



Smile 3

The Smile of IP

Getting Started



REVISIONS

Version	Date	Updated by	Update description
1.0	05/03/2009	Stijn Everaert	Initial Version
1.1	15/01/2010	Nathalie Rodts	Document template update



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1 INTRODUCTION TO SMILE 3

Smile 3  application will allow you to:

- Operate, answer, transfer, ... calls using the CS1000 features.
- Memorize, update and manage phone numbers in an online phone book on your own network.
- Look up telephone numbers in other phone books.
- Receive and send email information such as holiday info, personal notes, etc ...
- Work with your own personal settings of the Smile 3 window.
- Play your own greetings when receiving calls.
- Have the ability for call recording.
- Browse through the web in order to find additional info.

This is how this "one screen" tool will appear on your Personal Computer.

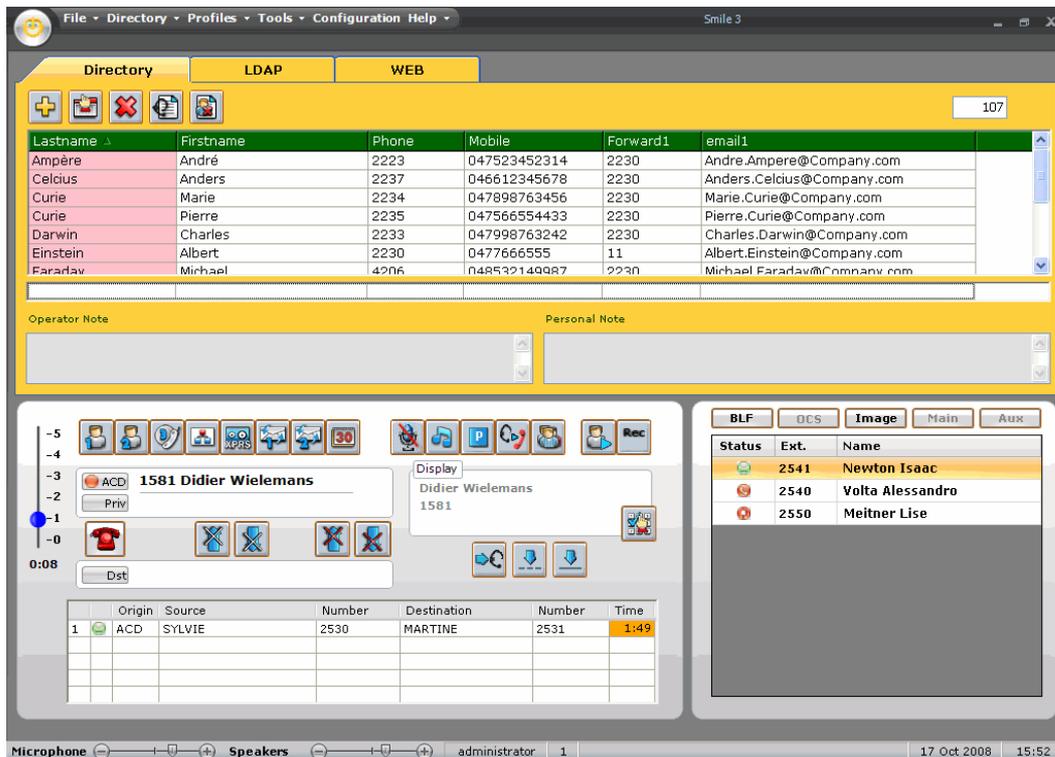


Fig 1. The Smile 3 application.



2 START AND CLOSE THE SMILE APPLICATION

2.1 START THE SMILE APPLICATION

To start the Smile application, click on the  button on your PC.

Choose Programs (or All Programs) and select the Smile 3 application (*Fig.2*)

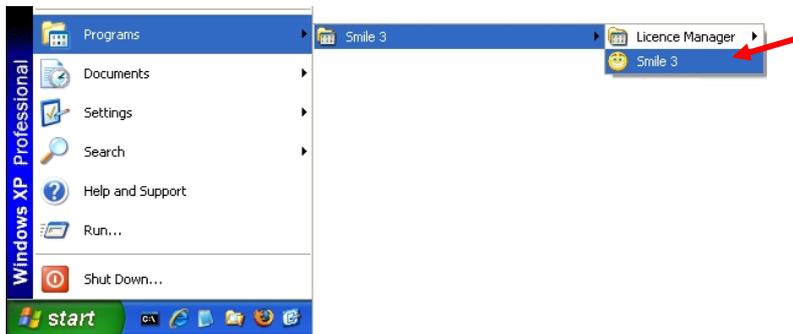


Fig 2. Start Smile program.



An easier way to start the Smile application is to create a Shortcut  on your desktop. Double click the icon and your application will start up.

When the application is loaded, the 'Profile selection' window will appear:

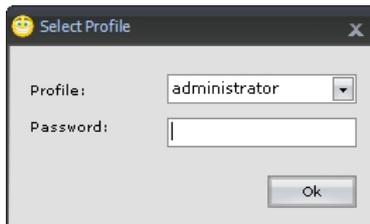


Fig 3. User profile screen

Select your user profile using the drop down box and enter the associated Password to start your Smile 3 console.

Note: If your profile is not in the dropdown list, please ask your network administrator or supervisor to add it. Otherwise use the 'default' user profile.



The Smile application will further start up, showing following screen:

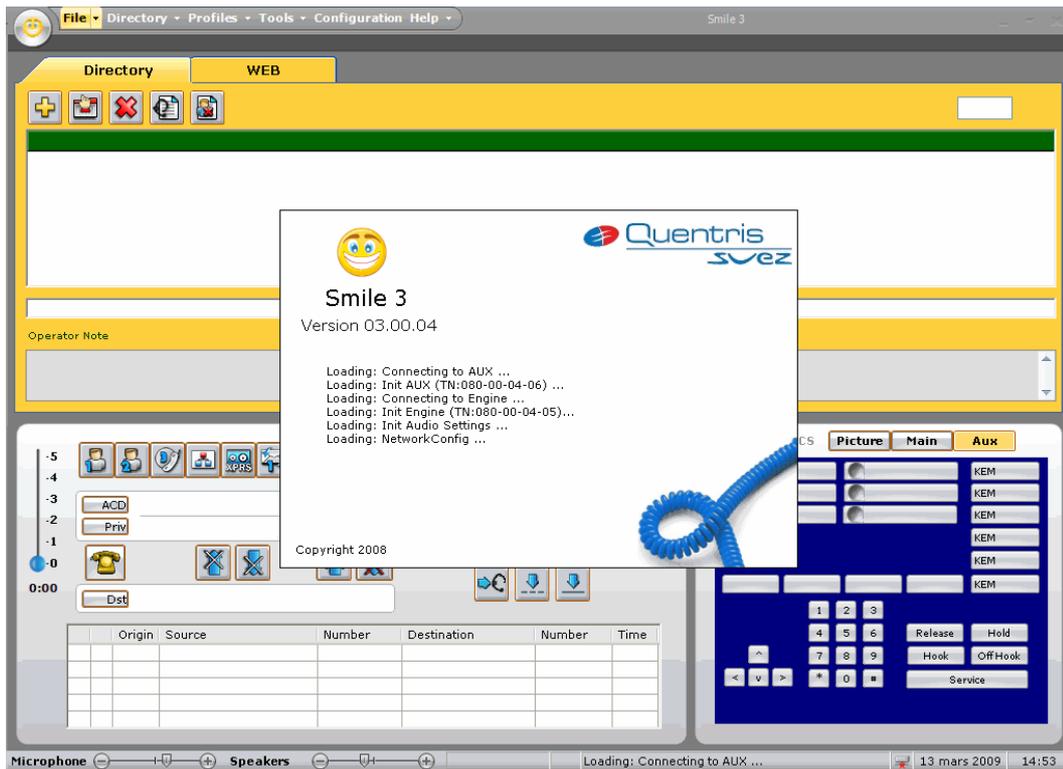


Fig 4. Boot up screen

When the splash window has disappeared, you will see that the display area still shows "Logged Out".

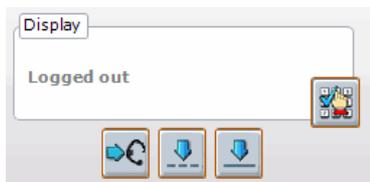


Fig 5. The display area

To actually start using the Smile application, you further have to log in using the <Login> button .

