

# Facet*Phone*<sup>TM</sup>

User's Guide

Facet*Corp*



# ***Trademarks and Copyright***

---

Facet***Phone*** is a trademark of Facet Corp.

Facet***Win***® is a registered trademark of Facet Corp.

Windows® is a registered trademark of Microsoft Corporation.

UNIX® is a registered trademark of The Open Group.

Linux is a registered trademark of Linus Torvalds.

All other product names are trademarks or registered trademarks of their respective companies.

Facet***Phone***

Version 5.0

© Facet Corp. 2003-2009

All Rights Reserved

June 16, 2009

Facet***Corp*** 5999 Summerside Dr., Suite 210 Dallas, TX 75252 USA  
Telephone: 1-877-322-3846 (1-877-FacetGo) or 1-972-985-9901  
FAX: 1-800-982-9901 or 1-972-612-2035

# ***Limited Software License Agreement / Warranty***

---

Your FacetPhone IP-PBX System (“System”) consists of Facet Corp.’s FacetPhone software (“Software”) and third-party hardware and software as listed on the purchase order(s) or FacetPhone pricing spreadsheets for your System. YOUR PURCHASE OR LEASE OF A FACETPHONE SYSTEM CONSTITUTES YOUR CONSENT TO THE FOLLOWING TERMS:

**LICENSE GRANT:** Facet Corp. hereby grants to you a limited, nonexclusive and nontransferable (except as provided in the following sentence) license to use the Software only in machine-readable object code form and solely on one or more file servers owned or leased by you, except that the client desktop software included in the Software may be installed on any computer on your local network. This Limited Software License is granted only to the owner of the single System with which it is sold, and may be transferred only (1) with transfer of ownership of such System and (2) upon written notice to Facet Corp. of the name and address of the transferee. In the event of such transfer (a) the transferee shall be bound by the terms of this Agreement, (b) the transferor shall have no further rights under this Agreement, and (c) any remaining warranty is void unless the entire System (hardware and software) in the form delivered to the transferor by Facet Corp. is transferred.

The Software is licensed based on the number of station ports (FXS/extension, soft phone and IP phone) and the number of line ports (FXO/T1 channels) you have represented to us will be incorporated into your FacetPhone System. This license does not extend to any ports in excess of the number for which you have paid a licensing fee. You grant to Facet Corp. or our representatives the right to examine your phone system components during your normal business hours to verify compliance with the above licensing provisions. In the event such examination discloses that the licensed number of ports has been exceeded, at Facet Corp.’s option you shall promptly pay to Facet Corp. the appropriate license fee for the additional ports from the date of acquisition of your System or Facet Corp. may terminate this license for failure to pay the required license fee.

You acknowledge that all rights in and to the Software, documentation and all copyrights and intellectual property rights not expressly granted to you herein shall remain the property of Facet Corp.

You may make one (1) archival copy of the Software solely for backup purposes. Otherwise, YOU MAY NOT COPY THE SOFTWARE OR DOCUMENTATION IN WHOLE OR IN PART, MODIFY THE SOFTWARE IN ANY MANNER,

DECOMPILE, DISASSEMBLE OR OTHERWISE REVERSE ENGINEER ALL OR ANY PORTION OF THE SOFTWARE, OR RENT, LEASE, DISTRIBUTE, SUBLICENSE, SELL, OR CREATE DERIVATIVE WORKS OF THE SOFTWARE.

This license is effective until terminated. You may terminate this license at any time by removing the Software from your System and destroying all copies of the Software and any documentation. This license will terminate immediately without notice from Facet Corp. if you fail to comply with any provision of this license, in which event you agree to remove the Software from your System and destroy all copies of the Software and any documentation.

**LIMITED WARRANTY.** In addition to any warranties available to you from third-party suppliers of hardware or software included in your System, Facet Corp. warrants that for a period of one (1) year from the date of purchase or lease of your System it will, at its option and subject to the exclusions set forth below, repair or replace any defective hardware or software included in your System (collectively, “Components”). This limited warranty extends only to you as the original licensee, and is your exclusive remedy and the entire liability of Facet Corp. under this limited warranty. In no event does Facet Corp. warrant that the Software or System is error free or that you will be able to operate the Software or System without problems or interruptions.

This limited warranty does not apply to:

- (1) repair or replacement of any Component required as a result of (a) abuse, misuse, accident, natural disaster, fire, water damage, acts of war, sabotage, vandalism, riots, strikes, lightning, surges, sags, brownouts or other electrical disturbances; (b) damage or defects due to installation of or work on the System by anyone but Facet Corp. or its authorized representatives; (c) use with the System of any non-Component third-party hardware or software without advance written authorization from Facet Corp.; (d) changes necessary to make the System comply with regulations or standards that are enacted after the commencement of the limited warranty; (e) the connection, interconnection, or coupling of Components to any systems or networks not approved by Facet Corp.; or (f) malfunctions or outages due to your telephone service or other systems or equipment, including, without limitation, virus infections;
- (2) repair or replacement of any software or hardware not supplied by Facet Corp. as a Component; or
- (3) repair or replacement of the System where the System Components can be shown to operate in good working order apart from your network environment or any non-Component hardware or software provided by a third party.

**DISCLAIMER OF ALL OTHER WARRANTIES.** EXCEPT AS SPECIFIED IN THIS LIMITED WARRANTY, ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS, AND WARRANTIES INCLUDING, WITHOUT LIMITATION, ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE, ARE HEREBY EXCLUDED TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW.

**LIMITATION ON LIABILITY.** TO THE FULLEST EXTENT ALLOWED BY APPLICABLE LAW, IN NO EVENT WILL FACET CORP. BE LIABLE FOR ANY LOST REVENUE, PROFIT, OR DATA, OR FOR SPECIAL, INDIRECT, CONSEQUENTIAL, INCIDENTAL, OR PUNITIVE DAMAGES HOWEVER CAUSED AND REGARDLESS OF THE THEORY OF LIABILITY ARISING OUT OF THE USE OF OR INABILITY TO USE THE SYSTEM EVEN IF FACET CORP. HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. YOU ACKNOWLEDGE AND AGREE THAT THE CONSIDERATION PAID FOR THE SYSTEM DOES NOT INCLUDE ANY CONSIDERATION FOR ASSUMPTION BY FACET CORP. OF THE RISK OF ANY SUCH DAMAGES. The essential purpose of this provision is to limit the potential liability of Facet Corp. arising out of this Agreement. The parties acknowledge that the limitations set forth above are integral to the amount of consideration charged by Facet Corp. for the System and that, were Facet Corp. to assume any further liability other than as set forth above, such consideration would of necessity be set substantially higher. IN NO EVENT SHALL FACET CORP.'S LIABILITY TO YOU, WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE, EXCEED THE SYSTEM PRICE PAID BY YOU.

This Agreement shall be governed by and construed in accordance with the laws of the State of Texas, other than its principles of conflict of law. If any provision of this Agreement is found to be void or unenforceable, the remaining provisions of this Agreement shall remain in full force and effect. This Agreement constitutes the entire agreement between the parties with respect to the Software and the FacetPhone System.

# Contents

---

<b>Introduction to FacetPhone .....</b>	<b>8</b>
FacetPhone Concepts. ....	8
<b>Windows PC Installation .....</b>	<b>10</b>
<b>Getting Started With FacetPhone .....</b>	<b>22</b>
Telephone User Interface .....	22
Graphical User Interface .....	24
<b>Using the FacetPhone Graphical User Interface .....</b>	<b>33</b>
Control Center Window .....	35
Users Watch Window (Presence Management) .....	38
Calls Watch Window .....	40
Voice Mail Folders .....	42
Using the FacetPhone Graphical User Interface to Control Calls .....	46
<b>Using the FacetPhone Telephone User Interface .....</b>	<b>50</b>
Using Your Phone to Control Calls .....	50
The User Menu .....	52
<b>Changing Your FacetPhone Configuration .....</b>	<b>57</b>
Main User Settings .....	58
Location Specific Settings .....	61
Voice Mail Handling Settings .....	67
User Status Definitions .....	71
Voice Mail Distribution Lists .....	73
<b>Sending Voice Mail .....</b>	<b>75</b>
Using the Graphical User Interface to Send Voice Mail .....	75
Using the Telephone to Send Voice Mail .....	76
<b>Conferencing .....</b>	<b>77</b>
Using the Graphical User Interface to Make a Conference Call .....	77
Using the Telephone to Make a Conference Call .....	78
<b>Call Recording .....</b>	<b>79</b>

<b>Call Forwarding .....</b>	<b>80</b>
Using the Graphical User Interface to Forward Your Calls .....	80
Using the Telephone to Forward Your Calls .....	82
<b>Using the FacetWin Terminal Emulator to Dial from Your UNIX Applications .....</b>	<b>83</b>
<b>Instant Messaging .....</b>	<b>85</b>
<b>Operator Features .....</b>	<b>87</b>
Choosing an Operating Method .....	87
Answering Incoming Calls .....	88
Turning the Auto-attendant On and Off .....	90
Changing Another User's Status .....	91
Resetting a Phone or Line .....	92
Recording Auto-attendant Prompts .....	93
Creating Voice Mail Distribution Lists For Use By All Members of a Group .....	95
Additional Watch Windows for Operators .....	97
<b>FacetPhone Telephone User Interface Reference .....</b>	<b>99</b>
<b>FacetPhone User Menu Tree .....</b>	<b>100</b>

# ***Introduction to FacetPhone***

---

FacetPhone is an advanced business telephone system that you can control from your PC. Although you can utilize all the basic functions of the system using only your telephone, you will usually want to use FacetPhone's computer user interface when you are working in a location where a PC is available.

## ***FacetPhone Concepts.***

There are a few basic FacetPhone concepts that you need to understand to use it effectively.

Your user extension vs. your telephone's station number.

FacetPhone has the concept of roving "user extensions." This allows your calls to be directed to different telephones depending on where you are. For example, you may primarily use the phone on your desk at the office. However, you may also have a FacetPhone gateway at home with a connection to the office via a high speed Internet service such as DSL or cable. When you login to FacetPhone and set your location to the office, your calls are directed to the phone on your desk. When you login at home and set your location to home, your calls are directed to your phone at home.

Therefore, your extension number and a telephone station number are two different things. Your phone at your office and your phone at home have different station numbers. However, your extension number is always the same, and callers can reach you by dialing your extension regardless of the particular telephone station that you are currently using.

Location profiles.

You can create "location profiles" for each location where you want to use the FacetPhone system. For example, you will probably begin with only an "office" profile that refers to the phone at your office and has the settings that you prefer when working at your desk. If you also work for an extended period of time somewhere else, such as a computer room, you may setup an additional "computer room" location profile that uses the PC and phone in the computer room with the settings you prefer when working there. If you make use of FacetPhone's telecommuting capabilities, you will create a "home" location profile.



## Groups.

FacetPhone has the concept of groups. In a small business, there may only be one group which is usually given the company name. Additional groups may be defined such as sales, support, etc. Phones and lines may be assigned to a group and controlled by the operators for the group.

## Presence management.

FacetPhone provides "presence management" which allows you to see your co-workers' status. This is done by opening a "watch" window for the users in the group you want to watch.

## Instant messaging.

FacetPhone provides an instant messaging capability for use within your company. It is similar to the instant messaging services available on the Internet except you can only have instant messaging sessions with other users on your FacetPhone system. This gives you another mode of communication that can be used to communicate with your co-workers. For example, if you are already on a phone call, you can instant message with a co-worker to quickly get an additional bit of information to relay to the party on the phone.

## Using FacetPhone without a PC.

If your work area has a phone but no PC, FacetPhone can still provide you with a method of logging in at any phone and having calls directed to your current location. Although some FacetPhone features will not be available to you in a "no PC" environment, you can still manage your voice mail via the user menu when you press \* on the telephone.

## ***Windows PC Installation***

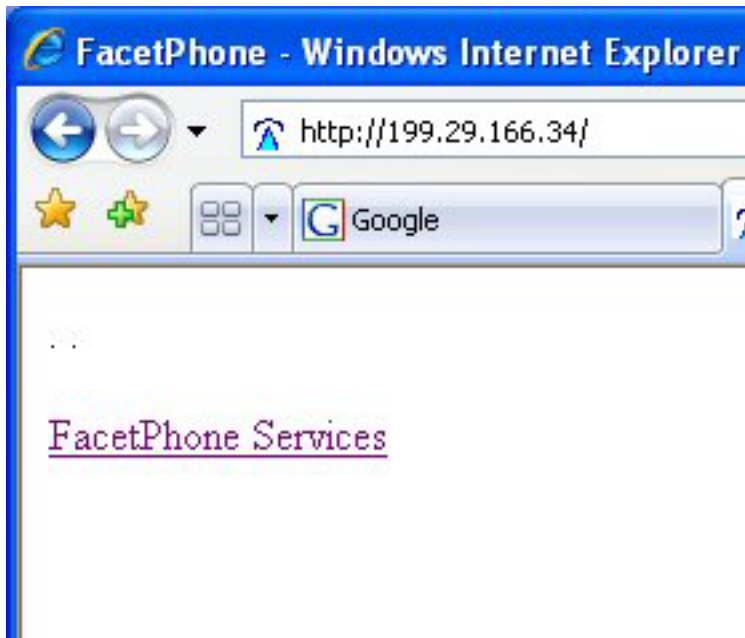
---

If your system administrator has already installed FacetPhone on your PC, you can skip this section and proceed to the Getting Started section. Otherwise, follow these instructions to install FacetPhone on your PC.

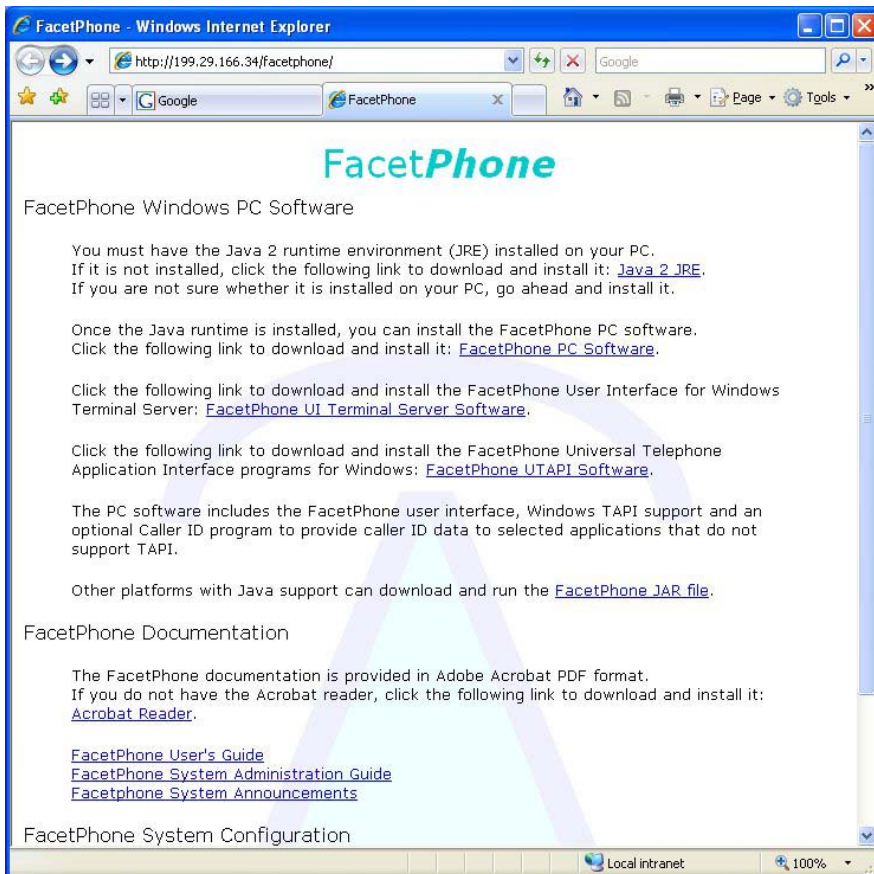
To install the FacetPhone client software on a PC with a Microsoft Windows operating system, run a web browser on the PC and give it the DNS name or IP address of your FacetPhone server. For example, if your server's IP address is 199.29.166.34 you would type this address in the browser address bar:

http://199.29.166.34

The FacetPhone server should present the top level web page:



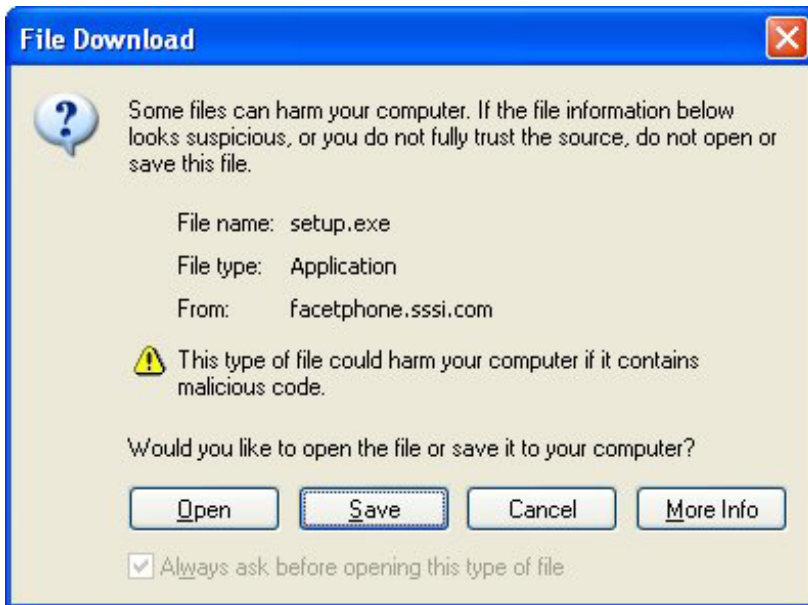
Click on the "FacetPhone Services" link. The FacetPhone page will be presented:



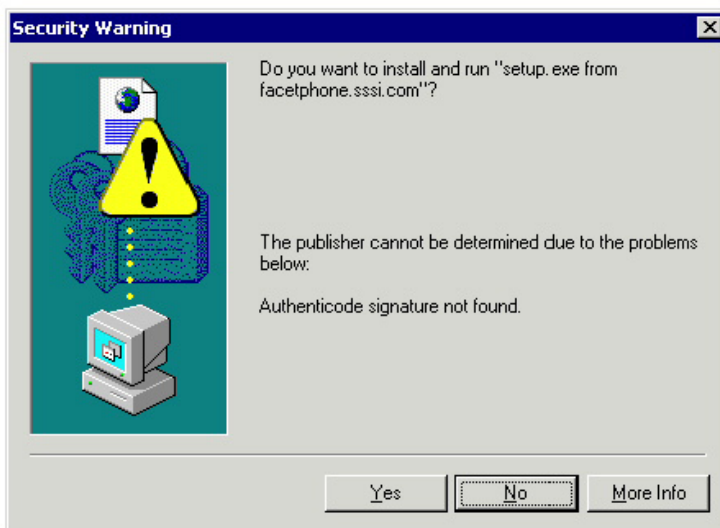
Before installing the FacetPhone software for your PC, the Java 2 JRE software must be installed on your PC. If it is not installed click on the link for installing the JRE. If you are not sure whether the JRE is installed or is of the correct version, install this one to be sure. After this installation is finished you may need to reboot.

