Desktop Communication Console

Manual:

User's Guide

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About This User's Guide

This guide gives step-by-step instructions on the setup and operation of the DCC. The guide is divided into the following chapters:

Introducing the Epygi Desktop Communication Console gives a basic idea of the DCC. Requirements will outline the system and Quadro software requirements.

Installation explains how to install the DCC.

DCC Licensing explains DCC license activation for an extension.

DCC Extension Configuration on the Quadro gives step-by-step instructions on configuring the DCC as a local or remote extension of a Quadro.

Configuring DCC Connection with Epygi IP PBX gives step-by-step instructions on configuring the DCC with Epygi IP PBX.

DCC's Graphical Interface explains the graphical user interface of the DCC and the operations that can be executed directly from its panes.

Document Revision History

Revision	Date	Description	Valid for SW	Valid for models
1.0	July 31, 2012	Initial Release	5.3.x	QX1000, QuadroM IP PBXs and Quadro4L
1.1	Aug 27, 2012	Updated software requirements list	5.3.x	QX1000, QuadroM IP PBXs ,Quadro4L, Quadro2x2 and Quadro2x/4x/16x
1.2	Sep 12, 2012	Updated system requirements list	5.3.x	QX1000, QuadroM IP PBXs ,Quadro4L, Quadro2x2 and Quadro2x/4x/16x

1 Introducing the Epygi Desktop Communication Console

The Epygi Desktop Communication Console (DCC) is a PC-based tool that can be configured to work with a remote or local extension of a Quadro IP PBX. DCC allows users to have internal chats, see the status of other employees' phones and completely control their desktop handset.

The graphical user interface of the DCC is specifically designed to integrate with the Quadro's receptionist features, such as extension status watching.

The extension status watching allows the status of specified Quadro extensions to be viewed to show ringing, busy or not-registered. This simplifies the call handling procedure in a number of ways. When transferring a call to or setting up a conference call with a watched extension, the receptionist can see the current state of the extension and based on that state to decide whether or not to proceed.

2 Requirements

2.1 System Requirements

The following system specifications are the minimum required for the proper operation of the DCC:

- Operating systems: Windows XP, Vista, Windows 7, Windows server 2008 and 2003
- 10 MB free space on hard drive.
- 50 MB RAM.
- Internet connection.
- Microsoft Office Outlook installed and properly configured.

Please note: Depend on the version of used MS Office Outlook (32-bit or 64-bit) the appropriate executable file (x86.exe or x64.exe) should be selected when installing DCC.

2.2 Quadro Software Requirements

The DCC is compatible with the following Quadro devices beginning with the software version listed:

- QX1000: SW-5.3.12
- QuadroM32x: SW-5.3.13
- QuadroM8L/26x/26xi/12Li: SW-5.3.12
- Quadro4L: SW-5.3.11
- Quadro2x2: SW-5.3.11
- Quadro2x/4x/16x: SW-5.3.10 and higher

3 Installation

Before starting the installation of the DCC, ensure no previous versions are currently running.

To install the DCC, run the executable file "setup.exe" and follow the instructions of the Desktop Communication Console Setup wizard.

Later you can launch the DCC by running its executable file "dcc.exe" that is by default installed in the C:\Program Files\Epygi Technologies\DCC directory. You may also launch the DCC by clicking on its shortcut in the Start-up menu (by default Epygi Technologies\DCC), or by double-clicking on its icon on the desktop, or by clicking on its quick launch icon.

4 DCC Licensing

DCCs (lines) can be registered to the same Epygi PBX only for a trial period of 30 days counted from the DCC installation day. After this period expires, the DCC will require that the corresponding PBX extensions use a license.

To allow the DCC to be used on an Epygi PBX, an optional software feature key should be purchased to expand the number of available licenses. The DCC is available in two versions but are almost identical in appearance. For normal office users, the basic license will allow most of the features that can be used on a normal phone directly from the DCC application. Features restricted to the professional version include call intercept, barge-in, silent monitoring and whisper. The total number of watched extensions will also be lower on the basic version versus the professional which is intended for the main answering position for the company like a receptionist. The professional DCC version includes all the options found with the basic license plus a few additions. Features unique to the professional license include call intercept, barge-in, silent monitoring and whisper. Most of the advanced features listed will require the one-time activation of the Barge-in Activation Key on the Epygi PBX which enables these features for the entire system. Also increased are the number of watched extensions that can be displayed at a single time. Most offices will only need a few of the professional licenses, and the majority of users will require the basic version. To purchase a key, please contact your distributor. In your request, include the **Unique ID** displayed on the **Features** page of the Quadro web management (see Figure 1).

	Upgrade Name	Additional Features	Status
	Debug	Enables Debug support	Activated
	3pcc Support	Support for Third Party Call Control	Activated
	ACD Support	Support for Automatic Call Distribution	Activated
	Barge In	Support for Barge In	Activated
	DCC Pro Support	Full support for Pro-level Desktop Communication Console	No Key found
	DCC Basic Support	Full support for Basic-level Desktop Communication Console	No Key found
	IP Phone support	Support for additional IP Phones	64 users
	Autodialer Support	Support for Automatic Dialer Application	No Key found
	QCM Support	Full support for Quadro Communication Manager	16 users
	Conference Server	Full support for Conference Server	32 users
	Call Recording	Support for Call Recording capability	20 users
	Video Conferencing	Video Conferencing Enabler for the Conference Server	No Key found

Figure 1 - The Features page on the Quadro

After receiving a software key, follow these steps to activate the feature. For more information on Quadro feature keys and their activation, please refer to the Quadro online help.

1. Open the **System→*Features*** page and click the **Add** button (see Figure 1).
2. Enter the key in the **Feature Key** text field and Click **Save**.

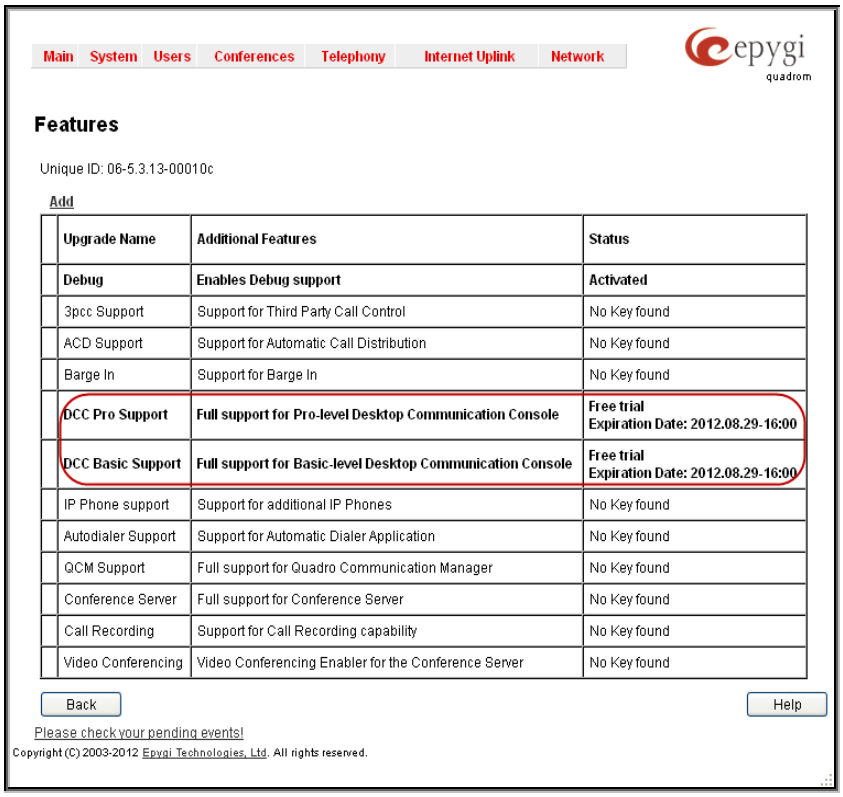


Figure 2 - DCC support activated

Activated DCC licenses should be allocated to the corresponding extensions explicitly.

The following steps describe how to allocate a license to an extension:

1. Select **Extensions Management** from the **Users** menu.
2. Select the extension to which the DCC line is registered and click **Edit**.
3. On the **Extensions Management – Edit Entry** page for the selected extension, click the **Licensing** tab and select the **Enable DCC Pro license** or **Enable DCC Basic license** checkbox (see Figure 3).
4. Click **Save** to submit the changes.

