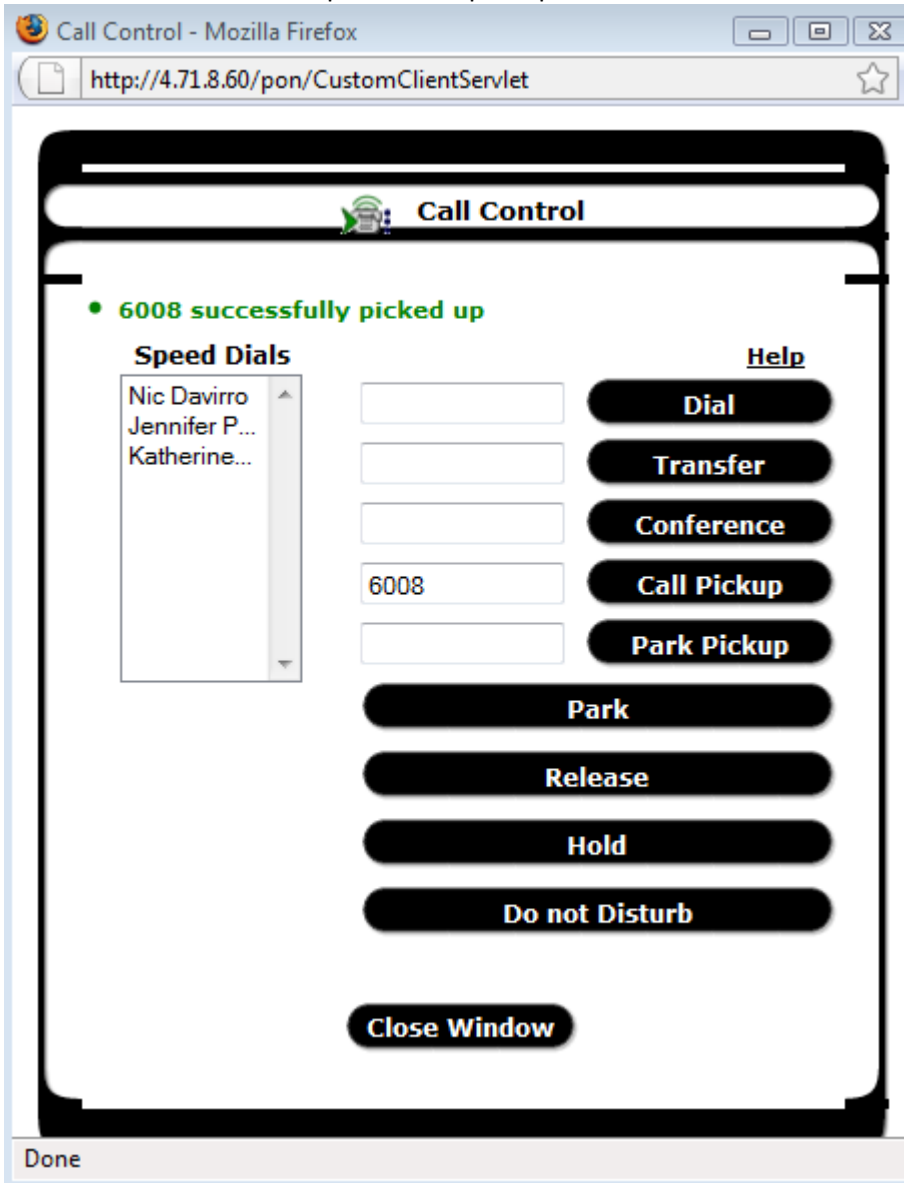



Figure 12- Picking up a Parked Call

## USING DO NOT DISTURB- ACTIVATING DND

1. <Click> Call Control button 
2. <Click> Do Not Disturb
3. To turn the DND function on your phone, select the button; to turn it off select it again.