The PC software consists of three programs: the FacetPhone User Interface, the FacetPhone TAPI Service Provider, and the FacetPhone Caller ID program. The User Interface and the TAPI Service Provider are always loaded. The Caller ID program is for applications like Outlook and Goldmine that do not use TAPI to get caller ID information. The installation of the Caller ID program is optional if you choose the custom option during installation of the FacetPhone PC software.

Click on the link for installing the PC software and when prompted choose to save the file in a convenient location:

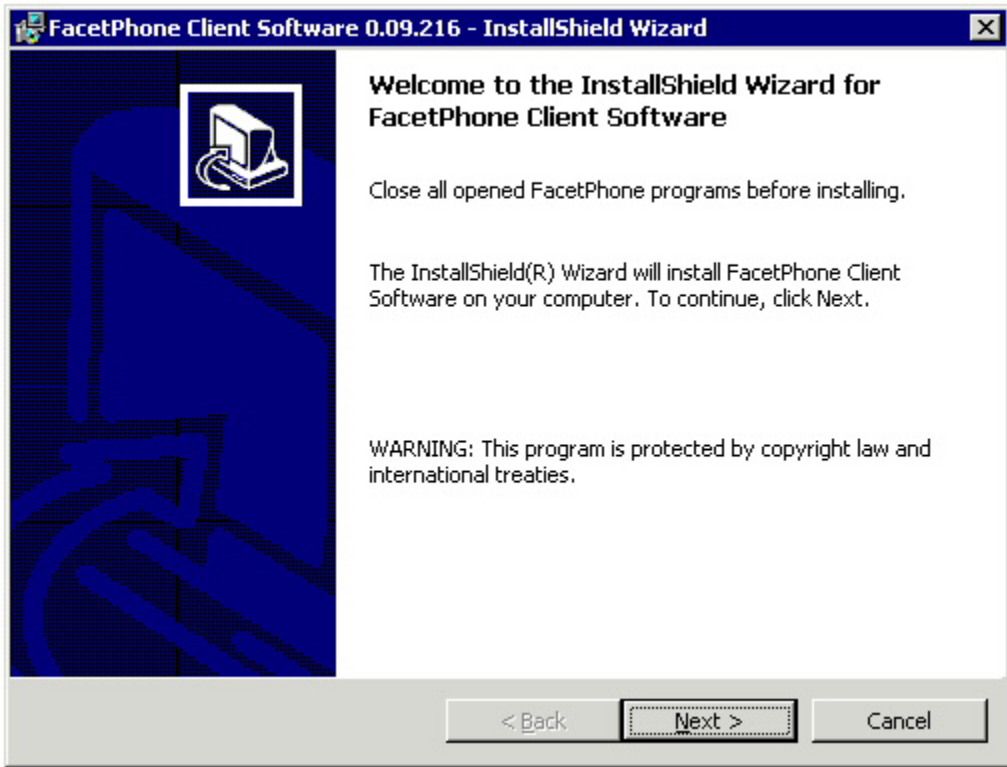


Once the file is downloaded to your PC, double click on its icon to start the installation. If you are given a security warning box:



Click the Yes button to proceed.

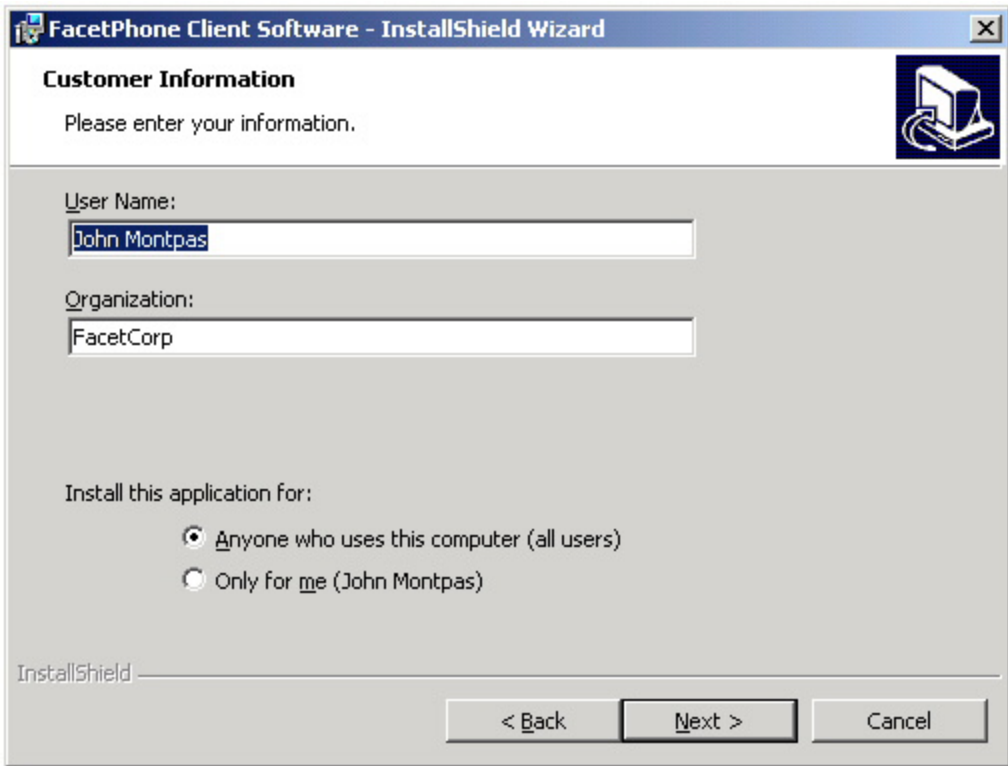
The InstallShield Wizard will check for the presence of the Microsoft Windows Installer program. If it is not found, it will be loaded by InstallShield. Eventually, you should get to the FacetPhone installation "Welcome" screen:



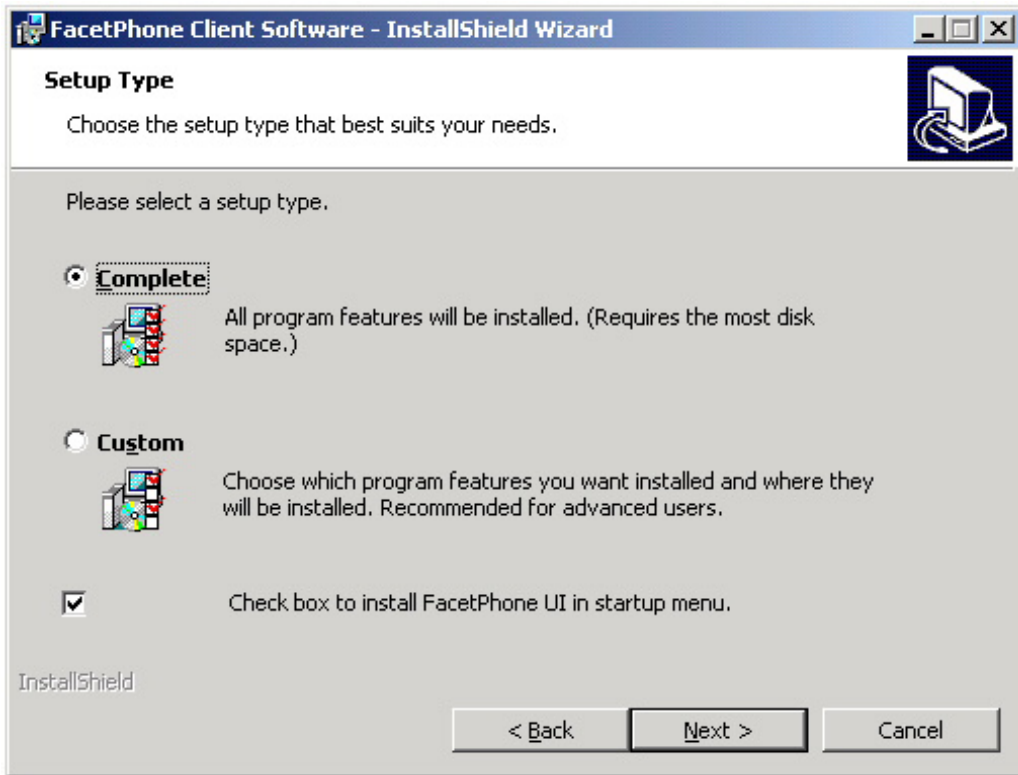
Click Next on this screen. The License Agreement screen will be presented:



Click the "I accept ..." item and the Next button. Fill out the Customer Information screen:

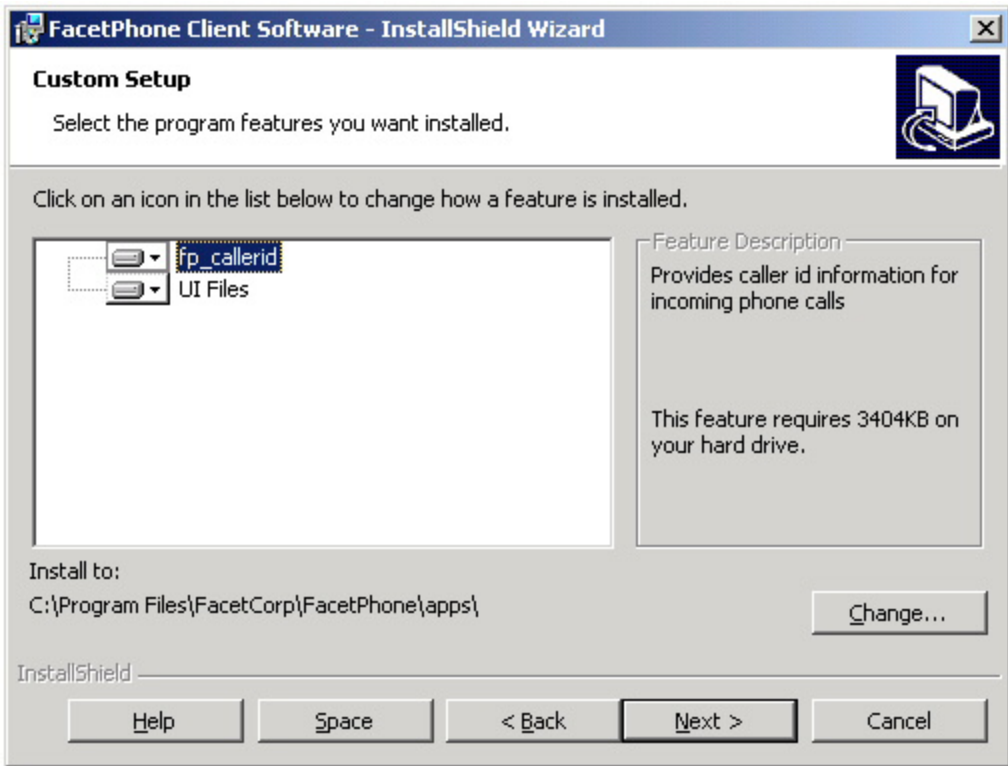


Click the Next button. When you reach the Setup Type screen:

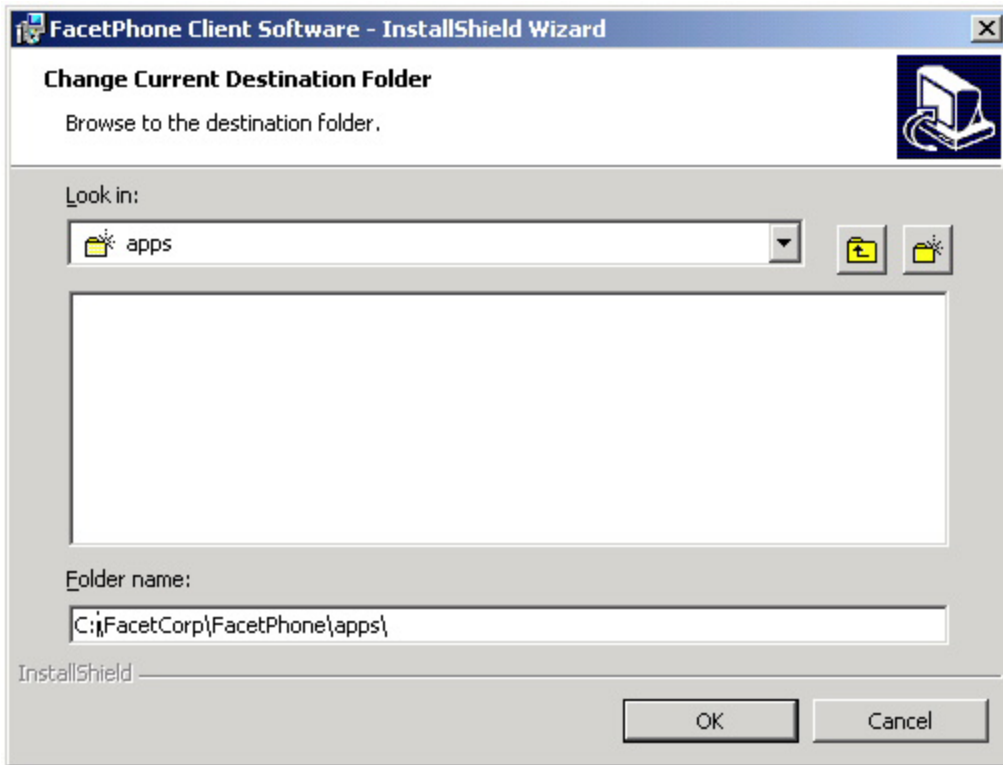


You should choose "Complete" unless you want to change the directories where the software is installed or if you do not want to install the fp\_callerid program. If this is the case, then choosing "Custom" will allow you to change the installation directories and/or not install fp\_callerid.





To change where the programs are to be installed, select one of the displayed items (fp\_callerid or UI Files) and click on the Change button. The directory change screen will be displayed:

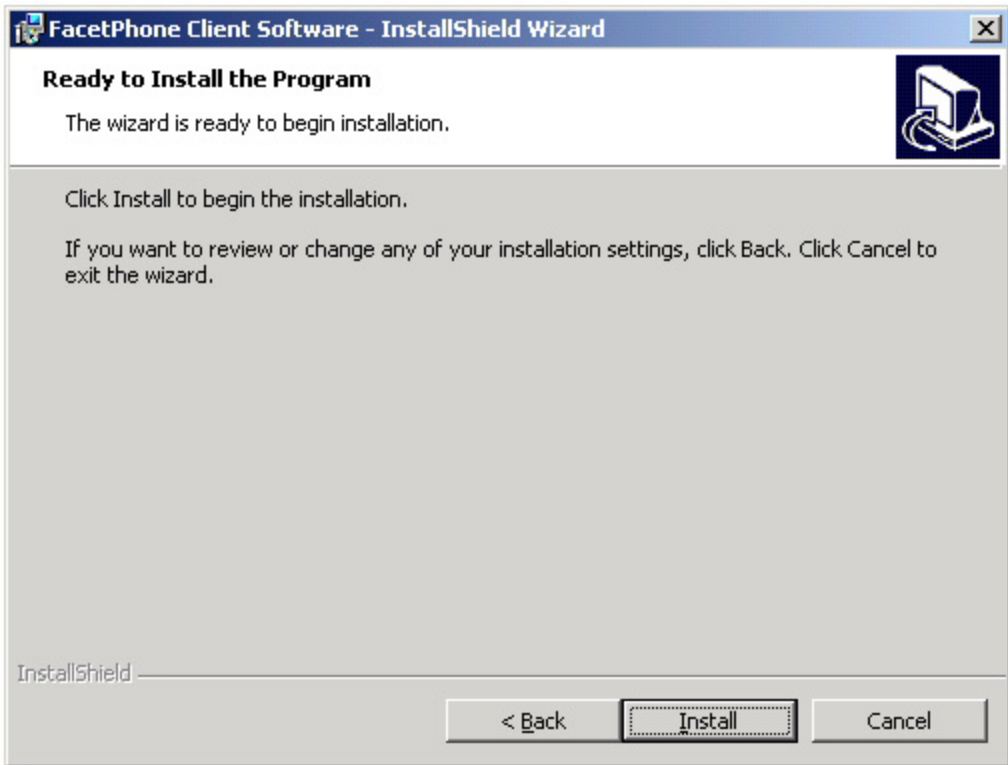


Type the new path into the Folder name edit field or browse to select a new destination. Click OK when finished.

When you have finished changing the installation directories click on the Next button.