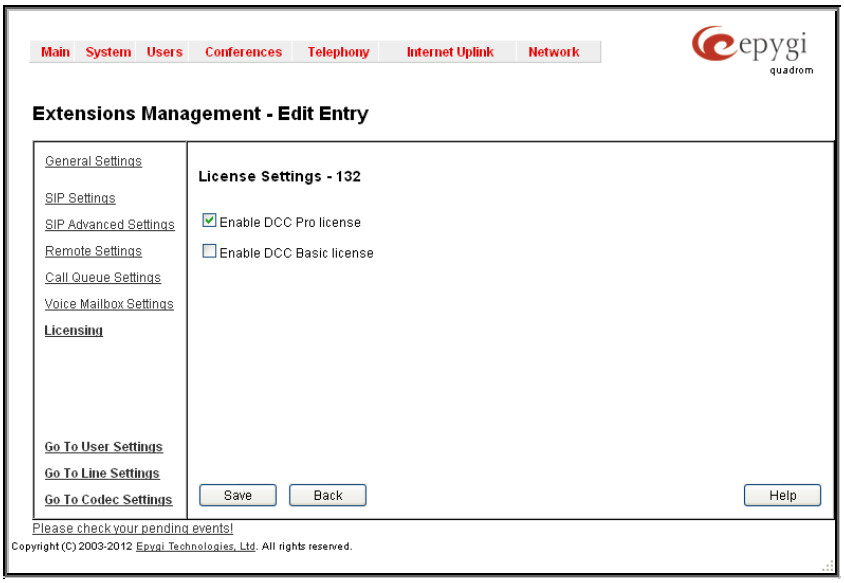


Figure 3 - DCC License Settings for extension 132

5 DCC Extension Configuration on the Quadro

5.1 Configuring DCC Extension as a Quadro Local Extension

To configure a DCC extension as a Quadro local extension, follow these steps:

1. Log into the Quadro as an administrator and select **Extensions Management** from the **Users** menu.
2. Select the extension to which the DCC line is to be registered and click **Edit**.
3. On the **Extensions Management – Edit Entry** page for the selected extension, click the **General Settings** tab and ensure that an IP line is attached to the extension (see Figure 4).
4. Specify the **Password** field.

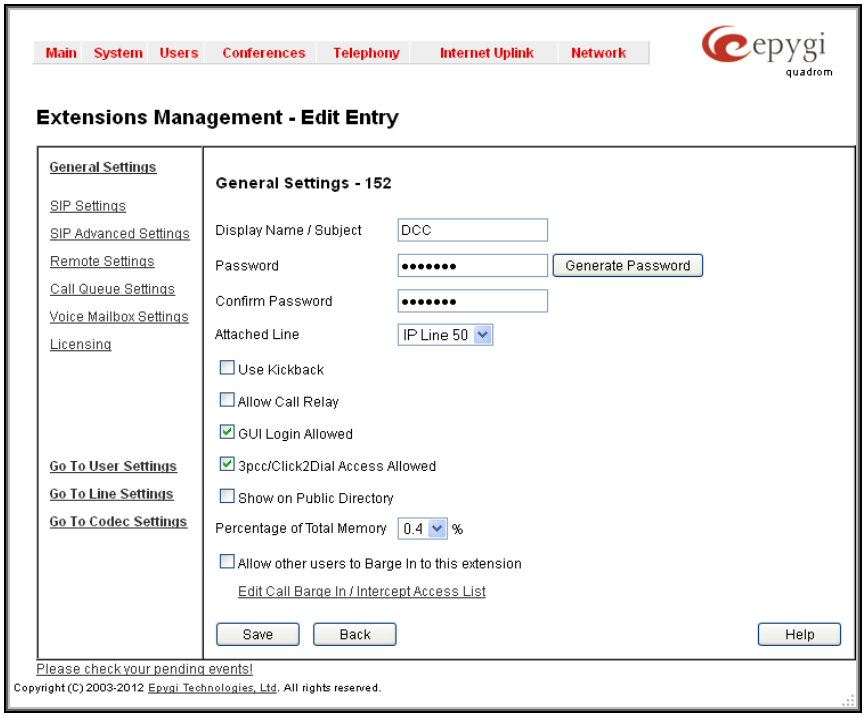


Figure 4 - Extensions Management – Edit Entry – General Settings page

5. Specify the **User Name** field in the **SIP Settings** tab (see Figure 5).

   Please Note: The same User Name and Password should be specified in the DCC configuration.
6. For the selected extension, click the **Licensing** tab and select the **Enable DCC Pro license** or **Enable DCC Basic license** checkbox (see DCC Licensing).
7. Click **Save**.

   Please Note: The remote extension functionality should be disabled for the extension as it is assumed that the DCC resides on the LAN of the Quadro. Please refer to the Quadro online help for more information on an extension configuration.

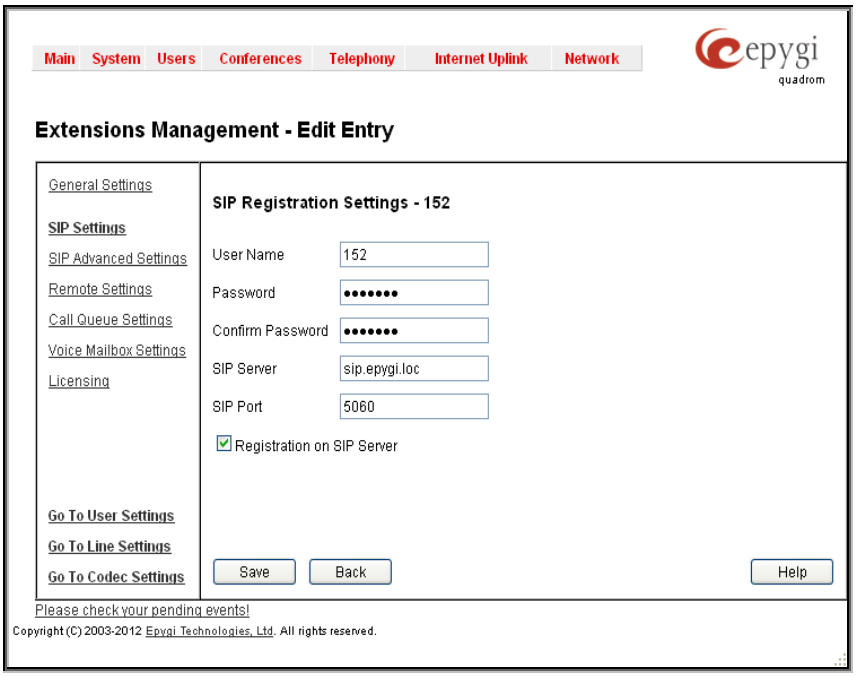


Figure 5 - Extensions Management – Edit Entry – SIP Settings page

5.2 Configuring DCC Extension as a Quadro Remote Extension

To configure a DCC extension as a Quadro remote extension, follow these steps:

1. Connect to the Quadro management page and go to the **Telephony→Line Settings→IP Line Settings** page.
2. Select an IP line and configure it as follows:
   - Select the **SIP Phone** radio button (see Figure 6).
   - Select **Other** from the **Phone Model** drop down list.

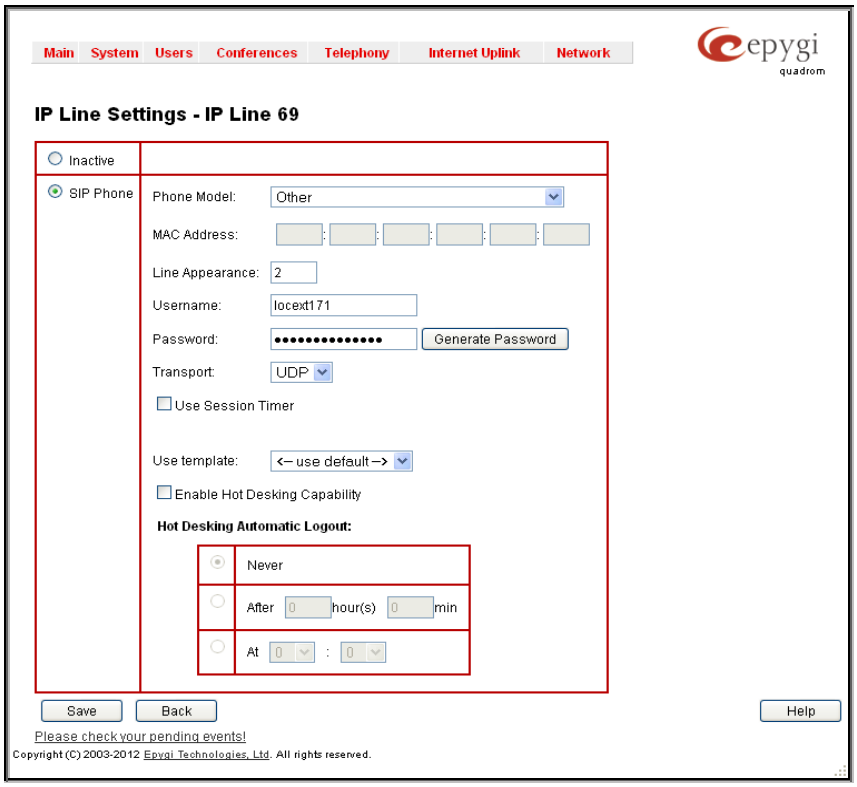


Figure 6 -Configuring the IP Line

3. Select **Extensions Management** from the **Users** menu.
4. Select the extension to which the DCC line is to be registered and click **Edit**.
5. On the **Extensions Management – Edit Entry** page for the selected extension, click the **Remote settings** tab and enable the Remote extension settings (see Figure 7).
6. Specify the **Username** and the **Password** fields.
7. Click **Save**.