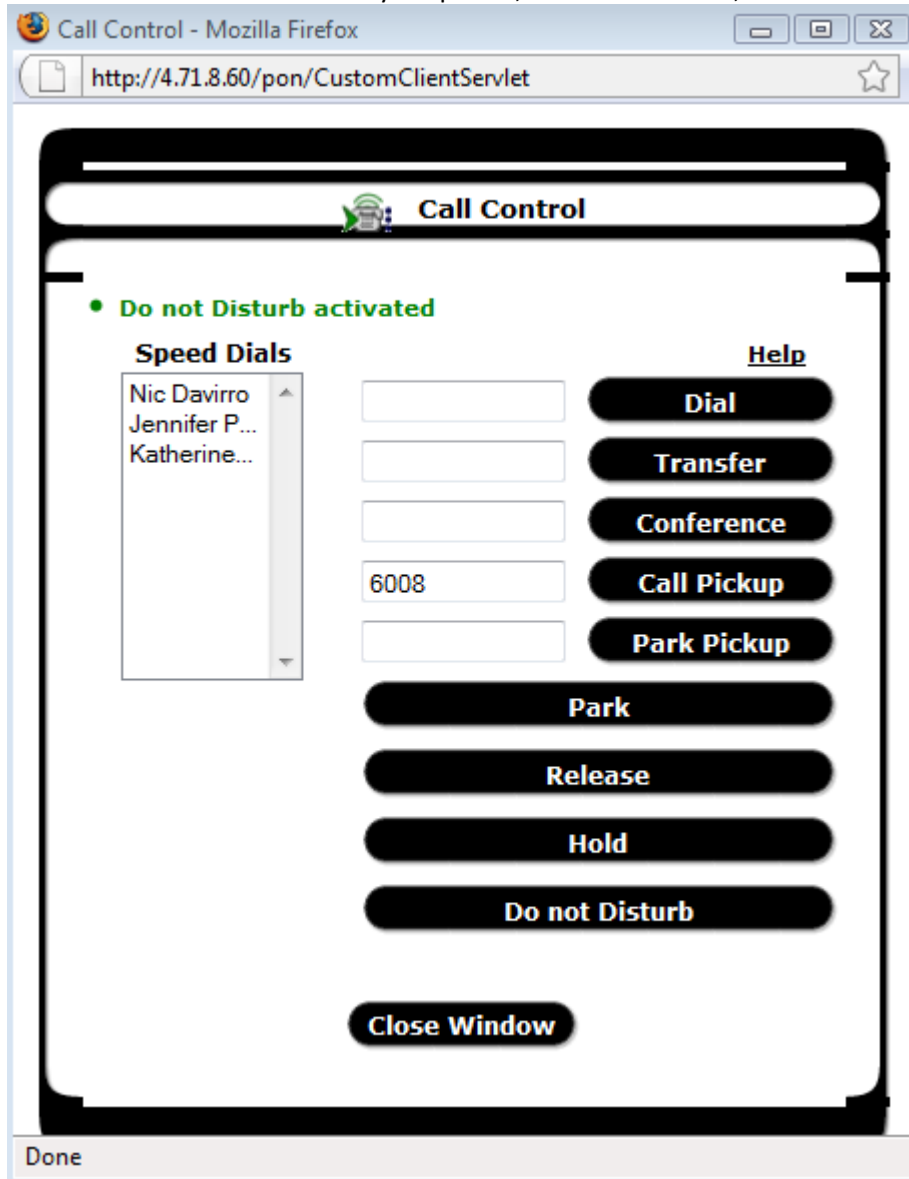


Figure 13 – Activating Do Not Disturb (DND)

\*NOTE: Do Not Disturb instantly routes all your incoming calls to another destination (your voice mailbox, the main operator, your secretary, a co-worker), but still lets you make calls and use other telephone features. Your incoming callers will be notified you are in Do Not Disturb Mode. However, you may record a DND announcement. The Do Not Disturb destination is set by your company administrator. To override this feature for specific callers use the Urgent Call setting in the Call Screening feature.

## TO CANCEL DO NOT DISTURB

1. <Click> DND
2. "Do Not Disturb is off" is displayed at the bottom of the Call Control window
3. Remember to cancel DND on your phone.