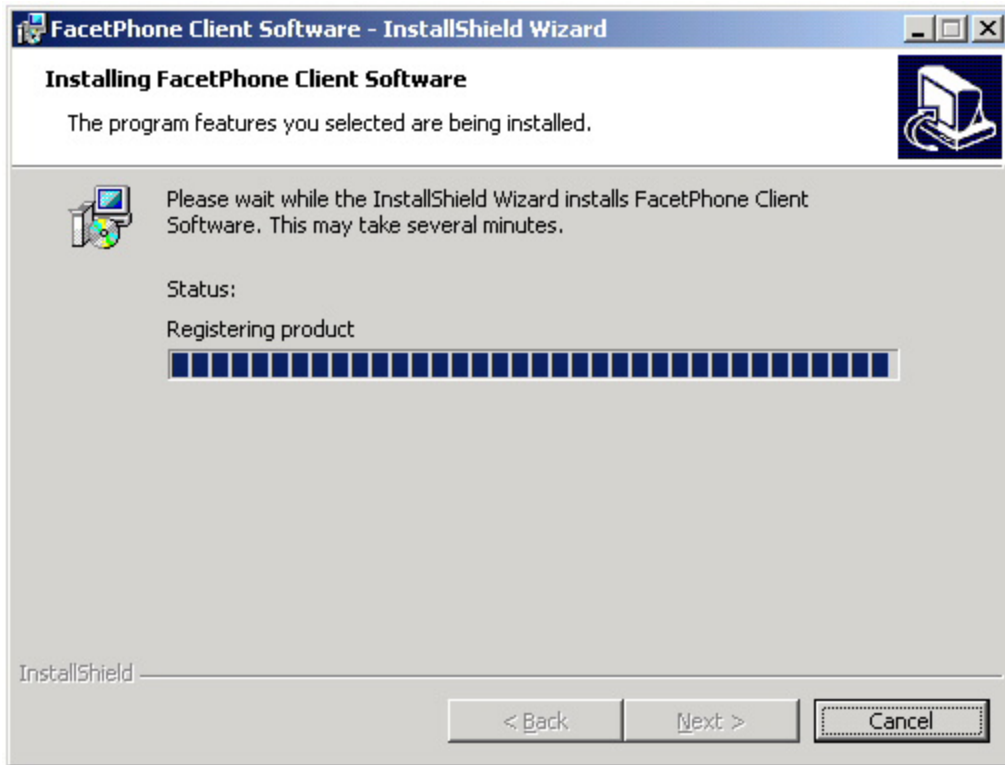
If you do not want to install the fp\_callerid program, click on the disk icon next to the program. From the drop down list select "This feature will not be available". Click the Next button to continue with the installation.

When the "Ready to Install" screen is displayed:

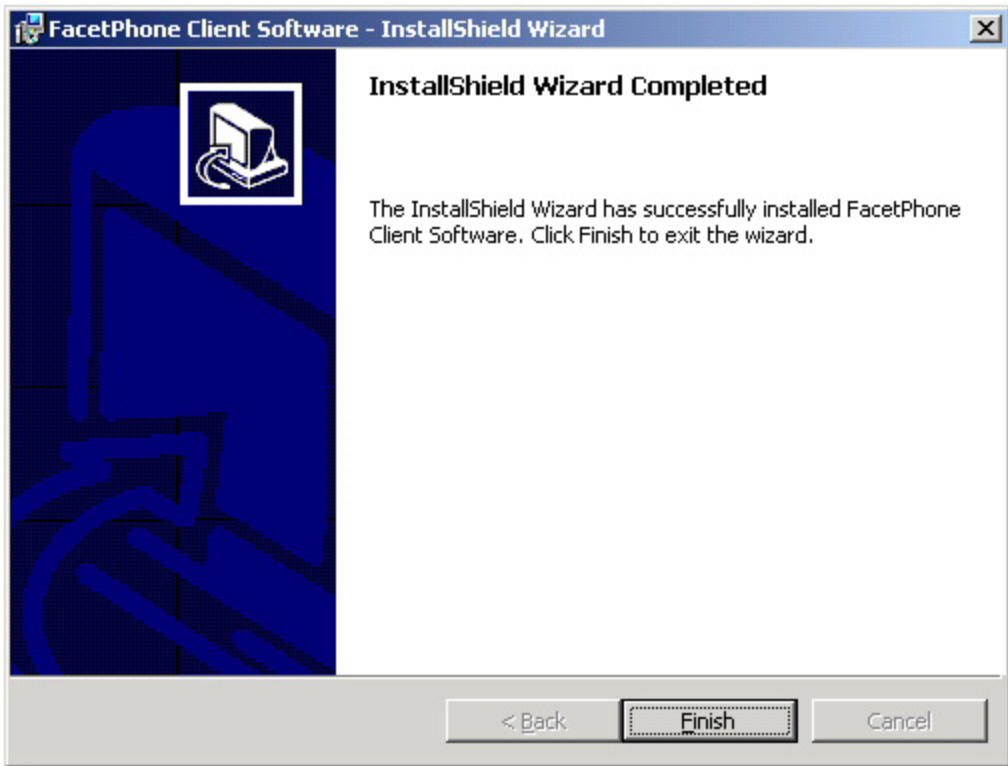


Click on the Install button.

The following screen will be displayed while the software is being installed:



When the installation is complete:



Click on the Finish button.

# ***Getting Started With FacetPhone***

---

There are two primary interfaces to FacetPhone. One is the traditional method of using the buttons on the telephone itself, referred to here as the Telephone User Interface (TUI). The other is a Graphical User Interface (GUI) on your desktop PC. If you do not have a PC, or you are away from your PC, you can use the TUI just as you would with a conventional phone system.

## ***Telephone User Interface***

**Place a call** - To place a call to another user on the FacetPhone system, just pick up the phone and dial their extension. To place an outside call, dial the access code (usually 9 for the default trunk group). You will be given a new dial tone and then you can dial the outside number.

**Receive a call** - When your phone is ringing, just pick up the receiver to answer the call. Unless your system administrator has customized the ring types, it will ring with a single ring if it is an outside party and a double ring if it is an inside party calling from another station. If your telephone has a caller ID display, it will display the caller ID.

**Put call on hold** - To put a call on hold, press the flash button or the hold button if your phone has one. You will be given a dial tone. To retrieve a call on hold, when at a dial tone press the flash button or hold button again. When you put a call on hold, it is still your call and nobody but you can pick it back up. On the other hand, if you park a call, you are no longer a party to the call and anyone can pick it up.

**Accessing the user menu** - Press the \* key on your phone to access the user menu. If you have a Polycom IP phone, you may press the Messages key. If you are not logged in at the phone, it will prompt for your user extension and PIN. The user menu allows you to listen to and manage your voice mail. It also allows you to record your voice mail greeting and your name for the company directory. If you have not recorded these, you should do so now.

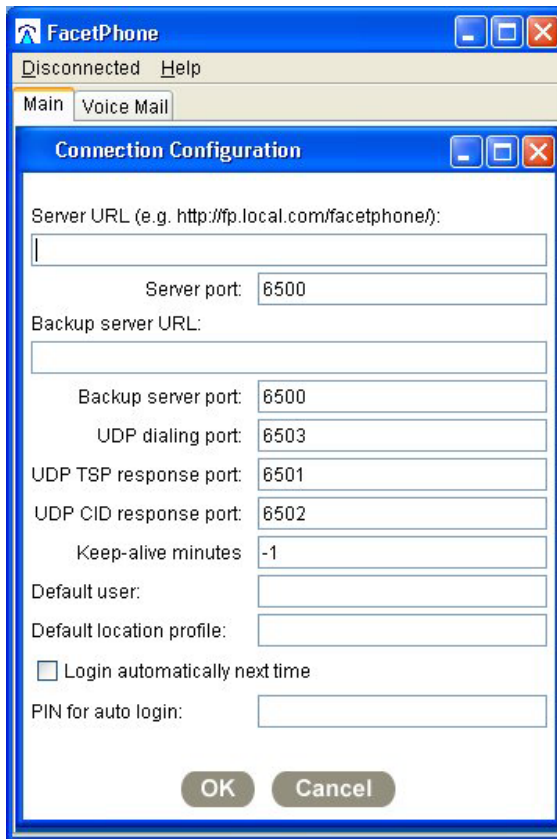
Additional TUI functions allow you to transfer calls, park calls, pick up parked calls, etc. See the chapter "Using the FacetPhone Telephone User Interface" for this information.

**Important note:** The flash button on an analog phone which is used to put a call on hold has the effect of hanging up the phone briefly and then picking it back up. If you actually hang up your receiver to end a call and then pick it right back up to make another call, it may appear to the system as a flash and put your call on hold rather than ending it. Therefore, when you hang up the receiver on your phone, you should wait one or two seconds before picking it back up to place another call. If you are using an IP phone, then this is not necessary.

## Graphical User Interface

To login to FacetPhone, start the FacetPhone user interface by double clicking the icon on your desktop.

Before your FacetPhone user interface can connect to the server, you must setup its connection configuration. The first time you run the user interface, it will present the Connection Configuration window. This window contains the settings that the user interface uses to connect to the FacetPhone server plus default login options:



The screenshot shows a Windows-style dialog box titled "FacetPhone" with a "Disconnected" status bar and a "Help" button. The main window has two tabs: "Main" (selected) and "Voice Mail". The "Connection Configuration" sub-dialog is open, containing the following fields and controls:

- Server URL (e.g. `http://fp.local.com/facetphone`): [Empty text box]
- Server port: [6500]
- Backup server URL: [Empty text box]
- Backup server port: [6500]
- UDP dialing port: [6503]
- UDP TSP response port: [6501]
- UDP CID response port: [6502]
- Keep-alive minutes: [-1]
- Default user: [Empty text box]
- Default location profile: [Empty text box]
- Login automatically next time
- PIN for auto login: [Empty text box]
- Buttons: OK, Cancel

Enter the URL to your FacetPhone server followed by `"/facetphone"`. You may use its IP address if it is not named in a DNS. For example:

`http://199.29.166.34/facetphone`

Replace the example IP address in the URL above with your FacetPhone server's IP address or DNS name.



If your site has a backup FacetPhone server, enter its address as the backup server URL. Otherwise, leave this entry blank.

You can keep the default values for the port settings on this screen.

The setting for Keep-alive minutes may be set to the number of minutes between messages sent to the server to keep the connection from being closed by any equipment on the network that is timing out connections. If this setting is -1, then no keep-alive messages will be sent.

If the same user will always be using this PC to login to FacetPhone, you may enter that user's login name in the default user setting and this name will be automatically filled in on the login screen. This can be overridden at login time.

You can also enter the name of the location profile that you will normally want to use when at this PC and it will be filled in for you. You can also override this setting at login time.

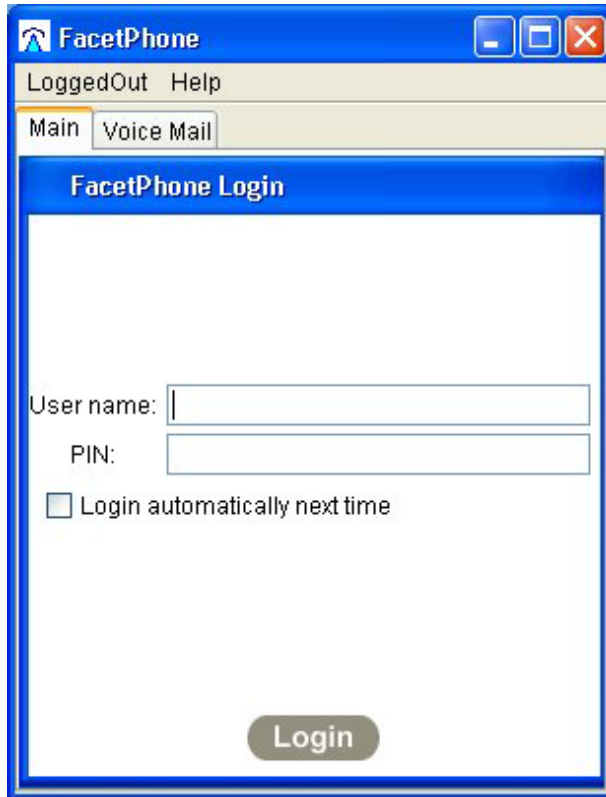
If you have provided the default user and location profile and would like for the user interface to login automatically, the check the box to login automatically and provide your PIN. Note that when it logs in automatically you will not have the opportunity to change the user name or location profile.

Click OK to the connection configuration screen once all the settings are entered.

If you need to change this connection information later, when the user interface is not connected to the server, choose the menu option:

Disconnected / Connection Options for this PC

After providing the connection configuration information, the FacetPhone Login screen will be presented:

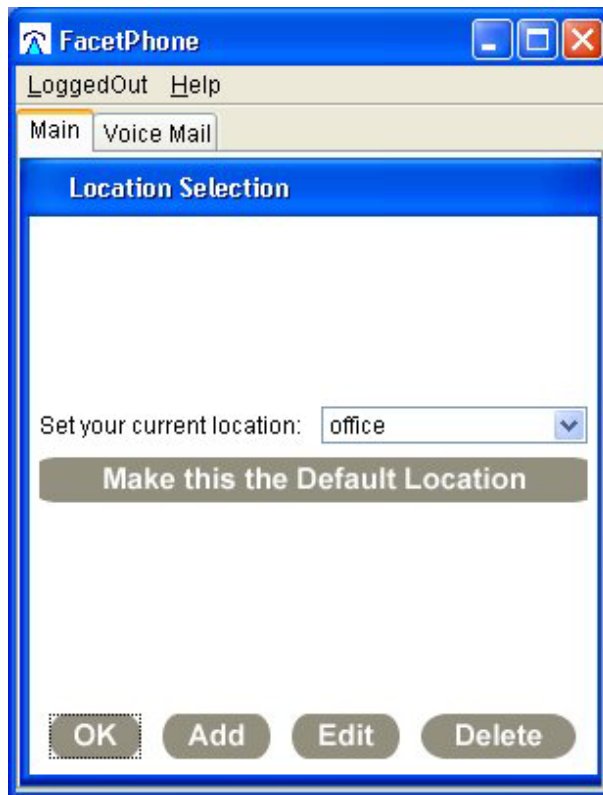


The screenshot shows a web browser window titled "FacetPhone". The window has a blue title bar with standard minimize, maximize, and close buttons. Below the title bar is a menu bar with "LoggedOut" and "Help" options. Underneath the menu bar are two tabs: "Main" (which is selected) and "Voice Mail". The main content area has a blue header with the text "FacetPhone Login". Below this header, there are two input fields: "User name:" followed by a text box, and "PIN:" followed by a text box. Below the PIN field is a checkbox labeled "Login automatically next time". At the bottom center of the form is a dark grey button with the word "Login" in white text.

Enter the user name you have been assigned by the administrator. If you have defined a Personal Identification Number (PIN) or if the administrator has defined one for you, then enter it also. If you have not defined a PIN, just leave this field blank. You can add a PIN later. Press the Enter key, or click on the Login button to login.

If you check the box to Login automatically next time, it will skip this screen and the next one on your next login and take you directly to the main FacetPhone display.

This will bring up the Location selection screen:



Select a location from the drop-down list. You should have an "office" location already defined.

You can click on the "Make this the Default Location" button to save the selected location as the default one for this PC.

Press the Enter key or click on OK to choose the selected location profile.

This will bring up your main FacetPhone window:

**FacetCorp Calls**

ID	Caller	S	Callee	Time	Hold
1	ethomas	📞	L7: 9,18005336000	00:20:55	00:00:00
2	L1: MEISNER ELE...	📞	L37: 92145562817	00:08:47	00:00:00
3	L2: CITY OF TULS...	📞	will	00:05:05	00:00:00
4	marilyn	📞	L36: 9,190959857...	00:01:19	00:00:00
5	L14: VANCE PAUL...	📞	L6: 94164208645	00:00:20	00:00:00

**FacetCorp Users**

ID	IM	P	Work	Name	Location	Status	Time
109	—	📞	W	computer_room	not logged in	oper on duty	3d 20:42
120	IM	F	W	eric	Guayabo	ready for call	00:08
197	—	F	W	fax	not logged in	forward to fax	3d 20:42
175	—	X	W	fax_server	not logged in	accepting faxes	3d 20:42
124	—	📞	W	kitchen	not logged in	oper on duty	3d 20:42
115	—	📞	W	larry	office	In Office - no sound	05:34
137	IM	📞	W	marilyn	office	at desk	00:03
110	IM	📞	W	nancyb	office - PC501	oper on duty	05:12
139	IM	X	W	paul	home	logged in	00:46
155	—	📞	W	twinset	not logged in	oper on duty	3d 20:42

The entire window may be resized or minimized just like any other Windows program. The main FacetPhone window has smaller windows inside this main window. Depending on whether your account was created for use as an operator or a user, you will have a different set of windows presented by default. In either case your initial configuration should include the following windows:

Control Center - The Control Center window is where you can see your current phone activity, dial a number, see your new voice mail count, set your current user status, and take action on your current call, such as Hold, Park, Transfer and Conference:



Users - A user watch window will give you a graphical view of the status of each user in a group:

ID	IM	P	Work	Name	Location	Status	Time
109	—	📠	W	computer_room	not logged in	oper on duty	3d 20:42
120	IM	F	W	eric	Guayabo	ready for call	00:08
197	—	F	W	fax	not logged in	forward to fax	3d 20:42
175	—	X	W	fax_server	not logged in	accepting faxes	3d 20:42
124	—	📠	W	kitchen	not logged in	oper on duty	3d 20:42
115	—	📞	W	larry	office	In Office - no sound	05:34
137	IM	📞	W	marilyn	office	at desk	00:03
110	IM	📠	W	nancyb	office - PC501	oper on duty	05:12
139	IM	X	W	paul	home	logged in	00:46
155	—	📠	W	twinset	not logged in	oper on duty	3d 20:42

You can click on anyone in the list of users and you will be presented with a menu to call them, instant message them, or leave them voice mail:

125	IM	W	jack	office	at desk
129	IM	W	john	office	logged in
1				office	at desk
1				office	logged in
1				office	Fwd to Media
13			maryn	office	oper on duty

Call john

Instant Message john

Leave voice mail for john

Cancel

If you are an administrator or an operator the list of options will also include resetting the user's phone and changing the user's status.