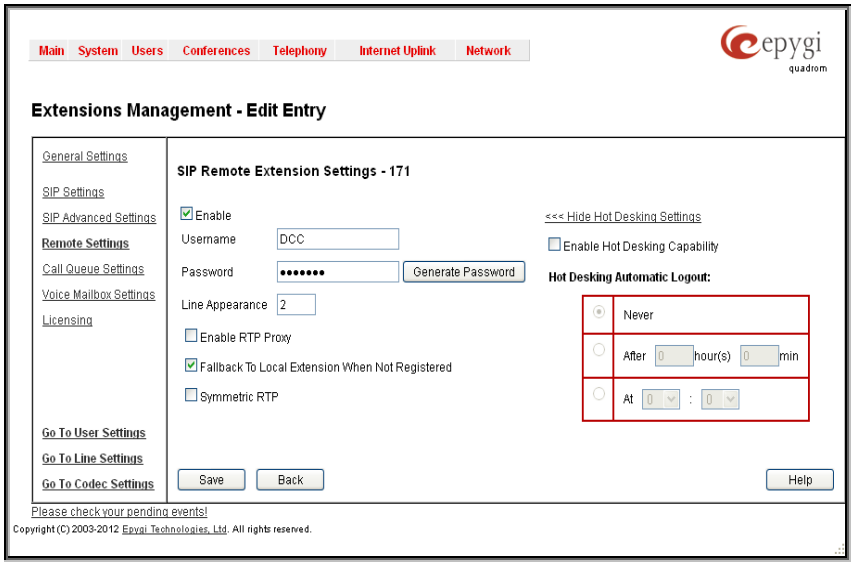


Figure 7 - Extensions Management – Edit Entry – Remote Settings page

6 Configuring DCC Connection with Epygi IP PBX

Once an extension is configured on the Quadro, you may continue the DCC setup with the DCC Configuration Wizard.

PAGE 1 – GETTING STARTED

The DCC Configuration Wizard allows navigating through the following basic configuration parameters and settings (see Figure 8):

- External connection settings
- Watched extension settings
- Routing rules settings
- LDAP settings

Click on ***Next*** to continue.

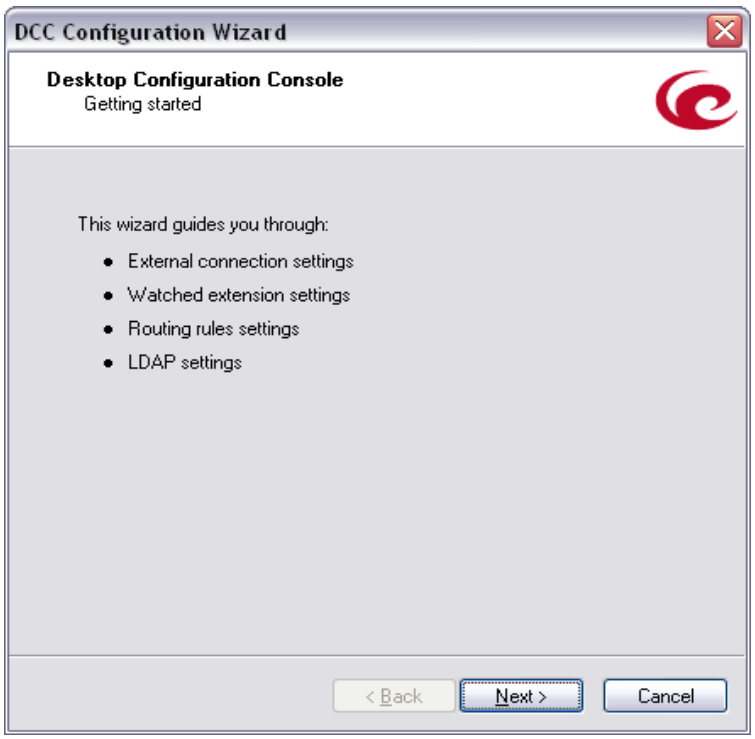


Figure 8 – Getting started

PAGE 2 - CONNECTION SETTINGS

The input fields in the ***Connection Settings*** window are as follows (see Figure 9):

- ***Server Address*** is the IP address of the Epygi IP PBX used by DCC for making the calls.
- ***Port*** is the 3pcc port of the Epygi IP PBX. For details on how to configure this port on the Epygi IP PBX, see the IP PBX manual. The default value of the 3PCC port on all Epygi IP PBX products is 4849.
- The ***User Name*** and ***Password*** (the same specified on the Quadro) are identification parameters required for registration to the Quadro.
- The ***Request Timeout*** text field requires the timeout (in seconds) during which the Quadro should receive a response to the request from the call controlling application. The default value is 30 seconds.

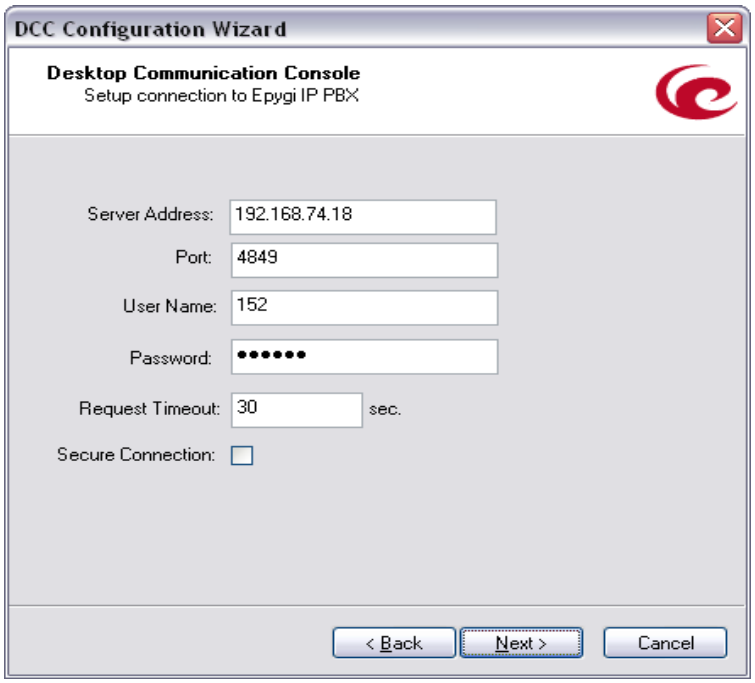


Figure 9 - DCC Settings: Connection Settings page

- ***Secure Connection*** checkbox allows to establish a secure connection with Epygi IP PBX if appropriate checkbox is set in Epygi IP PBX 3PCC settings.

Click on ***Next*** to continue.

PAGE 3 - WATCHED EXTENSIONS

DCC can watch only the extensions on the IP PBX it is connected to; extensions located on another PBX cannot be watched by DCC.

- Press ***Download*** button. The extensions and corresponding display names will be displayed in the window below.
- Select the extensions to be watched (see Figure 10) and click on ***Next*** to continue.

Please Note: If you are already watching some extensions then DCC will open the list of extensions which are not watched yet.

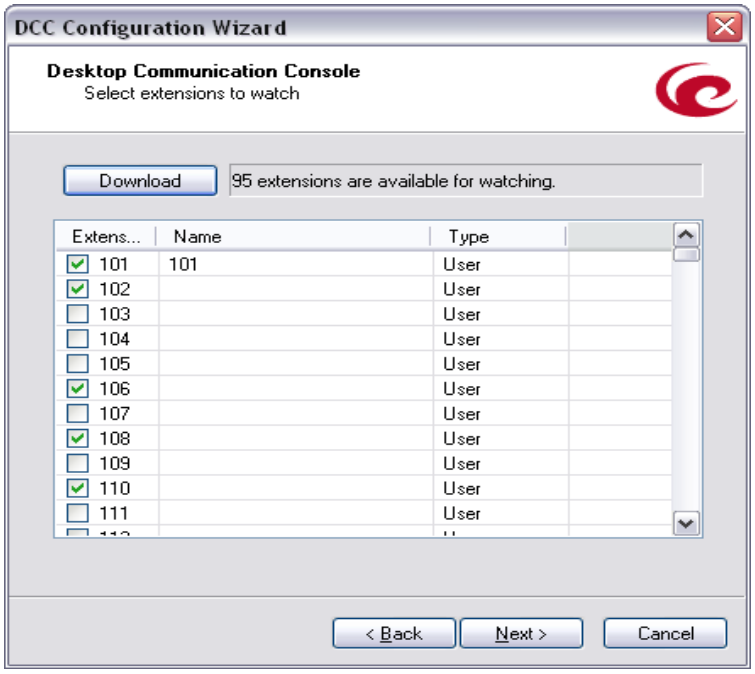


Figure 10 -DCC Settings: Watched extensions page

PAGE 4 - LDAP SETTINGS

The input fields in the ***LDAP Settings*** window are as follows (see the example on Figure 11):

- ***Server Address*** text field requires the IP address of the LDAP server.
- ***Port*** requires the listening port of the LDAP server. The default value is 389.
- The ***User Name*** and ***Password*** are the binding username and password for the LDAP server. If your LDAP server allows anonymous binds then this settings can be left empty.
- ***Base*** specifies the LDAP search base, which corresponds to the location in the directory from which the LDAP search should start. Please consult with your system administrator regarding the configuration in this field.
- ***Max. Hits*** requires the maximum number of search results to be returned by the LDAP server.

