



100-6.1-044-001-1.1

Guide To Using Attendant Console

Software Release 6.1, Document Issue 1.1

April 12, 2011

Technical Data Subject to Change Without Notice

Table Of Contents

1 Introduction.....	2
1.1 Getting Started.....	2
1.2 Target Audience.....	2
1.3 Assumptions.....	2
1.4 Logging In.....	3
1.4.1 The User Portal.....	3
1.5 Terms	4
2 PBX Console Sections.....	5
2.1 PBX Extension Status.....	5
2.2 PBX Hunt Group Status.....	5
2.3 PBX PSTN Trunk Status.....	6
3 Using the PBX Console.....	7
3.1 Monitoring inbound calls.....	7
3.1.1 Redirecting Inbound Calls.....	7
3.2 Changing The DND Setting.....	8
3.3 Bridging Extensions.....	9
3.4 Conference Management.....	11
3.4.1 Adding a Conference.....	11
3.4.2 Change An Existing Conference.....	12
3.4.3 Deleting An Existing Conference.....	12
3.4.4 Managing An Active Conference.....	12
3.4.4.1 Calling To Add a Member.....	13
3.4.4.2 Muting Conference Members.....	13
3.4.4.3 Disconnecting Conference Members.....	13

1 Introduction

This manual provides you with information on using the Telegato Cheetah Attendant Console.

This document addresses the needs of PBX customers

1.1 Getting Started

To use the Attendant Console you must log into the PBX web server. Point your browser to the network address or name of the PBX. Example: <http://192.168.1.102>.

1.2 Target Audience

This document is intended for installers and administrator or either a Cheetah PBX. It is a user's guide document.

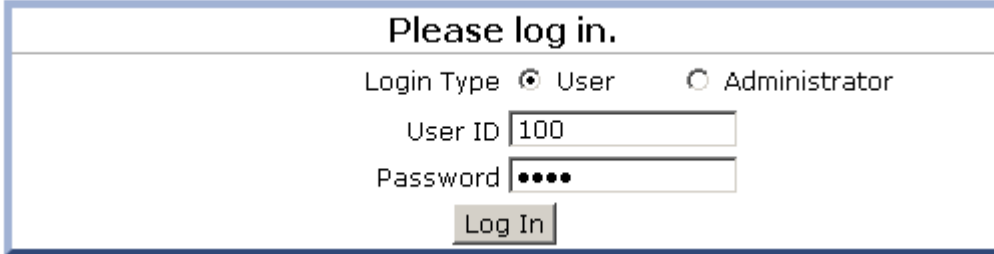
1.3 Assumptions

It is assumed that the reader has already read the Auto-Attendant user guide and is familiar with using our grids. i.e., To delete one or more records, select them and press the Delete button on the grid. To see the details of a record, select it and press the Change button on the grid.

1.4 Logging In

To get to the PBX Attendant Console, you must open a browser window and type the network name or IP address of your PBX and press the Go button or the 'Enter' key on your keyboard. You will then see a login dialog like this:

Figure 1 PBX web portal log in



Please log in.

Login Type User Administrator

User ID

Password

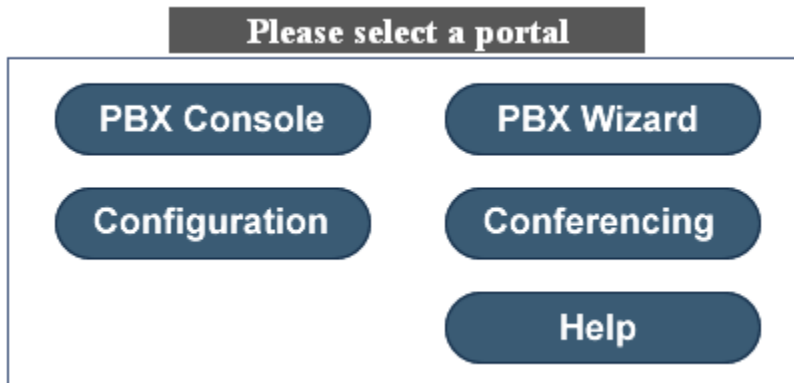
In this dialog make sure the 'User' radio button is selected and enter your extension number and VoiceMail password.

After typing the user ID and password, either click the Log In button or press the 'Enter' key on your keyboard.

1.4.1 The User Portal

After you've logged in you will see the User's portal which looks like this:

Figure 2 User Portal Selections



Please select a portal

Click the button labeled PBX Console.

Next you will see the PBX Console landing page.