Calls - A call watch window shows all of the calls currently in progress for a group, or you may have a call window for just your own calls:

ID	Caller	S	Callee	Time	Hold
1	L1: BULLOCK ...		will	00:02:34	00:00:00
2	jack	A	L10: 9,9728441111	00:00:04	00:00:00
3	paul		L9: 917032600985	00:19:42	00:00:00

You can click on your active call and you will be presented with a menu to hold, park, transfer, transfer to voice mail, or disconnect from the call:

ID	Caller	S	Callee	Time	Hold
1	L1: BULLOCK ...		will	00:03:00	00:00:00
2	jack	A	L10: 9,9728441111	00:00:29	00:00:00
3			600985	00:20:02	00:00:00
4			332500	00:00:10	00:00:00

put call 2 on HOLD

PARK call 2

TRANSFER call 2

transfer call 2 to VOICE MAIL

Create DISPLAY for call 2

DISCONNECT from call 2

If a call is on hold or parked when you click on it, the menu presented will include "pick up". When an unanswered call is ringing, an operator (or anybody if the system is configured for it) will be given the "pick up" menu option when they click on the call.

Voice Mail - To manage your voice mail messages, first click on the Voice Mail tab at the top of the main FacetPhone window. You should have the windows "My new Messages" and "My saved Messages":

The screenshot shows the FacetPhone: jack application window with the Voice Mail tab selected. The window contains two panes, each displaying a table of messages.

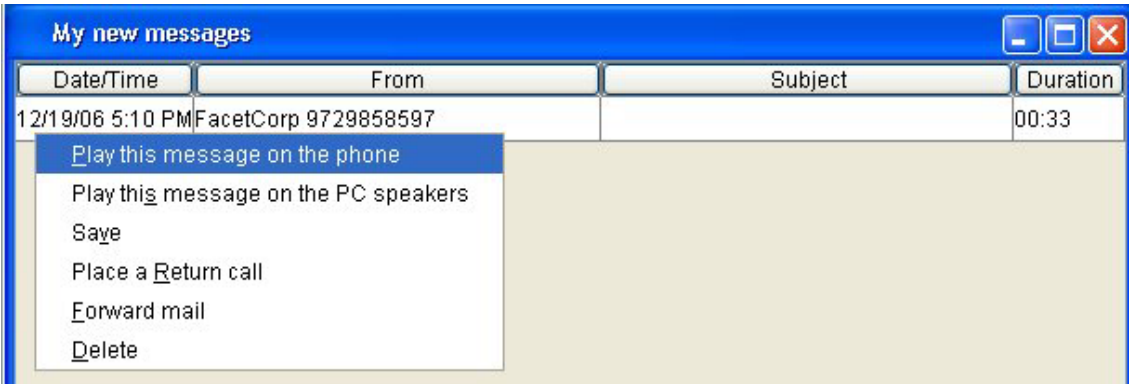
**My new messages**

Date/Time	From	Subject	Duration
07/12/04 5:08 PM	WIRELESS CALLER 2144575724		00:08
07/10/04 4:40 PM	CLARK BROWN 128		00:15

**My saved messages**

Date/Time	From	Subject	Duration
06/18/04 10:35 ...	Out of Area 6319618991	Eric Moss, VON exhibit space - number is ...	00:26
06/11/04 10:32 ...	MEGATECHNOLOGIE 2488894103		00:27
06/03/04 5:00 PM	VERIZON NO: SBH 3178673620		00:23
05/28/04 3:28 PM	GTE CENTRAL 9729641629		00:28
04/22/04 2:37 PM	Out of Area	D&B calling about subscription	00:38
04/20/04 2:40 PM	VERIZON NO: SBH 3178673620		00:19
04/15/04 11:21 ...	WIRELESS CALL 9729782982	Steve - office space	00:15
04/06/04 2:54 PM	972-409-9360 9724099360	Administaff - 972-409-4380	00:53
04/05/04 12:16 ...	DALLAS OBSERVER 2147579000		00:23
03/10/04 10:51 ...	4 ALL BENEFITS 9726127153	Jay Humizki	00:50
02/16/04 8:30 AM	BROPHY MICHAEL 9724911210		00:26
02/13/04 1:59 PM	MEGATECHNOLOGIE 2488894103	relaying compliments from Don	00:40
02/12/04 12:40 ...	MCCOY DAVID 8176417915		00:48
02/06/04 11:16 ...	Jim Bryant 144	Recording of Out of Area	00:49

These are your new and saved voice mail folders. When you click on a voice mail message you will be presented with a menu to play the message on the phone, play it on the PC speakers, forward the voice mail to someone else or delete it. If the message is in your new voice mail folder, the menu will also include a "Save" option to move the message into the saved folder. If the voice mail has the phone number of the caller ID, then it will include an option to return the call:



You should find the FacetPhone GUI to be intuitive and easy to understand. When in doubt, just click on an item.

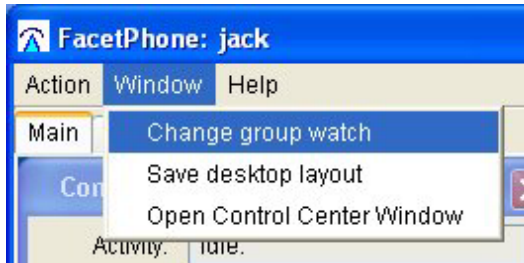


# Using the FacetPhone Graphical User Interface

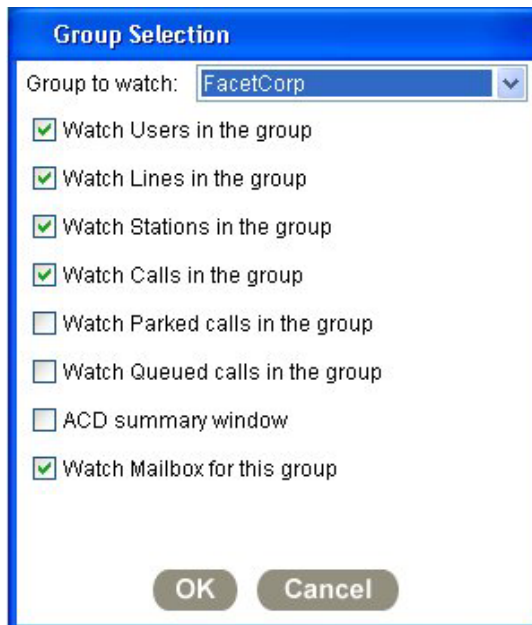
This section provides all the information that you will need to use the FacetPhone user interface as a user of the system. A later chapter provides additional information for operators. The FacetPhone Administration Guide provides further information for system administrators. This chapter assumes that you have already read the "Getting Started" chapter above.

Your FacetPhone account may not have been initially setup to display all the windows described here. To add or remove a display, on the main FacetPhone menu select

Window / Change group watch



The Group Watch selection window will be displayed. Click on the "Group to Watch" drop list:



The group selection list allows you to select the group that the other settings refer to. The group "My" refers to you, so that you can have a window for "My Calls," "My New Voice Mail," etc. Each of the check boxes allows you to specify whether that window for the selected group will be displayed on the FacetPhone desktop. If the "Watch Mailbox for this group" box is checked, it will put both new and saved voice mail folders for that group on the Voice Mail tab.

After changing your desktop layout you can save it by choosing

Window / Save desktop layout

on the menu. You can also have FacetPhone always save your current desktop layout when you logout by checking the "Save Screen Layouts on Logout" box under

Action / My Configuration

The Control Center window should always be displayed. If it is not, choose on the menu:

Window / Open Control Center Window

## Control Center Window



The items on the Control Center window are:

**Activity:** This box displays the current status of your phone, shows the party you are in a call with, or tells you when to pickup the phone to continue an operation you have started with the user interface. When not on the phone, your status will show "Idle."

**Dial:** You can enter a phone number in this box and press Enter on the keyboard to start a call to that number. You must enter all numbers exactly as you would dial them on the phone, including the leading access digit(s) such as 9 to make an outside call. This box gives you a convenient place to paste phone numbers that you have copied from any other application, including a web browser. You can paste the number into the box, and then edit it to prefix the 9 and any other digits needed such as a leading 1 for long distance. In addition you can click on the drop list button to the right of this edit box to display a list of numbers you have dialed and the phone number of callers who have called you since you last logged in. You can click on one of these numbers and it will be put in the edit box. Dashes and parentheses are ignored. Letters are interpreted as their corresponding digit on a phone dial pad. For example, 1-877-FACETGO would be translated by the system and dialed as 18773223846. If your phone is on-hook, it will start ringing once you press Enter on your keyboard. Your phone status will instruct you to pickup the phone.

**Voice mail button:** The voice mail section will tell you if you have any mail in your new voice mail folder. If you have no voice mail in your new folder, it will display 0 new and the button will say "No New Voice Mail". If you have new voice mail messages, this area will display the number of new voice mail messages you have and the button will say "New Voice Mail". To check your voice mail messages from the user interface, you can either click on the voice mail button or click on the Voice Mail tab at the top of the main window.

**Ear Volume:** This slider control may be used to change the volume in the ear piece of your phone. Some gateways do not support this feature. If your control panel does not include this item, it means your phone is connected to a gateway that does not support dynamic volume control changes.

**Current Status:** This displays your current status. To change your current status, click on the drop down list of status options and click on your new status. Each status consists of a descriptive name that is associated with a set of status settings that indicate if you are:

- available for a phone call
- accepting incoming calls as an operator
- available for instant messaging
- at work
- forwarding your calls to another station or to an outside number

If you want to add a new user status option, select the menu item Action / My Configuration. This will present a new "My Configuration" window. On this window's menu select Configure / My Status Definitions. See the chapter "Changing Your FacetPhone Configuration" for more details. Once you change your current status, this will be instantly reflected in the Status field of everyone else's group user watches where you are listed.

**Action Buttons:** The action buttons affect only your current call.

**Hold:** Put the current call on hold.

**Hangup:** Terminate the current call.

**Park:** Park the current call.

**XFer:** Transfer the current call to another extension, an outside number, or a group.

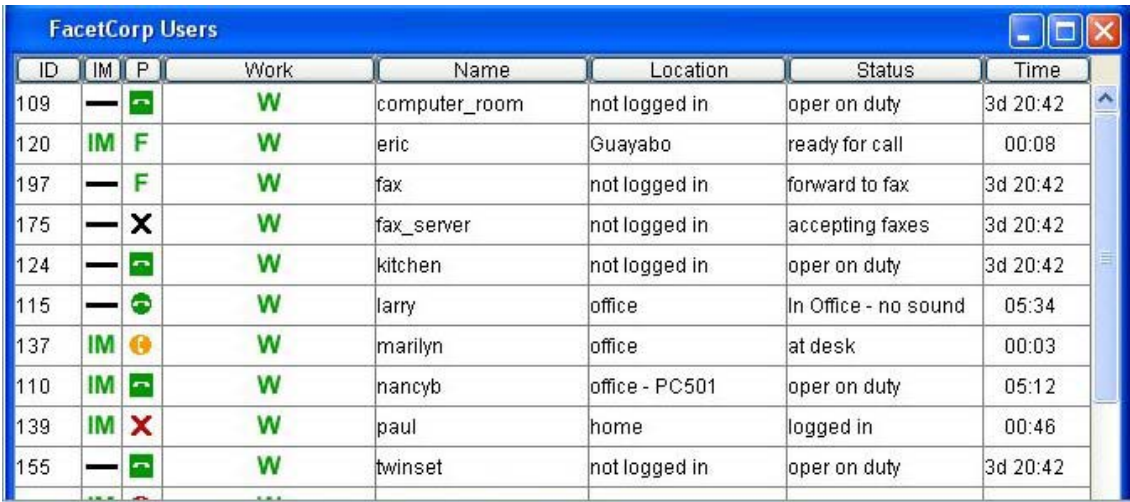
XFVM: Transfer the current call to your, or someone else's voice mail.

Conf: Conference together your current call with a call on hold or two of your calls that are on hold if you do not have an active call. See Conferencing for more details on how to set up a conference call.

Note that you can perform the same function as all of these action buttons, except conference call, by clicking on your active call in a call watch window. And of course, you may perform these functions directly from the telephone as described in a later section.

## Users Watch Window (Presence Management)

FacetPhone allows you to visually monitor the user status of any group that your administrator has defined for your company that you have been given permission to view:



ID	IM	P	Work	Name	Location	Status	Time
109	—	■	W	computer_room	not logged in	oper on duty	3d 20:42
120	IM	F	W	eric	Guayabo	ready for call	00:08
197	—	F	W	fax	not logged in	forward to fax	3d 20:42
175	—	X	W	fax_server	not logged in	accepting faxes	3d 20:42
124	—	■	W	kitchen	not logged in	oper on duty	3d 20:42
115	—	●	W	larry	office	In Office - no sound	05:34
137	IM	●	W	marilyn	office	at desk	00:03
110	IM	■	W	nancyb	office - PC501	oper on duty	05:12
139	IM	X	W	paul	home	logged in	00:46
155	—	■	W	twinset	not logged in	oper on duty	3d 20:42

Each user watch window contains the columns defined below. Note that you can sort the list by clicking on the header for any column. To do this, you must first make that window the focus of the mouse by clicking on its title bar. The first time you click on a column header, the window is sorted in ascending order. If you click on the same header again, it is sorted in descending order. You can also change the width of any column by grabbing the column header divider bar with the mouse and moving it left or right. You can save your changes with the Window / Save desktop layout menu item. The columns in a user display are:

**ID:** This is the user's extension. This may be different from the station number of the phone they are currently using.

**IM:** This indicates whether the user is available for instant messaging (IM). If they are available, the box contains a green IM. If they are not available, then it contains a black horizontal bar through the box. When you click on a user on this window, it will only offer the option to initiate an IM session if that person is available for this as indicated by a green IM.

P: This indicates the phone status for the user.

Green icons indicate that the user's phone is idle and they are available for a call.

Red icons indicate that the user is not available for a call. If you call a user with a red icon, you will be sent directly to their voice mail.

Yellow icons indicate that the user is already on a call but has call waiting enabled so that they are available for a new call.

Square icons indicate that the user is an operator for the group.

A red bell icon indicates that the user's phone is ringing.

A green F indicates that the user's calls are being forwarded to another station or an outside number.

A white F inside a green square indicates that the user is an operator with their calls forwarded to another station.

A black X indicates that the user does not currently have a phone defined or their phone has been taken out of service.

A red X indicates that the user's phone has been automatically disabled due to a failure.

Work: This column shows the "at work" status for each user. If their current status indicates that they are "at work", then a green W is displayed. If they are not logged into FacetPhone, or their current status indicates that they are not "at work", then a black horizontal bar is displayed.

Name: This displays the user name that the person uses when logging-in to FacetPhone.

Location: This displays the user's current location that they chose when they logged-in. If they are not logged in, their location will be shown as "not logged in".

Status: This displays the description of the user's current status.

Time: This displays the amount of time that the user has been in the current status.


## Calls Watch Window

You may watch the calls in any group for which you have permission to do so, or you can always watch your own calls by choosing

Window / Change group watch

on the main menu, and then choosing group "My" and check the box for watching calls.

The call watch window shows all the calls that are currently active in the group (or your calls if it is the My Calls window):



The screenshot shows a window titled "FacetCorp Calls" with a standard Windows-style title bar (minimize, maximize, close buttons). Below the title bar is a table with the following data:

ID	Caller	S	Callee	Time	Hold
1	L1: BULLOCK...		will	00:02:34	00:00:00
2	jack	A	L10: 9,9728441111	00:00:04	00:00:00
3	paul		L9: 917032600985	00:19:42	00:00:00

A Calls window includes the following columns:

**ID:** This is the identification number of a specific call.

**Caller:** This will list the call initiator. If you initiated the call, your FacetPhone user name will be listed here. If another user on the FacetPhone system initiated the call, it will list their user name. If the call was initiated by an outside party, the Caller column will list the line they came in on, and any callerID data provided by the telephone company. An adjacent "\*" in this column indicates the caller has the call on hold.



S: This is the call status indicator.

A bell indicates that the call is ringing and has not yet been answered.

An "A" indicates that the call is your active call.

An "H" indicates that the call is your call and you have it on hold.

An off-hook red phone indicates that the call is connected and it is not your call.

A "P" indicates that the call is parked.

Callee: This will list the call receiver. Like the Caller column explained above, this will show the user name of people on the FacetPhone system, or the number dialed if it is an outside party. And again, an adjacent "\*" means the callee has the call on hold.

Time: The time column shows the total elapsed time of the call, including hold time. If the call was transferred from another user, this will show the combined total time for the entire call.

Hold: This shows the total amount of time the call has been on hold or parked.

Note that if you only watch your own calls, and not the group's calls, then you may also need to have a parked calls window displayed for your group if the operator ever parks calls for you to pickup.

## Voice Mail Folders

To display your voice mail folders, click on the Voice Mail tab at the top of the FacetPhone window. Voice mail folders will be displayed for all groups you have requested. For each group where you are displaying voice mail folders, two windows will be displayed. One has New Messages, and the other has Saved Messages:

FacetPhone: jack

Action Window Help

Main Voice Mail

My new messages

Date/Time	From	Subject	Duration
07/12/04 5:08 PM	WIRELESS CALLER 2144575724		00:08
07/10/04 4:40 PM	CLARK BROWN 128		00:15

My saved messages

Date/Time	From	Subject	Duration
06/18/04 10:35 ...	Out of Area 6319618991	Eric Moss, VON exhibit space - number is ...	00:26
06/11/04 10:32 ...	MEGATECHNOLOGIE 2488894103		00:27
06/03/04 5:00 PM	VERIZON NO: SBH 3178673620		00:23
05/28/04 3:28 PM	GTE CENTRAL 9729641629		00:28
04/22/04 2:37 PM	Out of Area	D&B calling about subscription	00:38
04/20/04 2:40 PM	VERIZON NO: SBH 3178673620		00:19
04/15/04 11:21 ...	WIRELESS CALL 9729782982	Steve - office space	00:15
04/06/04 2:54 PM	972-409-9360 9724099360	Administaff - 972-409-4380	00:53
04/05/04 12:16 ...	DALLAS OBSERVER 2147579000		00:23
03/10/04 10:51 ...	4 ALL BENEFITS 9726127153	Jay Humizki	00:50
02/16/04 8:30 AM	BROPHY MICHAEL 9724911210		00:26
02/13/04 1:59 PM	MEGATECHNOLOGIE 2488894103	relaying compliments from Don	00:40
02/12/04 12:40 ...	MCCOY DAVID 8176417915		00:48
02/06/04 11:16 ...	Jim Bryant 144	Recording of Out of Area	00:49

The voice mail windows include the columns described below. And again, you can sort the list by clicking on the header for any column.