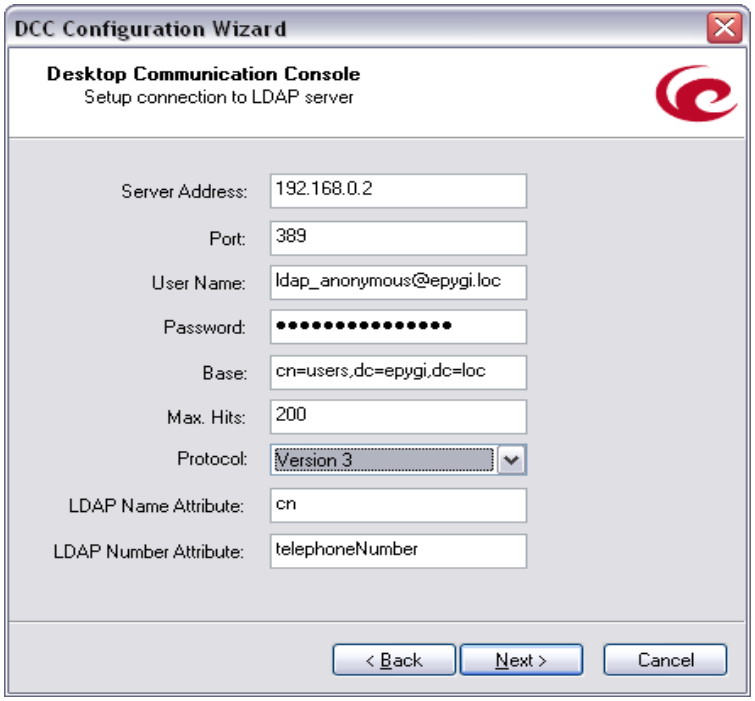


Figure 11 -DCC Settings: LDAP Settings page

- ***Protocol*** requires the LDAP protocol version used by DCC when sending the bind request to the server. Please consult with your system administrator regarding the protocol version to be configured.
- ***LDAP Name Attribute*** can be used to specify the "number" attributes of each record which are to be returned in the LDAP search results. In the example on Figure 11, "cn" stands for full name of the user.
- ***LDAP Number Attribute*** can be used to specify the "number" attributes of each record which are to be returned in the LDAP search results. In the example on Figure 11 "telephoneNumber" stands for office phone number; "mobile" stands for mobile phone number and "homePhone" stands for home phone number. Please consult with your system administrator regarding the number attributes to be configured.

Click on ***Next*** to continue.

PAGE 5 – ROUTING TABLE

The following instructions describe how to set up the Routing Table:

The ***Enable*** checkbox enables the Route Table functionality and activates the related buttons (see Figure 12).

Click the ***New*** button to add a dialing rule. The ***Add rule*** dialog box opens (see Figure 13).

On the ***Add rule*** dialog box, specify the following settings:

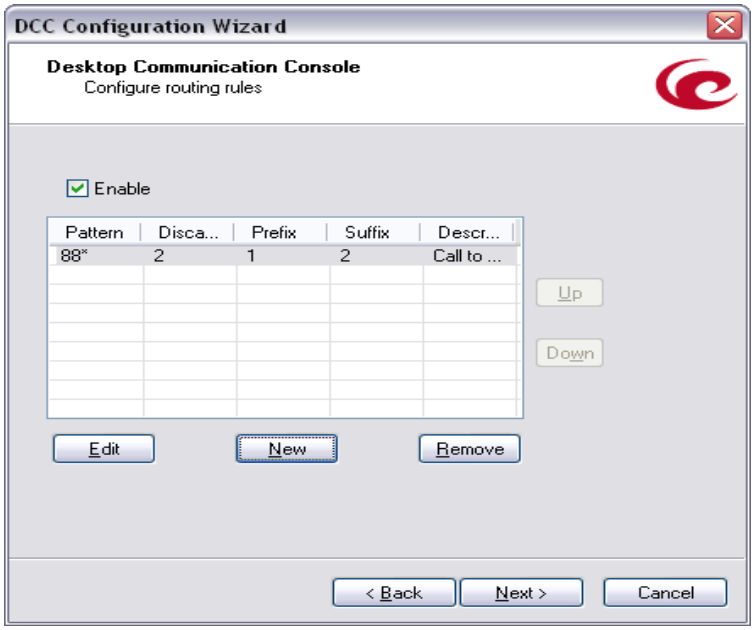


Figure 12 - DCC Settings: Routing Table page

Pattern **-** a series of characters and wildcards comprising a template for dialed numbers.

Discarded Symbols **-** the number of characters to trim from the beginning of the selected/specified phone number.

Prefix **-** characters to be added to the beginning of the number.

Suffix **-** characters to be added to the end of the number.

Description **-** an optional description for the specified dialing rule.

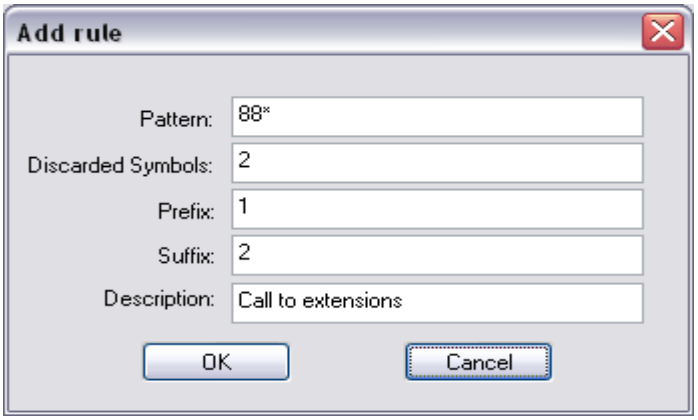


Figure 13 - DCC Settings: RouteTable page

Click on ***Next*** to continue.

PAGE 6 – SUMMARY

The next page of the wizard is a ***Desktop Configuration Wizard - Summary*** where the configured settings for the DCC should be verified.

Click on ***Finish*** to complete the wizard.

Figure 14 - DCC Settings: Summary page

7 DCC's Graphical Interface

The following panes are available in DCC:

- Watched Extensions Pane (WEP) displays the extension cards and their statuses.
- Speed Dial Pane displays short codes and phone numbers populated from the Epygi IP PBX Global Speed Dial Directory.
- Contacts Pane displays contacts populated from the MS Outlook contacts list.
- LDAP Pane displays contacts from the LDAP server, such as MS Active Directory, etc.
- History Pane displays records of calls that have occurred while DCC is running.
- Voicemail Pane displays new voicemail or fax messages immediately.
- Send IM Pane displays the sent/received instant messages.
- Phone Control Pane allows making a call and using some PBX services during a call.

Please Note: The WEP pane is always open. Other panes can be opened and closed during the DCC session.

7.1 How to Open DCC Panes

To open the DCC panes place the mouse on the bottom of the DCC window and wait a second until the DCC toolbar slides up (see Figure 15). Then move the mouse to the desired pane icon and click on it to open the pane.

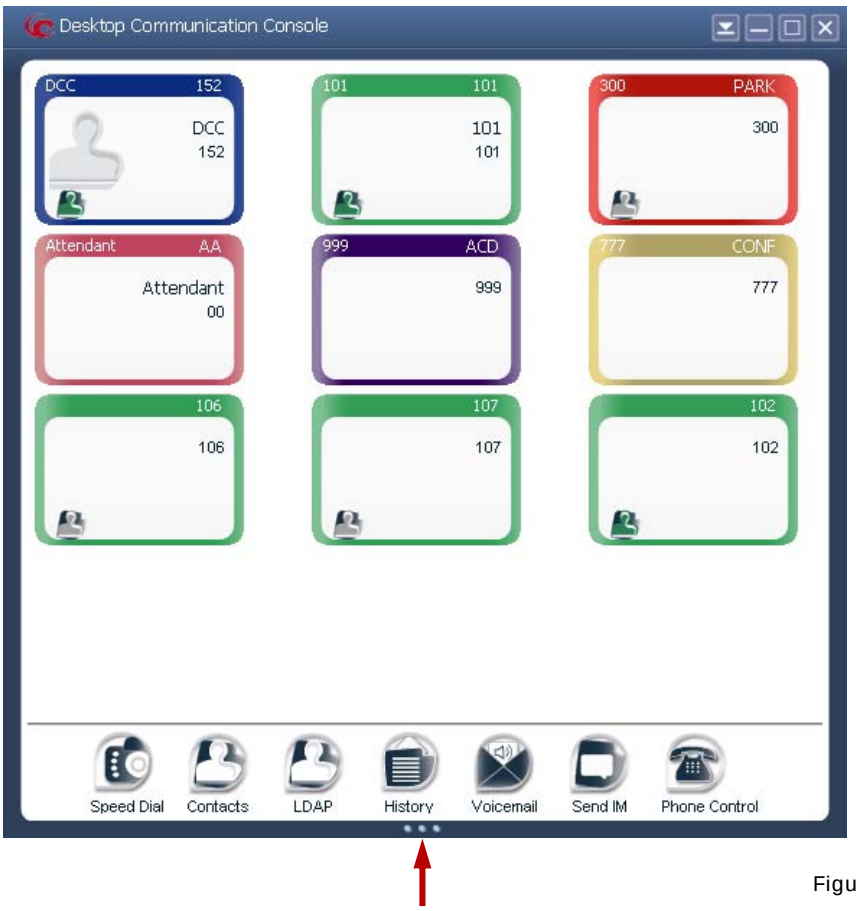


Figure 15 - DCC WEP pane

Please Note: Only four panes (except WEP) can be displayed at any time in the DCC window. Thus, if you have already opened four panes (except WEP), and want to open a new pane, you have to close one of the opened panes to free up the space.