Notice:

The Smile will automatically be put in a 'Not-Ready' state, after you have logged in. Put the Smile in a 'Ready' state by pressing the <Not Ready> button . The red indication will



2.2 CLOSE THE SMILE APPLICATION

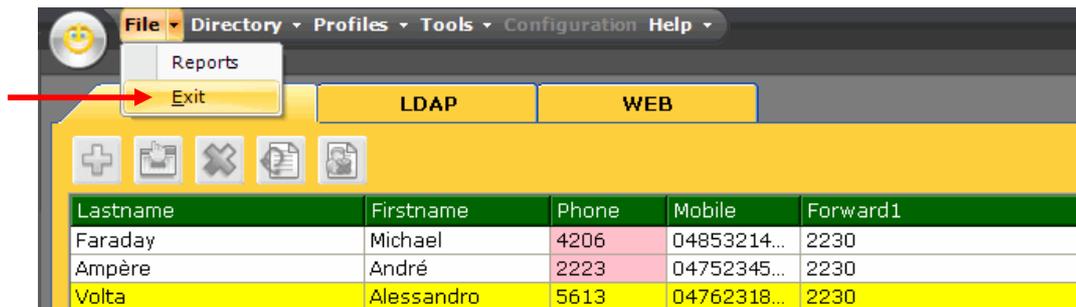


Fig 6. Closing the Smile application

Ensure that all calls are being treated and that you are logged out. The calls will now be routed to another operator or to the Night number.

(Check the options with the administrator of your PBX)

Choose File and then select Exit.



3 THE SMILE 3 WINDOW AND ITS COMPONENTS

LDAP Tab:
à Provides contact information coming from an alternative phonebook (LDAP server).

Main Menu bar

WEB Tab:
à Shows predefined web pages

Directory Tab:
à Presents the telephone book

Call area:
à Call handling

The screenshot shows the Smile 3 user interface with several components highlighted by red arrows and text. At the top is the Main Menu bar with options: File, Directory, Profiles, Tools, Configuration, Help. Below this is the Directory Tab, which contains a table of contact information. The table has columns for Lastname, Firstname, Phone, Mobile, Forward1, and email1. Below the table are fields for Operator Note and Personal Note. To the right of the Directory Tab is the WEB Tab. Below these is the Call area, which includes a display for the current call (1581 Didier Wielemans) and a table of call logs. At the bottom right is the BLF (Busy Lamp Field) tab, which shows the status of extensions (2541, 2540, 2550) and their names (Newton Isaac, Volta Alessandro, Meitner Lise). The bottom status bar shows Microphone, Speakers, administrator, 1, 17 Oct 2008, 15:52.

Lastname	Firstname	Phone	Mobile	Forward1	email1
Ampère	André	2223	047523452314	2230	Andre.Ampere@Company.com
Celcius	Anders	2237	046612345678	2230	Anders.Celcius@Company.com
Curie	Marie	2234	047898763456	2230	Marie.Curie@Company.com
Curie	Pierre	2235	047566554433	2230	Pierre.Curie@Company.com
Darwin	Charles	2233	047998763242	2230	Charles.Darwin@Company.com
Einstein	Albert	2230	0477666555	11	Albert.Einstein@Company.com
Faraday	Michael	4206	048532140007	2230	Michael.Faraday@Company.com

Origin	Source	Number	Destination	Number	Time
1	ACD SYLVIE	2530	MARTINE	2531	1:49

Status	Ext.	Name
2541	Newton Isaac	
2540	Volta Alessandro	
2550	Meitner Lise	

Fig 7. The Smile 3 user interface

Additional information / Settings:

- Volume adjustment of Microphone and speakers
- Profile (Administrator / Supervisor / Default)
- Number of Smile operators logged in
- ...

- Busy Lamp Field à Status of extensions
- Private picture
- Monitoring tools for the administrator (Main/Aux)



4 DETAILED DESCRIPTION OF THE DIFFERENT AREAS

4.1 MAIN MENU BAR

The Main Menu Bar contains 6 menu items: File, Directory, Profiles, Tools, Configuration and Help



Fig 8. Main Menu Bar

4.1.1 The File menu

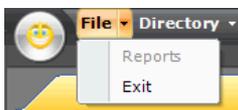


Fig 9. File submenu

2 Entries in this menu:

Reports Allows you to view and print standard predefined reports of your Smile Directory (Will be available in Smile version 3.1)

Exit To close the application

4.1.2 The Directory menu

The directory menu allows you to manage the phonebook.

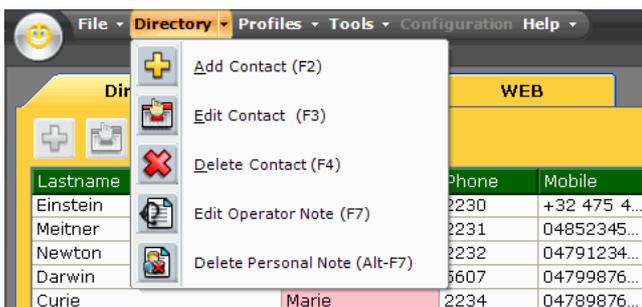


Fig 10. The Directory menu

You can choose the following commands:

- Add contact Add a contact to the phonebook
- Edit contact Change the selected contact
- Delete contact Delete the selected contact
- Edit Operator Note Make a remark concerning the selected contact
- Delete Personal Note Delete the note that the selected contact has sent to the operator by Email

Notice: the shortcuts corresponding to these commands!



4.1.3 The Profiles menu

According to your profile (User/Operator, Supervisor or Administrator), you will get access to more or less commands in the Profiles menu.

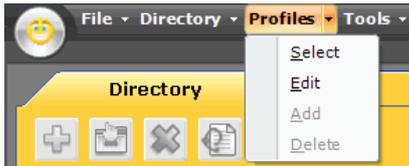


Fig 11. User Profile



Fig 12. Supervisor/Administrator Profile

You can see that the drop down box looks different. A User-profile cannot 'Add' nor 'Delete' another User-profile; these are Supervisor and Administrator privileges.

The available commands are:

- Select Select another user profile
- Edit Edit the current profile
- Add Add a new User-profile
- Delete Delete an existing User-profile

4.1.4 The Tools menu

The Tools menu is only accessible to the Supervisor and the Administrator profiles. For the User-profiles, the submenus are greyed out.

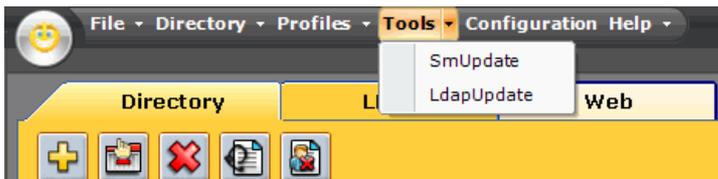


Fig 13. The Tools menu

These are database management tools (see Technical Guide for more information)

4.1.5 The Configuration menu

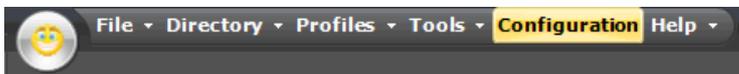


Fig 14. The Configuration menu

This menu is also only available to the Supervisor and/or the Administrator. See the Technical Guide for further information (Chapter 2.3.1 'Profiles')



4.1.6 The Help menu

Here you'll find information about the Smile 3 console: user guide, technical guide and the current application information.

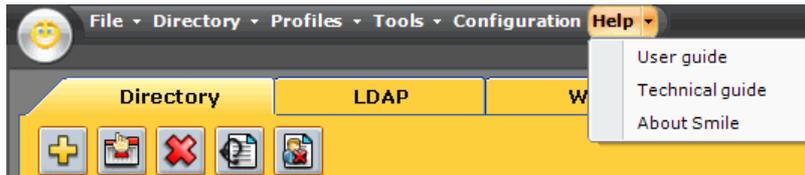


Fig 15. The Help menu

The "About Smile" submenu item gives you following information:



Fig 16. About Smile: identity of the Smile

- **Version:** The software version of your Smile 3 console
- **License Number:** Unique number for your Smile application
- **Distributor Name:** Name of the company who has installed the software
- **Customer Name:** Name of the end-user's company
- **HardwareID:** Hardware component associated to your license (Dongle, HDD or NIC)
- **Active Users:** Number of Licenses actually in use with the corresponding computer name



4.2 STATUS BAR

The status bar at the bottom of the main screen will give you some information about the Smile 3 console status.

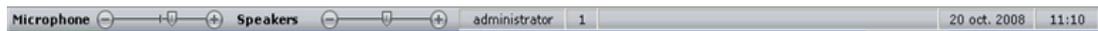


Fig 17. The status Bar

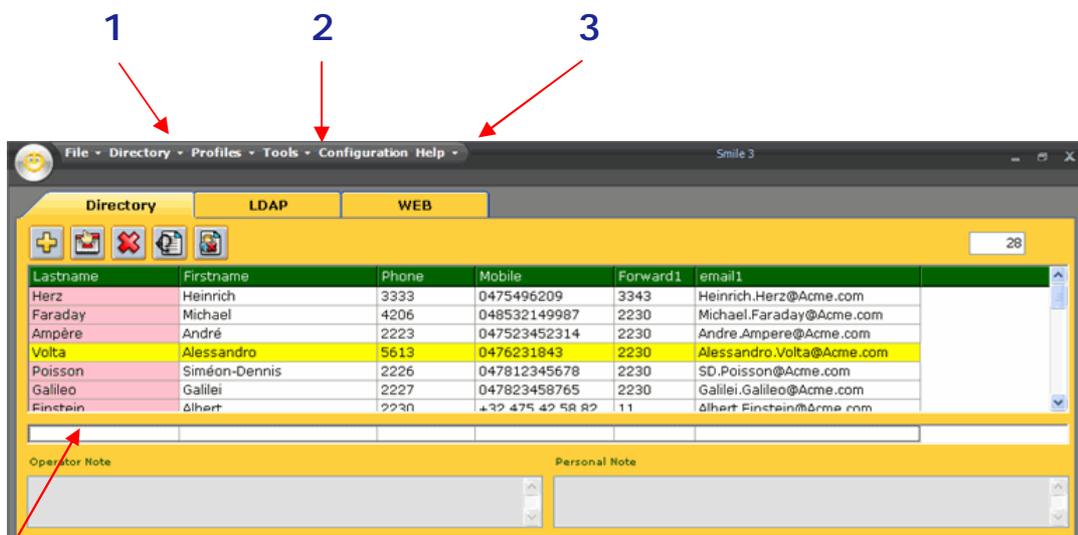
The status bar provides:

