



Bell Total Connect - Call Dashboard

Quick Reference Guide



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Welcome to the Bell Total Connect Call Dashboard.



The Bell Total Connect Call Dashboard is a desktop application for receptionists and executive assistants that provides switch board capability, contact directories and employees phone status. This quick reference guide provides a brief overview of the functionality available from the Call Dashboard.

1 Getting Started

If you have subscribed to the Call Manager feature, the dashboard is accessible from the Overview page of the [Bell Total Connect portal](#).

1.1 Minimum System Requirements

The following operating systems can support the dashboard:

- Mac OS 10.8 (Mountain Lion)
- Mac OS 10.9 (Mavericks)
- Mac OS 10.10 (Yosemite)
- Windows 7
- Windows 8/8.1
- Windows 10 (Classic view only)
- Citrix

You must be using one of the following web browsers:

- Internet Explorer
- Firefox
- Chrome
- Safari

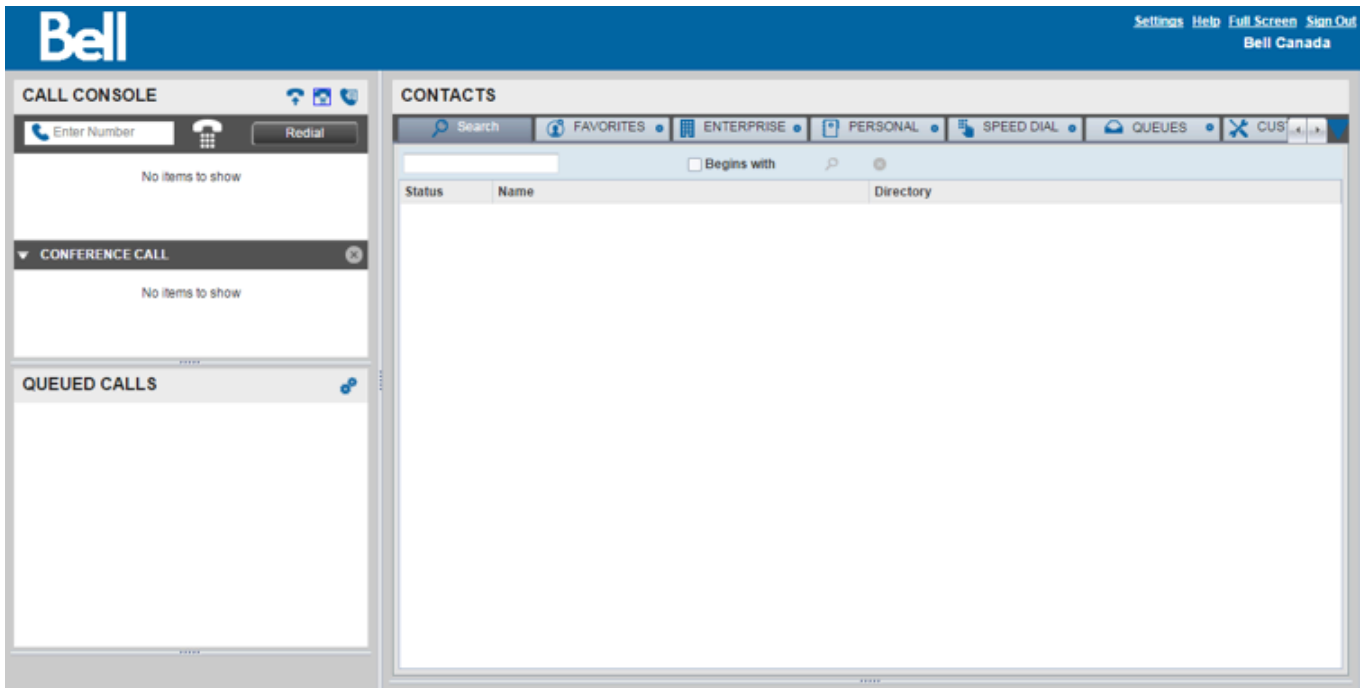
Note: If using Internet Explorer, it is highly recommended to use Internet Explorer 9 or higher.