The screenshot displays the PBX Console interface with three main sections:

- PBX Extension Status:** A table with columns: Ext, Name, Current State, Call Information, Last Call, DND, and Other Information. It lists 13 extensions with their respective names and states (e.g., Not Registered, Idle).
- PBX Hunt Group Status:** A table with columns: Hunt Group Name, Number To Use, Number Available, Calls Waiting, and Longest Wait Time. It shows one hunt group named 'test' with 0 in all other fields.
- PBX PSTN Trunk Status:** A row of eight trunks (Trunk 1 to Trunk 8) with status indicators (green circles for active, white circles for inactive).

At the top right side you'll see the Log Out link and the Choose a Portal link which can be used at any time to log out of the system or go to a different portal.

This page is broken into three sections as described in the following sections.

1.5 Terms



Throughout this document the following terms will be used. A basic understanding of these terms should be understood before proceeding further. These terms are focused on inbound calls but apply equally as well for outbound calls.

Name	Description
Attendant Console	An application that monitors all aspects of a PBX and allows a user to monitor and manage calls to extensions. We refer to this as a PBX console.
PBX	Private Branch Exchange. A phone system for business that provides calling features and inter-extension dialing.
PSTN	Public Service Telephone Network. Generally thought of as the phone company.

2 PBX Console Sections

2.1 PBX Extension Status

This section shows the current status of all defined extensions. Following is an explanation of the columns:

Name	Description
Ext	The extension number.
Name	The user's name assigned to the extension
Current Status	The status of the extension.
Call Information	This is only present if the extension is in use and will show either the inbound or outbound call information.
Last Call	The date and time the last call was received or placed.
DND	A green check mark  means this extension can be called and is not on Do-Not-Disturb (DND). A red X  means the extension may not be called. i.e., It is on DND.
Other Information	This will show additional information such as the Ring Group or Hunt Group the extension belongs to. Call forwarding information will also show up here.

2.2 PBX Hunt Group Status

This section shows the current status of all defined hunt groups. Following is an explanation of the columns:

Name	Description
Hunt Group Name	The name of the Hunt Group.
Number In Use	The number of Hunt Group members (extensions) that are currently connected to a caller.
Number Available	The number of Hunt Group members (extensions) that are part of the Hunt Group but not currently connect to a caller..
Calls Waiting	The number of calls currently queued and waiting to be answered.
Longest Wait Time	The longest time any caller has been waiting to be answered. Will be the number of hours, minutes, and seconds waiting and represented as hh:mm:ss. If this time has not been hours, then "hh:" is not shown.

2.3 PBX PSTN Trunk Status

This section shows the current status of all defined PSTN trunks. This will be 8 columns where each column is the name of a PSTN trunk. Each Trunk can have one of three images shown:

- The trunk does not have any PSTN connectivity.
- The trunk has a PSTN connection and it is currently in use.
- The trunk has a PSTN connection and it is currently idle (not in use).

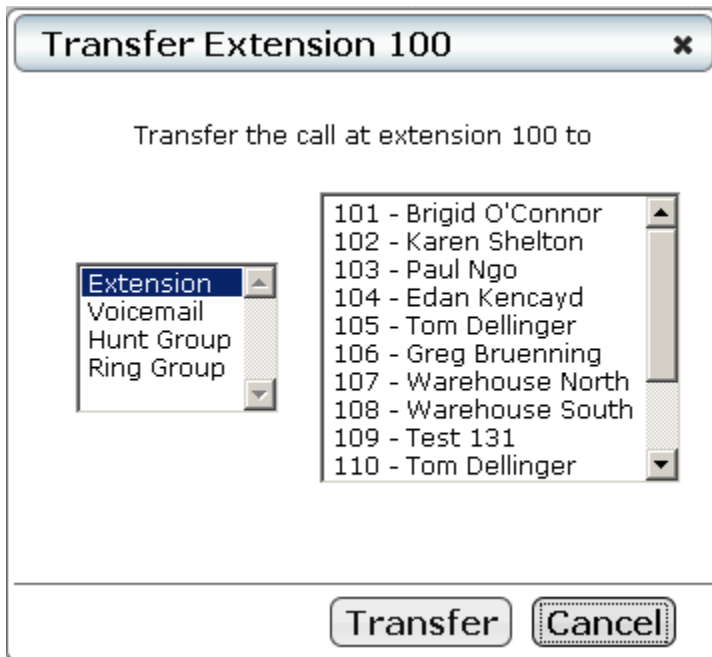
3 Using the PBX Console

The following subsections describe the typical uses of the PBX Console.

