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## Call Control

This chapter describes call control. Calls are separated and displayed on the Incoming Calls, Active Calls, or Held Calls window. OfficeServ Operator users can use each call control button or the Call menu to control calls.

The call control buttons and Call menu are described below :


Button	Call Menu	Description
	Dial	Dial
	Answer	Answer incoming calls
	Drop	Release currently active calls
	Hold	Hold
	Unhold	Answer a held call
	Transfer, Toggle	Transfer, call alternation
	Park	Hold a station
	Conference	Conference calls
	Page	Broadcasting
	Camp On	Call waiting
	Transfer to Voice Mail	Transfer to a voice mail
	Call Recording with Voice Mail	Start/stop recording
	Callback	Reservation of a call to a busy/unanswered station
	Leave Message	Leave a message to a busy/unanswered station
	Redirect	Transfer without answering an incoming call(Redirect)
	OHVA	Urgent notification(OHVA)

# 1 General Functions

## 1.1 Dial

Users can dial a call in one of the following ways :

### Dial a call using the call control button

Enter a phone number using the keyboard. Press the Dial button ().

### Dial a call using the [Enter] key

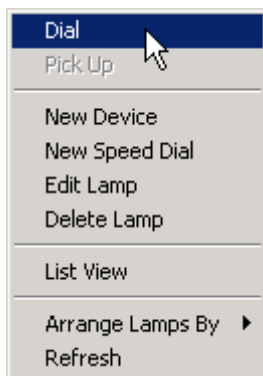
Enter a phone number using the keyboard. Press the [Enter] key.

### Dial a call by double clicking

Select and double-click a device from the BLF window to dial the selected device.

### Dial a call by the popup menu

Select a device from the BLF window. Right-click and select [Dial].



NOTE

#### Entering Numbers and Special Characters Using the Keyboard

OfficeServ Operator enables the user to conveniently enter the numbers from 0 to 9 and special characters such as # and \* using the keyboard without putting the cursor on the text box to dial a call automatically. However, other special characters cannot be entered.

## 1.2 Answer


Once a call is connected to the operator's station, the connected call is displayed on the Incoming Calls window. If there are two incoming calls, the user can select a call to answer. The first connected call is displayed on the top of the list.



F2 Incoming Calls			
CID	DID	Duration	Detail
205		00:00:14	
Sanghee			
701		00:00:09	

Press [F2] to move the highlight of the window to the top call on the incoming call list. Use the arrow key of the keyboard to select an incoming call to answer. Answer the call in one of the following ways :

### Answer a call using the call control button

Click the Answer button()

### Answer a call using the shortcut key

Press the [F5] key to answer a call.

### Answer a call using the [Enter] key

Press the [Enter] key to answer a call.

### Answer a call by double clicking

Double click the incoming call to answer from the Incoming Calls window to answer the call.

### Answer a call by drag and drop

Drag the incoming call to answer from the Incoming Calls window and drop the call on the Active Calls window. Then, the user can answer the call.

## 1.3 Drop

Press [F2] to move the highlight of the window to the top call on the Active Calls window. Use the arrow key of the keyboard to select a call to drop. Drop the call in one of the following ways :

### Drop a call using the call control button

Click the Drop button().

### Drop a call using the shortcut key

Press [F6] to drop a call.

### Drop a call using the [-] key

Press [-] to drop a call.



NOTE

#### How to move to the top call on the Active Calls window :

Press [F3] to move the highlight of the window to the top call on the Active Calls window.

Press [F4] to move the highlight of the window to the top call on the Held Calls window. Then, the held calls will drop.

## 1.4 Hold

Press [F3] to move the highlight of the window to the top call on the Active Calls window. Use the arrow key to select the held call to answer. Hold the call in one of the following ways :

### Hold a call using the call control button

Click the Hold button().

### Hold a call using the shortcut key

Press [F7] to hold a call.

### Hold a call using the [+] key

Press [+] to hold a call.