- Microphone and speakers settings
- Name of the current user's profile (User, Default, Supervisor, Administrator)
- Number of consoles logged in the operator queue
- Date
- Time

4.3 BROWSE WINDOW AREA

The Browse Window Area is mainly composed of three tabs and a search bar as shown below:

1. **Directory:** displays the Smile 3 phonebook
2. **LDAP:** displays an external LDAP compliant directory
3. **Web:** allows to browse five predefined web sites (e.g. Intranet phonebook)
4. **Search bar**



4 Search bar

Fig 18. The Browse Window Area (phone book).



4.3.1 The Directory Browse Window

The Directory Browse Window allows you to quickly retrieve contact information from the phonebook (e.g. phone number, mobile, etc). Moreover it allows you to use it to make or extend (transfer) calls.

It is important to keep this directory up-to-date for the caller's recognition.

Smile 3 can handle caller's recognition for internal as well as external telephone numbers. An internal or external caller will be identified if already listed in the directory. The yellow bar will automatically highlight the caller's entry in the phonebook.

Looking up information in the Directory window:

Clicking on the Left/Right arrows of the PC keyboard will highlight the cells of a column with a pink colour.

The pink column indicates the current search column (at this moment the column "Lastname"), and the yellow row (at this moment "Volta Alessandro") indicates the current record. (See Fig 18.)

In order to perform a search, use the Left/Right arrow keys to select a column, and then type in the search bar the first characters of the known information (name, telephone number...), see Fig 18. The Smile will retrieve all records from its database matching the search criteria typed in the search bar.

If necessary, you can also use the Up/Down arrow keys and the PgUp/PgDn keys to select a record.

It is possible to make a search on more than one column (multi criteria search), for instance if there are persons with the same last name. Fill in the known first letters of the last name at the bottom of the 'LastName' column, i.e. in the corresponding search bar field. It will give you all the persons with the same last name.

Now select the 'FirstName' column using the Left/Right arrow keys, and then enter the known letters of the first name in the field of the search bar at the bottom of this column. The system will filter out all contacts meeting the search criteria.

Eventually the yellow line will point automatically at the right person.

Remark: When you have to look up a telephone number, you have to move the pink column towards the phone column and than use the alphanumeric keys instead of the numerical keypad.

Extra information fields concerning the selected records are:

OPERATOR NOTE

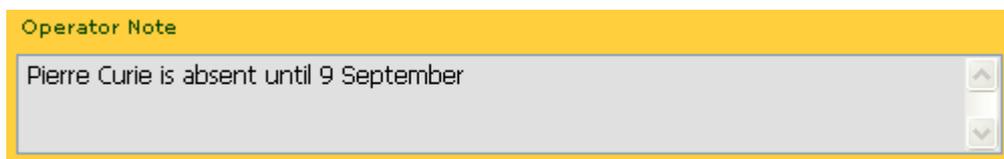


Fig 19. The Operator Note



PERSONAL NOTE



Fig 20. The Personal Note

The Smile can receive e-mails if the 'Mail Service' facility is configured. They will appear in the Personal Note of a selected record.

THE BROWSE WINDOW AREA TOOLBAR



Fig 21: Browse window toolbar



Add a contact (F2)



Edit or View the current contact (F3)



Delete the current contact (F4)



Edit Operator Notes (F7)



Delete the Personal Note (Alt F7)

4.3.2 The LDAP Directory

The LDAP Directory allows you to retrieve records from an external LDAP compliant database. Click on the <Search> button in order to retrieve this information.

Multi criteria search is also applicable here via the search bar.

LastName	FirstName	Phone	Mobile	Email
Bruegel	Pieter	2600	+32 475 123 654	bruegel.pieter@acme.com
Bruegel	Jan	2601	+32 475 124 655	bruegel.jan@acme.com
Van Gogh	Vincent	2608	+32 475 125 656	VanGogh.Vincent@acme.com
Van Dijk	Antoon	2605	+32 475 856 215	Vandijck.Antoon@acme.com
Van der Weyden	Rogier	2606	+31 1 475 458 652	VanderWeyden.Rogier@acme.com
Van der Goes	Hugo	2605	+32 475 127 652	VanderGoes.Hugo@acme.com
Van Eyck	Jan	2604	+32 475 128 659	Vaneyck.Jan@acme.com
David	Louis	2610	+33 6 475 336 445	David.Louis@acme.com
Degas	Edgar	2611	+33 6 475 889 552	Degas.Edgar@acme.com
Matisse	Henri	2615	+33 6 475 856 245	Matisse.Henri@acme.com
Rambrandt		2616	+31 1 475 968 441	Rambrandt@acme.com
Cézanne	Paul	2613	+33 6 475 882 325	Cezanne.Paul@acme.com

Fig 22. LDAP Directory



4.3.3 The Web window

The Web window shows you five predefined web pages, to get access to extra information.



Fig 23. The Web window

To configure these web pages, go to the Main Menu bar and select 'Profiles>Edit' the profile and choose for the Web option.

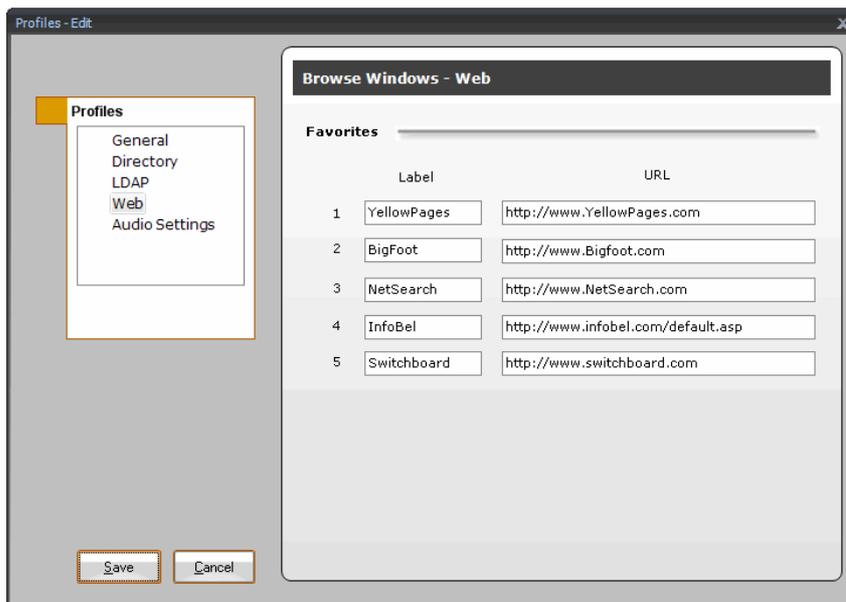


Fig 24. Configure five Web pages



4.4 CURRENT CALL AREA

The Current Call Area is used to manage the phone calls.

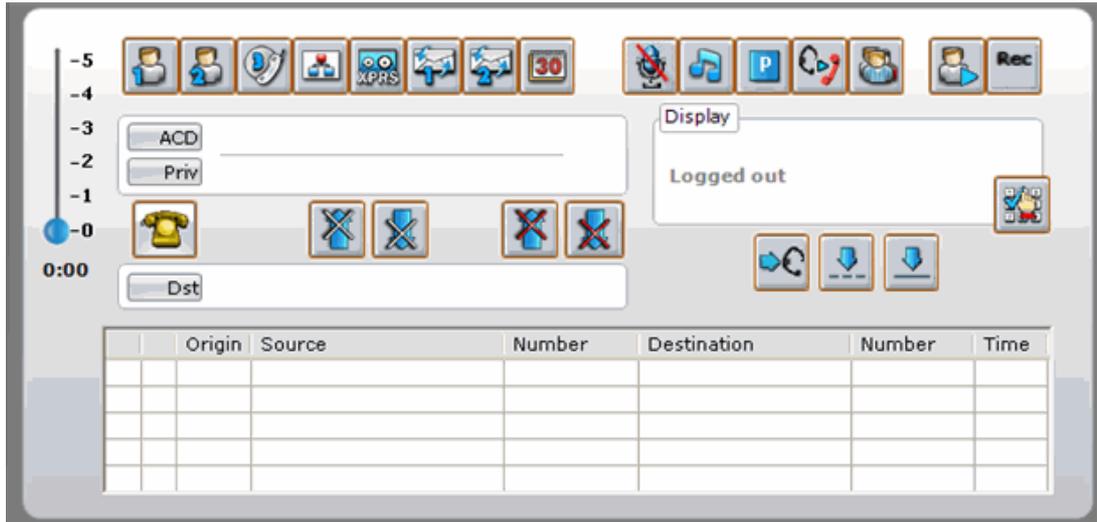


Fig 25. Current Call Area

On the left of the current call area you can see a gauge indicating the number of calls waiting in the queue. If there are more calls waiting than a pre-configured number, the blue ball will change colour to red.

