

VoIPdito

Receptionist Manual

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1. Introduction

General

VoIPdito is a complete fully featured business class hosted VoIP PBX system. It allows you to make and receive phone calls from the Internet and traditional telephone network at the same time. It makes managing your communication easier and helps to reduce operating costs and increase productivity.

Requirements

Reception console is browser-based. The following are recommended:

- Internet Explorer 7+
- Mozilla Firefox 3.6+
- Google Chrome
- Opera 9+
- Safari 4+

Reception Console is optimized for a screen resolution of minimum 1024 x 786 pixels.

Softphone application requires one of the following operating systems:

- Microsoft Windows XP
- Microsoft Windows Vista
- Microsoft Windows 7
- Linux
- Apple OSX

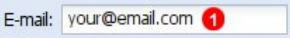
Intended Audience

This guide is intended for personnel involved in operating hosted VoIP PBX and virtual reception console. Readers of this guide should possess the following recommended knowledge and skill sets:

- Basic computer skills
- Familiarity with standard PBX features such as: Ring Groups, Pickup Groups, Call Parking etc.

Conventions

In this manual, you will find a number of styles of text that distinguish between different kinds of information. Here are some examples of these styles, and an explanation of their meaning.

style	meaning
<code>www.example.com/login</code>	Text you need to type into a program.
email field (1)	Field shown in a figure. For example: 

Key concepts

Reception Console

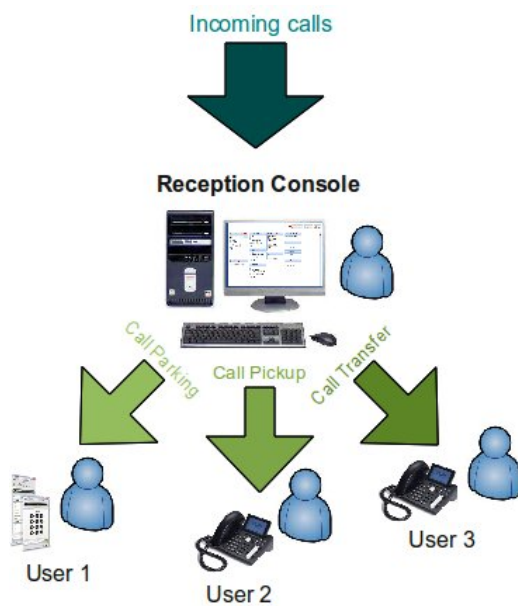


Figure 1.1 Reception console.

A browser based application which allows to monitor status of extensions in a real time and perform basic receptionist tasks, for example: call transfers, call hold/parking etc.

Extension

A telephone extension is an internal telephone line attached to a PBX system which allows multiple phones to connect without each phone requiring a separate outside line.

Inbound number

Inbound number also called Direct Inward Dialling (DID) in USA, Direct Dial-In (DDI) in Europe, is a range of telephone numbers connected to your PBX, so it can route the call to the desired person or Ring Group (IVR etc.) within the organization.

2. Quick Start

Login

The login form consists of the following elements:

- Email:** A text input field containing "your@email.com" with a red circle '1' next to it.
- Password:** A text input field with masked characters "*****" and a red circle '2' next to it.
- Remember me:** A checkbox labeled "Remember me on this computer." with a red circle '3' next to it.
- Login:** A blue button with the text "Login" and a red circle '4' next to it.
- Navigation:** In the top right corner, there is a user profile "John Smith" and three buttons: "Reception" (with a red circle '5'), "Administration", and "Logout".

Figure 2.1 Login form.

To login into the control panel navigate your web browser to <http://voipdito.com/login> and enter your email address into field (1) and password into field (2). Optionally you can select "Remember me on this computer" checkbox (3) to have your email address saved. Finally click Login button (4) and once Control Panel is loaded click Reception (5) button in the top right corner.

Reception Console overview

The Reception Console overview is a dashboard with the following components:

- Navigation:** Top right corner contains "Administration" (with a red circle '7'), "My Account", and "Logout" buttons.
- Reception console (1):** A panel with a "Call:" dropdown menu, a list of contacts (e.g., "2000 j.smith@example.com"), and a status indicator "Idle".
- User panels (2):** A vertical list of user profiles including "Anna Jones", "Adam Kelly", and "Mark Padwal", each showing their phone number, email, and "Idle" status.
- Ring Group panel (3):** A panel for the "Sales" group, showing a phone number "08459994518" and a list of members "Anna Jones" and "Mark Padwal".
- Conference panels (4):** A vertical list of five "Conf. Room" panels (1-5), each showing an "Access number" (501-505) and "Access code: None".
- Call parking panel (5):** A panel titled "Parking" with the instruction "Drag and drop active calls to park." and a red circle '5'.
- Contacts (6):** A vertical sidebar on the right titled "Contacts" with an "Add" button and a list of work contacts including "Anna Smith", "Adam Kelly", and "Mark Padwal".

Figure 2.2 Reception console.

1. Receptionist console - shows status of reception phone.
2. User panels - show status of user's phones.
3. Ring Group panel - shows status of Ring Groups.
4. Conference panels - show status of all available virtual Conference Rooms.
5. Call parking panel - allows to park / pickup inbound calls.