1.2 Logging into the Call Dashboard

When accessing the dashboard from the Bell Total Connect portal, you should be automatically logged into the Call Dashboard (if not, use the same username and password you use to log into the portal).

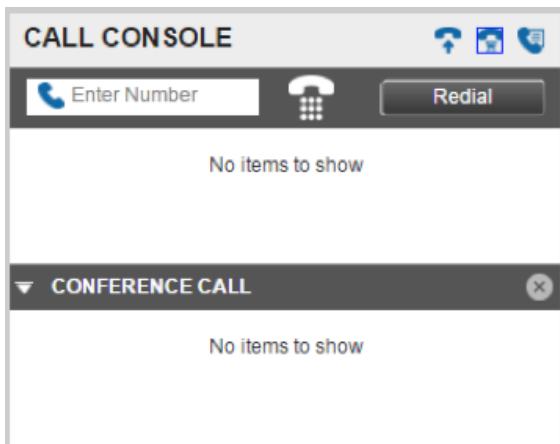
2 Navigating

The following section outlines the key elements of the Call Dashboard.



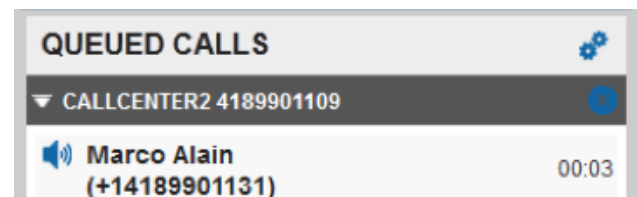
2.1 Call Console

The **Call Console** section is where you manage incoming calls. For more information about managing calls, see Section 3 of this guide.



2.2 Queued Calls

The **Queued Calls** section is where all your queues will be displayed. For more information about managing queues, see Section 5 of this guide.



2.3 Call Statuses

The following statuses are displayed beside each call in the Call Console.

Call Status	Displayed as
Active	Active
Held	On hold (time) (blinks after 45 seconds)
Camp on	Camped (extension) (blinks after 45 seconds)
Remote held	Active
Ringing in (remote)	Incoming
Ringing in (local)	Incoming
Ringing out	Outgoing

2.4 Contacts

The **Contacts** section lists your available contact directories (such as Favourites or Enterprise), as well as the contacts associated with each directory. The information displayed in this panel depends on the directory you choose and how you have set up your directories. For more details on using and managing directories, refer to Section 3 of this guide.

Status	Last Name	First Name	Number	Extension	Mobile	app.c...	Depart...	Notes
●	AVAYA 1100	AVAYA 1100	+14189901108	11-1108				This a c...
●	BTCV_TD_QC	USER_11	+14189901086	10-1000				Notes
●	BTCV_TD_QC	USER_13	+14189901778	10-1778	4189316006			Notes
●	BTCV_TD_QC	USER_17	+14189901786	10-1786	4189316006			Notes
●	BTCV_TD_QC	USER_18	+14189901700	10-1700	4189316006			Notes
●	BTCV_TD_QC	USER_19	+14189901001	10-1001				Notes

2.5 Common Controls and Keyboard Shortcuts

General	
Key	Action
Esc	Exit from the active window or cancels the changes.
/	Clicks the Dialer text box.
?	Clicks the Search text box.
S or s	Clicks on the Settings link.
B or b	Clicks on the Back to Application link.
R or r	Clicks the Call History button.
H or h	Clicks the Help link.
SHIFT + L	Clicks the Sign Out link.

Call Console	
Key	Action
1 to 9	Selects a call.
SPACEBAR	Answers selected call.
<PERIOD>	Ends selected call.
SHIFT + 1 to 9	Answers selected call.
SHIFT + 1 to 9	Selects a ringing call and Click Hold . Puts selected call On Hold
SHIFT + 1 to 9	Selects a ringing call and Click Retrieve .

Contacts Panel	
Key	Action
Up/Down Arrow	Go one entry up or down in the contact list.
Page Up / Page Down	Scroll the next or previous page in the contact list.

