
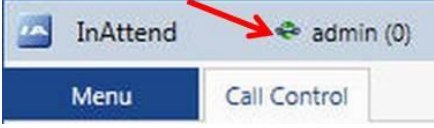











































InAttend Screen Icons







Calls can be handled using the following call control icons. For more information about InAttend icons, see the corresponding Section in the *InAttend User Guide*.

Icon	Name	Notes	Section
Attendant Icons			
	Connected to queues	These icons are displayed at the top of the screen next to the user name: 	3.1
	Not connected to queues		
Connection Panel Icons			
	Incoming Call	These icons display in the Connection Panel section of the InAttend interface.	3.1.2
	Ringing		
	Outgoing Call		
	Connected		
Call Control Icons			
	Answer	To accept an incoming call. When a call has been answered, the button will be replaced by the Transfer button and the call is displayed in the A field. If there is no incoming call, but there are calls in the queue list. The top entry will be placed as an incoming call.	7.1
	Transfer	To transfer a call in the A field, click this button, then press Num Enter to transfer the call. A call can be transferred in different ways: <ul style="list-style-type: none"> • Camp-on • Consultation • Before Answer 	7.4

Icon	Name	Notes	Section
		See <i>User Guide</i> section 7.4 for more information.	
	Dial	To initiate a call to the number that is highlighted on screen, click this button and press Num Del . If ambiguous numbers exist, a selection dialog is opened. If no number is highlighted an input dialog is opened.	7.2 7.11
	Disconnect All	Disconnect both A and B fields.	7.5
	Mute	Mutes the attendant's microphone.	
	Redial	Redials the last dialed number.	
	Select A	Dials the number displayed in the A field.	
	Select B	Dials the number displayed in the B field.	
	Three Party Conference Call	Connect A-field, B-field and Attendant.	7.9
	Disconnect A	Disconnects the call displayed in the A field.	
	Disconnect B	Disconnects the call displayed in the B field.	
	Toggle Active Party	Alternate between calls in the A and B fields.	
	Break Through	Deletes the immediate forwarding of a forwarded device and transfers the call. Forwarding is reset after the call is transferred.	
	Intrusion	Intrudes into an established call if an urgent call is waiting. The Intrusion button must be enabled by the InAttend administrator.	7.6
	Park	To enable a user to hold a call (for example, if the requested target is currently not available). Parked calls must be picked up again manually from the Park queue.	

Icon	Name	Notes	Section
	Retrieve	To retrieve a parked call from the park queue.	
	Tone Signaling	To send DTMF tones.	
	Redirect	Forwards a call. If an entry in the search results is highlighted and more than one phone number is available, you must select the number to use.	
	Remove Redirect	Removes an existing "Redirect/Follow me".	
	Recording	Records a call when "Record on Demand" mode is enabled.	10.1
	Auto answer on	To activate automatic answering of calls.	
	Auto answer off	To deactivate automatic answering of calls.	
	On Duty	To set your status to on duty.	
	Off Duty	To set your status to off duty.	
Line State Information			
		The attendant is in a call.	
		The attendant is currently dialing out.	
		The call is muted.	
		The attendant is currently receiving an incoming call.	

Icon	Name	Notes	Section
THE FOLLOWING ICONS ARE DISPLAYED IN THE A AND B FIELDS, BUSY LAMP FIELD, AND SEARCH RESULTS:			
		The extension is available.	
		The extension has been forwarded.	
		The extension is busy.	
		The extension is currently ringing.	
		Line state information is not available.	
Line State Information when CMG Server is Data Source			
		The user has an info message.	
		An acknowledged message.	
		A message that has not been sent yet.	
		User has specified an SMS channel.	
		User has an active activity with forwarding set.	
		User has an active activity but no forwarding is set.	
		User has recurring activities.	
		The user has an active activity and the extension has been diverted (typical to IVR or Attendant).	
		The user has an active activity and the extension has been forwarded to an extension (or MX-ONE Personal Number).	
		The user has an alternative number specified.	

Icon	Name	Notes	Section
		The user has voice mail activated.	
BluStar Presence Server Icons			
		The user is available. This status can only be shown if the user is registered and has logged in to a presence system.	
		The user is busy. This status can be shown for all users.	
		The user is not present. This status can be shown for all users.	
		The user is offline. This status can only be shown if the user is registered in a presence system and if the user has not logged in to the client.	
		The user is unknown. The user is not registered in a presence system.	