Call transfer

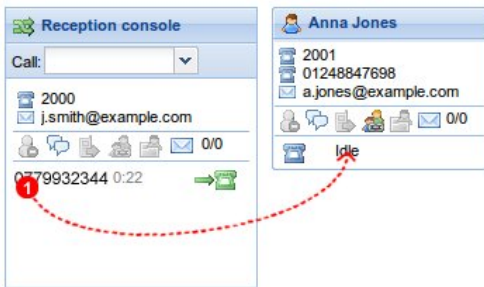


Figure 2.2 Call transfer.

To transfer a call drag and drop onto idle telephone line panel .

Transfer to Voicemail

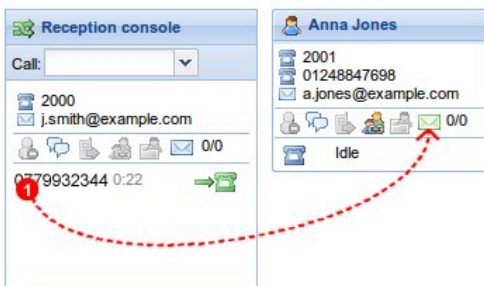


Figure 2.2 Transfer to Voicemail.

To transfer an incoming call straight into voicemail box, drag and drop onto envelope icon.

Transfer to Conference Room



Figure 2.2 Transfer to Conference Room.

To transfer an incoming call straight into a Conference Room, drag and drop onto Conference panel.

Call Parking

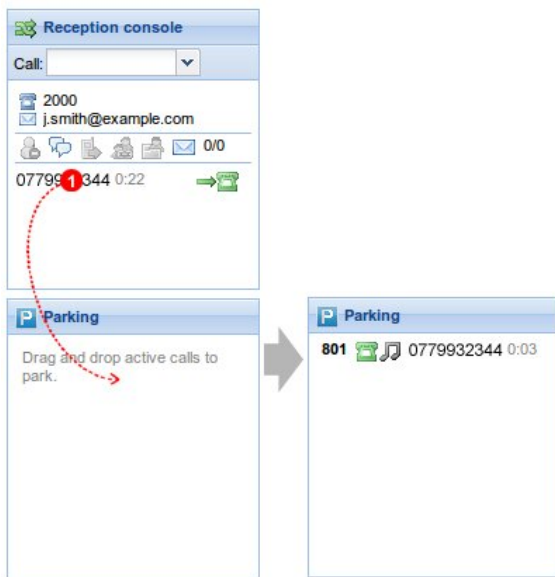


Figure 2.2 Call Parking.

To park a call drag and drop onto Parking panel. A three digit long parking number will be allocated to this call (starting with 801). To pickup parked call dial this three digit number on any phone.

3. Getting Help

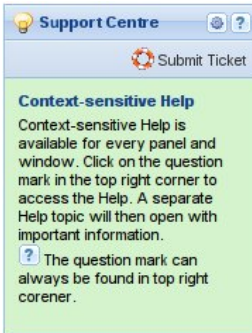


Figure 3.1 Help panel.

Submit ticket

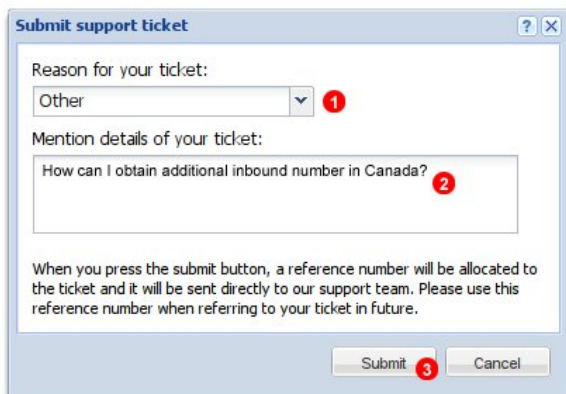


Figure 3.2 Submit support ticket window.

To submit a ticket click "Submit ticket" button located in Help panel - see figure 3.1. Next select your ticket type, from the drop down list (1) and enter details of your problem into text area (2). Finally click Submit button (3).

View your tickets

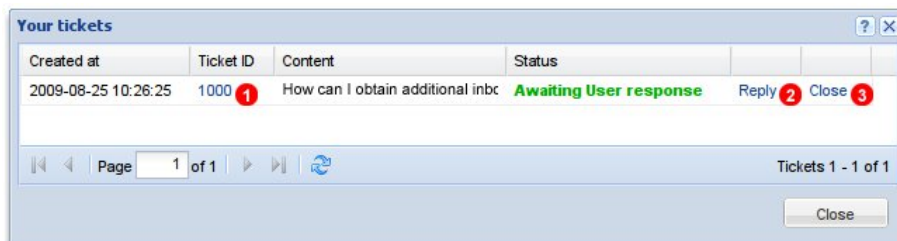




Figure 3.3 Your tickets window.

To view your tickets click gear icon  located in top right corner of Help panel. Next select  Your tickets from the context menu. To view history of all messages, click ticket ID link (1).