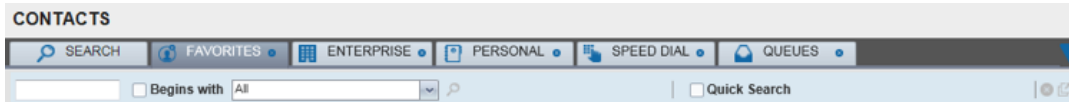
3 Initiating and Receiving Calls

3.1 Calling a Contact

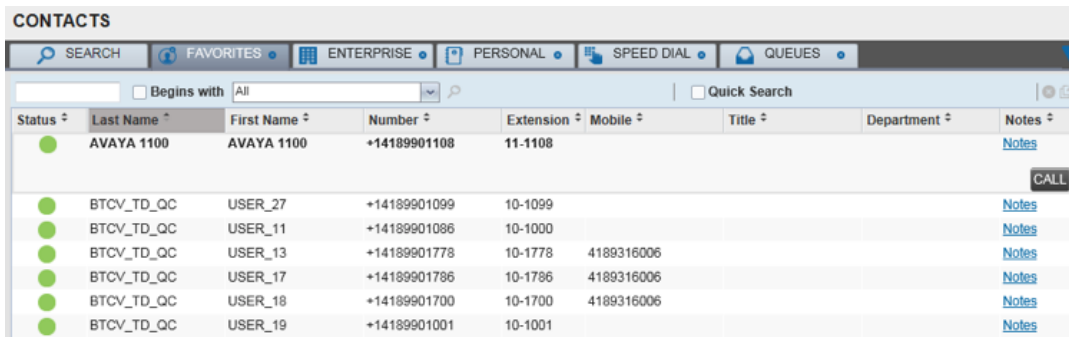
You can call a contact by selecting an entry from any of the directories available in the dashboard.

To call one of your contacts:

1. In the **Contacts** panel, select one of the available directory tabs (ie. Favourites, Personal).



2. Select the contact you would like to call.



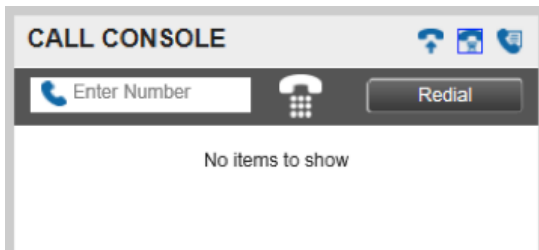
3. Click the **Call** button beside the selected contact. Your phone will start to ring.

Note: To dial the contact's mobile number, click the Mobile button.

3.2 Dialing a Number

To dial a number not stored in one of your directories –

1. In the **Call Console**, type the number you wish to call in the Enter Number text box using either the keys on your keyboard or the digits on the dial pad.

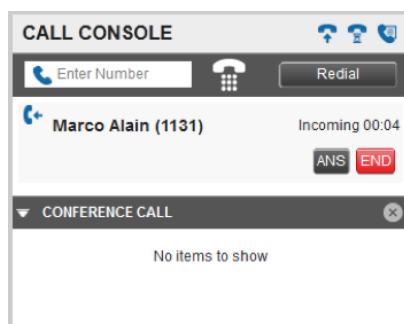


2. Press **ENTER** or click the **Dial** icon () to start the call.

3.3 Answering a Call

To answer an incoming call:

1. Select the call you would like to answer from the **Call Console**.
2. Click the **ANS** button to answer the call.



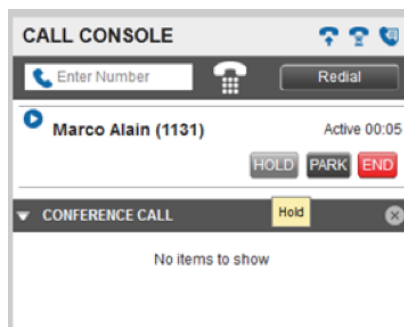
3.4 Holding and Unholding Calls

To place an incoming call on hold:

1. In the **Call Console**, select the call you would like to place on hold.
2. Click **HOLD**.

To take a call off hold:

1. In the **Call Console**, select the call you would like to release.
2. Click **END**.



3.5 Ending a Call

To release a call and remove it from the **Call Console**:

1. In the **Call Console**, select the call you would like to end.
2. Click **END**.

3.6 Group Call Park

To park a call so that it can be answered by any member of your Call Park Group:

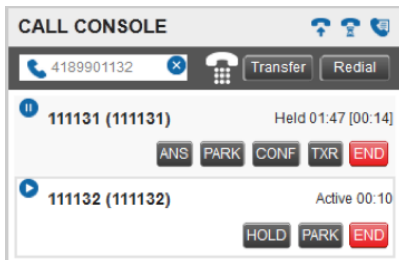
1. In the **Call Console**, select the call you would like to park.
2. Click **PARK**.

