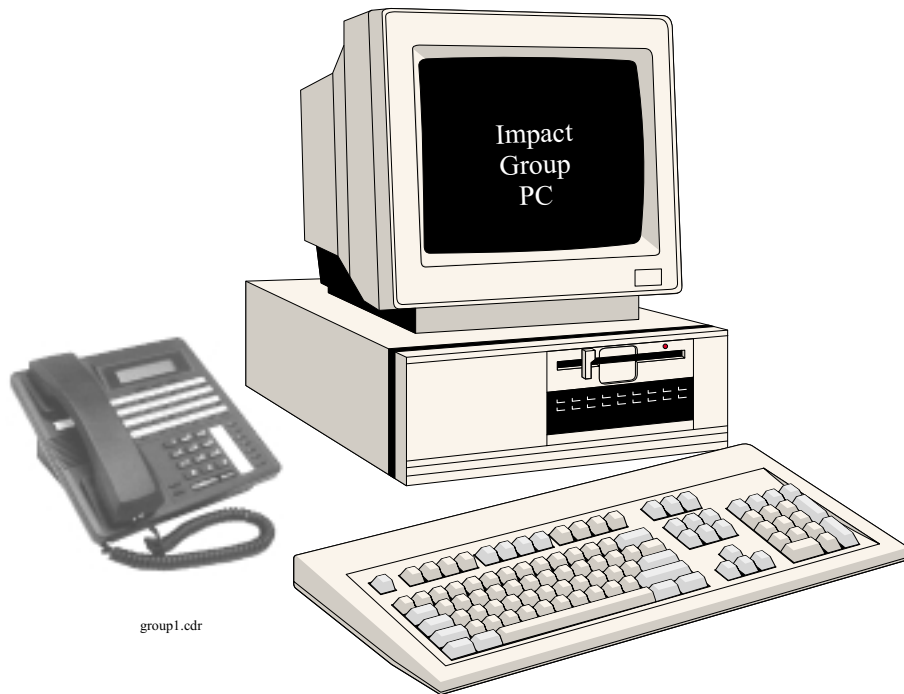

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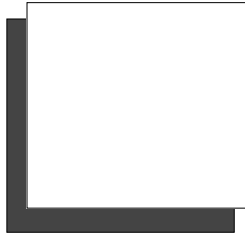
Impact Group User's Guide

For The DXP, DXP *Plus* and FX Series Digital Communications Systems

Comdial® strives to design the features in our communications systems to be fully interactive with one another. However, this is not always possible, as the combinations of accessories and features are too varied and extensive to insure total feature compatibility.

Accordingly, some features identified in this publication will not operate if some other feature is activated. Comdial disclaims all liability relating to feature non-compatibility or associated in any way with problems which may be encountered by incompatible features. Notwithstanding anything contained in this publication to the contrary, Comdial makes no representation herein as to the compatibility of features.

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1

Introducing Impact Group

Using This Guide

This user's guide contains two sections:

Section 1, *Introducing Impact Group*, helps you to become familiar with the software's basic features and startup requirements.

Section 2, *Using Impact Group*, provides basic call handling details and discusses the special purpose features that you can employ.

Describing Impact Group

Impact Group is software that runs on a personal computer and works in conjunction with a digital communications system. Impact Group allows you to handle a large volume of call traffic in a short period of time. With this software, you can control your own telephone and view call and status activity at all other stations in the system. Among the many features that Impact Group makes available to you are the following items:

- real-time status updates of telephone activity,
- tracking people using wireless pagers,
- access to system-wide features such as Park Orbits and Page Zones,
- full keyboard and mouse interfaces (Impact Group uses a special-purpose keyboard and avoids any conflict with standard Windows® keyboard commands),
- printed reports.

NOTE: Anytime you are operating Impact Group, you can press F1 to open the on-line help file. If you press F1 while you have a dialog box open, the help file for that particular dialog box appears.