Reply to ticket

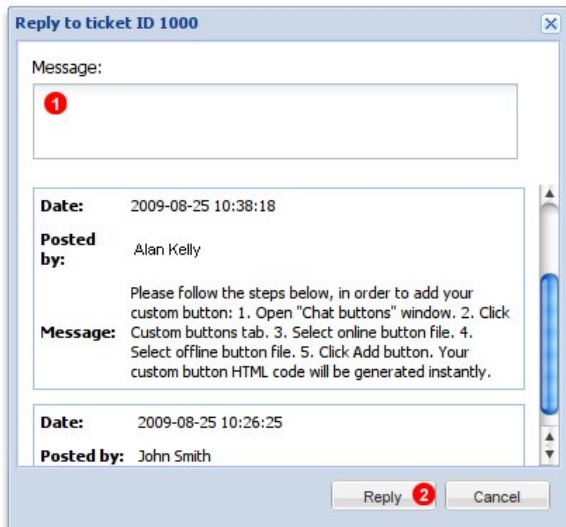


Figure 3.4 Ticket reply window.

To post a new message click Reply link - see (2) in figure 3.3. Next enter content of your reply into text area (1) and click Reply button (1). Once you are satisfied with the solution provided by support team, you can close your ticket by clicking Close link - see (3) in figure 3.3 above.

Remote Support

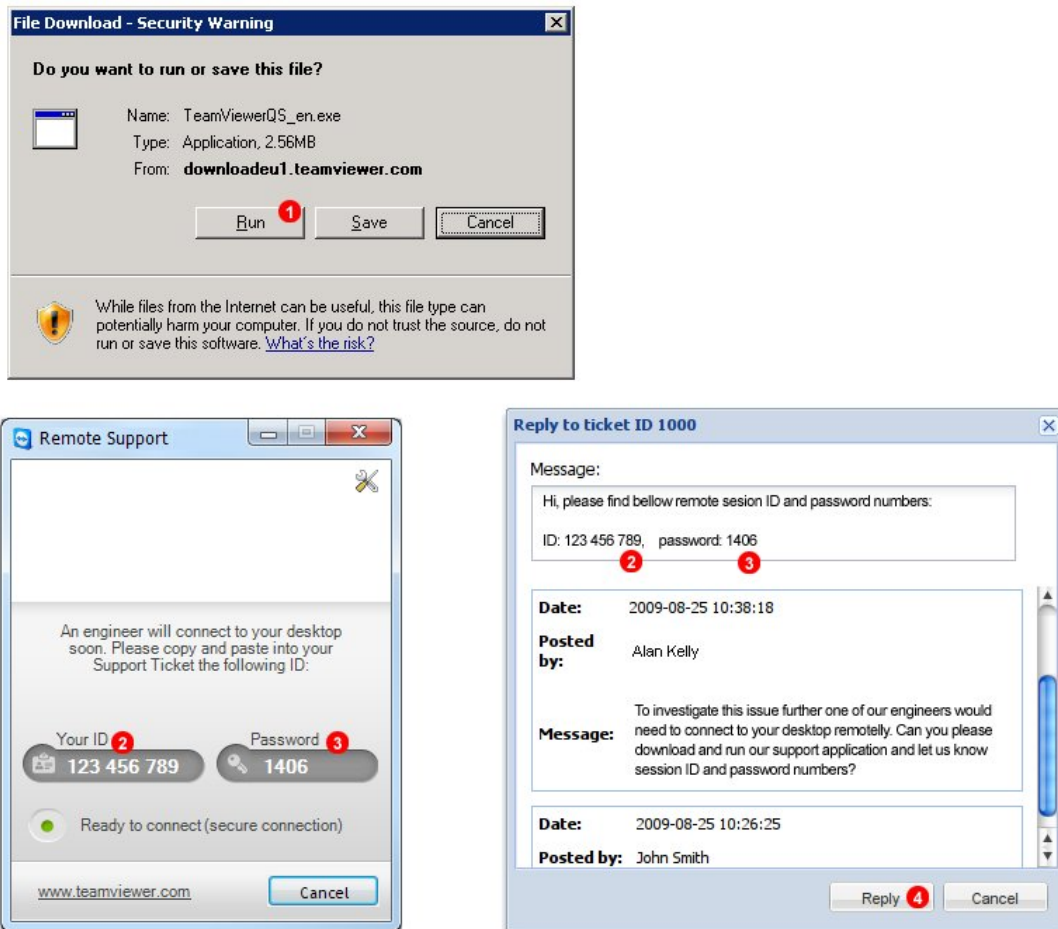


Figure 3.5 Remote Support application.

In some cases a support engineer may need to establish a remote connection with your computer in order to conduct further investigation or troubleshooting of the problem. To allow for that please:

1. Download and run our remote support program using a link provided by a member of our support team.
2. Copy and paste session ID - see (2) in figure 3.5 above into Support Ticket.
3. Copy and paste password (3) into Support Ticket.
4. Click Reply button (4).

After a short while an engineer will establish a connection with your PC.