The time at the bottom of the gauge shows the longest waiting time in the queue.

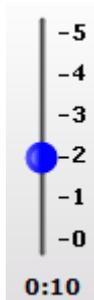


Fig 26. Two calls waiting



Fig 27. Three calls waiting



If you look at the display (*Fig 25.*), the Smile is still logged out.

To login, push the login button  (*See "Start up the Smile application"*).

The console is now turned in 'Not Ready' state . So, this means you are logged in the operator queue but not yet ready to accept incoming calls.

To accept incoming calls, click on the 'Not Ready' button. The red light in the button will turn out .

The Function buttons for call handling are:

-  Call or transfer the current call to the first alternative number (Forward 1) of the selected person. See contact configuration.
-  Call or transfer the current call to the second alternative number (Forward 2) of the selected person. See contact configuration.
-  Call or transfer the current call to the mobile number of the selected person. See contact configuration.
-  Call or transfer the current call to the ESN number of the selected person. See contact configuration.
-  Transfer the current call to the voice mailbox of the selected person.

-  Send a phone call notification by e-mail to the first e-mail of the selected person. (*See pg. 27*)
-  Send a phone call notification by e-mail to the second e-mail of the selected person.
-  Open the calendar of the selected person. (*See pg. 28*)

-  Mute the microphone.
-  Put the current call On Hold.
-  Park the current call on the System Park DN.
-  Call Intrusion, break into an established conversation.
-  Make a conference.
-  Dial pad activation. DTMF sending.



Play your operator's greeting



Call recording



On hook indicator



Off hook indicator



Exclude the Source. The caller will hear the music on hold and the operator will be reconnected to the called party.



Exclude Destination. The called party will hear the music and the operator will be reconnected to the caller.



Release the Source. The caller will be disconnected and the operator will be reconnected to the called party if any.



Release the Destination. The called party will be disconnected and the operator will be reconnected to the caller if any.



Login. Logs the operator in the queue.



Not Ready (inactive). Allows the operator to put the console in 'Not Ready' state.



Not Ready (active). Allows the operator to put the console in 'Ready' state.



Make Set Busy (inactive). Allows the operator to put the console in 'Make Set Busy'



Make Set Busy (active). Allows the operator to de-activate the 'Make Set Busy' state.



5 USING THE SMILE APPLICATION

5.1 CONSOLE STATUS

When starting up, the Smile 3 console comes in the "Logged out" status as indicated on the display window.



Fig 28. Display -Logout

Clicking on the <Login> button  will log the console in the operator queue. The display provides the queue information and the message 'Not Ready' will appear after a while.

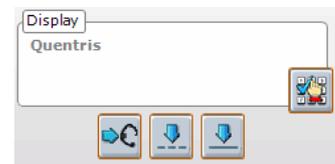


Fig 29. Display - NotReady

To turn the console in 'Ready' state, click on the <Not Ready> button . You are now ready to accept incoming calls.

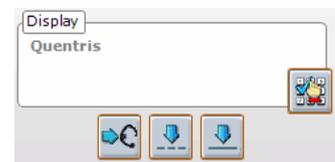


Fig 30. Display - Ready

When you are not able to accept incoming calls (i.e. away from desk for a moment), the <Not ready> button  can be reactivated.

The red light shows the 'Not ready' state is active . In this state, the incoming calls remain in the queue and are waiting to be answered. The call waiting gauge (see pg. 19) shows the number of calls waiting.

Removing the 'Not ready' status by clicking again on the <Not ready> button enables the console to receive the calls from the queue.

Remark: The 'Priv' line is not affected by the "Not ready" status. You will still receive calls on your 'Priv' Line.

To remove the console from the queue (i.e. at night), the operator can click on the <Make Set Busy> button .

When active, it shows a red light inside the button  and the display shows: "Set busy activated". This action logs out the console and prevents receiving calls even on the private line. Though, it remains possible to make outgoing calls on the 'Priv' line.

To log in, click again on the <Login> button .



5.2 ANSWER AN INCOMING CALL

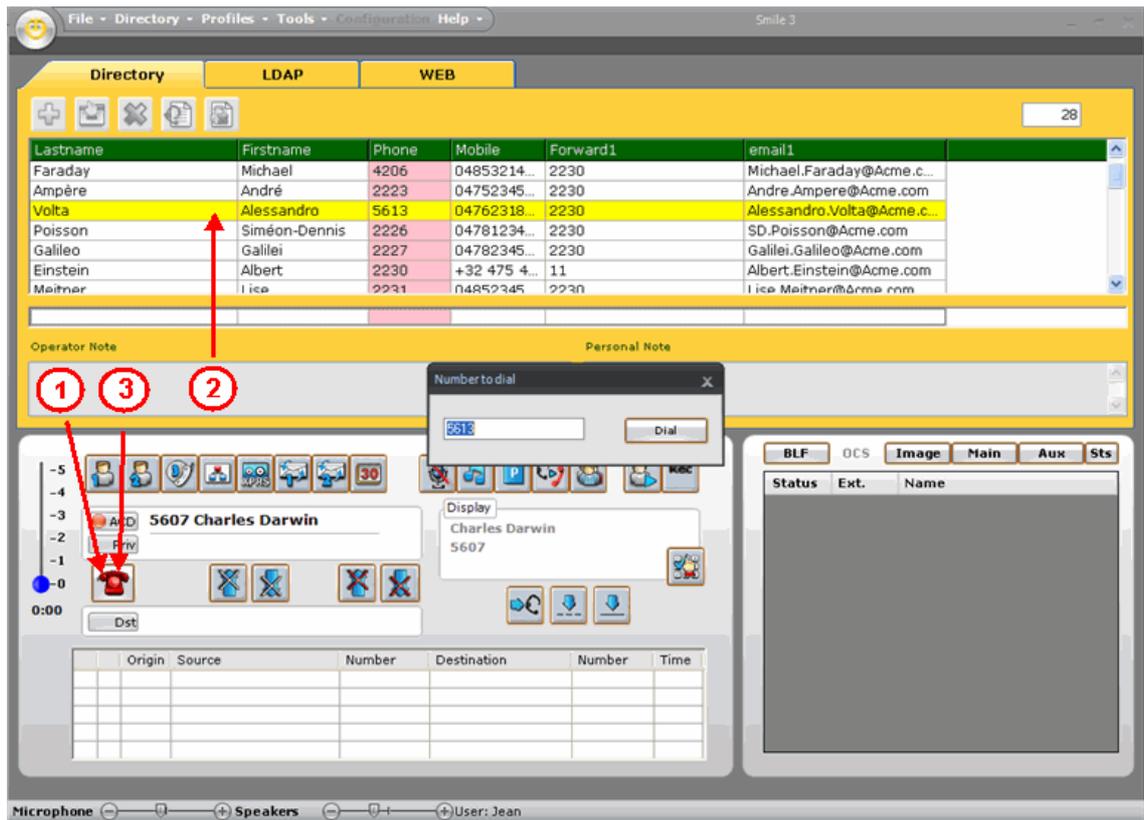


Fig 31. Answer a call

Answer a call by simply clicking on the yellow phone, or by pressing the <Enter> key.

1. To transfer the call

Select the called party in the phonebook and press the <Enter> key or dial immediately the known phone number using the numeric keypad. The dial box will open automatically.

Press the <Enter> key to initiate the call.

2. Press the <+> key on the numeric keypad to complete the transfer.

Blind and screened transfers are both possible.

To cancel a transfer (busy tone, no answer, voice mail box) click on the "Release Destination" button . You are then reconnected to the caller.

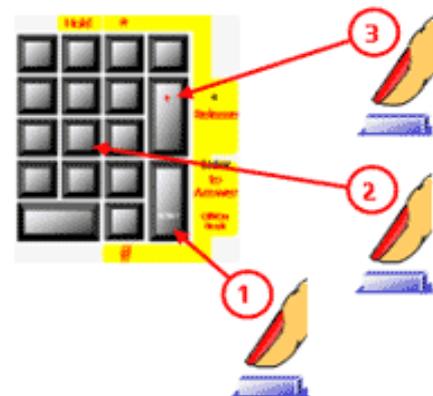


Fig 32. Numeric keypad



5.3 MAKE A CALL

The number to call is listed in the directory:

- Perform a search
- Press <Enter> to take a line
- Press <Enter> again to call the currently selected number

A number that is not present in your directory:

- Press <Enter> to take a line
- Use the numeric keypad to compose the number
- Press <Enter> again to call that number



Fig 33. Dial Box

Notice: For outgoing calls, the 'Priv' line is always used. The 'ACD' line is only for incoming calls.