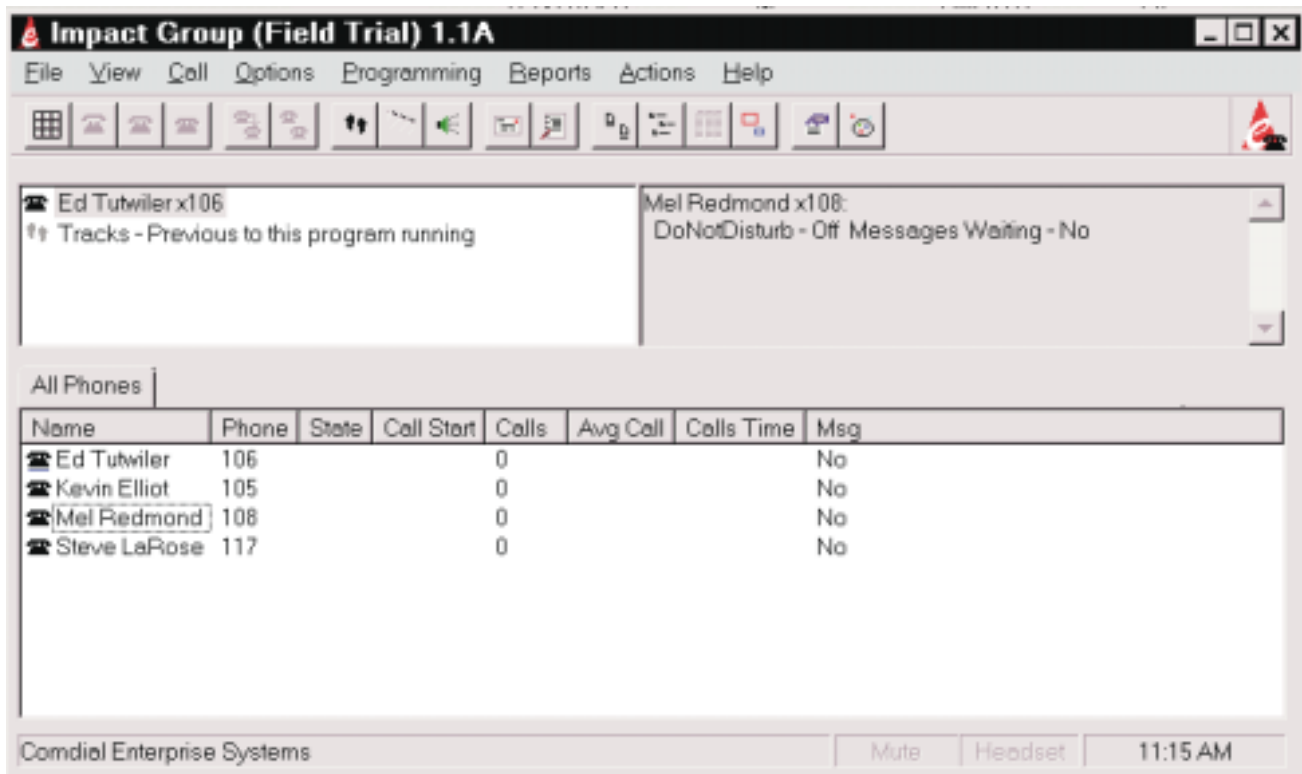
Windows is a registered trademark of Microsoft Corporation, Redmond, WA.

Starting The Program

Impact Group will start automatically when you turn the computer on. If the program does not start automatically, you can start it by:

- Clicking **Start/Programs/Impact Group**.
—OR—
- If there is an Impact Group icon on your desktop, double-click on it.

Once Impact Group is running, the main window appears:



group2.cdr

Understanding Some Special Terms

There are a few specialized terms used in this publication. The following list defines a few of the more common terms that you may encounter.

Answer

Answering the currently ringing call

Both

Establishing a conference between Impact Group, the current call, and the last call put on hold

Conference

Joining stations together on a call—conference capacity can be as large as permitted by the communications system

I.D.