### Hold a call by drag and drop

Drag a call from the Active Calls window and drop the call on the Held Calls window. Then, the user can hold the call.

## 1.5 Unhold

Press [F4] to move the highlight of the window to the top call on the Held Calls window. Use the arrow key to select the held call to answer. Answer the held call in one of the following ways :

### Unhold a call using the call control button

Click the Unhold button().

### Unhold a call using the shortcut key

Press [F8] to answer a held call.

### Unhold a call using the [Enter] key

Press the [Enter] key to answer a held call.

### Unhold a call by double clicking

Double-click the held call to answer from the Held Calls window to answer the call.

### Unhold a call by drag and drop

Drag the held call to answer from the Held Calls window and drop the call on the Active Calls window. Then, the user can answer the held call.

## 1.6 Transfer

The following two ways are used for transfer : In OfficeServ Operator, 'Consultation Transfer' is used by default. 'Blind Transfer' is used for dragging the call and dropping it on the BLF.


### Blind transfer

Transfer a call irrespective of the intention of the other party to answer the transferred call.

### Consultation transfer

Make a call to the other party to answer the transferred call and asks if he or she will answer the transferred call.

### Transfer attempt using the call control button

Enter the number of the extension to transfer using the keyboard and click the Transfer button().

### Transfer attempt using the shortcut key

Enter the number of the extension to transfer using the keyboard and press [**F9**] to attempt transfer.

### Transfer attempt using the [Enter] key

Enter the number of the extension to transfer using the keyboard and press [**Enter**] to attempt transfer.

### Transfer attempt by drag and drop

Drag the call to transfer from the Active Calls window with pressing [**Ctrl**] and drop the call on the device on the BLF window to attempt transfer.

### Blind transfer completed

Once transfer is completed, the two calls are displayed on the Active Calls window as shown below: Select a call on hold (transfer) and press [-] or [F6] to complete transfer.

F3 Active Calls				
CID	DID	State	Duration	Details
204		Ringback	00:00:14	
205 Sanghee Lee		On Transfer Hold	00:00:40	

Caller Information		Recently Forwarded To:	
Name:	<input type="text"/>	1:	<input type="text"/> T
Company:	<input type="text"/>	2:	<input type="text"/> T
Title:	<input type="text"/>	3:	<input type="text"/> T
Tel No.:	<input type="text"/>		
Note:	<input type="text"/>		

### Cancel transfer

Select a call in a ringback state and press [-] or [F6] to cancel transfer.

F3 Active Calls				
CID	DID	State	Duration	Details
204		Ringback	00:01:00	
205 Sanghee Lee		On Transfer Hold	00:01:26	

Caller Information		Recently Forwarded To:	
Name:	<input type="text"/>	1:	<input type="text"/> T
Company:	<input type="text"/>	2:	<input type="text"/> T
Title:	<input type="text"/>	3:	<input type="text"/> T
Tel No.:	<input type="text"/>		
Note:	<input type="text"/>		

### Blind transfer by drag and drop

Drag a call from the Active Calls window and drop the call on the device to transfer on the BLF window.

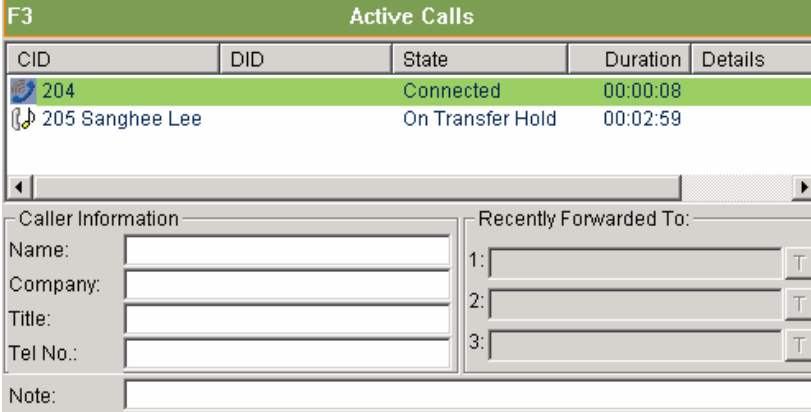


#### Troubleshooting when transfer cannot be made

If the other party is absent or does not answer a call when the operator transfers the call, the call will be returned to the operator. At this time, Details shows the call has been reconnected.