Exceptions are the **Speed Dial**, **Contacts** and **LDAP** panes, which are replacing each other. These three panes cannot be open at the same time in DCC window. For example, if the **Speed Dial** pane is open and you click on the icon to open the **Contacts** pane then it will replace the **Speed Dial** pane.

7.2 How to Close DCC Panes

To close the DCC pane, use one of the following procedures:

1. Click the **x** in the upper right corner of the pane window (see Figure below).
2. Open the toolbar and click on the corresponding pane icon you want to close (see Figure 15).

8 The Watched Extensions Pane (WEP)

The Watched Extensions Pane (WEP) displays the extension cards to be watched (see Figure 15). These are extensions selected either with the DCC **Configuration Wizard** when creating the active profile or by configuring the Watched Extensions settings. After the Watched Extensions configuration DCC will automatically arrange the cards in the WEP pane. The DCC extension's card (IP PBX extension connected to DCC) is always located in the top-left corner of the pane.

The following operations can be executed within this pane. The instructions on executing these operations are described below.

8.1 How to Change the WEP Card Design

8.1.1 To Change the WEP Card Position

To change the WEP card position, place the mouse pointer over a WEP card and drag the card to a new position. The card occupying that new position will be highlighted (outlined) in red. After releasing the mouse button the cards will swap positions.

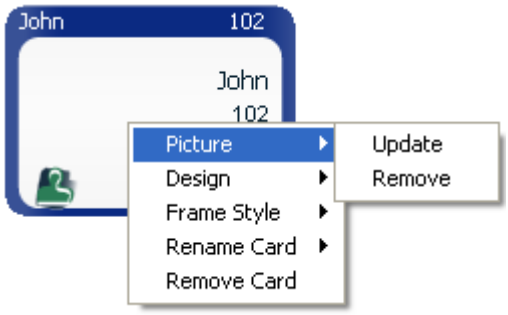
8.1.2 To Update or Remove the WEP Card Picture

To update the picture right-click anywhere within the WEP card, choose **Picture** in the pop-up menu and click on **Update**. This opens a new window to browse for the picture file on your PC and save.

You can also add or update the picture dragging it from the "Contacts" pane to the desired card.

In this case the picture assigned to a contact in MS Outlook is being assigned to the card in WEP.

To remove the picture right-click anywhere within the WEP card, choose **Picture** in the pop-up menu and click on **Remove**.



8.1.3 To Change the WEP Card Frame Color

To change the WEP card frame color right-click anywhere within the WEP card, choose **Design** in the pop-up menu and select the color in the opened color palette.

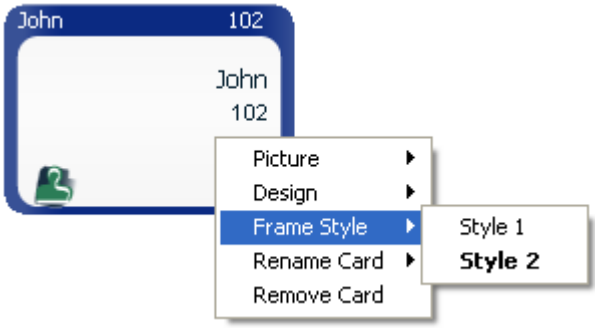
WEP cards with the same extension type have the same frame color: changing the color of one card will change the color for all others.

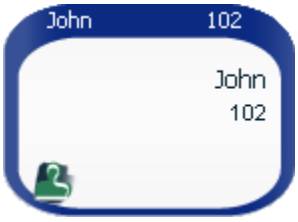
The following IP PBX extension types are available:

- DCC extension
- User extension (virtual or real)
- Auto Attendant extension
- Conference extension
- Call Park extension
- Paging extension
- ACD Group extension

8.1.4 To Change the WEP Card Frame Style

To change the WEP card frame style right-click anywhere within the WEP card, choose **Frame Style** in the pop-up menu and select the desired style (currently only “Style1” and “Style2” are available, see below).



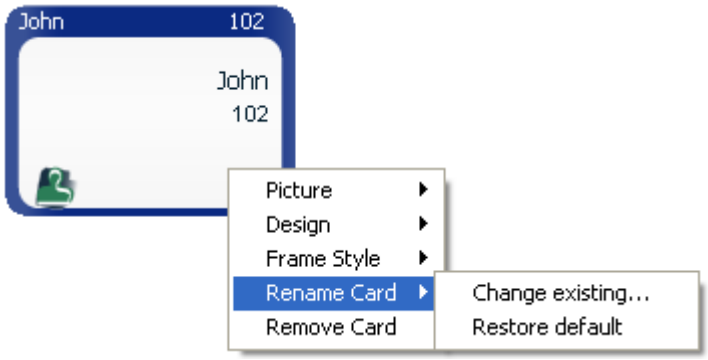


Style1:

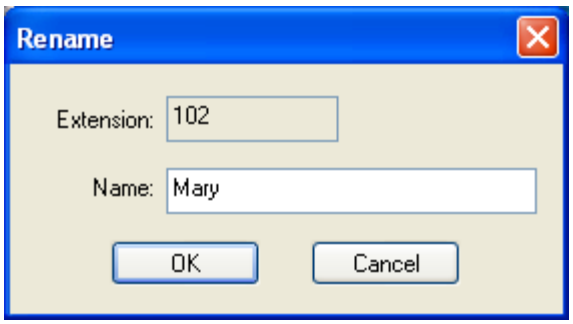
Style2:

8.1.5 To Rename the WEP Card

By default, DCC assigns the display names of the IP PBX extensions to the corresponding card names.
To change the default card name right-click anywhere in the WEP card, choose **Rename Card** in the pop-up menu and click on **Change existing**.



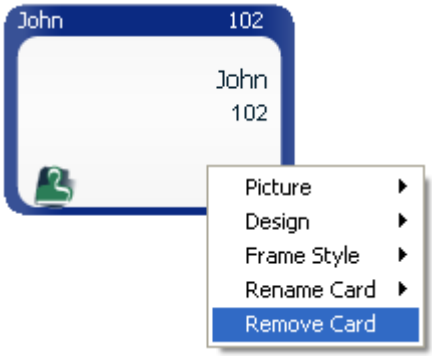
This opens a new window, where the new name of the WEP card should be specified (see Figure). Press **OK** to save the settings.



To restore the default card name (extension display name) right-click anywhere in the WEP card, choose **Rename Card** in the pop-up menu and click on **Restore Default.**

8.1.6 To Remove the WEP Card

Right-click anywhere within the WEP card and choose **Remove Card** in the pop-up menu.



8.2 How to Handle the Calls via WEP

8.2.1 To Make a Call

To make a call from the WEP pane, use one of the following procedures:

1. Drag the DCC card into the destination extension's card outlined in red and the call should be placed immediately. As soon as you answer, the destination extension's phone starts ringing.
2. Double-click on the WEP card to immediately place a call

Please Note: User can make calls from the WEP pane only to other IP PBX extensions.

To end the call press the end call button on the Phone Control pane.

8.2.2 To Park the Call

To park an active call on the DCC extension, drag the DCC card into the parking extension card and the call will be parked to the DCC extension immediately.

8.2.3 To Pick-up the Parked Call

To pick-up the parked call, place the mouse on the DCC card, press the left button and drag the DCC card to the desired parking extension's card. After releasing the mouse button, DCC extension will ring. Upon answering, the call will be connected to a call on the parking extension.

8.2.4 To Page

To page from WEP, drag the DCC card into the paging extension's card and the DCC extension will ring immediately. Upon answering, the call will be connected to the paging extension for making an announcement.