5.4 PUT A CALL ON HOLD

Sometimes a person would like to wait until the called party becomes available.

In this case you can put the caller On Hold by clicking the <OnHold> button  or use the shortcut < / > on the numeric keypad.

As an option a 'Label On Hold' window will appear. There you can enter the caller's name, so you can remember his name when you announce him again to the called party.

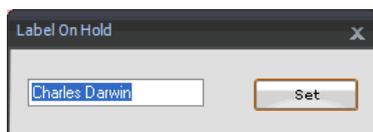


Fig 34. Label On Hold

The caller is placed on hold and you are free to process other calls.

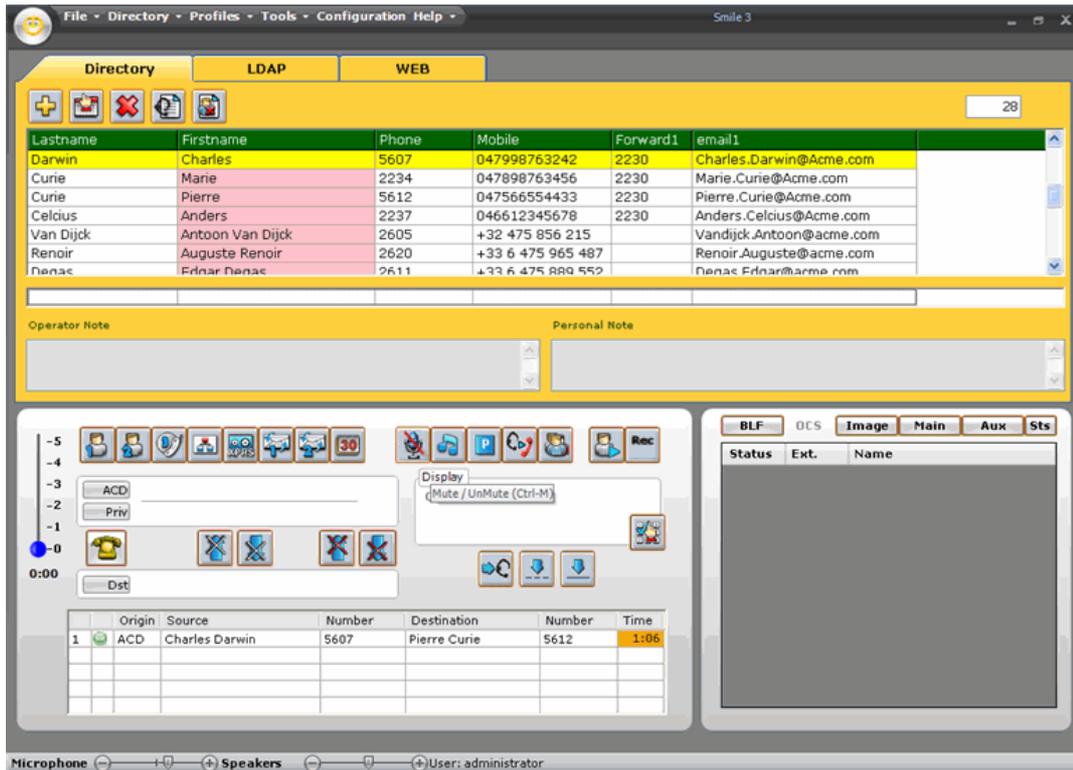


Fig 35. A call on hold

Remark: the Smile remembers for whom the call was for (Destination: Pierre Curie). The wait time of the on hold party is indicated in the 'Time' column and will change colour after a predefined time to draw your attention. (See: Configuration/Console Preferences/General/Calls Waiting)

5.5 RETRIEVING A CALL THAT WAS PUT ON HOLD

	Origin	Source	Number	Destination	Number	Time
1	ACD	Charles Darwin	5607	Pierre Curie	5612	5:37
2	ACD	Pierre Curie	5612	Alessandro Volta	5613	2:40

Fig 36. The On Hold area

To retrieve a call that was previously put on hold, you can click on the green icon corresponding to the call on hold, or press <Alt+1 to Alt+5> according to the line where the on hold party stays.

The 'Call On Hold' feature allows you to put up to five calls on hold.



5.6 SETTING UP A CONFERENCE CALL

A conference call can be set up for as many as six persons, including yourself, at the request of either an internal person (extension) or an outside caller.

At least one of the conferees must be an internal line.

How do you set up a conference call?

1. Click on the <On/Off Hook> button or press the <Enter> key to take a line.
2. Dial the number of the first conferee.
3. When connected, press the <Conference> button  and dial the number of the second conferee.
4. When connected, press again the <Conference> button .
5. The conference call is started when the  icon appears.
6. You can invite other persons as well, simply by repeating point 3 and 4.
7. If you want to leave the conference, then press the <Release Source> button or F11.



6 MANAGING THE SMILE 3 DATABASE

6.1 ADD A CONTACT

- Pressing the F2 key or the <Insert> key
- Or via the item 'Add Contact' in the Directory menu,
- Or by using the <Add Contact> button  in the browse window

The following screen is presented to you:

Fig 37. Add a Contact

You're able to enter:

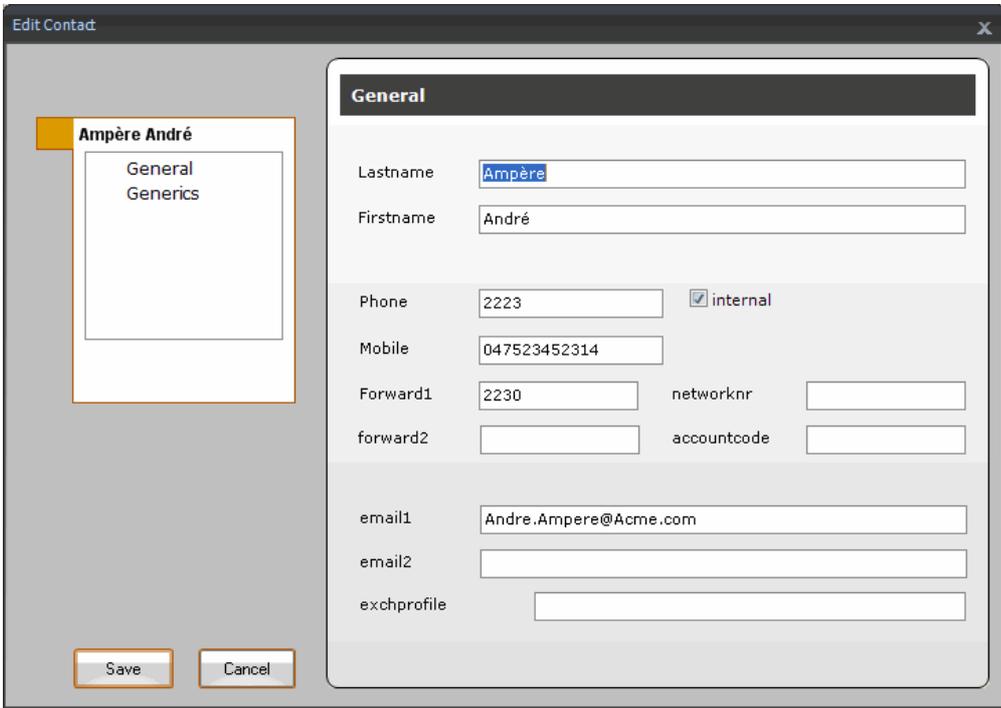
- The last name (**mandatory**)
- The first name
- The telephone number (**mandatory**)
- Mark the telephone number whether this is internal or external.
- The Mobile number
- Two forwarding numbers
- The private network number
- The account code
- Two e-mail addresses (e.g. a professional and a private one)
- The exchange profile



6.2 MODIFY A CONTACT

- Pressing the F3 key
- Or via 'Edit Contact' in the Directory menu
- Or by using the <Modify Contact> button  in the browse window toolbar.

All the information of the record will be presented.



The screenshot shows a window titled "Edit Contact" with a close button (X) in the top right corner. On the left side, there is a sidebar with a header "Ampère André" and two menu items: "General" (selected) and "Generics". Below the sidebar are "Save" and "Cancel" buttons. The main area is titled "General" and contains the following fields:

- Lastname: Ampère
- Firstname: André
- Phone: 2223 (with a checked "internal" checkbox)
- Mobile: 047523452314
- Forward1: 2230 (with a "networknr" field next to it)
- forward2: (with an "accountcode" field next to it)
- email1: Andre.Ampere@Acme.com
- email2: (empty field)
- exchprofile: (empty field)

Fig 38. Edit a Contact

6.3 DELETE A CONTACT

- By pressing F4 key or the <Delete> key
- Or by using the <Delete Contact> button  in the browse window toolbar.
- Or via the item 'Delete record' in the Directory menu



7 HANDY FEATURES

7.1 DIRECT CONNECTION TO THE VOICE MAIL

Pressing the <Express Messaging> button  or <Ctrl-5>, enables you to transfer a call directly to the 'Voice Mailbox' of the selected person. If you want, you can change this number and enter another one.