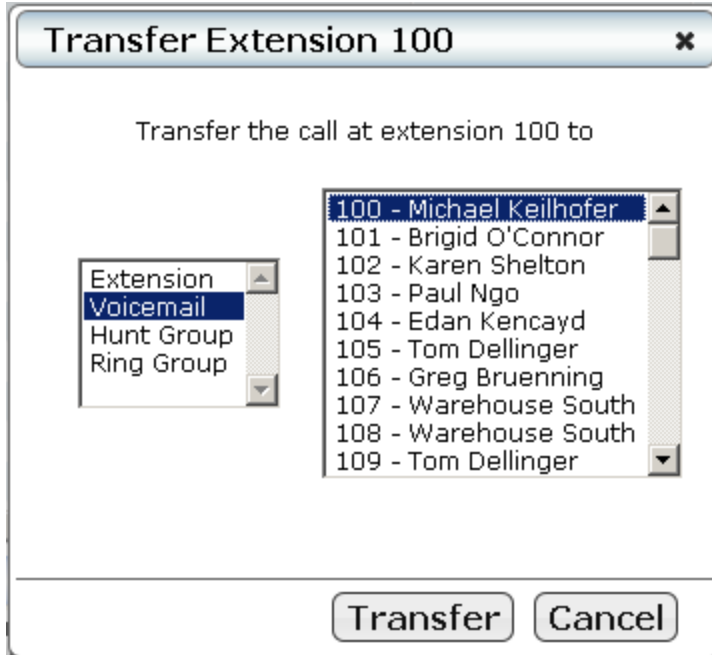
3.1 Monitoring inbound calls

3.1.1 Redirecting Inbound Calls

If you have a PBX console up on your PC while in a meeting and hear your phone ringing, glance at the PBX console. If the number and name are unfamiliar, you can click the line with your extension and press the Transfer button. Next you will see this dialog:



Select Voicemail and a Voicemail box as shown here:



Now press the Transfer button. This send the call to the selected Voicemail box.

If you were someone at a front desk, you might listen for your boss’s phone and, realizing he’s in a meeting, perform the same action. You might also chose to send the caller to another extension, such as my own, to intercept the call.