8.2.5 To Join a Conference

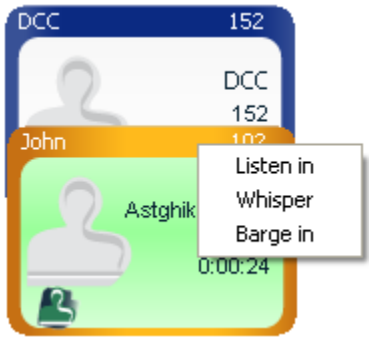
To join a conference, drag the DCC card into the desired conference card and the DCC extension will ring. Upon answering, the call will be connected to the conference extension.

8.2.6 To Intercept a Ringing Call

To intercept a call ringing on an extension, drag the ringing extension card into the DCC card. The DCC extension will intercept the call.

8.2.7 To Barge-in, Listen-in or Whisper

During an active call, drag the extension card into the DCC card. After releasing the mouse button, a pop-up menu will appear containing the following items: “Listen in”, “Whisper” and “Barge in”. Select an item from a pop-up menu and the DCC extension will start ringing. Upon answering the call, the DCC extension will be connected to the existing call in the mode selected from the pop-up menu.



9 The Speed Dial Pane

The Speed Dial pane displays contacts' names, speed dial short codes and phone numbers populated from the Epygi IP PBX Global Speed Dial Directory.

Select the contact to see the speed dial short code and phone number.

The Global Speed Dial Directory file is a text file in a CSV format that is uploaded to the Epygi IP PBX. The Speed Dial code and destination should be separated by commas. There should be a line break after each code defined where each line corresponds to a contact.

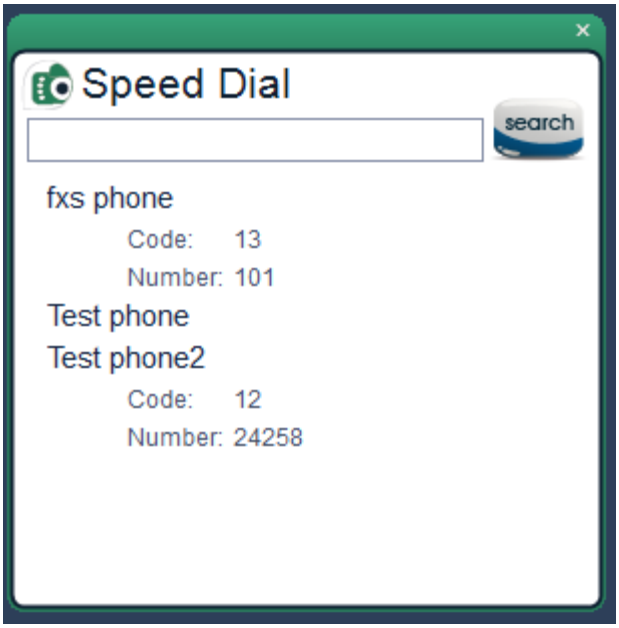
Each line has the following format: <code>, <number>, <name>;

where <code> is a short code (speed dial code) that a user would dial to reach the contact; <number> is a routing number of the contact and <name> is the name of the contact.

The **Search** field allows the user to find the needed contact by entering the search string and pressing the search button. The search result will include all contacts containing the entered string in the contact's name, short number or the phone number.

To open the full contacts list clear the search field and press the search button again.

DCC Speed Dial pane synchronizes with the Epygi IP PBX Global Speed Dial Directory, so the DCC Speed Dial pane will be updated each time you update the Global Speed Dial Directory file by pressing the search button.



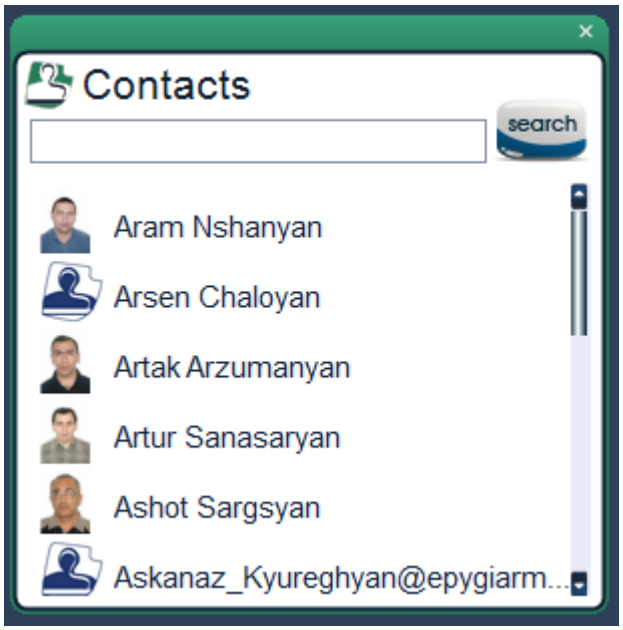
To make a call using the Speed Dial pane, click on the selected contact to open the short code and phone number, drag the short code or phone number over to the Phone Control pane. When the phone number is in the Phone Control pane, press the button to make a call.

10 The Contacts Pane

The Contacts pane displays contacts populated from the MS Outlook contacts list. DCC Contacts pane synchronizes with MS Outlook, so the DCC Contacts pane will be updated each time you update the MS Outlook contacts list.

The **Search** field allows the user to find the needed contact by entering the search string and pressing the search button. The search result will include all contacts containing the entered string in the contact's name.

To open the full contacts list clear the search field and press the search button again.



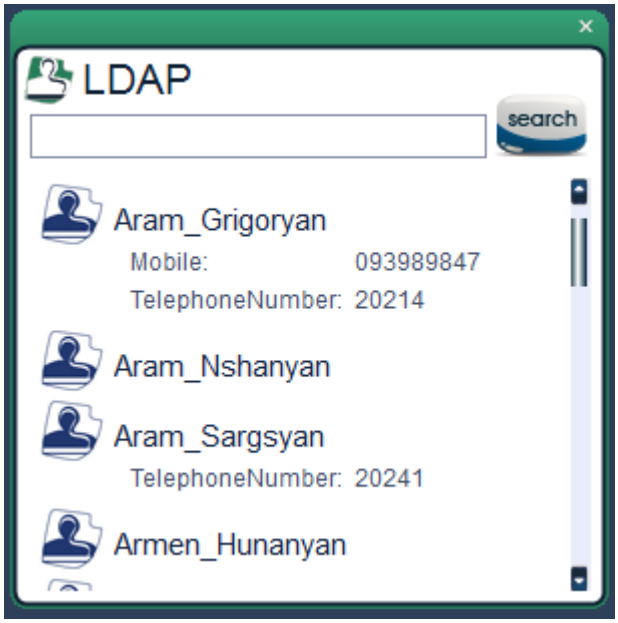
To make a call using the Contacts pane, click on the selected contact to open the phone number and drag the phone number over to the Phone Control pane or double-click on the selected contact phone number to paste it to the Phone Control pane. When the phone number is in the Phone Control pane, press the button to make a call.

11 The LDAP Pane

The LDAP pane allows the user to search contacts from the LDAP server, such as MS Active Directory, etc.

To search for contact, type the search string and press the search button. The search result will include all contacts containing the entered string in the contact's name.

To open the first N contacts from LDAP directory, clean up the search field and press the search button again. N is a configurable number which is defined in the **Max Hits** field in LDAP configuration (see LDAP Settings).



To make a call using the LDAP pane, click on the selected contact to open the phone number and drag the phone number over to the Phone Control pane or double-click on the selected contact phone number to paste it to the Phone Control pane. When the phone number is in the Phone Control pane, press the button to make a call.

12 The History Pane

The History pane shows records of calls that have occurred while DCC is running.

Click on one of the following

buttons to select the type of call record to display in the call history.

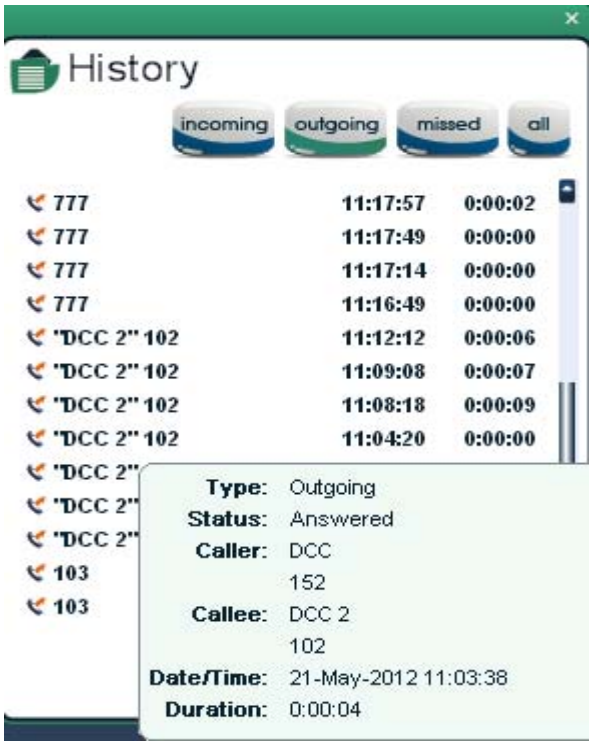
- **All** – displays all calls of the various types listed below.
- **Incoming** – displays incoming calls that you have answered using DCC.
- **Outgoing** – displays outgoing calls you have made using DCC.
- **Missed** – displays incoming calls that have alerted your DCC but were not answered.