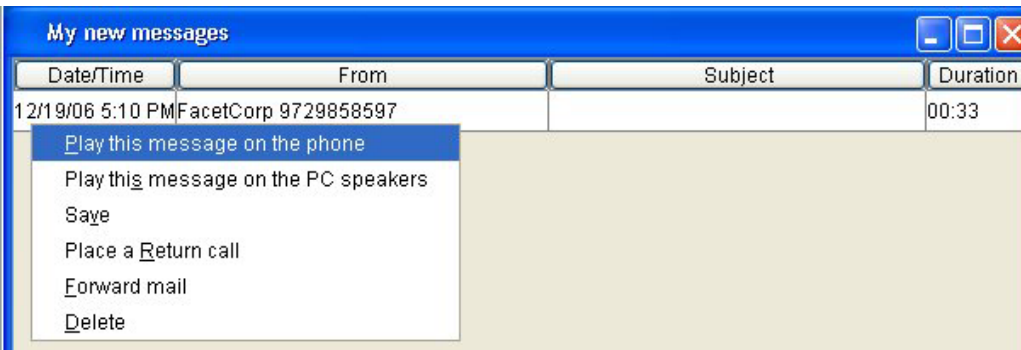
**Date/Time:** This shows the date and time the voice mail message was received.

**From:** This displays the callerID information if it exists.

**Subject:** This field allows you to enter information relating to a specific voice mail message. You can enter a subject by clicking on this column in the voice mail message. The information you enter here will be displayed with the voice mail message simplifying the overall management of your voice mail. This field will hold a maximum of 200 characters.

**Duration:** This shows the duration of the call in the format MM:SS, where MM = minutes and SS = seconds.

To take action on a voice mail message from the user interface, you simply click on a voice mail message inside the Date/Time or From column. Clicking on a voice mail message brings up a new box with the following options:



**Play this message on the phone** - This plays the voice mail message on the phone where you are currently logged in. If your phone is on-hook, FacetPhone will ring your phone and play the message when you answer the phone. If your phone is off-hook, FacetPhone will immediately play the message to your phone.

**Play this message on the PC speakers** - This plays the selected voice mail message on your PC speakers and does not use your telephone instrument at all.

Save or Move to "New" - If you click on a message in the New folder, you will be offered the Save option. This causes the selected voice mail message in the New Messages window to be moved to the Saved Messages window. If you click on a message in the Saved folder you will be offered the Move to "New" option which moves the message back to the New folder.

Place a return call - This option is only offered if callerID information is available from this message. When selected, it brings up a new Dial box with several dialing options. The first dialing option is where it is a local call and the area code is required. The next option is a 1+ long distance call. The next option is for a local call where the area code is not required. And the last option is an edit box where you can manually edit the dial string. You then just click on the Dial button associated with the dialing option you want.

Forward mail - Selecting this option brings up a new "Forwarding a Voice Mail Message" window:

**Forwarding a Voice Mail Message**

Email Address:

-OR-

User Extension:

-OR-

CLICK on a User

-OR-

Group:

-OR-

VM Distribution List:

Record a note to go with the message

**Forward** **Cancel**

You can forward the voice mail as an email attachment to any email address. To do this, enter one or more email addresses separated by a semi-colon or a comma in the Email Address and click on the Forward button, or press the Enter key. The email will contain the date and time of the voice mail message, along with the voice message in a wav format.

To forward the voice mail to another user on your FacetPhone system, enter the user's extension in the User Extension, and click on the Forward button or press the Enter key. Alternatively, you can click on the Main tab at the top of the FacetPhone window, and then click on the user in a group watch window. This will forward the voice mail to the user as a new voice mail message for them.

To forward the voice mail to a group's mail box, select the group from the drop list and click on the Forward button or press the Enter key.

To forward the voice mail to a list of user's, select the distribution list to use from the drop list and click on the Forward button or press the Enter key.

You may also record a message to be added to the beginning of the message being forwarded. To do this, check the box "Record a note to go with the message". If your phone is on-hook, it will ring. Once your phone is off-hook, you will be given instructions for recording the note and forwarding the message. If you do not wish to add a note to the message being forwarded, make sure this box is not checked.

Delete - This causes the selected voice mail message to be immediately and permanently deleted.

In addition, if the voice mail is from another FacetPhone user or has multiple recipients which are FacetPhone users, then the option to reply or group reply will be offered.

Reply to sender - This option allows you to send a reply voice mail to the sender of the voice mail you have clicked on. If your phone is on-hook, it will ring. Once your phone is off-hook you will be given instructions for recording and sending the reply voice mail.

Reply to sender and all - This option allows you to send a reply voice mail to the sender and all recipients who are FacetPhone users.

## ***Using the FacetPhone Graphical User Interface to Control Calls***

Calling an inside party:

You can call any inside party by clicking on the person in a user watch window. One of the items on the menu that is presented will be to call that user. Click on that menu item. If your phone is on-hook, it will ring. When you pick it up, your call will begin. If the person you are calling is not available for a call, you will be sent directly to their voice mail.

Calling an outside party:

To call an outside party from the user interface, enter the number you want to dial in the "Dial" box on the Control Center window and press return. The number you enter must begin with the access code for an outside line, which is 9 to access a line in the default trunk group for your phone. You might want to use a line from a different trunk group. For example, if you have a branch location that has its own local phone lines, you might want to access the branch's lines in order to make a local call in the branch city. In order to specify the trunk group to use, instead of beginning the number with a 9, begin it with an 8 followed by the trunk group number.

Answering an incoming call:

If your phone is on-hook and ringing, the quickest way to answer it does not involve the user interface at all - simply pick up the phone and answer the call! However you may set your configuration so that it presents a call notification window on your PC when you have an incoming call. You can choose to have the window pop-up when you are not already on a call and/or when you are on another call, providing a visual call waiting (see the chapter "Changing Your FacetPhone Configuration" below).



You can use this window to immediately send the call to voice mail by clicking the Voice Mail button. If you are already off-hook in another call, the call notification window will have a Pickup button. If you click on the Pickup

button, it will automatically put your current call on hold and you will be connected with the new caller.

#### Putting your active call on hold:

You can put your active call on hold by clicking on the Hold button on the Control Center window or by clicking on the call in the call watch window and choosing the Hold option on the menu that is presented.

#### Parking a call:

You can park your active call by clicking on the Park button on the Control Center window or by clicking on the call in a call watch window and choosing the Park option on the menu that is presented.

#### Picking up a call that is parked or that you have on hold:

You can pickup a call that is parked or that you have on hold by clicking on the call in a call watch window and choosing Pickup on the menu that is presented. Note that you cannot pickup a call that somebody else has on hold - only calls that you have put on hold. You can pick up any parked call.

#### Transferring a call:

You can transfer your active call by clicking on the XFer button on the Control Center window. You can also click on any call that is yours in a call watch window and choose Transfer from the menu that is presented. In either case, the Transfer window will be displayed:

**Transferring Call 0**

User Extension:

-OR-

Outside Number:

(including the 9 or 8x)

-OR-

Station Number:

-OR-

Group:

-OR-

CLICK on destination

**Transfer** **Cancel**

If you are transferring to another FacetPhone user, you can enter the user's extension or click on their entry in a user watch window.


If you are transferring to a physical station, you can enter the station number or click on the station in a Stations watch window.

If you are transferring the call to an outside number, enter the leading 9 or 8 plus trunk group number and then the outside number. Note that an extension to extension call cannot be transferred to an outside number. Only an outside caller can be transferred this way. If you have Centrex transfer service on the line that the outside caller is using, then the call will completely leave the FacetPhone system when it is transferred. If you do not have Centrex transfer service, then another outside line will be used to connect the caller to the outside number.

Finally you can transfer the call to a group by choosing the group from the drop list. This will handle the call according to the current call handling for the group. If the auto-attendant is turned on, the call will be immediately put into the auto-attendant for the group. If the auto-attendant is off, the next available operator will be rung if automatic call distribution is on for the group. Otherwise all operators on duty and all operator phones will be rung.

Transferring a call to voice mail:

You can transfer your active call to voice mail by clicking on the XFVM button on the Control Center window. You can also click on any call that is yours in a call watch window and choose the Transfer call to voice mail option that is presented. In either case, the Transfer to voice mail window will be displayed:



**Transferring Call 1**

Transferring Call to Voice Mail

User Extension:

-OR-

Group:

-OR-

CLICK on destination

**Transfer** **Cancel**



If you are transferring to the voice mail of a FacetPhone user, you can enter the user's extension or click on their entry in a user watch window.

If you choose to transfer to a group's voice mail, it will actually put the caller in the group's auto-attendant where the caller can choose whatever options they want from the auto-attendant including leaving voice mail in the group's mailbox.

Adding notes or job code to a call:

You can add notes or a job code to a call and these will be included in the call detail record. To do this, click on the call in the calls watch window and choose the Create Display option on the menu that is presented. This will create the call display window for your call:



The screenshot shows a window titled "FacetPhone Call" with a blue header bar. Below the header, there is a "Call Detail Notes" section with two input fields: "Call Note:" and "Job Code:". A "Save" button is positioned below these fields. At the bottom of the window, there are "Disconnect" and "Hold" buttons. On the right side of the window, there is a text area containing the name "jim" and the extension "L1: 9,9728441111".

You can type in any notation or job code that you like and then click on the Save button to have this information saved with the call data.

In the current version, this information must be added before the call is ended.

# ***Using the FacetPhone Telephone User Interface***

---

In addition to the graphical user interface, you may use your telephone to manage and control your calls and your voice mail. The "FacetPhone Telephone User Interface Summary" at the end of this manual provides a quick summary of telephone commands for you to use after you understand their operation. The commands listed here will work on any telephone. Phones with feature buttons that are supported by FacetPhone can simplify these commands by dialing the sequences for you.

## ***Using Your Phone to Control Calls***

### Placing Calls:

To dial another user within the company, just dial their extension number. This will call whatever physical telephone station that is currently associated with that user.

To go directly to another employee's voice mail, just dial: # 1 2 and their extension number.

To dial a physical station within the company, dial: # 1 3 and the station number. If a station has a number that does not match a user's extension, then you may dial that station by simply dialing its number the way you would dial a user's extension.

To dial an outside number, dial the prefix for an outside line (usually 9). You will be given a new dial tone and then you can dial the outside number. Dialing 9 will select a line in the default trunk group for your station. If you want to select a specific trunk group, dial 8 plus the trunk group number (0 to 9) and it will select a line in the specified trunk group. Once again you will be given a new dial tone and you can then dial the outside number.

FacetPhone allows the definition of system-wide speed dial numbers. By default, these numbers are two digit numbers from 20 to 59. However, your system administrator may have redefined them. In any case, you will need to get a list of the speed dial numbers as defined for your site so that you will know which outside numbers are mapped to which speed dial numbers. To place an outside call using a speed dial number, you simply enter the speed dial number.

### Putting a Call on Hold:

To put an active call on hold, press the flash button on your phone. You will be given a new dial tone. If you press the flash button again while at the dial tone, you will be reconnected to the call that is on hold. If you have multiple calls on hold, repeating this procedure will cycle through the calls on hold.

### Transferring Calls:

To transfer a call to another user, press the flash button on the phone to put the call on hold. You will be given a dial tone. Then dial # 2 1 and the extension number of the user to whom you wish to transfer the call.

To transfer a call to a user's voice mail, press the flash button and dial # 2 2 and the user's extension number.

To transfer a call to a physical station, press the flash button and dial # 2 3 and the station number.

To transfer a call to an outside number, press the flash button and dial:

# 2 4  
plus the outside access code (9 or 8 plus trunk group)  
plus the outside number  
followed by #

For example, to transfer an outside caller to the Dallas time and temperature number on the default trunk group you would dial # 2 4 9 214 844 1111 #.

### Parking Calls:

A parked call is a call that can be picked up by anyone in the company. A call on hold can only be picked up by the person who put the call on hold. To park a call, press the flash button to put it on hold and then press # 3. The ID of the call you parked will be announced on the phone.

To pick up a parked call, press # 4 n #, where n is the ID number of the parked call.

## Answering Calls to the Operator:

Users who are designated as operators for a group may pick up outside calls ringing to the group by simply answering their phone when the outside call is ringing. You may also pick up a call ringing to the operator from any phone that is not ringing by picking it up and dialing # 0 at the dial tone. If you are already in a call and get the call waiting tone, press Flash to automatically put your current call on hold and answer the new call.

## ***The User Menu***

The user menu which is accessed from a telephone allows you to manage your voice mail, record your voice mail greeting(s), record your name for the company directory, have your calls forwarded, send voice mail, and manage voice mail distribution lists. You can access the user menu from any telephone whether inside or outside your company offices. To access the user menu from your current station, just press the \* key and follow the instructions. To manage your voice mail from a different station within the company, press the \* key. You will be prompted for your extension number and PIN before the user menu continues. To access the user menu from an outside telephone, call your company auto-attendant and press \* during the greeting. If your call is answered by an operator, you may have them transfer you to your voice mail and then press the \* key during your greeting in order to access the user menu. You will then be prompted for your extension number and PIN if you have one. Once you are in the user menu, it will announce the number of new and saved voice mail messages that you have and then you will have the following options:

1 - New Voice Mail - Press 1 to review your new voice mail messages. This option is only presented if you have new voice mail messages. At the beginning of each message, the date and time will be spoken. Following each message, you will be prompted as follows:

- 1 - Replay. Press 1 to replay the message.
- 2 - Delete. Press 2 to delete the message.
- 3 - Move to Saved. Press 3 to move the message to the Saved Messages folder.
- 4 - Play Previous. Press 4 to go back to the previous message.

5 - Reverse Order. Press 5 to reverse the order that the messages are being played (oldest to newest or vice versa).

6 - Play Next. Press 6 to go to the next message.

7 - Reply. Press 7 to reply to this message. You will then be given a further option of replying only to the sender of the message or group replying to the sender and all other recipients. You can only reply or group reply to other FacetPhone users.

8 - Forward. Press 8 to forward the message to another FacetPhone user, group or list of users.

# - Repeat Options. Press # to repeat the options.

\* - Leave the voice mail menu. Press \* to return to the previous menu.

Note that pressing any of the above keys during the playback of a voice mail message causes that action to happen immediately. So during the message playback, if you want to replay that message from the beginning, press 1. If you want to skip to the next message, press 6, etc.

2 - Saved Voice Mail. Press 2 to review your saved voice mail messages. This option is only presented if you have saved voice mail messages. The options for managing your saved voice mail are the same as for managing your new voice mail except that option 3 moves the message back to your new message folder.

3 - Record Voice Mail Greeting. Press 3 to record or change your voice mail greeting.

FacetPhone allows you to record one generic greeting to be used whenever you do not answer the phone. Or alternatively, you can record specific greetings for the following situations:

1 - Generic. Press 1 to record your generic greeting to be used for all situations.

2 - No Answer. Press 2 to record a greeting for when your status indicates that you are available for phone calls, but you do not answer the phone.

3 - Busy. Press 3 to record a greeting for when you are already on the phone and you do not have call waiting enabled.

4 - Out. Press 4 to record a greeting for when your status indicates you are not at work.

Note that selective voice mail handling must be turned on by you or a system administrator. See the section on Changing Your FacetPhone Configuration.

4 - Record Name. Press 4 to record your name for the company directory.

5 - Go To Group Menu. Press 5 to go to a new menu to manage voice mail for your group. Within the Group Menu, you have the same options as you do for your individual greetings, except that 5 allows you to change to a different group.

6 - Go to call forwarding menu. Press 6 to go to a new menu to manage your call forwarding.

If your calls are not currently being forwarded, your choices will be:

1 - Turn on forwarding. Press 1 and then you will be prompted to enter the number where your calls are to be forwarded. The number you entered will be announced and you will have the options of forwarding to that number, re-entering the number, or returning to the main forwarding menu.

\* - Leave the forwarding menu. Press \* to return to the main user menu.

If your calls are currently being forwarding, your choices will be:

1 - Turn off forwarding. Press 1 to turn off forwarding.

2 - Verify forwarding number. Press 2 to have the number announced where your calls are being forwarded.

\* - Leave the forwarding menu. Press \* to return to the main user menu.

7 - Send Voice Mail. Press 7 to enter a menu that will allow you to send a voice mail to a user, group, or list of users.

1 - Send a voice mail to a single user. You will be prompted to enter the user's extension number, the user's name announcement will be played and then you will be given the choice of sending to this user or re-entering the extension number.

2 - Send a voice mail to a group's mailbox. All of the groups will be announced with a number to press to select the group.

3 - Send voice mail to a list of users. You will be asked if you want to use an existing voice mail distribution list or create a new one. If you create a new list, you will have the choice of using it to send this one voice mail or of saving it as one of your permanent lists.

8 - Manage Voice Mail Distribution Lists. Press 8 to enter a menu that will let you create, edit and delete your voice mail distribution lists.

1 - Review Your Existing Lists. Each list name will be announced and you will be given the choice to edit the list, delete the list, or skip to the next list. If you choose to edit a list, you will be given instructions for reviewing the existing members or adding new members.

2 - Create a New List. You will be given instructions for adding new members or reviewing the existing members until you choose to save the list.

\* - Exit Distribution List Management.

# - Repeat Options.

9 - Change Your PIN. Press 9 to enter a menu that allows you to change your PIN.

0 - Logout as a user of this phone. If you are using the FacetPhone user interface, you would normally logout from the user interface. However, if you have logged in to the phone with the user menu, then this option will allow you to logout.

# - Repeat Options. Press # to repeat the options.

\* - Repeat Options. Press \* to exit the user menu.

When you are playing a voice mail, the \* 0 # keys on your phone will control the playback. To pause the playback, press 0. To resume playback when it is paused, press the 0 key again. To go back 4 seconds in the message, press the \* key. To go forward 4 seconds in the message, press the # key. The \* and # keys may be pressed repeatedly to go further backwards or forwards in the message.



## Changing Your FacetPhone Configuration

---

To change your personal FacetPhone configuration settings, choose on the FacetPhone menu:

Action / My configuration

This brings up a new "My Configuration" window:



The menu on this window allows you to select various configuration screens as described below.