The Smile application will automatically call the 'Express Messaging' number, wait for the voice mail system to answer the call and compose the mailbox number.

Press the < + > key to extend the call. The source (caller) will be connected to the voice mailbox and a message can now be left in the voice mailbox of the called person.

7.2 NOTIFYING A PERSON VIA E-MAIL

If you want to notify a person, that he has missed a call, then you can send him an e-mail by pressing the <Send Email1> button .

The Smile application will fill in automatically the subject as a "Phone Call notification".

When you configure a contact, you're able to define a second e-mail address, for example a Home address. If you want to notify the person on his second e-mail address, you press the  button.

Pressing one of these buttons will show you following screen:

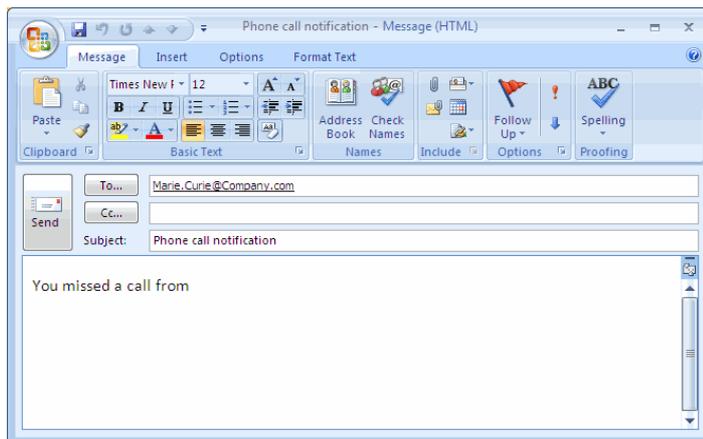


Fig 39. Sending e-mail



7.3 CONSULTING A PERSON'S CALENDAR

With the Smile application you are able to consult a person's calendar to see if he's available. That person has to give you the authorization to look into his calendar or to change it. 

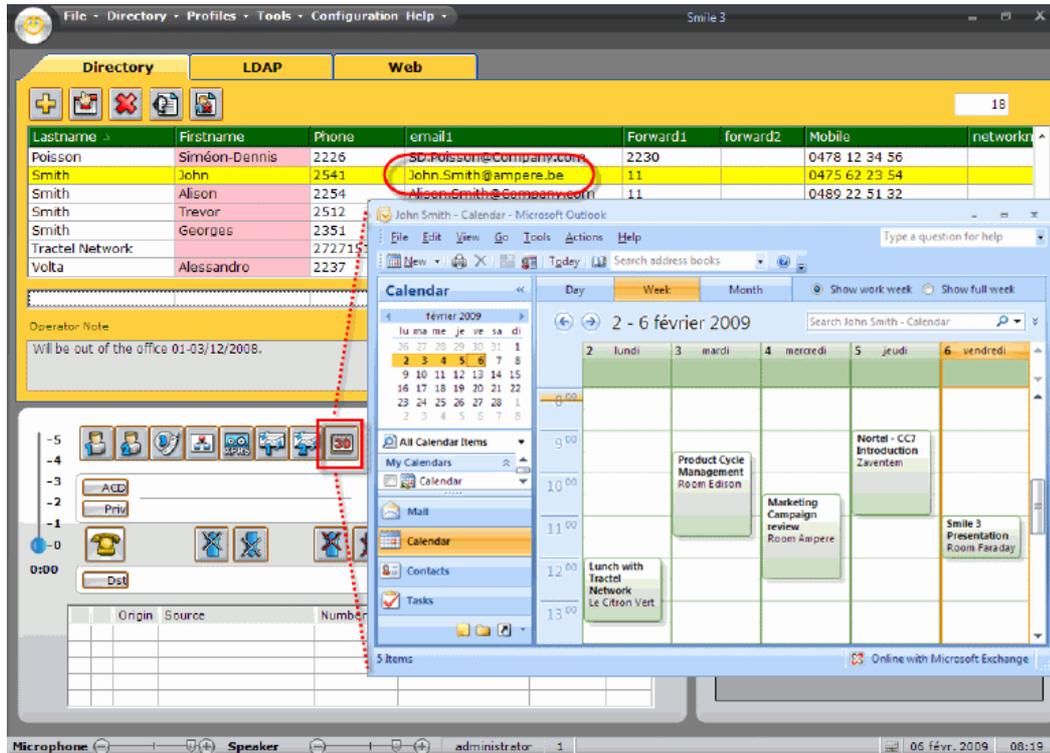


Fig 40. Calendar Feature

7.4 EXCLUDE SOURCE OR DESTINATION

These features are necessary to toggle between the caller ('ACD' or 'Priv' lines) and the called party ('Dest' line) without extending the call. You can either talk to the caller or to the called person.



Exclude Source



Exclude Destination



7.5 BUSY LAMP

The Busy Lamp field is a panel that allows the operator to monitor the status of some predefined internal extensions.

The attendant can tell the caller whether the person is busy prior to transfer the call. This service will make a better 'First Impression'.

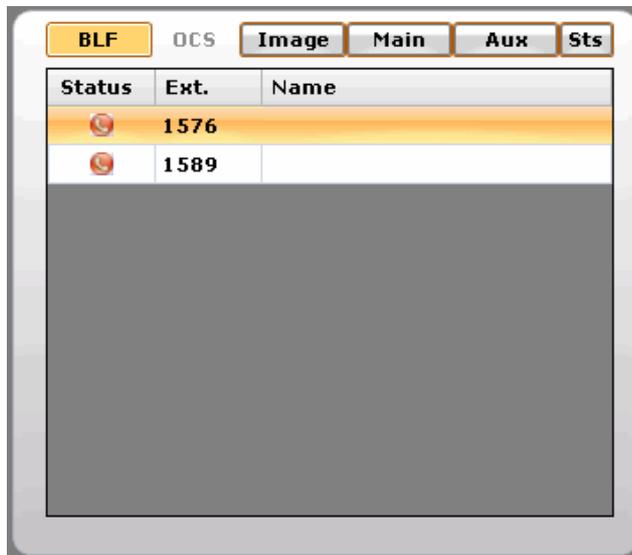


Fig 41. Busy Lamp Screen

7.6 SYSTEM PARK

When pushing on the <System Park> button  or <Ctrl-P>, an established call ('Priv' or 'ACD' line) can be placed in a Parked status. When you park a call, you receive a ParkDN displayed in the 'Call Parked' window. This window pops up just after depressing the Park key.

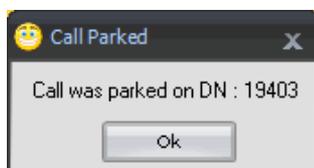


Fig 42. Call Park Box

To retrieve a parked call, the operator or any other telephone user must dial the Park DN (i.e. 19403).



7.7 SEND DTMF

When reaching interactive servers such as IVRs or Voice Menu systems, it is necessary to send DTMF tones to input further information.

You can start the end-to-end sending by pressing the <Send DTMF> button  or use the shortcut < - >.

When active, the display looks as follows:



The Display area is in bold.

Fig 43. Send DTMF

To deactivate it just click again on the <Send DTMF> button.

7.8 CALL RECORDING

This feature allows the operator to record the current conversation. The operator starts and stops the recording by pressing the <Call Recording> button  (Shortcut is Ctrl-R). When the recording is started, the icon changes to: .

The path, where the recorded files are located, is specified in the Configuration/Console Preferences/Call Recording window. Each created record file is named with the current date and time allowing an easy lookup.

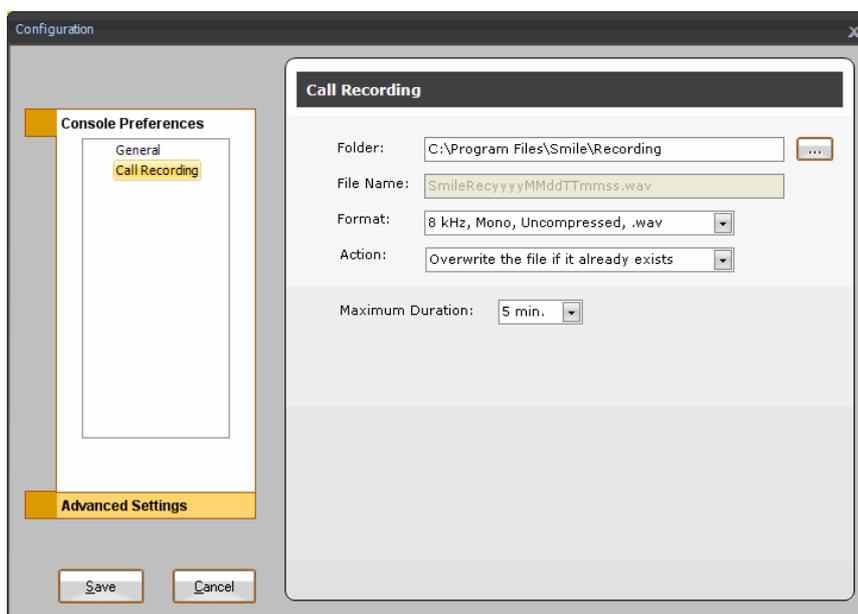


Fig 44. Call Recording configuration.