3.7 Answering a Call

A consultative transfer allows the person transferring the call to speak to the intended recipient before transferring the call to them. Consultative transfers can be completed while the call is active, on hold, or incoming.

To perform a consultative transfer:

1. If you are transferring an active call, place it on hold by selecting it in the **Call Console** and clicking **HOLD**.
2. Place a call to the person you would like to transfer the call to. This new call will appear in the **Call Console**.



3. When the recipient accepts your call, notify them that you would like to transfer them a call.
4. In the **Call Console** click on the original call that you put on hold, and then click **Transfer**. The calls should now be connected and removed from your **Call Console**.

3.8 Blind Transfers

A blind transfer automatically transfers the call without notifying the intended recipient. Blind transfers can be completed while the call is active, on hold, or incoming.

To perform a blind transfer to a contact:

1. In the **Call Console**, select the call you would like to transfer.
2. In the **Contacts** panel, click the tab from which you would like to select a contact.
3. Click on the destination contact to expand it, which will reveal additional buttons. Click on the **Transfer** button to transfer the call.
 - You can also drag the call onto the destination contact and click **Transfer** for that contact.
4. The call is now transferred and removed from the **Call Console**.


Note: If the contact is busy, the call will be redirected to their voicemail. If their voicemail is disabled, the call will be camped or put on hold. For more information about camped calls, see Section 3.11.

To perform a blind transfer to any other number:

1. In the **Call Console**, select the call you would like to transfer.
2. In the text box at the top, enter the phone number of the person you would like to transfer the call to, and click the **Transfer** button.
3. The call is now transferred and removed from your **Call Console**.

3.9 Transferring to Voicemail

To transfer an incoming call directly to your voicemail:

1. In the **Call Console**, select the call you would like to transfer to your voicemail.
2. In the **Contacts panel**, click the tab from which you would like to select a contact.
3. Click on the destination contact to expand it, which will reveal additional buttons. Click on the **Transfer to Voicemail** button () to transfer the call.

3.10 Busy Camp

The **Busy Camp** feature allows you to create a waiting list that will hold calls for a busy line. Calls will be automatically directed to the contact's line when it becomes available.

To place a call in camp mode:

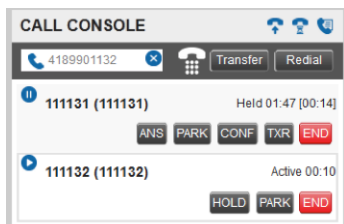
1. In the **Call Console**, select the call you would like to camp.
2. In the **Contacts panel**, click the tab from which you would like to select a contact.
3. Click on a busy or ringing contact from one of the directories to expand it, which will reveal additional buttons.
4. Click the **CAMP** button.

Note: Once the call is camped, it is removed from the **Call Console**. If the call reaches the designated expiration timer before the call is answered, the call reappears in the **Call Console**.

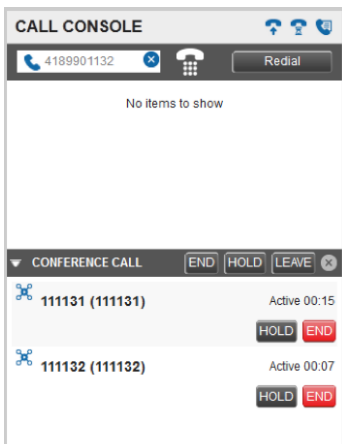
3.11 Three-way Calls

To set up a three-way call:

1. In the **Call Console**, select one of the two calls you would like to combine.
2. Move your mouse over the non-selected call and click the **CONF** button to establish the conference between the two.