## 1.7 Toggle

Once the other party answers the call transferred by the operator, the call state would be 'consultation transfer'. The Active Calls window is displayed as shown below :




CID	DID	State	Duration	Details
204		Connected	00:00:08	
205 Sanghee Lee		On Transfer Hold	00:02:59	

Caller Information		Recently Forwarded To:	
Name:	<input type="text"/>	1:	<input type="text"/> T
Company:	<input type="text"/>	2:	<input type="text"/> T
Title:	<input type="text"/>	3:	<input type="text"/> T
Tel No.:	<input type="text"/>		
Note:	<input type="text"/>		

The operator can toggle a call between 'the caller' and 'the party being transferred' and complete transfer.

### Toggle a call using the call control button

Once the Transfer button is replaced with the Toggle button, press the Toggle button()

### Toggle a call using the shortcut key

Press [**F9**] to toggle a call.

### Toggle a call using the [Enter] key

Press [**Enter**] to toggle a call.

### Toggle a call using the [/] key

Press [/] to toggle a call.


### Consultation transfer completed

Press [-] or [**F6**] to complete consultation transfer.

## 1.8 Park

If a station is busy, the busy station can be held. The external(C.O. line) call would be a held call of the specified station. However, if the station specified by the user is idle, blind transfer will be made.

### **Park a call using the call control button**

Enter the number of the extension to hold using the keyboard and press the Park button()

### **Park a call using the shortcut key**

Enter the number of the extension to transfer using the keyboard and press [**F10**] to park a call.


### **Park a call by drag and drop**

Drag a call to park from the Active Calls window with pressing [**Alt**] and drop the call on the device on the BLF window. Then, the call will be parked.

## 1.9 Attempt/Cancel a Conference Call

This menu enables multiple users to join a conference call.

### Attempt a conference call using the call control button

Enter the number to add to the conference call using the keyboard and press the Conference button (  ). The window below shows that a conference call is being attempted to Station 204 while making a call to Station 701 :



F3 Active Calls				
CID	DID	State	Duration	Details
 204		Ringback	00:00:05	
 Conference Call		On Hold(Conf)	00:00:04	
 701		Conference	00:00:14	

### Cancel a conference call using the call control button before the other party answers

Press the Drop button (  ) before the other party answers.

### Cancel a conference call using the [-] button before the other party answers

Press [-] to cancel a conference call before the other party answers.

### Cancel a conference call using the shortcut key before the other party answers

Press [F6] to cancel a conference call before the other party answers.

Once the other party answers, the Active Calls window is displayed as shown below : <Check the figure below : >



F3 Active Calls				
CID	DID	State	Duration	Details
 204		Connected	00:00:07	
 Conference Call		On Hold(Conf)	00:00:36	
 701		Conference	00:00:46	

**Cancel a conference call using the call control button after the other party answers**

Press the Drop button() after the other party answers.

**Cancel a conference call using the [/] key after the other party answers**

Press [/] after the other party answers to cancel a conference call.


**Cancel a conference call using the shortcut key after the other party answers**

Press [F6] after the other party answers to cancel a conference call.

**Connect a conference call using the call control button**

Press the Conference button after the other party answers to make a conference call. Once the conference call is made, the Active Calls window is displayed as shown below :



F3 Active Calls				
CID	DID	State	Duration	Details
 Conference Call		Connected	00:01:05	
 204		Conference	00:00:36	
 701		Conference	00:01:15	

**Connect to a conference call using the [-] key**

Press [-] after the other party answers to connect to a conference call.