7.9 OPERATOR GREETING

This Smile 3 feature allows the operator to play a greeting message to the incoming caller on the 'ACD' line. The greeting is pre-recorded on a .wav file (see *General tab of the Profile-Edit*).

Start and Stop using the <Operator Greeting> button  or the shortcut <Ctrl-G>.

When the greeting is switched on, the icon changes to: .

7.10 FORCE MAKE CALL

When an operator receives an incoming call and it's just ringing, it is still possible to make an outgoing call prior to accept the incoming call.

Typing <Alt-6> will pop up a dial box and allow the operator to make an outgoing call first. In the meantime, the incoming call will be placed in the waiting queue.

7.11 FORCED CAMP-ON

The operator can camp an external or internal call on to an internal station that is busy. When the operator completes the transfer, the external or internal calling party will Camp-On to the desired party and will receive ring-back tone or music.

Forced Camp-On can be done with either no call on hold or an external or internal call on hold.

It can be done automatically or manually. Whether it is automatic or manual depends on how the PABX is configured (see *Technical Guide*)

- Manual operation: once a busy telephone has been reached, press the <Call Intrusion> button . If successful, you will receive a Camp-on tone. If the Forced Camp-On didn't work, you will receive a fast busy-tone. You can try again.
- Automatic operation: once a busy telephone has been reached, Forced Camp-On is attempted automatically on the busy party.

Remark:

During the manual operation, if you press a second time on the <Call Intrusion> button, you will break into the call. This is called 'Call Intrusion'.



8 SUPERVISOR / ADMINISTRATOR INFORMATION

8.1 EDIT THE PROFILE

As Supervisor or Administrator, you may want to configure a profile, please open then the 'Profiles' window from the menu bar:

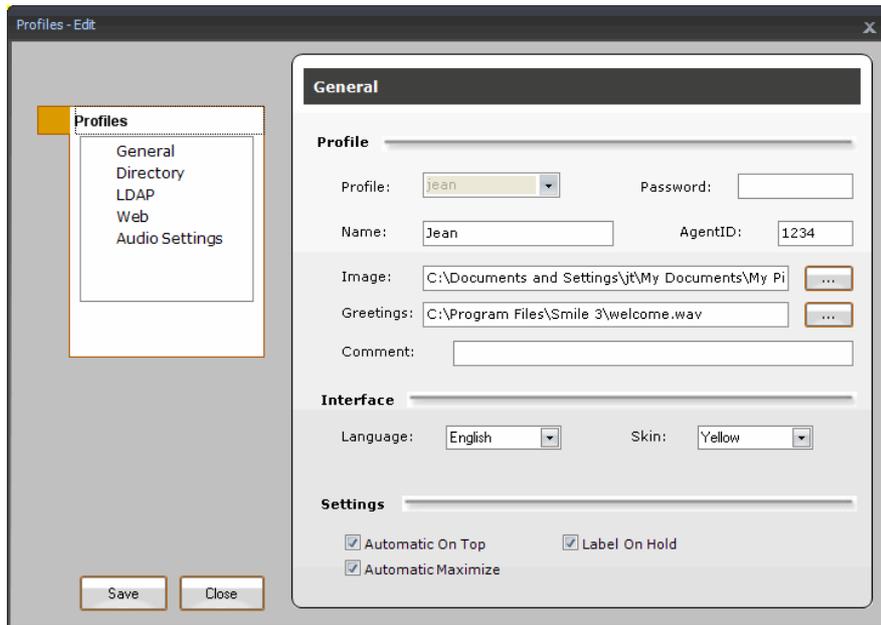


Fig 45. Edit the Profile

The fields on the 'General' submenu are:

- Image: The location where the Smile can find the personal image.
- Greeting: The location where the greeting is installed.
- Language: The language of your application
- Skin: The color of your background
- Automatic On Top: Smile will automatically become the active program when there is an incoming call.
- Automatic Maximize: Whenever there is an incoming call, Automatic Maximise will maximise the Smile application
- Label On Hold: Whenever a call is put on hold an extra window is presented. This window will allow you to fill in some extra information (a label) with a reference to this call.



8.2 BROWSE WINDOW CONFIGURATION

By selecting the 'Directory' item from the 'Profile' menu, you can decide which column titles you want to see in the Browse Window Area. You can add or remove fields, and determine their position by clicking the <Move Up/Down> buttons. If you are satisfied with the results, click on <Save> to save these settings.

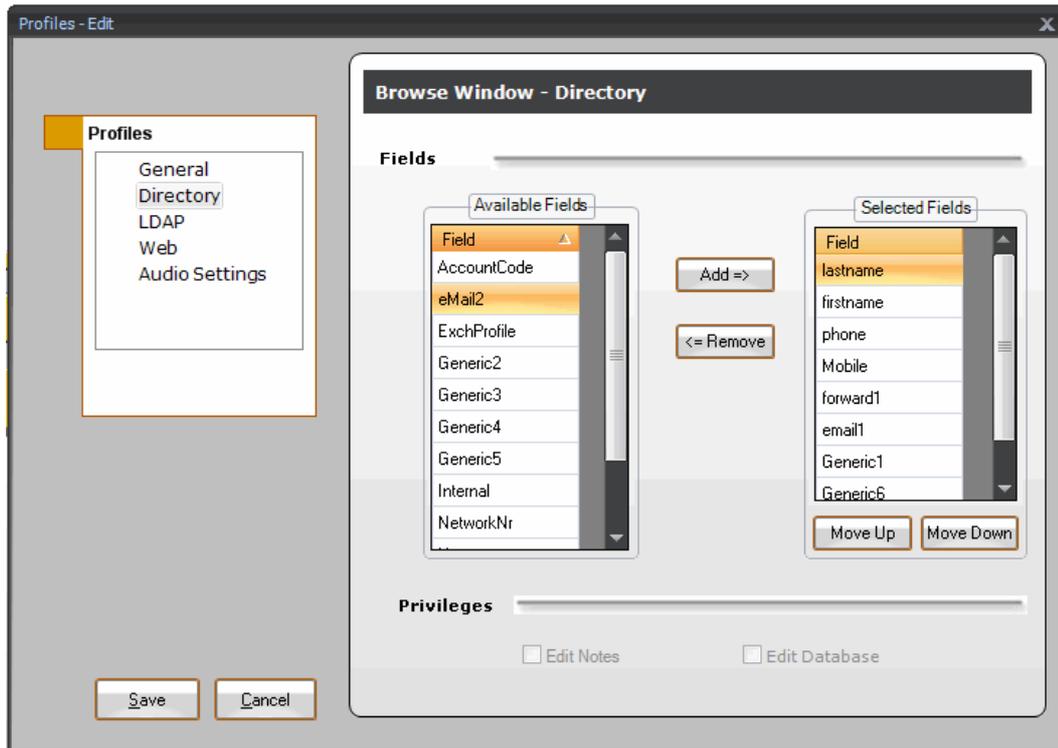


Fig 46. Browse Window configuration

'Edit Notes' and 'Edit Database' options can be selected whether the Profile can, or cannot, edit the Operator Notes or the Database. When 'Edit Database' is not selected, the profile cannot add/edit or remove a contact.



8.3 LDAP DIRECTORY

In the 'LDAP' profile item, you can customise the field names on the LDAP Directory screen. These fields are the titles of each column in your LDAP Directory data base presentation.

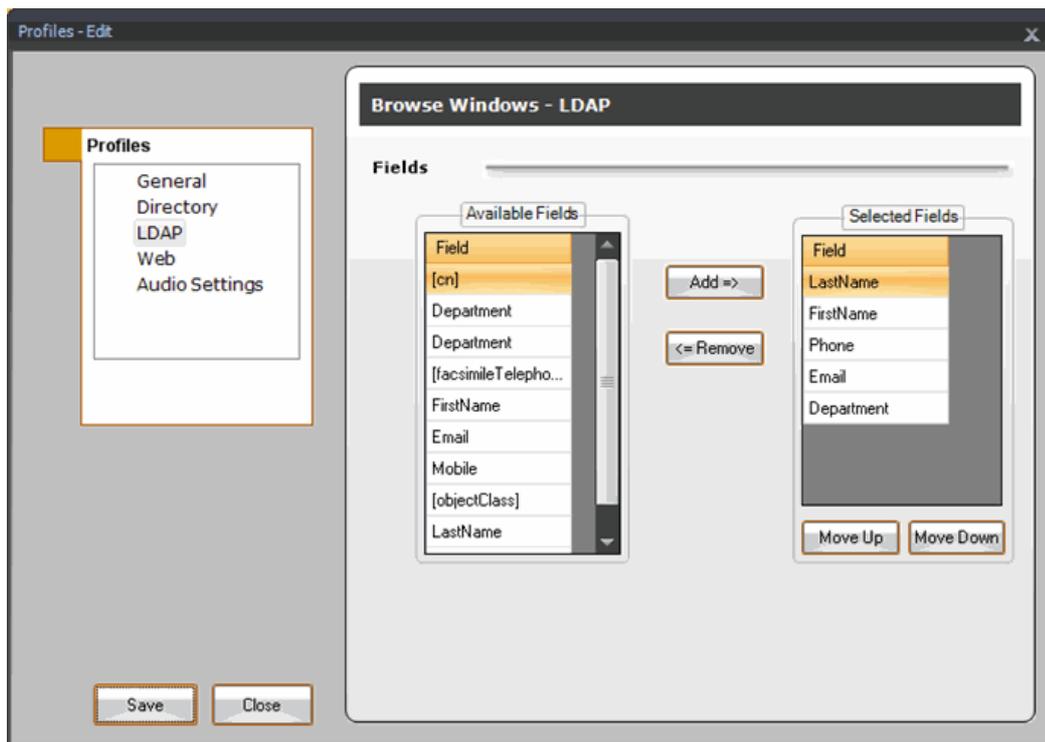


Fig 47. LDAP configuration screen



8.4 WEB BROWSE WINDOW

This part of the Profiles menu/Web allows you to modify the web tab window in the Directory Browse Window.