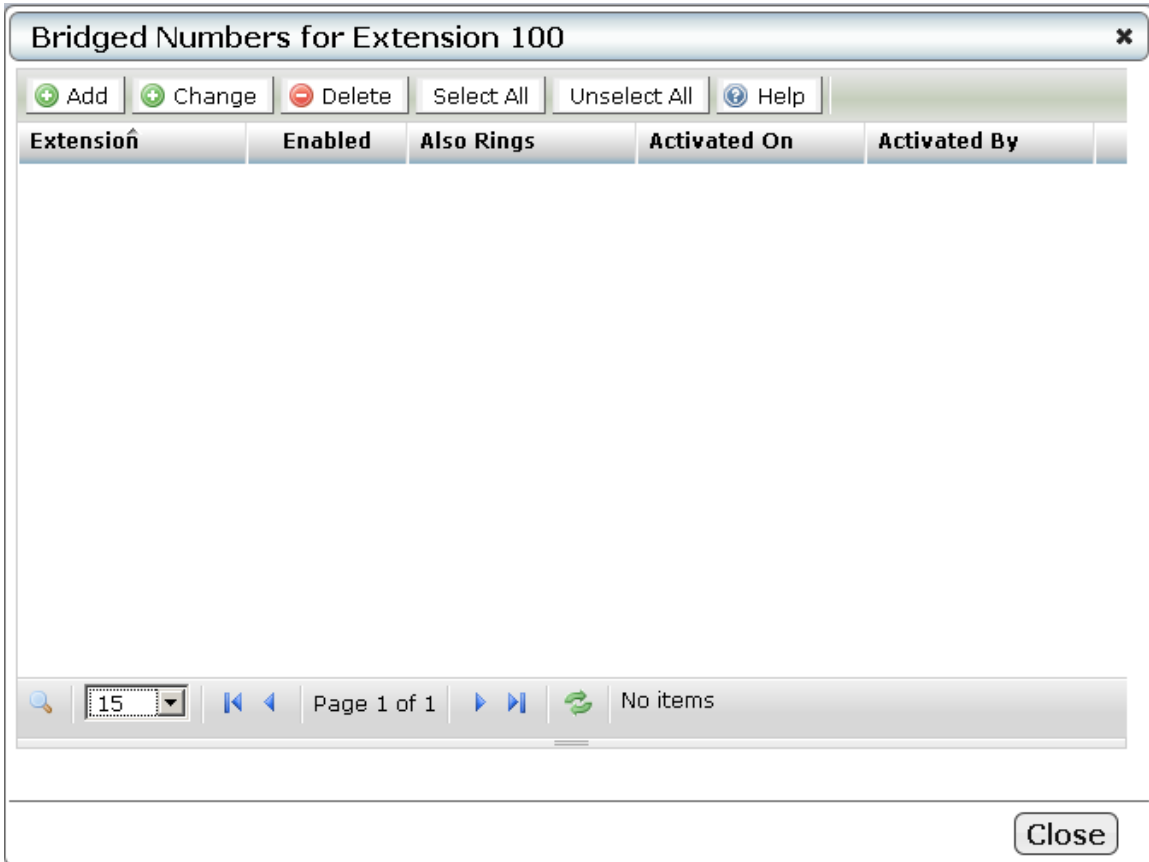
3.2 Changing The DND Setting

If you see a call going to someone that I know is out of the office, I might want to set their Do-Not-Disturb to “on”. To do this, select the line with the target extension and press the Toggle DND button or click the green check. Either action will change the green check to a red X meaning the extension is now on Do-Not-Disturb.

3.3 Bridging Extensions

When an extension is bridged that means that all calls to that extension also ring to the bridged extensions. An example of using this might be to bridge the boss's extension to an assistant's extension so that every call to the boss also rings the assistant's phone.

In the following image we show the dialog for extension 100 when it's line was selected and the Bridge button pressed.



To add (bridge) an extension, press the Add button.

Bridged Numbers for Extension 100 - Add Record ✕

* Extension
100

Enabled ⓘ

Also Rings

- 101 (Brigid O'Connor)
- 102 (Karen Shelton)**
- 103 (Paul Ngo)
- 104 (Edan Kencayd)
- 105 (Tom Dellinger)
- 106 (Greg Bruenning)

Submit Cancel

Select an extension. In this case, I selected 102. Press the Submit button and this dialog will close, you will get a confirmation box, and the Bridged Numbers dialog will now look like this:

Bridged Numbers for Extension 100 ✕

+ Add + Change - Delete Select All Unselect All ⓘ Help

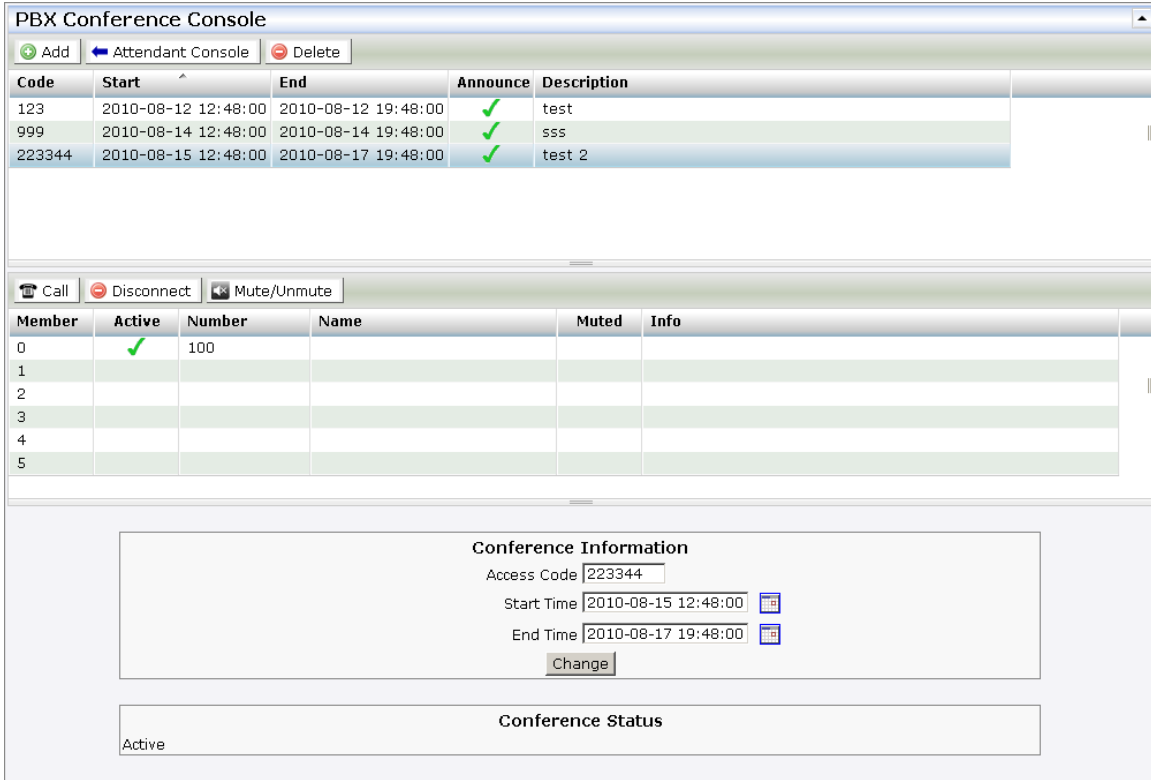
Extension	Enabled	Also Rings	Activated On	Activated By
100	✓	102	2010/08/14 15:16:02	100

15 Page 1 of 1 Displaying 1 to 1 of 1 items

Close

3.4 Conference Management

To manage an active or future conference, press the Conference Management button.