## 1.10 Add/Remove Participants or Leave a Conference Call

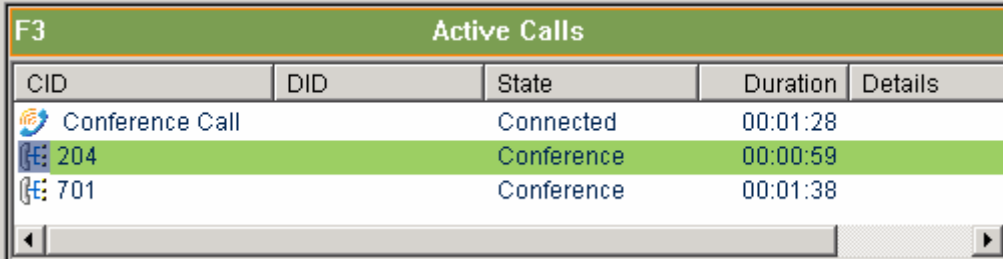
This section describes how to add or remove participants during a conference call or leave a conference call. Up to five people can participate a conference call in the OfficeServ system.




### Add participants

Participants can be added during a conference call in the same way as conference call attempt/cancellation described above :

### Remove participants using the call control button

Use [F3] and the arrow key to select the participant to remove from the conference call. Press the Drop button() to remove the participant.



F3		Active Calls		
CID	DID	State	Duration	Details
 Conference Call		Connected	00:01:28	
 204		Conference	00:00:59	
 701		Conference	00:01:38	


### Remove participants using the shortcut key

Use [F3] and the arrow key to select the participant to remove from the conference call. Press [F6] to remove the selected participant.

### Remove participants using the [-] key

Use [F3] and the arrow key to select the participant to remove from the conference call. Press [-] to remove the selected participant.

### Leave a conference call using the call control button

Use [F3] and the arrow key to select the **Conference Call**. Press the Drop button() to exit and leave the conference call.



F3		Active Calls		
CID	DID	State	Duration	Details
 Conference Call		Connected	00:01:05	
 204		Conference	00:00:36	
 701		Conference	00:01:15	

### **Leave a conference call using the shortcut key**


Use [F3] and the arrow key to select the Conference Call. Press [F6] to exit and leave the conference call.

### **Leave a conference call using the [-] key**


Use [F3] and the arrow key to select the Conference Call. Press [-] to exit and leave the conference call.

## **1.11 Page**

### **Page within the default page zone**

Press the Page button() to page within the default page zone set in the option.

### **Page in a zone other than the default page zone**

Enter a zone for page and press the Page button()



#### **When a headset is not used**

A user who does not use a headset must lift a handset before paging.