3. The three-way conference is now established and the connected calls are moved to the **Conference Call** panel.



You can temporarily leave the conference by placing your phone on hold:

1. Expand the **Conference Call** panel.
2. Click **HOLD**.
3. To resume a held conference, click **Resume Conference**.

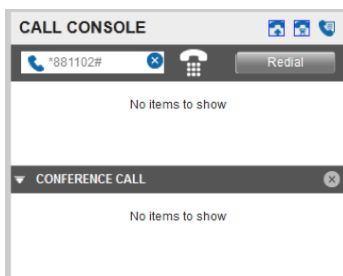
You can also leave a three-way call without ending the conference by expanding the **Conference Call** panel, and clicking **LEAVE**. To end the three-way call, click **END** in the **Conference Call** panel.

3.12 Auto-Answer

The Auto-Answer feature allows your phone to automatically answer incoming calls.

To enable the Auto-Answer feature, click the Auto-Answer icon () from the **Call Console**.

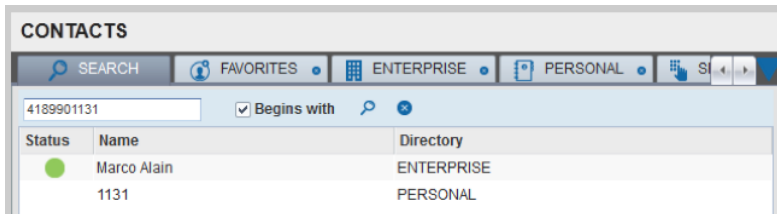
Once enabled, a blue border appears around the icon to indicate its status. When Auto-Answer is enabled, your phone will not ring (this applies to both incoming calls and Click-to-Dial calls).



4 Using Directories

4.1 Searching Directories

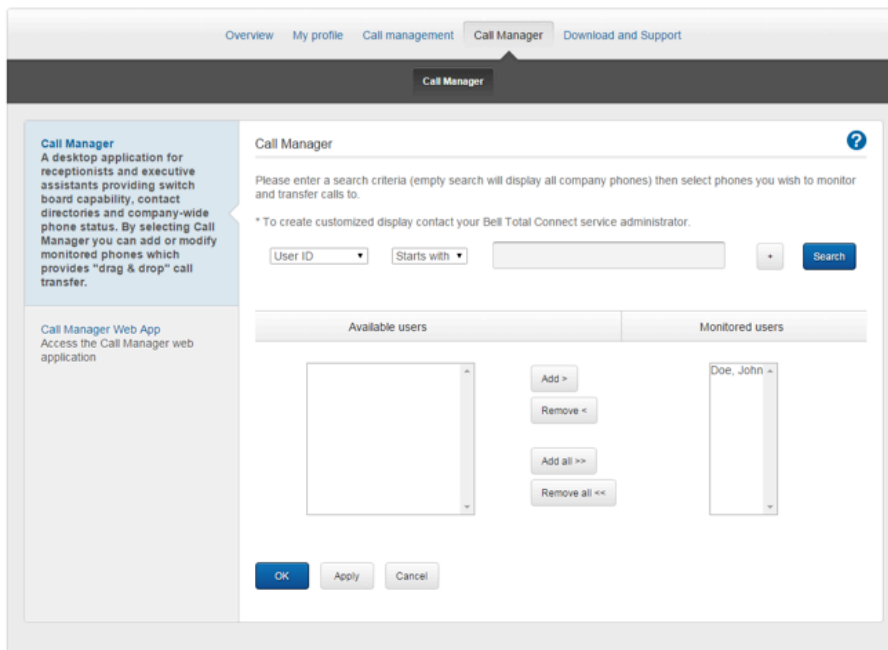
The **Search** tab contains all of the users in your dashboard. You can search for any of your speed dial entries, any user within your enterprise, or any of your personal contacts.



By clicking on a contact, you can initiate a call. If the contact is in the enterprise directory, you will see the status of the user's line, and if they are already on a call, you will be able to barge in.