The above image shows the default conference management page. It is divided into three sections:

1. A listing of all conferences defined for today and the future.
2. A list of current members for the selected conference.
3. The attributes of the selected conference.

3.4.1 Adding a Conference

To add a new conference, press the Add button on the top conference list grid. You will see the following dialog:

Add Conference [X]

* Access Code [?]

Start Time [Calendar] [?]

End Time [Calendar] [?]

Announce Names [?]

Description

Fill in the desired access code, start date and time, and end date and time. If you want members names announced when they join the conference, check the Announce Names check box. When finished, press the Submit button.

3.4.2 Change An Existing Conference

To change the attributes of an already defined conference, select it in the conference listing grid. You will its attributes in the bottom section of the page. Make the desired changes and press the Submit button.

3.4.3 Deleting An Existing Conference

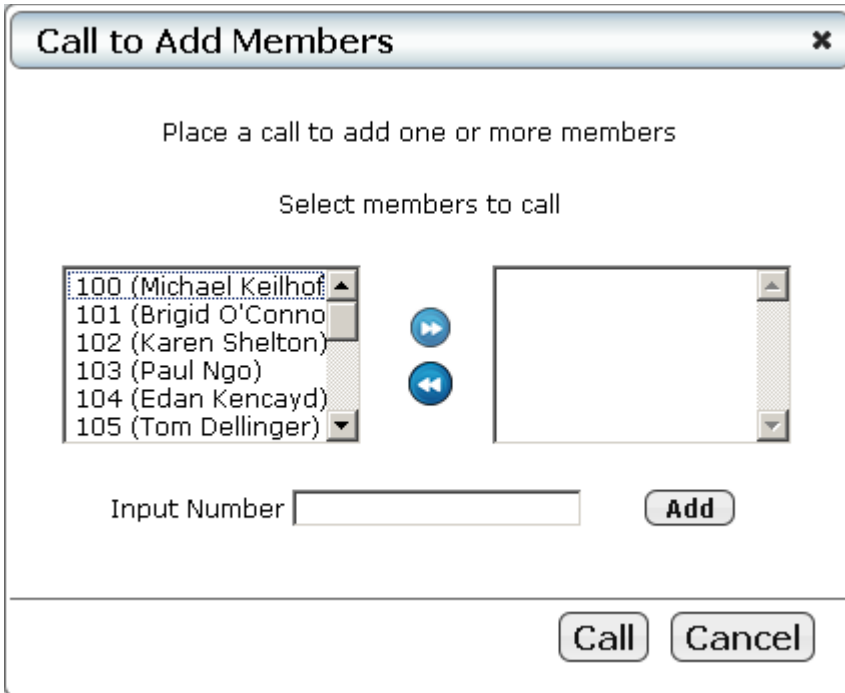
To delete an existing conference, select it in the conference listing grid and press the Delete button. Once you confirm you really want to delete it, the conference will be deleted and disappear from the listing.


3.4.4 Managing An Active Conference

A conference is considered active if the current time is between the defined start and end time of the defined conference. An active conference that is selected will show its members in the middle section.

3.4.4.1 Calling To Add a Member

To add a conference member while a conference is active, press the Call button.



After the above dialog is displayed, select one or more extensions and click the  button or enter a 10 digit external telephone number in the Input Number field. When finished, press the Call button.

3.4.4.2 Muting Conference Members

To mute or un-mute one of the members, select the member and press the Mute/Unmute button.

3.4.4.3 Disconnecting Conference Members

To disconnect a member, select it and press the Disconnect button.

Evaluation

We hope you found this document useful, and easy to use. To help us provide you with the best documentation possible, we would like to get your feedback on this document. Please complete this form and use one of the following methods to return it to us:

- mail it to Telegato LLC
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- email: support@telegato.com

Please check Yes or No.

- Is this manual technically accurate? Yes No
If no, please explain: _____

- Is information missing? Yes No
If yes, please explain: _____

- Are the organization and layout clear? Yes No
If no, please explain: _____

- Is information easy to find? Yes No
If no, please explain: _____

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