As you can see in following figure, simply by filling in the form you can predefine five access pages.

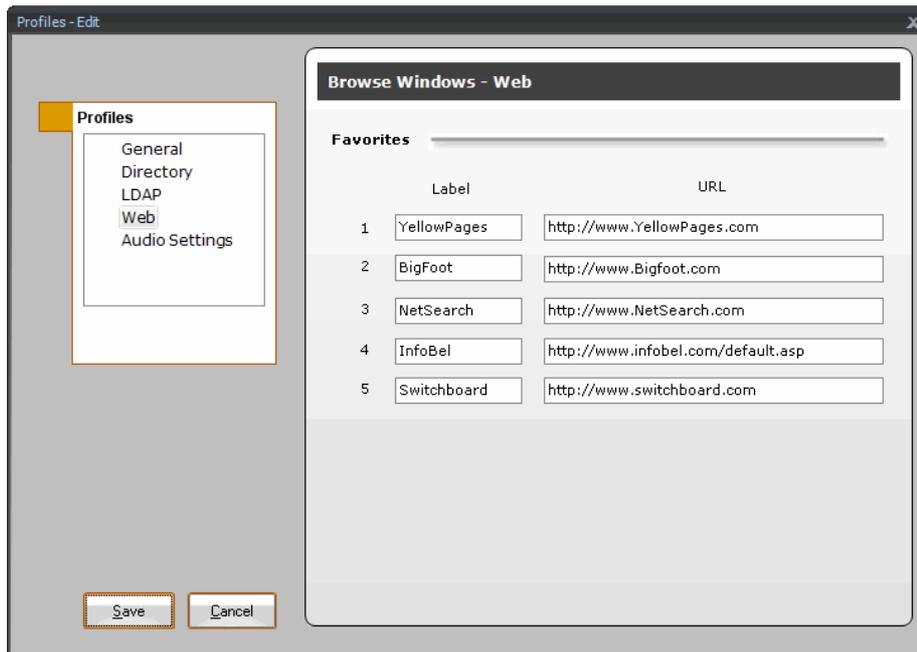


Fig 48. Web configuration screen



8.5 AUDIO SETTINGS

This permits the operator to adjust some sound parameters such as the microphone level, the speakers or receive level for the headphones and the ringer loudness.

The available audio devices can be selected from the pull-down boxes.

With the bottom checkboxes, the operator can enable or disable the automatic gain control and the echo cancellation.

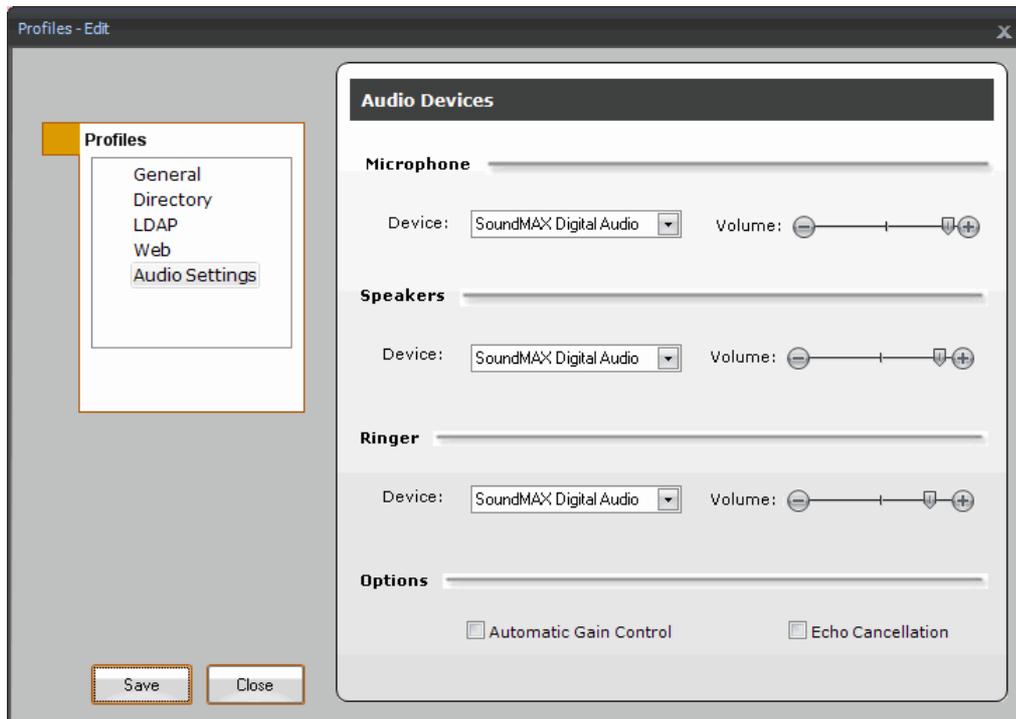


Fig 49. Audio Settings

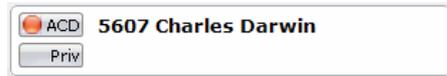


9 SOME CALL STATES AND THEIR VIEW



Incoming call ringing

Fig 50. Incoming call ringing



Incoming call answered

Fig 51. Incoming call answered



Incoming Private call

Fig 52. Incoming Private call



Incoming Private call answered

Fig 53. Incoming Private call answered



Incoming call, on hold, and operator is on conversation with the Destination (Pierre Curie)

Fig 54. The operator and its two parties: Caller and Called party.

The call area in full operation:

	Origin	Source	Number	Destination	Number	Time
1	ACD	Alessandro Volta	5613	Charles Darwin	5607	1:07

Fig 55. Current Call area



10 NETWORKING

When you have two or more Smile applications running on your network, you can use the Networking function to centralize all the contacts in one master database that will be used by all the applications. Every time an operator makes a modification in the database (e.g. updating the information of a memo field), it will be automatically visible for all the operators working in the same Smile network.

The simplest way to achieve this customer's requirements is to select a Smile 3 Console to become the 'Master', the other ones becoming 'Slaves'.

Pay attention:

The operator desktop selected as Master Smile 3 Console should not be switched off.

In order to remain up and running during a network issue or an unavailability of the Master Smile 3 console, each Smile 3 Consoles will keep, on closing, a local copy of the system database and profiles.

For the different networking architecture possibilities please see the Technical Guide.



11 OPERATOR SHORTCUT KEYS

Alt 1 to Alt 5	Retrieve a call on hold
Alt 6	Open a dial box
Ctrl 1	Alternate destination 1
Ctrl 2	Alternate destination 2
Ctrl 3	Mobile
Ctrl 4	ESN
Ctrl 5	Send the call automatically to the Voice mail
Ctrl 6	Open e-mail 1
Ctrl 7	Open e-mail 2
Ctrl 8	Open the calendar
Ctrl P	Park
Ctrl I	Intrusion
Ctrl M	Mute/Unmute
Ctrl N	Not ready
Ctrl L	Login
Ctrl O	Make Set Busy
Ctrl G	Operators greeting
Ctrl F	Conference
Ctrl R	Call recording
F1	On line help
F2 Ins	Insert a record
F3	Modify a record
F4 Del	Delete a record
F5	LDAP search
F7	Edit Operator Note
Alt F7	Delete personal note
F9	Exclude Source
F10	Exclude Destination
F11	Release Source
F12	Release Destination
-	Dial pad control
N. Keypad ENTER	Off hook
N. Keypad +	Call release
N. Keypad /	On hold
N. Keypad *	Send DTMF star (*)
N. Keypad . (dot)	Send DTMF hash (#), number sign or square sign
Esc	Go to the top left of the directory
PgUp	Go one page up in the directory
PgDown	Go one page down in the directory
Shift F1 to Shift F5	Busy Line Field (BLF) page selection (Available on RIs 3.1)



Did you know that Smile software for Meridian 1 and CSE 1000 attendant console solutions has been a bestseller in the market for several years?

Thousands of Smile systems are already installed across Europe, Middle East and Africa.

For more information about Smile please contact

The Smile Team

E-mail: smile@quentris-gdfsuez.be



Or consult our website at <http://www.SmileConsole.com>