## Main User Settings

Most of your settings are accessed by selecting on the "My Configuration" window's menu:

Configure / My User Configuration

The main user configuration window will be presented:

**User jim**

User extension: 144

User name: jim

First name: Jim

Last name: Bryant

PIN: \*\*\*\*

**Locations**

**Voice Mail Handling**

**Call recording and noting**

Record all calls to mailbox

Recordings to mailbox: My

Note all incoming outside calls to mailbox

Notes to mailbox: My

**Miscellaneous**

Save screen layouts when logging out

Outgoing CID Number:

Outgoing CID Name:

**OK** **Cancel**

The fields on this screen are:

**User extension:** This field shows your telephone extension number. The field is not editable by the user. The system administrator will have already defined your extension number.

**User name:** This field shows your FacetPhone login name. It not editable by the user. The system administrator will have already defined your login name.

**First name:** Your first name.

**Last Name:** Your last name.

**PIN:** Your personal identification number. This is used to make your voice mail private and secure. Note that any caller who is leaving you voice mail can access your user menu by pressing the \* key if they know your extension number. Therefore, the PIN is your security in keeping your voice mail private.

**Record all calls to mailbox:** Check this box to have all your calls automatically recorded.

**Recordings to mailbox:** When you record a call, the recording is put in a voice mail folder with a notation that it is a call recording. Select "My" to have the recordings put in your new voice mail folder or select a group to have the recordings put in the group's new voice mail folder.

**Note all incoming outside calls to mailbox:** Check this box to have all incoming calls coming in on a line (not from another extension) given an entry in the specified voice mailbox on the user interface. There will be no audio recording associated with this entry. It is for use by an operator to make notes about the call in the subject part of the entry. These entries will not be counted in the total new voice mail count.

**Notes to mailbox:** Select "My" to have call notes put in your personal new voice mail folder or select a group to hae the notes put in the group's new voicemail folder.

Save screen layouts when logging out: If this box is checked, your FacetPhone user interface screen layouts will be saved the way they are whenever you logout of FacetPhone. If this box is not checked, then your screen layouts will only be saved when you explicitly save your desktop layout under the Window menu.

Outgoing CID number and name: These fields show the user specific caller ID that will be on outgoing calls you make. This is usually blank. It is only editable by the Administrator and is not used unless your outgoing calls are on a T1.

There are also buttons on this screen that take you to further screens to define your location specific options and your voice mail handling options.

## **Location Specific Settings**

Clicking on the Location button on the main user settings screen brings up the Location Selection window:



The options for setting up your available locations are:

**Location:** This is a drop down menu allowing you to select one of the currently defined locations for further action with the "Edit" or "Delete" buttons.

**Edit:** Clicking on the Edit button brings up the Location edit window for the selected location (see below).

**Cancel:** Click this button to go back to the User window.

**Add:** Click this button to define a new location profile. When adding a new location, the Location edit window comes up and allows you to enter the settings for the new location (see below).

**Delete:** Clicking this button will delete the selected Location.

The Location edit screen contains settings that are maintained independently for each location that you define:

The screenshot shows a dialog box titled "Location office" with a blue header bar containing standard window controls (minimize, maximize, close). The dialog is filled with various configuration options:

- Location name:** A text input field containing "office".
- Voice type:** A dropdown menu set to "Station".
- Station number:** A text input field containing "110".
- Checkboxes:**
  - Flash treated like hangup and pickup
  - Dialtone after call ends
  - Auto offhook on intercom calls (requires Polycom or Cisco IP phone)
  - Page to phone (requires Polycom or Cisco IP phone)
  - Sounds during instant messaging
- Play pages on PC speakers:** A dropdown menu set to "Never".
- Speaker volume:** A dropdown menu set to "2".
- Incoming call when you are not on another call:** A section containing two checked checkboxes:  Ring phone and  New call notify box.
- Incoming call when you are on another call:** A section containing two checkboxes:  Call waiting tone and  Call waiting notify box.
- Notify box ring sound:** A dropdown menu set to "None".
- Voice mail:** A section containing:
  - Notify box for new voice mail
  - New voice mail notification sound:** A dropdown menu set to "N/A".
  - Minutes between VM sounds:** A text input field containing "2".
- Default status:** A dropdown menu set to "at desk".

At the bottom of the dialog are two buttons: "OK" and "Cancel".

The options which can be set on this window are:

**Location name:** This shows the location name you are editing. It cannot be changed. If you want to edit a different location profile, click on the Cancel button, then click on Locations from the User window and select a different location to edit from the Location Selection window or click Add to add a new location.

**Voice type:** You can select Station or None. Select Station if you have a FacetPhone station at this location. Select None if when at this location you will have the FacetPhone graphical user interface but no telephone. None would be also be selected for users who only need a FacetPhone voice mail box.

**Station number:** This is the physical station (telephone) that you will use at this location.

**Flash treated like hangup and pickup:** This setting is for users who make many outbound calls and never need to put a call on hold. Hanging up the phone and then quickly picking it back up to place another call can look like a hook flash to the system. If this is not what is intended, then the current call is accidentally put on hold instead of being ended. Turning on this setting causes the system to treat a flash as though the user hungup on the active call and then picked the phone back up to start a new call. This prevents the user from ever being able to put a call on hold using the switch hook or Flash button on the telephone.

**Dialtone after call ends:** When a call is ended by the other party and your phone is still offhook, it normally leaves your phone "dead". This setting causes your phone to be given a new dialtone in that situation so that it is ready to place a new call.

**Auto offhook on intercom calls (requires Polycom or Cisco IP phone):** This setting is only meaningful if you are using a Polycom or Cisco IP phone. If this box is checked, then if someone at another inside extension calls you, your phone will not ring but will beep and then be taken offhook in speaker phone mode and the caller will be immediately connected to you. If the phone is a Polycom 30x model, you will not be able to talk back to the caller since it is not a full speaker phone. With any model, you can pick up the receiver and continue the call using the handset.

Page to phone (requires Polycom or Cisco IP phone): FacetPhone has a built-in paging system that allows users to send pages over the IP phones or the PC speakers of other users that are logged in to FacetPhone. This setting is only meaningful if you are using a Polycom or Cisco IP phone. If this box is checked, then pages will be played on your phone's speaker when it is on-hook.

Sounds during instant messaging: By checking this box, your PC speakers will make a sound whenever you start an IM session and whenever you send or receive an IM message. This will work only if your PC has sound capability. To turn off IM sounds, uncheck this box.

Play pages on PC speakers: FacetPhone has a built-in paging system that allows users to send pages over the IP phones or the PC speakers of other users that are logged in to FacetPhone. You can choose whether you want pages to be played on your PC speakers at this location. Select "Never" if you don't want any pages played on your PC speakers. Select "When Not on the Phone" if you want pages played over your PC speakers only when you are not using the phone. Select "Always" if you want pages to always be played on your PC speakers, even if you are on the phone. If you have an IP phone and have chosen to have pages played on the phone, then you probably want this set to "Never".

Speaker volume: This setting is used to adjust the volume of pages and voice mails played on your PC speakers in relation to the volume of other sounds that may be played on your speakers.

Incoming call when you are not on another call:

Ring phone: When this box is checked, the phone specified for this location will ring whenever you receive a call and your phone is idle.

New call notify box: When this box is checked, the user interface will display a notification window whenever you receive a call and your phone is idle. The notification window will include any available caller ID information of the person calling you. Note that when a call is transferred to you, the outside caller ID information will be displayed. But if the call is parked and the operator is calling you, the operator information will be in the caller ID field.



## Incoming call while you are on another call:

**Call waiting tone:** When this box is checked, you will hear a call waiting tone in the receiver of your phone whenever you receive another call and you are already on a call. To pickup the incoming call you can click on it in the call display and choose activate. This will put your current call on hold and answer the new call that is ringing. You can also press the flash button on your phone to put the current call on hold and answer the call that is ringing. Note that only you will hear the call waiting tone. The other party on your call will not hear it. The caller ID of the new caller will be presented on the phone along with the presentation of the call waiting tone.

**Call waiting notify box:** When this box is checked, the user interface will display a notification box whenever you receive a call and you are already on a call. The notification window will include any available caller ID information.

**Notify box ring sound:** When selecting the New call notify box or the Call waiting notify box, this drop down list gives you the option of picking from 20 different sounds for an audible indicator on your PC. Or, you can choose None for no ring sound on your PC.

## Voice mail:

**Notify box for new voice mail:** When this box is checked, the user interface will display a New Voice Mail notification window whenever new voice mail is received.

**Voice mail ring sound:** When selecting the Notify box for new voice mail, this drop down list gives you the option of picking from 20 different sounds for an audible indicator on your PC. Or, you can choose None for no ring sound on your PC.

**Minutes between VM sounds:** This lets you select how often in minutes to have the audible voice mail indicator played on your PC. This field is grayed out and not changeable if you have not selected a Voice mail ring sound. If you enter 0 in this field, FacetPhone will play the audible indicator only one time without repeating.

Default status: This field lets you set the initial status that you will have when you login at this location.

Different combinations of the call ringing and call notification options make sense depending on how you use FacetPhone.

For operators who must be notified of each incoming call, it probably makes the most sense to have the phone ring when it is idle and have the call notification window be presented for calls when you are already on the phone. The notify box ring sound should be set to an audible value. This way the call notification ringing sound played over the PC speakers while you are already on the phone may be overheard by the current caller making them aware of your need to answer the other call.

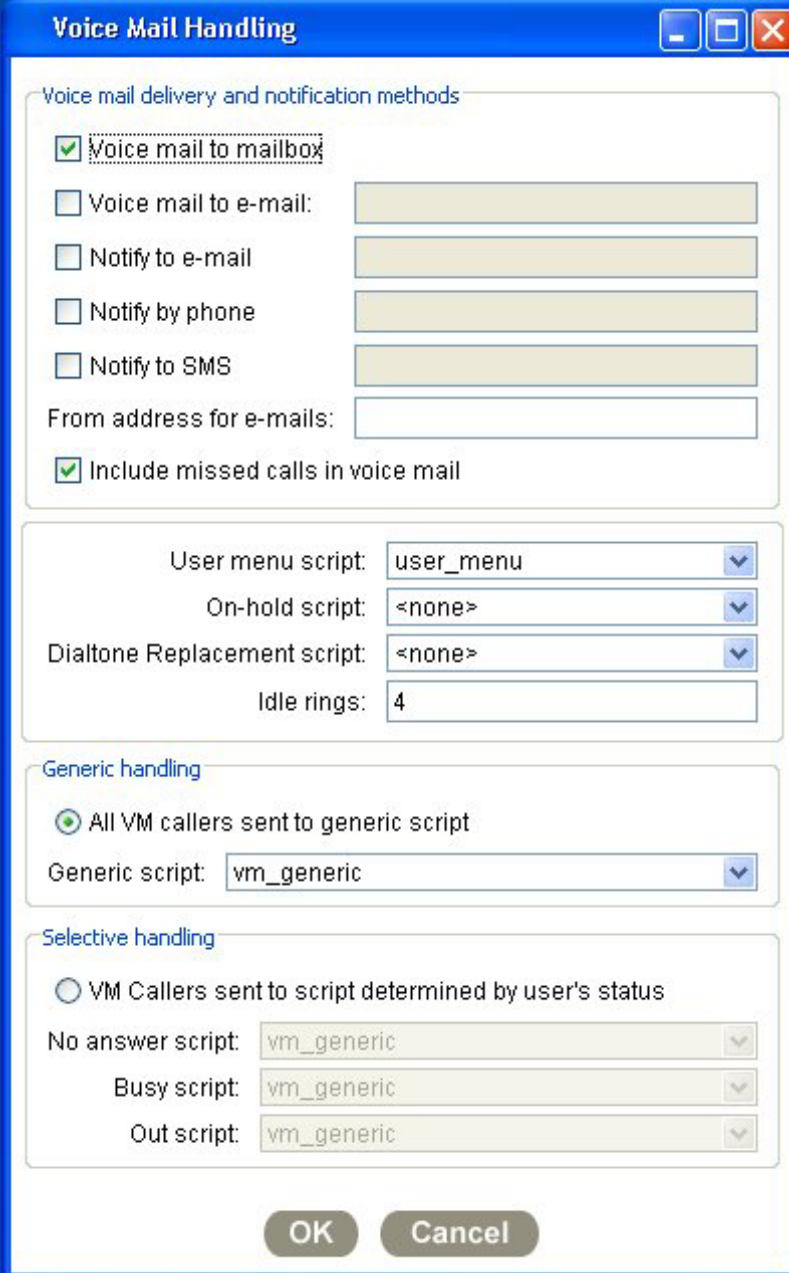
Users who want calls to go to voice mail when they are already in a call, should uncheck both Call waiting tone and Call waiting notify box options.

Users who want call waiting and use the FacetPhone user interface will probably want to check the Call waiting notify box option. Users who want call waiting but do not use the FacetPhone user interface would need to check the Call waiting tone option.

The other location profile you might want to change is the "not logged in" profile. By default this profile has no telephone associated with it. However, you may want your normal phone to ring even when you are not logged in. For this case, edit the "not logged in" location profile and specify your normal station. You must also set the default status for this location to be "at desk" or some other status which shows that you are available for phone calls.

## Voice Mail Handling Settings

Clicking on the Voice Mail Handling button brings up the Voice Mail Handling window:



The screenshot shows a window titled "Voice Mail Handling" with a blue title bar and standard window controls (minimize, maximize, close). The window is divided into several sections:

- Voice mail delivery and notification methods:**
  - Voice mail to mailbox
  - Voice mail to e-mail: [text box]
  - Notify to e-mail: [text box]
  - Notify by phone: [text box]
  - Notify to SMS: [text box]
  - From address for e-mails: [text box]
  - Include missed calls in voice mail
- Script settings:**
  - User menu script: user\_menu [dropdown]
  - On-hold script: <none> [dropdown]
  - Dialtone Replacement script: <none> [dropdown]
  - Idle rings: 4 [text box]
- Generic handling:**
  - All VM callers sent to generic script
  - Generic script: vm\_generic [dropdown]
- Selective handling:**
  - VM Callers sent to script determined by user's status
  - No answer script: vm\_generic [dropdown]
  - Busy script: vm\_generic [dropdown]
  - Out script: vm\_generic [dropdown]

At the bottom of the window are two buttons: "OK" and "Cancel".

The options for setting up your voice mail handling are:

Voice mail delivery and notification methods:

Voice mail to mailbox: Check this box if you want your voice mail to be delivered to your voice mail folder on the FacetPhone system. This allows you to listen to your voice mail from your telephone or by calling in from outside. Most people will want to have this option turned on.

Voice mail to e-mail: Check this box if you want your voice mail messages sent to your email as wav sound attachments. In the box to the right of this checkbox, enter the email address where your voice mail should be sent. Multiple email addresses may be specified and must be separated by a semi-colon or comma. The total length of this entry must not exceed 1024 characters.

Notify to e-mail: Check this box if you want a notification email sent when you receive a new voice mail. The notification email includes a subject line with the callerID information, but does not include any email message body. This option does not send the actual voice mail message as a wav attachment. In the box to the right of this checkbox, enter the email address where you want the notifications to be sent. Multiple email addresses may be specified and must be separated by a semi-colon or comma. The total length of this entry must not exceed 1024 characters.

Notify by phone: Check this box if you want the system to call you when you have a new voice mail. In the box next to this check box enter the phone number(s) that should be called. Phone numbers must begin with the leading 9 or 8 plus trunk group number. Multiple phone numbers may be separated by a comma. When you receive the notification call, you will be prompted to press \* and then will be prompted to enter your user extension and PIN number. At that point you will be in the user menu and you can listen to and manage your new voice mail. Note that the system will continue calling you until you respond with the \*.

**Notify to SMS:** Check this box if you want the system to send you an SMS text message to notify you of a new voice mail. In the box next to this checkbox enter your SMS address, usually `phonenumber@provider`. The text message will contain the same information that an email notification contains. Multiple SMS addresses may be specified and must be separated by a semi-colon or comma. The total length of this entry must not exceed 1024 characters.

**From address for e-mails:** This is where you enter the email address to be used as the "From:" address of any emails sent by FacetPhone.

**Include missed calls in voice mail:** Check this box if you want missed calls to create a voice mail with the caller's information. The audio of the voice mail will only say "missed call". However, the time and caller ID of the caller will be available. Missed call voice mails follow the same delivery and notification rules as any other voice mail.

**User Menu Script:** This is the IVR script that is run whenever you go into your voice mail management by pressing \* on your telephone. By default, this is set to `user_menu` and should not be changed without consultation with your FacetPhone administrator.

**On Hold Script:** This is the IVR script that is run whenever you put a caller on hold. If you park a caller instead of putting them on hold, the group setting will be used. Your options for this are:

`<none>` -- When None is selected, FacetPhone will use whatever option is selected for your group.

`message_on_hold` - This will play a message to your callers when you put them on hold.

`music_on_hold` - This will play music to your callers when you put them on hold.

**Dialtone Replacement script:** This specifies an IVR script that will be run when you take your phone offhook at this location instead of presenting a dialtone. This setting is usually set to `<none>` and should only be used in consultation with your Administrator.

Idle Rings: This is the number of times FacetPhone will let your phone ring before sending callers to your voice mail.

Generic handling:

All VM callers sent to generic script: Select this option if you want to treat all callers that go into your voice mail the same way. If you want different announcement messages to be played depending on whether or not you are on the phone, or out of the office, then do not select this option and see Selective handling below.

Generic script: This shows the name of the IVR script to be run whenever a caller goes into your voice mail. The default is `vm_generic` which will play the generic announcement message you recorded with your phone as described in "Using Your Phone to Manage Your Voice Mail" above.

Selective handling:

VM callers sent to script determined by user's status: Select this option if you want a different announcement to play depending upon the conditions described below. The announcements heard by the callers are easily added or changed. See "Using Your Phone to Manage Your Voice Mail" above for details.

No answer script: This is the script to be used when a caller goes into your voice mail after you have not answered your phone. The default IVR script for this is `vm_idle`.

Busy script: This is the script to be used when a caller goes into your voice mail because your phone is busy. The default IVR script for this is `vm_busy`.