Calls in the history log have the following icons:

- Missed Calls:
- Outgoing Calls:
- Incoming Calls:

The calls in the list are ordered by the time they were received/dialed.

To show call details, place the mouse pointer over a call entry. A pop-up box will appear providing more details: Type, Status, Caller, Callee, Date/Time and Duration.



To remove the displayed entries from the History pane, click on the

button.

To make a call using the History pane, drag the call entry over to the Phone Control pane and press button.

13 The Voicemail Pane

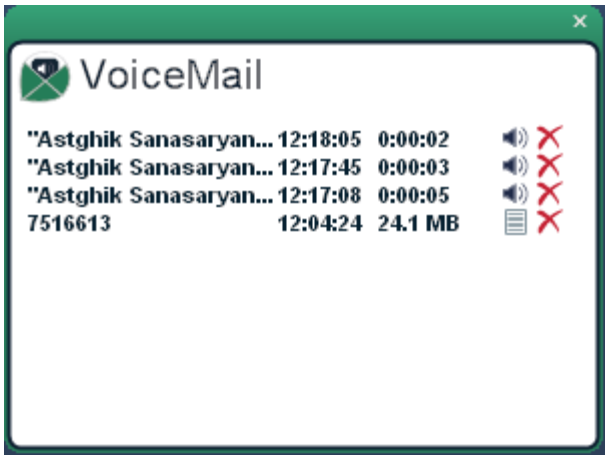
When a new voicemail or fax messages arrives, a corresponding record displays in the Voicemail pane immediately.

To listen to the voicemail message or to see the fax, use one of the following procedures:

1. Click the or icon to listen to your voice message or to see the fax from the Voicemail pane.

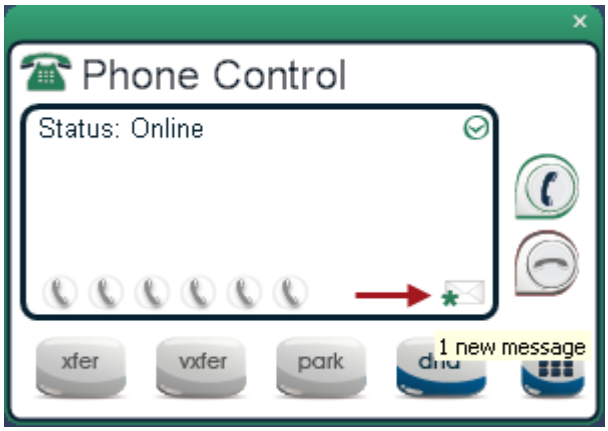
   For fax messages Windows will open the text of the fax in default photo viewer application window.

   Please Note: The voicemail messages should be in G.711 format on the IP PBX. If they are in G.729 format, then the G.729 codec needs to be installed in Windows.

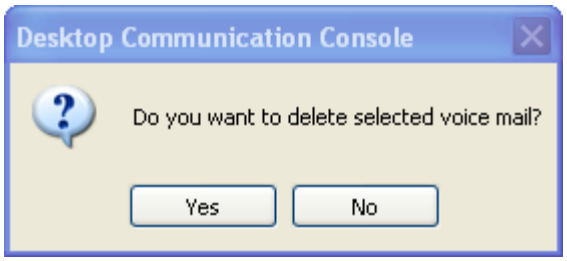


2. When you have voicemail or fax messages, icon will appear near the right-bottom corner of the Phone Control pane (see figure below) and will indicate the number of voice or fax messages you have. Click the icon to automatically connect to voicemail to listen to your messages. When your phone rings, answer the call and you will be connected to voice mail system.

   For fax messages Windows will open the text of the fax in default photo viewer application window.

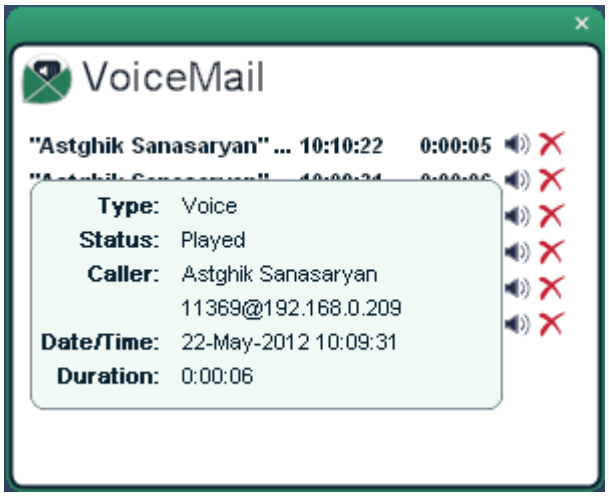


To delete the voicemail or fax messages from the Voicemail pane click on the ✕ icon.
This opens a confirmation dialog box. Press **Yes** to delete the selected voicemail/fax message.



The Voicemail pane is synchronized with the voice mailbox on the IP PBX. When a voicemail or fax message is being removed from the voice mailbox on the IP PBX, it is being removed immediately from the Voicemail pane and vice versa. When a voicemail or fax message is being played on the IP PBX, the corresponding line in the Voicemail pane will be changed from red color to black.

To show voicemail/fax message details, place the mouse pointer over a voicemail/fax entry. A pop-up box will appear providing more details: Type, Status, Sender, Recipient, Date/Time and Message.

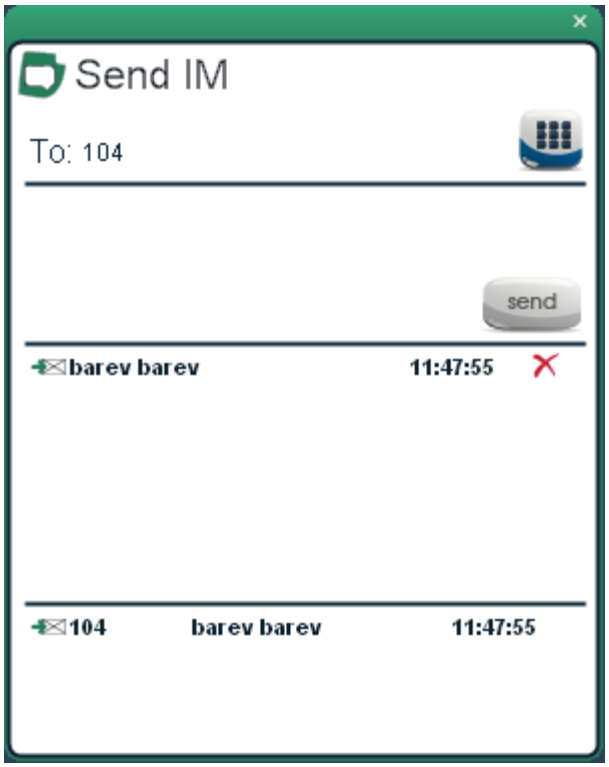


14 The Send IM Pane

The **Send IM** pane is used for sending instant messages and viewing the instant messages received on the DCC extension.

To send an instant message, enter the destination number in the **To** field. To enter the destination number, use the PC keypad or press the button and enter the destination number.

Type the message below the line and press the send button (see Figure below).

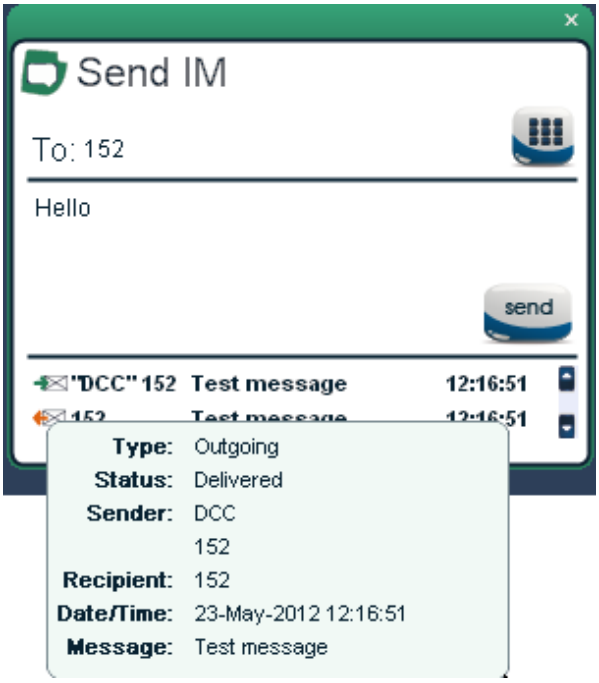


The list of IM conversations appears in the bottom of the IM pane and the complete contents of messages exchanged in the window above. Double-click on the desired IM conversation in the bottom-pane to view it in the window above. From this window you can view the next or previous IM session.

When a new instant message is received, an IM alert message window pops up in the bottom-right corner of the DCC.

To delete IM conversations, double-click on the desired IM conversation and click the icon.