## 2 Add-on Functions

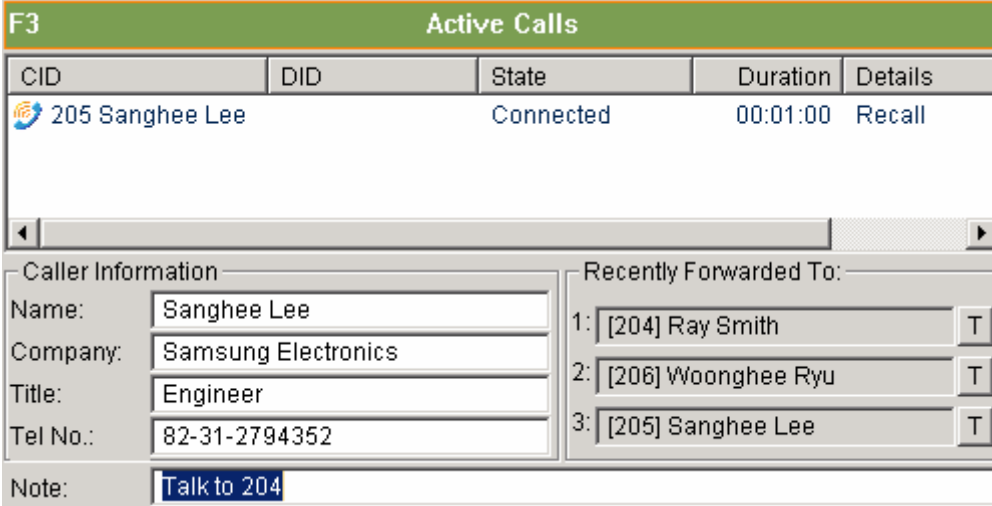
### 2.1 Hold with a Note

If a call is held while a note is saved in the Note : text box from the Active Calls window, the Note column from the Held Calls window will show the contents of the note. Also, the contents will be saved in the call log database and be displayed on the 'Log Viewer' after the call is completed.


Holding a note is one of the major functions of OfficeServ Operator. This function enables the user to check the reason why the calls have been held when the user answers and handles the held calls.

#### Hold a call with a note using the call control button

Enter a note in the Note : text box from the Active Calls window and press the Hold button().



The screenshot shows the 'Active Calls' window with a table of call details and a form for caller information and notes.

CID	DID	State	Duration	Details
 205 Sanghee Lee		Connected	00:01:00	Recall

Caller Information		Recently Forwarded To:	
Name:	Sanghee Lee	1:	[204] Ray Smith T
Company:	Samsung Electronics	2:	[206] Woonghee Ryu T
Title:	Engineer	3:	[205] Sanghee Lee T
Tel No.:	82-31-2794352		
Note:	Talk to 204		

#### Hold a call with a note using the shortcut key

Enter a note in the Note: text box from the Active Calls window and press [F7] to hold the note.

#### Hold a call with a note using the [+] key

Enter a note in the Note: text box from the Active Calls window and press [+] to hold the note.

#### Hold a call with a note by drag and drop

Enter a note in the Note: text box from the Active Calls window. Drag the call from the Active Calls window and drop the call on the Held Calls window. The note will be held.

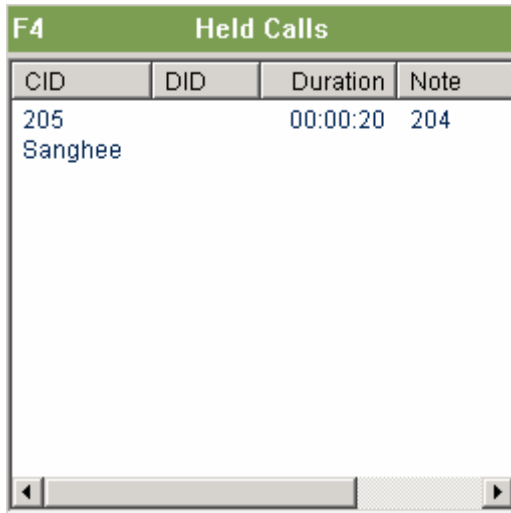
## 2.2 Target Hold (Transfer Reservation)

If the station to transfer is busy, set the station as a target and hold it. Then, the held call will be automatically transferred just after the station to transfer becomes available.

Target holding is one of the major functions of OfficeServ Operator. This function enables the user to hold a call, monitor the state of the station to transfer, answer the held call, and then transfer the call at a time.

### Target Hold using the call control button (transfer reservation)

Enter the number of the target station using the keyboard and press the Hold button (🎵). The Note column on the Held Calls window shows the target station number as shown below :



F4 Held Calls			
CID	DID	Duration	Note
205	Sanghee	00:00:20	204

### Target Hold using the shortcut key (transfer reservation)

Enter the target extension number using the keyboard and press [F7] to hold the target.

### Target Hold using the [+] key (transfer reservation)


Enter the target extension number using the keyboard and press [+] to hold the target.

### Target Hold by drag and drop (transfer reservation)

Enter the target extension number using the keyboard. Drag the call on the Active Calls window and drop the call on the Held Calls window to hold the target.