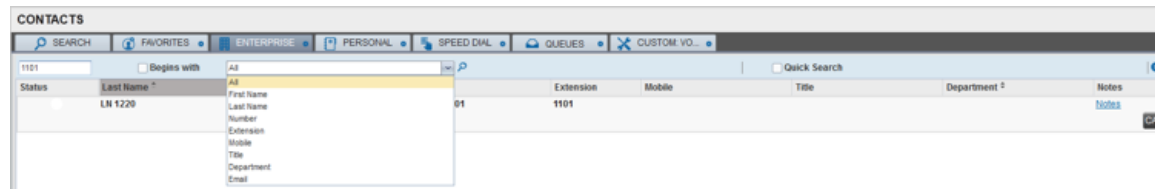
4.2 Favourites

For the **Favourites** tab to display any entries, you first need to populate it from the Bell Total Connect portal. Log in to the portal, click on the **Call Manager** tab, and select **Call Manager** from the menu on the left. From this page you can add any users that you would like to appear in the *Favourites* tab.



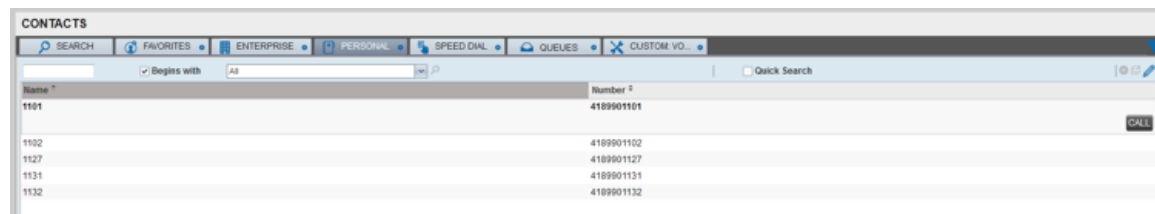
4.3 Enterprise Directory

The **Enterprise** tab contains the contacts from your enterprise directory. The following information is displayed for each contact (if applicable): Call state, Last name, First name, Phone number, Extension, Mobile number, Department, and Notes.



4.4 Personal Directory

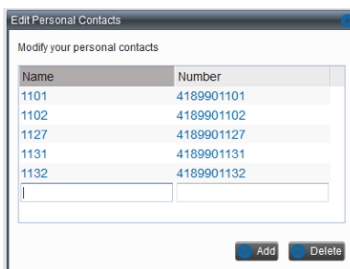
The **Personal** tab contains a list of your personal contacts. Each contact is identified by a name and an associated phone number.



4.4.1 Add a personal contact

To add a personal contact:

1. In the **Personal** tab, click **Edit**. The *Edit Personal Contacts* dialog box will appear.
2. Click **Add**. A new line will be added below the existing entries, allowing you to define a new entry.



3. In the *Name* text box, enter the contact's name or description.
4. In the *Number* text box, enter the phone number of the contact.
5. To save the changes, click **Add** or anywhere in the dialog box outside the entry.

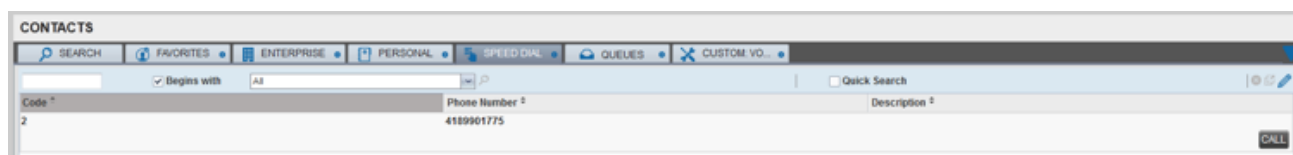
4.4.2 Delete a personal contact

To delete a personal contact:

1. In the **Personal** tab, click **Edit**. The *Edit Personal Contacts* dialog box will appear.
2. Select the entry you would like to delete, and click **Delete**.

4.5 Speed Dial Directory

The **Speed Dial** tab displays the list of entries from the **Speed Dial** feature in the Bell Total Connect portal. You can edit any of the entries.