To show an IM conversation details, place the mouse pointer over an IM entry. A pop-up box will appear providing more details: Type, Status, Sender, Recipient, Date/Time and Message (see Figure below).



DCC does not support XMPP. DCC uses SIP standard for sending and receiving instant messages.

15 The Phone Control Pane

15.1 To Make a Call

To make a call, use one of the following procedures:

1. Click the button, type the destination number in the Phone Control pane entry field and click the button.
2. Press the button, dial the destination number and click the button. The DCC extension will ring and upon answering, the call will be established.

Attention: The destination (PBX number, SIP address or PSTN number) will be parsed through the DCC Routing Table to modify the dialed number if needed. The resulting number needs to match a valid entry in the Epygi IP PBX Call Routing table.

15.2 To Blind Transfer a Call

During an active call press the xfer button and drag the DCC card into another extension's card to transfer the call. As soon as the transfer is made (the other phone starts ringing), DCC extension will be disconnected automatically.

15.3 To Transfer a Call with Consultation

During an active call press the xfer button. Double-click on the extension's card to where you want to transfer the call. Once the call is established press the xfer button again to transfer the call. As soon as the transfer is made, DCC extension will be disconnected automatically.

15.4 To Transfer a Call to Voice Mail

During an active call press the vxfer button and drag the DCC card into another extension's (user extensions only) card. DCC extension will be connected to that extension voice mail system.

15.5 To Park the Call

To park an active call, press the

button. The second call will ring on the DCC extension and as soon as you answer, the call will be parked on one of the parking extensions. The IP PBX will play a message telling you which extension the call is parked.

15.6 To Switch Do Not Disturb Mode

To switch the DND mode click on the

button. Your DCC extension will not ring during the period indicated on the **Do Not Disturb Settings** page (User login→ Supplementary Services→Basic Services) and all incoming calls will be directly forwarded to your DCC extension voice mail if the voice mail service is activated.

16 Presence Status

Currently the following presence statuses are available:

- Online
- Offline
- Busy
- Away
- DND
- Meeting
- Vacation
- Lunch

The presence icon in the bottom-left corner of each card on WEP indicates the presence status of the corresponding extension.

The following icons are used to display the state of an extension:

Icon	State
	The icon is displayed for all watched extensions if the corresponding line is not registered on the Quadro.
	Online
	Busy
	Away
	The extension has switched on the DND feature. All calls will be forwarded to the voice mailbox of the extension.

	In a meeting
	On vacation
	At lunch

The Presence Server running on the IP PBX allows to maintain the presence statuses of all extensions and to notify DCC of the status changes immediately.

Presence statuses are applicable only for user type extensions (real or virtual). For the extension types other than User Extension (such as Auto Attendant, etc.) the presence statuses are not available.

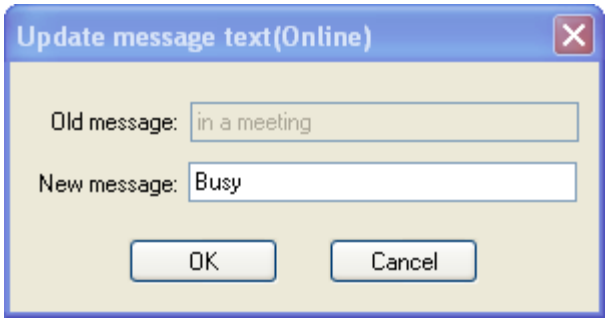
User can set and view the presence status of the DCC extension and view the presence statuses of the watched extensions. User can set the presence status of the DCC extension to any of the above listed statuses except for “Offline”. The extension is set to “Offline” automatically by the IP PBX in case if the attached IP line (IP phone) becomes un-registered.

16.1 To Change Presence Status Text

To update the presence status text, use one of the following procedures:

1. Right-click on the DCC card presence icon and select **Update status text**.
2. Open the hidden icons in the Windows tray, move to Epygi DCC icon, right-click the mouse button. In the pop-up menu select **Status** and choose **Update status text** from the opened list.
3. Right-click in the title bar, from the context menu select **Status** and choose **Update status text** from the opened list.

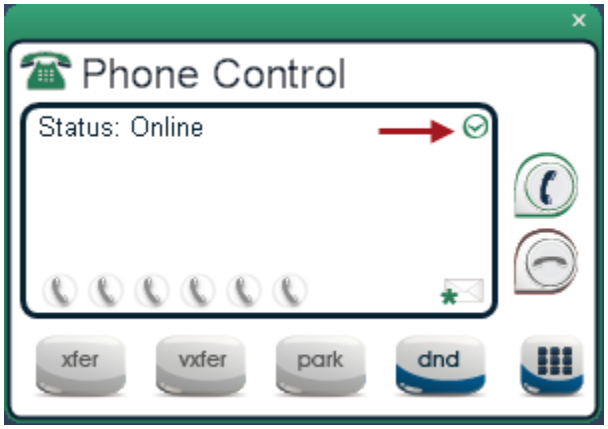
For each of these selections the following dialog box opened.



Type the new status text in the **New message** field. The **Old message** field shows the old status text.

17 Disconnect / Reconnect the DCC

To disconnect the DCC from the IP PBX click the icon on the Phone Control pane (see Figure below). To reconnect the DCC to IP PBX, click the same icon again.



Attention: When DCC is connected, the Find Me/Follow Me feature will be disabled on that extension (if configured). When DCC is disconnected, the Find Me/Follow Me feature will be enabled automatically.

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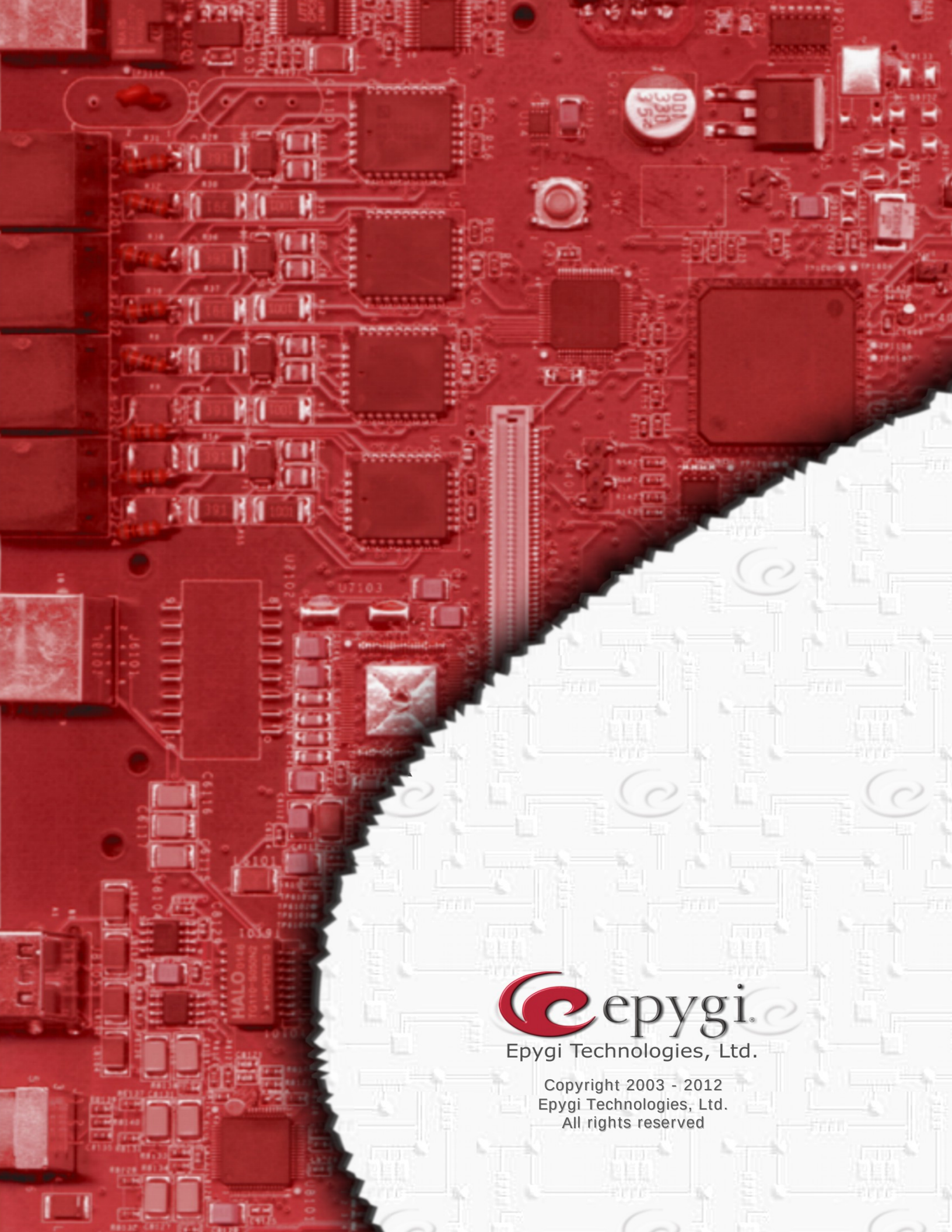

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