### **Target Hold while a note exists (transfer reservation)**

If the target hold is done while a note exists in the Note : text box on the Active Calls window, the target extension number and contents of the note will be displayed in the Note column of the Held Calls window. Also, the contents will be saved in the call log database and be displayed on the 'Log Viewer'.

	<b>When a recall time is set</b>
NOTE	If a call is not completed from the target station until the recall time of the held call set in the system expires, the target held call will be automatically recalled to OfficeServ Operator. It is recommended that the recall time of the held call in the system increases to use the target hold function properly.

## **2.3 Call Back**

If a call is made to a busy or unanswered station, the caller can call back. If the caller calls back and the call-backed station is idle, the caller will be connected to the station.

### **Set call back using the call control button**

Make a call to a station. Press the Callback button() to set call back.


### **Set call back using the [/] key**

Make a call to a station. Press [/] to set call back.

## **2.4 Leave Message**

If a station is busy or a call is not answered from the station, the caller can leave a message.

### **Leave a message using the call control button**

Make a call to a station and press the Leave Message button() to save a message.


### **Leave a message using the [-] key**

Make a call to a station and press [-] to save a message.

## 2.5 Camp On

This section describes how to camp on a call when transfer is attempted after a call but the other party is busy.

### Camp on a call using the call control button

If transfer is attempted after a call but the other party is busy, press the Camp On button().


### Camp on a call using the [-] key

If transfer is attempted after a call but the other party is busy, press [-].

## 2.6 OHVA

This section describes how to use OHVA when the user makes a call to a busy station or attempts transfer after a call but the other party is busy.

### OHVA using the call control button

If the user makes a call to a busy station or attempts transfer after a call but the other party is busy, press the OHVA button().

### OHVA using the [/] key

If the user attempts transfer after a call but the other party is busy, press [/].



NOTE

#### Station set as DND

OHVA cannot be used in the station set as DND.

## 2.7 Connect to Voice Mail

The My Voice Mail option from the Call menu enables the user to check the left messages by connecting to the voice mail.

This option enables digital/IP phone users to automatically make a call through a speaker. If the user uses a regular phone, lift a handset first and attempt connection.



NOTE

### Checkpoint

The SVMi-8/SVMi-16 card should be mounted on the system and operate properly to use My Voice Mail.

## 2.8 Leave a Voice Message

The Leave a Voice Message option from the Call menu enables the user to leave a message to another station subscriber's voice mail.

Enter the number of the extension to which a message is left in the target text box and select the option. This option enables digital/IP phone users to automatically make a call through a speaker. If the user uses a regular phone, lift a handset first and attempt connection.




NOTE

### Checkpoint

The SVMi-8/SVMi-16 card should be mounted on the system and operate properly to leave a voice message.

## 2.9 Transfer to a Voice Mail

If the other party to answer a transferred call is busy or absent, this menu enables the user to transfer a call to the other party's voice mail.

Enter the extension number of the other party using the keyboard. Press the Transfer to Voice Mail button().




NOTE

### Checkpoint

The SVMi-8/SVMi-16 card should be mounted on the system and operate properly to use the Voice Mail.

## 2.10 Call Recording

Press the Call Recording button() to record a call.

The recording is automatically saved in the user's voice mail and 'REC' is displayed on the status bar during recording.




### Checkpoint

The SVMi-8/SVMi-16 card should be mounted on the system and operate properly to record a call.

## 2.11 Redirect

This menu enables the user to transfer an incoming call to another station without answering the call.

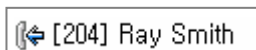
Press [F2] to move the highlight of the window to the top call of the incoming call list. Use the arrow key to select the incoming call to transfer. Press the Redirect button() for transfer.

## 2.12 Pick Up

This menu enables the user to pick up a call when the station connected to a call does not answer the call.

### Pick up a call by double clicking

Double click the station device to pick up from the BLF window. The status icon below on the BLF window shows that a call has been connected to a station :



### Pick up a call by the popup menu

Select the station device to pick up from the BLF window. Right-click the device and select **Pick Up**.