Out script: This is the script to be used when a caller goes into your voice mail because your FacetPhone status shows that you are not at work. The default IVR script for this is `vm_out`.

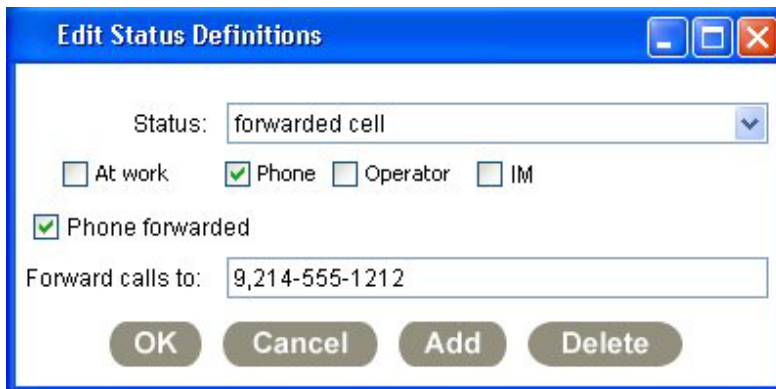
For further customization of the FacetPhone IVR scripting system, contact your FacetPhone administrator, or FacetCorp technical support.

## User Status Definitions

The FacetPhone system comes with some basic user status definitions predefined such as "at desk", "at lunch", etc. You may create your own status definitions by selecting on the "My Configuration" window's menu:

Configure / My Status Definitions

The Edit Status Definitions window will be displayed:



Each status definition has a name which is displayed in the user watch window status column when you have chosen the status as your current status. In addition, each status has the following attributes which you can set on this screen:

**At work** - indicates whether you are considered at work when you have this status selected. This affects the "Work" column of your entry in a user watch window.

**Phone** - indicates whether you are available for phone calls when you have this status selected. This affects the "P" column of your entry in a user watch window. It also affects the way calls to you are handled. If your current status allows phone calls, then any calls to you will ring your phone. If it does not allow phone calls, then user's will be sent directly to your voice mail.

**Operator** - indicates whether you are available to take calls directed to the operator. If a call is being directed to one or more operators of a group, and you are an operator for the group, and you currently have your status set to one that includes this attribute, then you will be eligible to receive the call. If Automatic Call Distribution is turned on, then you will be eligible to receive the call. If ACD is off, then your phone will ring with all the other operator's phones.

IM - indicates whether you are available to be text messaged. This affects the "IM" column of your entry in a user watch window. If your current status allows instant messaging, then other users may initiate an instant messaging session with you. Otherwise, they will not be allowed to instant message you.

Phone forwarded - indicates if your phone calls are to be forwarded to another station or an outside number. This affects the "P" column of your entry in a user watch window.

Forward calls to - optional number to be associated with the status if the Phone Forwarded option is in use. If forwarding is turned on but you do not provide a number, then you will be prompted for a number when you select this status. The system comes with a system-wide status called "forwarded" that does not have a forwarded number. You will usually want to provide the number in any of your own status definitions that have forwarding turned on. You can provide either a station number or an outside number including the leading 9 or 8 plus trunk group number. For example you might create a status called "fwd computer rm" that has the station number of a phone in the computer room. When you select this status, then users who dial your extension will reach you in the computer room. You might also create a status called "fwd cell" that has your cell phone number plus the leading 9. Then when someone calls your extension, the system will dial your cell phone number and connect the caller to you. Note that you can forward your calls to a station number but not to a user extension number.

To create a new status definition, click on the Add button and the "Status Entry" window will be presented where you can enter the new status description along with the information for the new status. You cannot rename a status. You must delete the old one and create a new one with the new name.



## Voice Mail Distribution Lists

A voice mail distribution list is a list of FacetPhone users. You use a distribution list when you want to send the same voice mail to multiple users at once. Your system administrator may create distribution lists for a group that are available to anyone in the group. You may also create your own voice mail distribution lists by selecting on the "My Configuration" window's menu:

Configure / My Voice Mail Distribution Lists

The Distribution List Selection window will be displayed:



You can select one of your existing lists to edit or delete or you can add a new list. When you add or edit a list the VM Distribution List window will be presented:



To add a user to the list, click on the user's entry in the "All Users" list. Then click on the "Member" checkbox. A list of the members currently in the list are shown on the right. To remove a member, click on the user's entry in either list and uncheck the Member checkbox.

You must record the name of the list before saving your changes. This announcement is required for choosing the list when sending voice mail from the user menu on the phone.

## ***Sending Voice Mail***

---

The most common way of sending voice mail is to call a user who isn't available and you get their voice mail. However, you may also leave voice mail for a user, group or list of users without having to call them.

### ***Using the Graphical User Interface to Send Voice Mail***

There are several ways to send voice mail to another FacetPhone user with the user interface.

You can click on a user's entry in a user watch window. A menu will be presented which includes an option to leave voice mail for the person. When you choose this option your phone will ring if it is on-hook. Once your phone is off-hook the person's voice mail greeting will be played followed by instructions for leaving voice mail. You can press the one digit on the telephone keypad to skip past the greeting or instructions.

You can also choose on the main menu:

Action / Send Voice Mail

The Leave Voice Mail window will be displayed:



The screenshot shows a window titled "Leave voice mail" with a blue header. Inside the window, there are three input fields: "User Extension:" with a text box, "Group:" with a dropdown menu showing "<none>", and "VM Distribution List:" with a dropdown menu showing "<none>". Between each field is a "-OR-" separator. Below the dropdowns is the text "CLICK on a User". At the bottom of the window are two buttons: "Record" and "Cancel".

To leave voice mail for a single user, you enter the user's extension or click on the user's entry in a user watch window.

To send voice mail to a group's voice mailbox, click on the Group drop list and click on the group.

To send voice mail to a list of user's defined in a voice mail distribution list, click on the Voice Mail Distribution List drop list and click on the name of the list to use.

Finally, click on the Record button to record your voice mail. If your phone is on-hook it will ring. Once your phone is off-hook instructions for recording your voice mail will be played.

### ***Using the Telephone to Send Voice Mail***

To leave voice mail in an individual user's mailbox, a group's mailbox, or a list of users' mailboxes, enter the user menu with the \* key when at a dial tone at a station or in the auto attendant from an outside line. Once in the user menu, choose the option to send voice mail. You will be presented with the option to send to a single user, to a group or to a voice mail distribution list. If you choose to send to a distribution list you will be given the choice of using an existing list or creating a new one.

# Conferencing

---

FacetPhone allows you to conference up to 10 parties simultaneously on the same call. The conference parties may be any combination of inside company extensions and outside calls. Conference calls are easily established using either the graphical or telephone user interface.

## ***Using the Graphical User Interface to Make a Conference Call***

To start a conference call, call the first party you wish to include. Once you have them on the line, then put them on hold by either clicking on the Hold button in the Control Center window or clicking on the call in the watch window and selecting Hold, or press the Flash button on the phone itself. Then call the second party you want to include. When you have them on the line, click on the Conf button in the Control Center window. You now have a 3-way conference call going.

You can add other parties to the call by putting the conference call on hold and calling the next person to include. Then conference this new call with the existing conference call the same way you conferenced the original two calls together. You can continue this procedure to add as many participants as you like up to a maximum of 10 including yourself.

The FacetPhone Call window used with conference calls will come up automatically when a conference call begins:



Note that the conference window can be resized just like any other window, and for larger conference calls, you may want to stretch the lower boundary of the window. The FacetPhone Call window has the following fields and action buttons:

**Participants:** The conference call participants are listed on the right side of the window.

**Call Detail Notes:** The call detail notes include a Notation and Job Code field. This allows for FacetPhone participants in the conference call to add notes and a job code for your internal accounting purposes. When you click the Save button on this window, these two fields are saved with the Call Detail Record associated with the call.

**Save:** Saves the Notation and Job Code fields in the Call Detail Record associated with the call.

**Disconnect:** This disconnects only the person who clicks on the button from the conference call. All other participants remain on the conference call. Note that even the conference call initiator can use this to drop out of a conference call.

**End:** This disconnects all parties and ends the conference call.

**Hold:** This puts the conference call on hold.

## ***Using the Telephone to Make a Conference Call***

To start a conference call using just your telephone, simply call the first party you wish to include. Once you have them on the line, then put them on hold by pressing the Flash button on your phone. Then call the second party you want to include. When you have them on the line, put them on hold using the Flash button. Then at the dial tone, press # 5. You now have a 3-way conference call going. You can add other parties to the call by putting the conference call on hold and calling the next person to include. Once they are on the line with you, put them on hold. Then at the dial tone, press # 5. Continue this procedure to add as many participants as you like up to a maximum of 10 including yourself.

## ***Call Recording***

---

You can record your current call by choosing on the main menu:

Action / Record Current Call

Recording will be turned off when you leave the call. You can turn recording off before leaving the call by choosing on the main menu:

Action / Stop Recording Current Call

If you turn recording on and off multiple times during the same call, multiple recordings will be saved.

Recordings are stored by default in your new voice mail folder. You may alternately choose to have recordings stored in a group's new voice mail folder by making this selection on the Voice Mail Handling screen of your configuration. You may also specify on this screen that you want to have all of your calls automatically recorded.

## Call Forwarding

---

FacetPhone provides an easy way to temporarily forward your calls to another station or to an outside number.

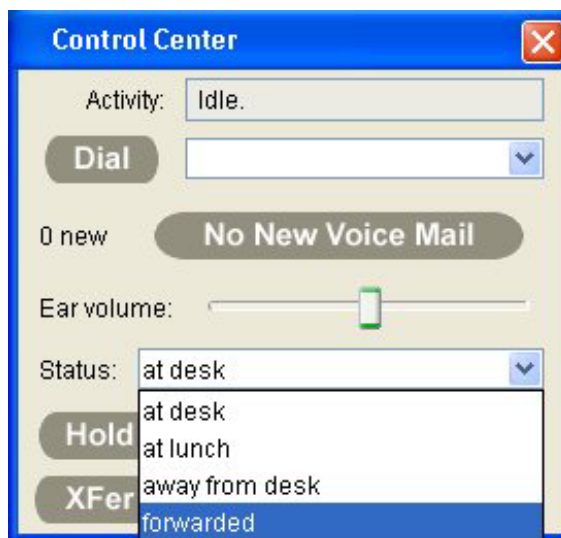
If you regularly work at another station with access to the FacetPhone user interface, you may want to setup a location profile for working at that station. However, if you are only occasionally at the other station, or if someone else is already using the phone as their logged in station, then you can forward your calls to the station instead. Any calls to you will ring at that station. Your normal voice mail handling rules will apply.

You may also forward your calls to an outside number such as your cell phone. When you do this, callers will be routed back out on an outgoing line to complete the call to your outside number. After dialing the outside number and connecting the caller to the outgoing line, FacetPhone will no longer be able to transfer the caller to your voice mail.

### ***Using the Graphical User Interface to Forward Your Calls***

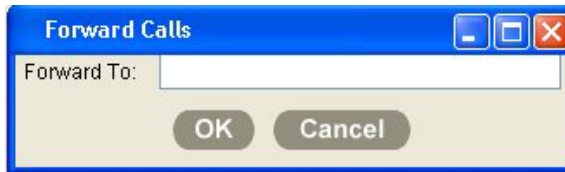
You forward your calls with the user interface by changing your status to one that has the forwarding setting turned on. A standard status called "forwarded" is installed by default and can be used to forward to any number. This status has no specific forwarded number associated with it, so you can supply whatever station number or outside number you want.

Begin by choosing the "forwarded" status:





When you choose this status as your current status, the user interface will prompt you for the number where your calls are to be forwarded:



If you are forwarding your calls to a station, enter the station number. If you are forwarding your calls to an outside number, you must begin the number with the outside line access codes, such as 9 to use a line on the default trunk group or 8 plus trunk group number to use a line on a specific trunk group to dial your forwarded number. For example, to forward your calls to station 123, you would simply enter 123 in the forwarded number box and click OK. If you are forwarding to an outside number on the default trunk group you would enter 9 plus the number, such as 9,972-844-1234. The comma and dashes will be ignored when dialing the number and may be omitted, so that you could also enter 99928441234 to forward to the same number.

You may also create your own forwarding status that has a number already defined. For example, you might create your own status called "forwarded cell" and then supply your cell phone number. You create status definitions by choosing Action / My Status Definitions on the main menu.

If your current location profile has a station defined while you have forwarding on, then when a call is being forwarded, your phone will ring a single short ring to remind you that your calls are being forwarded.

If you are going to be away for an extended period during which you will have your calls forwarded, you should set the default status on your "not logged in" location profile to be a forwarding status with the phone number included. Then logout of FacetPhone while you are away. This way, if the system is restarted for some reason while you are away, effectively logging out all users, your calls will still be forwarded when the system is restarted.

## ***Using the Telephone to Forward Your Calls***

You may also forward your calls from the user menu on the phone. To enter the user menu from any station, press the \* key at a dial tone. You will be prompted for your user extension and PIN if this is not your currently logged-in station. To enter the user menu when calling in from the outside, you can press the \* key during the auto-attendant menu. If your call is answered by an operator, you can have them transfer you to your voice mail, and then enter the \* key during your greeting. Once in the user menu, choose the option to enter the forwarding menu. Follow the instructions in this menu to turn forwarding on or off or to verify the number where you calls are being forwarded.

# Using the FacetWin Terminal Emulator to Dial from Your UNIX Applications

Beginning with FacetWin Version 3.1.h, Build 457, FacetWin users are able to place a phone call using FacetPhone from within the FacetWin application environment. By using the FacetWin terminal emulator, neither the user, nor the software application provider need to make any changes to their application. In order to use the FacetWin dialing capability, you must first enable the feature. To enable FacetWin dialing, go to the FacetWin properties sheet, click on the Advanced tab, and check the box labeled "Enable FacetPhone Features". The dialing feature in FacetWin is invoked by using its new right-click menu. The menu will have different items selected depending on where you click. In this example, a phone number was marked on the screen with the mouse and then the user right clicked within the marked area:



Copy, Copy All, Paste: These are normal FacetWin functions, unrelated to FacetPhone, that are now available through the right-click menu.

Dialing: Without predefining any dial fields, you can dial a number with FacetWin by selecting the number on the FacetWin screen you wish to dial. Highlight the number with the mouse the same way you would to copy it, then right click the mouse.

FacetPhone Dial: Dial the number highlighted.

FacetPhone Dial 1+: Dial the number highlighted after inserting a 1 for long distance at the beginning of the number.

FacetPhone Dial after Edit: This brings up a small edit box with the highlighted phone number in the box. This allows you to edit the number, and add any special prefix or suffix to the number before dialing.

Redial: Redial will dial the last number previously dialed from FacetWin.

Predefine Dial Fields: FacetWin allows you to predefine areas on the screen which frequently contain a telephone number. Once you have predefined a FacetPhone number field, you can simply right-click the mouse anywhere within that phone number. You will no longer need to highlight the entire phone number with the mouse.

Add FacetPhone Number Field: To add a FacetPhone number field, highlight the field with the mouse, then right-click the mouse and select Add FacetPhone Number Field. Note that each position on the FacetWin screen can only be in one predefined field. If you highlight an area that is partially or completely already within another FacetPhone number field, the Add FacetPhone Number Field option will not be offered when you right-click the mouse.

Delete FacetPhone Number Field: You can delete a predefined FacetPhone number field by right-clicking the mouse anywhere within that field, then selecting the Delete FacetPhone Number Field option.

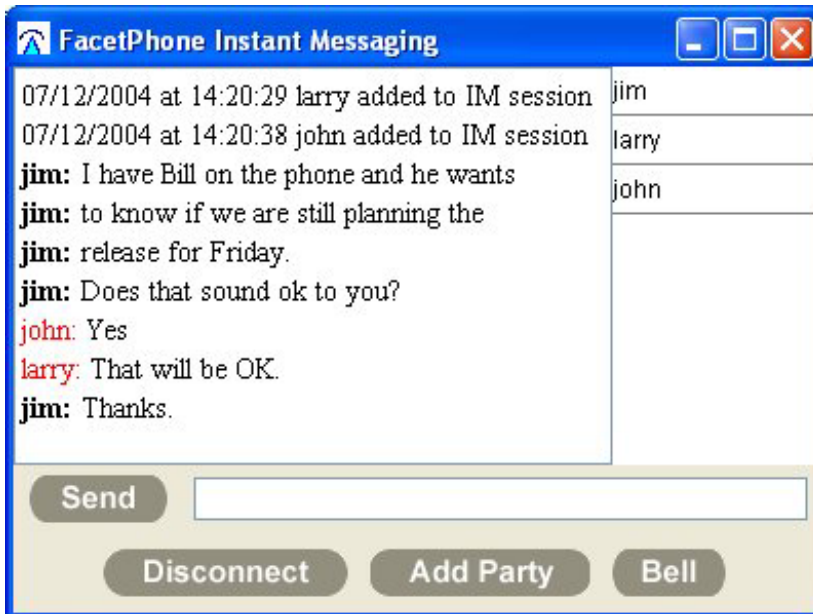
Show FacetPhone Number Fields: You can view all of your predefined FacetPhone number fields by right-clicking anywhere within the FacetWin window and selecting the Show FacetPhone Number Fields option. FacetWin will then highlight all of the predefined fields.

Browse FacetPhone Web Site: Selecting this option will start your default web browser and display the FacetPhone web site for additional information on FacetPhone.

## Instant Messaging

---

FacetPhone Enterprise Instant Messaging (IM) is used for immediate text communication between coworkers. To invoke an IM session, in a user watch window, click on the person you want to chat with. This will bring up a FacetPhone instant messaging dialogue box. You may then type your message and hit the enter key (or click on Send). When you send your first message to another user, it will bring up the FacetPhone Instant Messaging dialogue box on their system and display your message. All parties to the IM session are listed on the right side of the window. Within the chat area, your name is displayed in bold black before every message you send, while the other parties' names are displayed in red before the messages they send:



If you have enabled instant messaging sounds in your configuration, then FacetPhone will play a distinctive sound on your PC speakers whenever you start an IM session, and each time a message is sent or received.