4.5.1 Add a special dial entry

To add a speed dial entry:

1. In the **Speed Dial** tab, click **Edit**. The *Edit Speed Dials* dialog box will appear.
2. Click **Add**. A new line is added below the existing entries, allowing you to define a new entry.
3. From the *Code* drop-down list on the left, select a speed dial code.
4. In the *Phone Number* text box, enter the phone number you would like to assign to the code.
5. In the *Description* text box, enter a description that allows you to identify the entry.
6. To save the entry, click **Add** or anywhere in the dialog box outside the entry.

4.5.2 Delete a speed dial entry

To delete a speed dial entry:

1. In the **Speed Dial** tab, click **Edit**. The *Edit Speed Dials* dialog box will appear.
2. Select the entry you would like to delete, and click **Delete**

4.6 Managing Directories

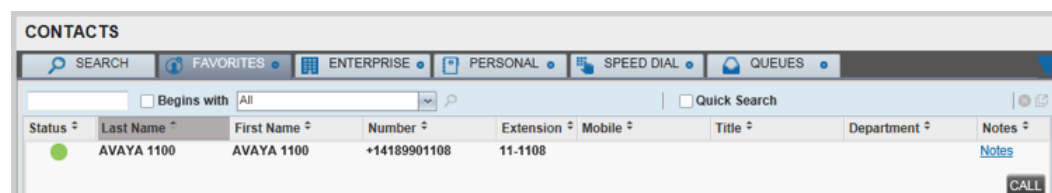
4.6.1 Contact States

The state of a contact is represented by an icon located to the left of the contact's name. This state includes the state of the contact's phone line and the state of features such as Call Forward All Calls or Do Not Disturb. The following table lists the possible contact states:

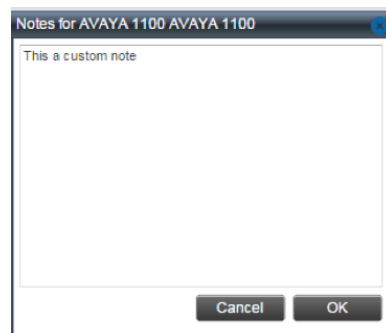
Icon	Status	DND	CFA	Call State
	On a Call	N/A	N/A	Active call
	Ringing	N/A	N/A	Ringing call, no active calls
	Call Forward all calls	N/A	On	No active calls
	Do Not Disturb	On	Off	No active calls
	Available	Off	Off	No active calls
	Unknown	N/A	N/A	N/A

4.6.2 Contact Notes

You can save personalized notes for each of your contacts, helping you to remember key information about them. To add a note for a specific contact, click on the link that appears in the far right column of the directory interface.



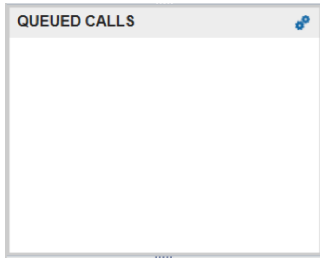
Clicking the link displays the following window, where content can be entered and saved.



5 Using Queues

With Bell Total Connect, your company can have multiple main numbers, and callers to those numbers will be held in queues until answered by a receptionist. For example, you may have an advertised number for your Sales division, but a different advertised number for your Support division.

The **Queued Calls** section is where all your queues will be displayed.



All incoming calls will appear under the appropriate queue.



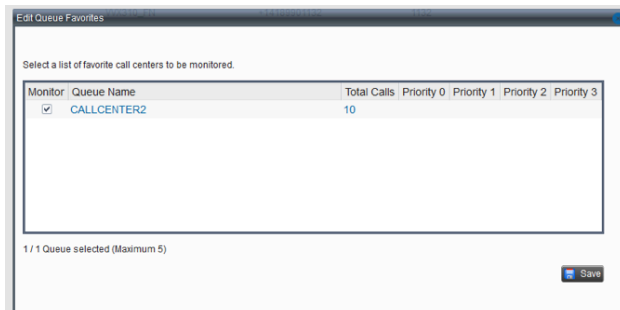
5.1 Displaying Queued Calls

In order for a queue to appear in the **Queued Calls** panel, you must first select it:

1. In the **Queued Calls** panel, click the **Options** icon () and select the **Edit Queue Favourite Dialog** option.



2. From the new window, click on the checkbox beside each of the queues you would like to monitor.

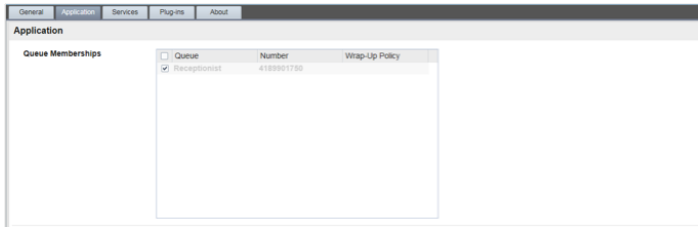


3. Once you have finished selecting all of the queues you would like to monitor, click **Save**. The selected queues will now appear in the **Queued Calls** panel.

5.2 Receiving Calls from Queues

To start or stop receiving calls from the queues:

1. Click on **Settings** in the top right corner.
2. Click on the **Application** tab.
3. To join a specific queue, select the checkbox beside the queue.

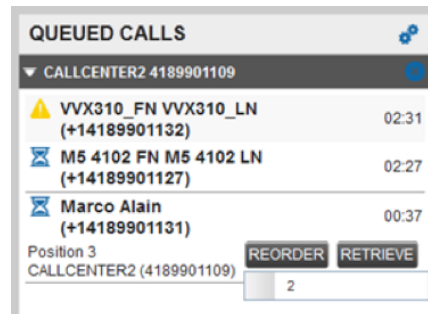


4. To join all queues, select the checkbox in the column header.
5. To save your changes and return to the main page, click **Back to Application** in the top right corner.

5.3 Changing Position of Calls

To change the position of a call in the **Queued Calls** panel:

1. Select the call you would like to move from the **Queued Calls** panel.
2. Click the **Reorder** button. A drop-down list will appear.
3. In the drop-down list, select the new position of the call in the queue.

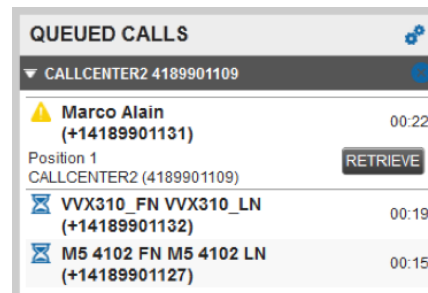


5.4 Retrieving a Call from the Queue

With the Call Manager feature, you are able to retrieve a call from any queue and send it to your phone.

To retrieve a call from a queue:

1. In the **Queued Calls** panel, select the call you would like to retrieve.
2. Click on the **Retrieve** button to send the call to your phone.
3. Once retrieved, the call will appear in the **Call Console** panel.



5.5 Transferring a Call to a Queue

Any call appearing in the **Call Console** panel can be transferred to a queue.

To transfer a call to a queue:

1. In the **Call Console** panel, select the call you would like to transfer to a queue.
2. In the **Queued Calls** panel, select the queue you would like to transfer the call to.
3. Click **Transfer**.
4. Once transferred, the call will be removed from the **Call Console** panel. Alternatively, you can drag the call into the destination queue and click **Transfer**.





5.6 Transferring between Queues

To transfer a call to another queue:

1. In the **Queued Calls** panel, select the call you would like to transfer to another queue.
2. In the **Contacts** panel, expand the **Queues** tab.
3. Select the destination queue and click the **Transfer** button for that queue. The call will be transferred and removed from the original queue.

5.7 Queued Call Statuses


The chart below details the statuses that can be displayed beside each of the calls in the Queued Calls panel.

Icon	Call Status	Displayed as
	Bounced	The call has been bounced.
	Reordered	The position of the call in the queue has been changed.
	Waiting	The call is queued, waiting to be answered.
	Announcement	An announcement is being played to the caller.

6 Additional Tools

6.1 Call Logs

This feature allows your system to store up to 60 calls – 20 dialled, 20 received and 20 missed calls. The newest calls are shown at the top – older calls are deleted once the limit of 20 is reached.

To view your call log, click on the **Call History** button .