Once you have a session established with one party, either one of the participants can add someone by clicking on the Add Party button. This will bring up the Adding a Party box. You may type in the user extension, or just click on their name in a User watch window. Or, you may add an entire group by clicking on the group name you

want to add to the IM session. There is no specific limit to the number of parties that can be added to an IM session other than exceeding available memory on either the server or PC.

If you need to try to get the attention of someone in an IM session, you can click on the Bell button.

Any party may leave the IM session at any time by clicking on the Disconnect button.

# Operator Features

---

This chapter provides information for FacetPhone operators. If you will not be assuming any operator duties on your FacetPhone system, you may skip this chapter. However, it is not very long and will help you understand the operation of the FacetPhone system even if you never perform any operator duties.

## **Choosing an Operating Method**

Choosing an operating method is something that is done in coordination with the operators, users and managers.

The first decision to make is whether incoming calls will be answered live by the operator(s) or sent immediately to the auto-attendant.

Incoming calls that are answered by the auto-attendant will be put into the auto-attendant script that the administrator has chosen for the group. See the FacetPhone System Administration Guide for details on setting up the auto-attendant. Note that even if calls are being answered by the auto-attendant, the default "company open" auto-attendant allows the caller to press 0 to call an operator, so operators should be familiar with the procedures for answering calls even if the auto-attendant is initially answering all the incoming calls.

Incoming calls which are answered by an operator may be handled in several ways:

The operator may transfer the call to the user. If the user is not available for a phone call, the caller will be sent directly to the user's voice mail. If the user is available for a call, the call will ring the user's phone, and the outside party's caller ID data will be displayed on any call notification window or telephone caller ID display that the user may have configured. If the rings exceed the number of idle rings that the user has configured for voice mail handling, then the user's phone will stop ringing, the call notification window will be removed if it was present, and the call will be sent to the user's voice mail. A transfer made by the operator without first contacting the recipient is considered a "blind transfer".

The operator may put the call on hold, then call the recipient and announce the call to them, and finally transfer the call to the recipient if they want it. Otherwise, the operator can pick the call back up and find out if the caller wants to be sent to the recipient's voice mail. This would be considered an "announced transfer".

The operator may park the call and then call the recipient to announce it. If the user wants to take the call, they would pick it up when they are ready and the operator would be finished with the call. If the recipient does not want the call, the operator can pick the call back up to find out if the caller wants the user's voice mail. This method is similar to the announced transfer except that the recipient has control over when to pick the call up. Note that if the user is using the TAPI or Caller ID program to perform a screen pop in a Windows program, picking up a parked call will not cause the screen pop while having the call transferred to them will. If the user is using UTAPI to lookup the caller ID information in a UNIX application, they can get the caller ID regardless of whether the call is transferred or picked up after being parked.

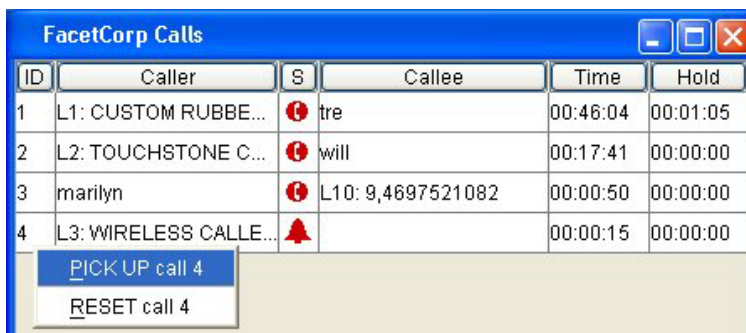
Depending on the number of people that the operator must manage calls for, the operator may utilize different methods for each user or perhaps by departmental preference. Typically, FacetPhone customers want to continue handling incoming calls approximately the same way they have in the past with their previous phone system.

## Answering Incoming Calls

On an incoming call that is ringing to an operator group, the phone of any operator for the group that has their status set to indicate that they are answering operator calls will ring. The default status definition for this is "oper on duty". In addition, phones may be defined to be operator stations that will ring regardless of whether a user is logged in and regardless of the user's status.

The call may be answered by picking up any ringing phone. If multiple calls are ringing at the same time, the oldest call will be answered when you pickup the ringing phone.

If you are already on another call and get a notification of a new incoming call, you have two quick ways to answer it. You can click on the new call in the calls window and a menu will be presented:





By clicking on the Pickup menu item, your current call will automatically be put on hold, and you will be speaking with the new caller.

If your location profile is configured to present a call notification window, you may also pickup the new call by clicking on the Pickup button on the notification window:



## ***Turning the Auto-attendant On and Off***

To turn on the auto-attendant, choose on the main menu:

Operator / Set Auto-attendant

This will bring up the Auto-attendant Control screen:



The Group drop list is used to choose which group the auto-attendant settings are for. Only groups for which you are an operator will be included in the list. Choose the appropriate group if it is not already selected.

To turn the auto-attendant on, check the Auto-attendant box, and select the appropriate Auto-attendant On Script Name. Then click OK. To turn the auto-attendant off, uncheck the Auto-attendant box, and click OK.

In the lines display for a group, you can tell if the auto-attendant is on for the group by the color of the status icons for idle lines. They will be blue when the auto-attendant is turned on and green when it is turned off.

## Changing Another User's Status

An operator can change another user's status by clicking on their entry in a user watch window and choosing the menu item to change the user's status. A window will be presented with a drop list that includes all of the system-wide status values plus any user defined ones that the user has.

When the status is changed a notification window will be popped up on the user's PC letting them know that their status was changed, the new status and who changed it:

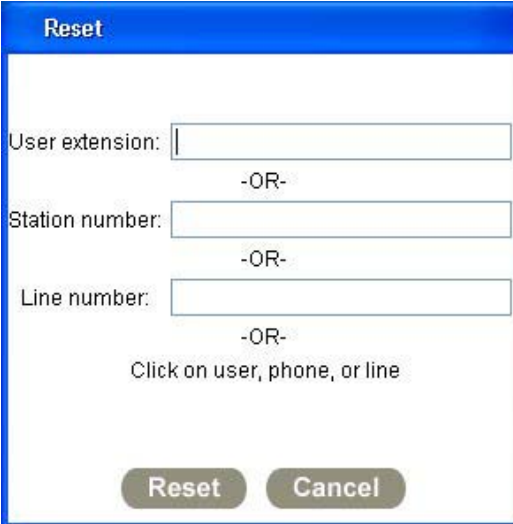


## ***Resetting a Phone or Line***

If for some reason a phone or line becomes unresponsive, an operator may reset it by choosing on the main menu:

Operator / Reset Phone or Line

This will present the Reset dialog box:



The image shows a dialog box titled "Reset". It contains three input fields: "User extension:", "Station number:", and "Line number:". Each field is followed by a "-OR-" separator. Below the separators, there is a text prompt: "Click on user, phone, or line". At the bottom of the dialog, there are two buttons: "Reset" and "Cancel".

To reset a user's current station, you can either type in the user's extension number in the "User extension" field or if you have a Users watch window displayed, you can click on the user's entry instead of entering their extension number.

To reset a station regardless of whether it is associated with a user, you can either enter the station number in the "Station number" field or if you have an "Stations" watch window displayed, you can click on the station's entry instead of entering the station number.

To reset a line, enter the line number in the "Line number" field, or if you have a Lines watch window displayed, you can click on the line's entry instead of entering the line number.

In addition, if you are an operator for a group, you can click on a user in the group's Users watch window, a station in the group's Stations watch window or a line in the group's Lines watch window and one of the options on the menu presented will be to reset the station or line.

## Recording Auto-attendant Prompts

You may want to record your own auto-attendant prompts even if you use the default auto-attendant scripts. To do this, a person with operator or administrator privilege can choose on the main menu:

Operator / Record Group Voice Prompts

This will present a group selection window:



Only the groups for which you are an operator will be listed. After you choose the group, the prompt selection window will be presented:



Select the prompt you want to record. Click the Record button. If your phone is on-hook when you click record, it will ring. Once you are off-hook follow the directions on the phone to record, play back and save your prompt.

You will want to record the following prompts unless FacetCorp has recorded them for you in the "voice of FacetPhone":

- company\_closed\_greeting
- company\_overflow\_greeting
- company\_open\_greeting
- contact\_info

In addition, if you want the menus that are played right after the greetings to be in the same voice, then you will also want to record:

- company\_closed\_menu
- company\_overflow\_menu
- company\_open\_menu

Finally, if you plan to use "message on hold", you need to record:

- on\_hold\_message

The "Default FacetPhone Announcements" section in the FacetPhone System Administration Guide has the recording script to read for each of these prompts. You can, of course, make the greetings say whatever you like, but the menu announcements must correspond to the way the menu actually works.

## ***Creating Voice Mail Distribution Lists For Use By All Members of a Group***

An operator or system administrator can create voice mail distribution lists that are available for all members of a group to use. These group lists can only be created from the user interface. Choose on the main menu:

Operator / Group Voice Mail Distribution Lists

This will cause the Group Selection window to be presented:



Choose the group for which you want to manage distribution lists and click OK. Next the Distribution List Selection window will be presented:



You can select one of the group's existing lists to edit or delete or you can add a new list. When you add or edit a list the VM Distribution List window will be presented:



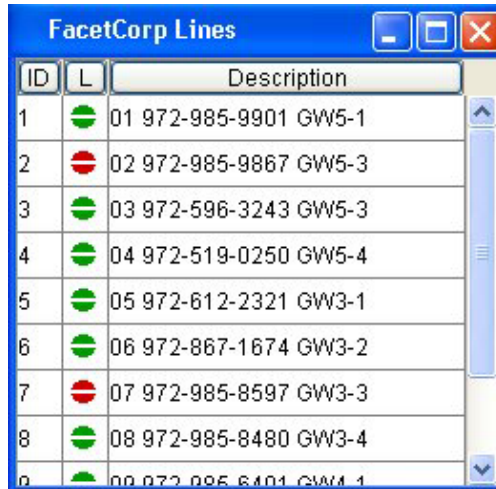
To add a user to the list, click on the user's entry in the "All Users" list. Then click on the "Member" checkbox. A list of the members currently in the list are shown on the right. To remove a member, click on the user's entry in either list and uncheck the Member checkbox.

You must record the name of the list before saving your changes. This announcement is required for choosing the list when sending voice mail from the user menu on the phone.



## Additional Watch Windows for Operators

The operator may want to display the Lines watch window for the group(s) for which they are a designated operator:



The screenshot shows a window titled "FacetCorp Lines" with a table containing the following data:

ID	L	Description
1	●	01 972-985-9901 GW5-1
2	●	02 972-985-9867 GW5-3
3	●	03 972-596-3243 GW5-3
4	●	04 972-519-0250 GW5-4
5	●	05 972-612-2321 GW3-1
6	●	06 972-867-1674 GW3-2
7	●	07 972-985-8597 GW3-3
8	●	08 972-985-8480 GW3-4
9	●	09 972-985-8401 GW4-1

The columns in this window are:

**ID:** This is the line number.

**Line Status:**

A green icon indicates that the line is idle and an incoming call will be rung directly to the operators for the line's group.

A blue icon indicates that the line is idle and the auto-attendant is turned on for the line's group.

A red icon indicates that the line is in use.

A red bell indicates that an incoming call on the line is ringing and has not been answered yet.

A black X indicates that the line has been taken out of service.

A red X indicates the line has been automatically disabled due to a failure.

**Description:** This is a simple text description that the administrator has associated with each particular line. Generally, this field includes the actual phone number of the line.

The other watch window that the operator may want is the Stations display:



ID	P	Description
107	🟢	Cisco ATA
110	🟡	Linda O reception
111	🟢	Paging System
113	🟢	Robin office
115	🟢	Larry office
116	🟢	computer room
118	🔴	Jim H office
119	🟢	Linda E office
120	🟡	Facet office 1

The columns in this window are:

**ID:** This is the station number.

**Phone Status:** Note that the phone status in a station display indicates the status of the station without reference to the user that may have the station as their current phone. For example, a user may have their status set to a "do not disturb" status that causes the user's phone status in a user display to be unavailable. However, if the phone is on-hook and not disabled, it will be shown as available in the station display.

Green icons indicate that the station is idle and available for a call.

Red icons indicate that the station is not available for a call. If you call a station with a red icon, you will be given a busy signal.

Square icons indicate that the phone is an operator station for the group.

A red bell icon indicates that the phone is ringing.

A black X indicates that the station has been taken out of service.

A red X indicates that the station has been automatically disabled due to a failure.

**Description:** This is a simple text description that the administrator has associated with each particular station. Generally, this field includes the location of the phone.

# ***FacetPhone Telephone User Interface Reference***

---

Note: *n* = user extension, station number, call ID or trunk group as indicated regardless of number of digits.

Note to Swissvoice IP10 users: The F1 key is the flash button.

<b>Dial</b>	<b>Action</b>
<b>flash</b>	Put call on hold or pickup from hold
<b><i>n</i></b>	Call user <i>n</i>
<b># 1 1 <i>n</i></b>	Call user <i>n</i>
<b># 1 2 <i>n</i></b>	Go directly to voice mail for user <i>n</i>
<b># 1 3 <i>n</i></b>	Call station <i>n</i>
<b># 2 1 <i>n</i></b>	Transfer call on hold to user <i>n</i>
<b># 2 2 <i>n</i></b>	Transfer call on hold to user <i>n</i> 's voice mail
<b># 2 3 <i>n</i></b>	Transfer call on hold to station <i>n</i>
<b># 2 4 <i>n</i> #</b>	Transfer call on hold to outside number <i>n</i> including leading 9 or 8+trunk group
<b># 3</b>	Park call that is on hold
<b># 4 <i>n</i> #</b>	Pickup parked call with ID <i>n</i>
<b># 5</b>	Conference two calls on hold
<b># 6</b>	Record and send a page
<b># 0</b>	Pick up call ringing to operator group
<b>*</b>	Enter user menu
<b>9</b>	Dial outside number on default trunk group - new dial tone will be presented
<b>8<i>n</i></b>	Dial outside number on trunk group <i>n</i>

# FacetPhone User Menu Tree

---

## Main Menu

If phone not logged in

Enter user extension

Enter PIN if defined

New and saved voice mail counts are played

### 1 - Review new voice mail

Each new voice mail played

1 - Replay the voice mail

2 - Delete the voice mail

3 - Move the voice mail to the saved folder

4 - Play the previous voice mail

5 - Reverse the order voice mails are played

6 - Play the next voice mail

7 - Send a reply voice mail

1 - Send reply only to sender

2 - Send group reply to sender and other recipients

8 - Forward the voice mail

1 - Forward to another user's mailbox

Enter recipient's extension

2 - Forward to a group's mailbox

Each group name will be played with a number to choose the group

3 - Forward to a list of users

*See Voice Mail Distribution List Selection below*

\* - Return to main menu

If a recipient was chosen

1 - Record a note to prefix to forwarded message

2 - Forward message as is

# - Repeat menu

\* - Return to main menu

### 2 - Review saved voice mail

Each saved voice mail played

The menu options are the same as for new voice mail, except option 3 moves the voice mail to the new folder.

3 - Change your voice mail greeting

- 1 - Change generic greeting
- 2 - Change idle greeting
- 3 - Change busy greeting
- 4 - Change out greeting
- # - Repeat menu
- \* - Return to main menu

4 - Record name for company directory

5 - Change to group menu

Group name is played

New and saved voice mail counts are played

1 - Review new voice mail

Menu is the same as for individual new voice mail review

2 - Review saved voice mail

Menu is the same as for individual saved voice mail review

3 - Record group voice mail greeting

4 - Record group name announcement

5 - Change group

# Repeat menu

\* Return to main menu

6 - Enter forwarding menu

Announces forwarding status

If calls not being forwarded

1 - Turn forwarding on

Enter number to forward to followed by #

Number played back

1 - Forward to that number

2 - Re-enter number

\* - Return to main menu

\* - Return to main menu

If calls being forwarded

1 - Turn off forwarding

2 - Play number where calls are being forwarded

\* - Return to main menu

7 - Send voice mail

- 1 - Send voice mail to an individual user's mail box

Enter recipient's extension

- 2 - Send voice mail to a group's mail box

Each group name will be played with a number to choose the group

- 3 - Send voice mail to a list of users

*See Voice Mail Distribution List Selection below*

- # - Repeat menu

- \* - Return to main menu

If a recipient was chosen

Record voice mail

Hangup to deliver or

# for more options

- 1 - Play the voice mail

- 2 - Re-record the voice mail

- 3 - Deliver the voice mail

- 4 - Cancel the message

- # - Repeat menu

8 - Manage your voice mail distribution lists

- 1 - Review existing distribution lists

The name of each distribution list is played

- 1 - Edit this distribution list

- 1 - Review list members

Each member's name is played

- 1 - Keep the member

- 2 - Delete the member

- 2 - Add members to the list

Enter the user's extension

User's name is played

- 1 - Add the user to the list

- 2 - Do not add

- 2 - Delete this distribution list

- 3 - Skip to the next list

- 2 - Create a new distribution list

- 1 - Review list members

Each member's name is played

- 1 - Keep the member

- 2 - Delete the member

- 2 - Add members to the list
  - Enter user's extension
  - User's name is played
  - 1 - Add the user to the list
  - 2 - Do not add
- 3 - Record list name announcement
- 4 - Save the list
- \* - Exit menu
- # - Repeat menu
- \* - Exit menu
- # - Repeat menu

- 9 - Change your PIN
  - Enter new PIN
  - Enter new PIN again for confirmation

# - Repeat menu

\* - Exit user menu

### **Voice Mail Distribution List Selection**

- 1 - Send voice mail to an existing distribution list
  - Each list name will be played with options to use this list or skip to the next list
- 2 - Create a new distribution list to use for sending the voice mail
  - 1 - Review list members
    - Each member's name is played
    - 1 - Keep the member
    - 2 - Delete the member
  - 2 - Add members to the list
    - Enter user's extension
    - User's name is played
    - 1 - Add the user to the list
    - 2 - Do not add
  - 3 - Record list name announcement if saving list permanently
  - 4 - Save the list and use it to send this voice mail
  - 5 - Use the list only temporarily to send this one voice mail
  - \* - Exit menu
  - # - Repeat menu
- \* - Return to main menu