Text attached to calls so that you can remember its details if the call returns to you

Page

Making general announcements using system telephones as paging devices

Park

Placing or picking up calls from any of 90 park orbits

Pick

Answering calls that ring at any other extension

Release

Another term for hanging up on a call

Split

Switching between the current call and the last call on hold—the previously active call goes on hold

Silent

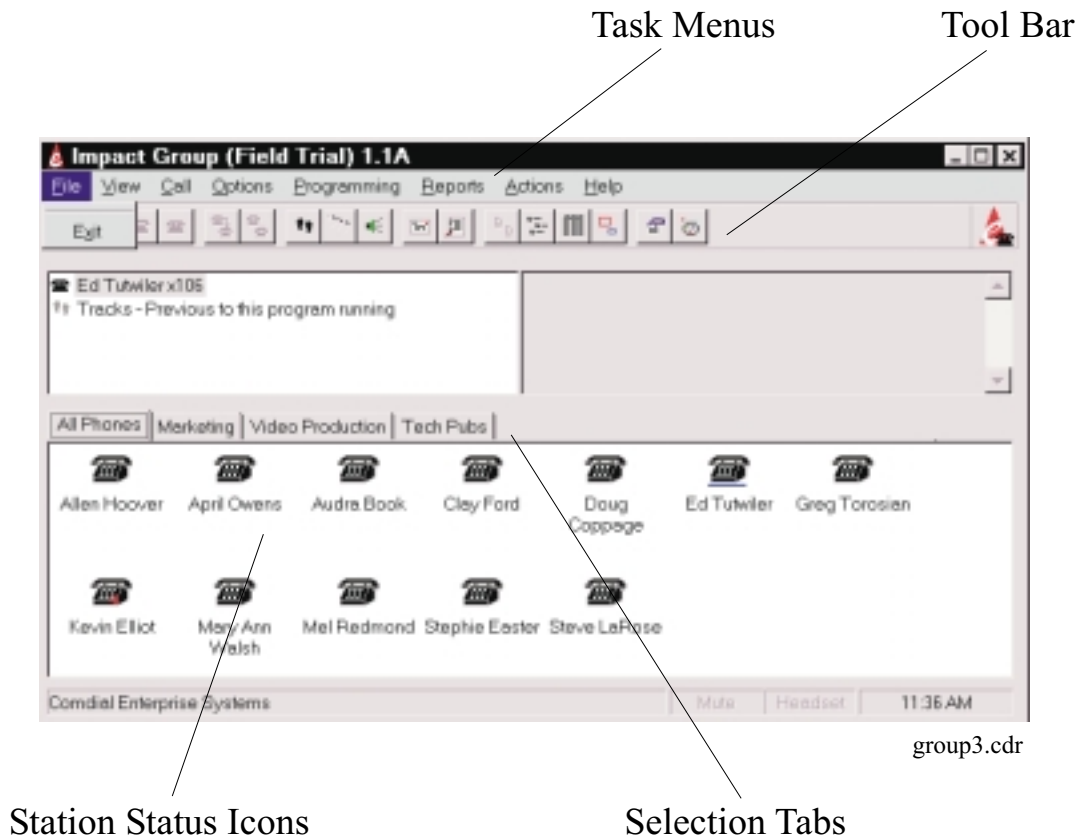
Stops the Impact Group PC console's station from ringing—silenced calls are still answerable and this condition is canceled when the next call rings

Tap

Retrieving the last call that was placed on hold, transferred, or parked

Detailing The Impact Group View

The main Impact Group window provides an overview of the activity on the digital communications system.



Using Drop-Down Menus

The drop-down menus provide access to many of Impact Attendant's features. Some features are only available through the drop-down menus, but most of the features are duplicated elsewhere in the program and can be activated by clicking on a tool or station icon.

Using The Tool Bar

As with the task menus, the tool bar buttons provide commands that activate as you click on them—some unique and some duplicating actions that you can do with different techniques. The tools identify their actions as you move the cursor across them.

Describing The Station Status Icons

The icons indicate the operational status of the stations. You can click one of the buttons from the tool bar to show the icons in small or large format. Icon definitions are as detailed in the following table:

Telephone Operation State	Telephone Icon Color	Handset Icon Color and Position
On Hook	Black	Black
Do Not Disturb	Black with red slashed circle	Black
Off Hook	Black	Black—lifted over telephone Icon
Calling	Black	Yellow—lifted over telephone Icon
Ringling	Dark Blue	Light Blue
Connected	Green	Green—lifted over telephone Icon
Message Waiting	Black with red light showing	Black
On Hold	Black	Red—lifted over telephone Icon
Out Of Service	Gray	Gray

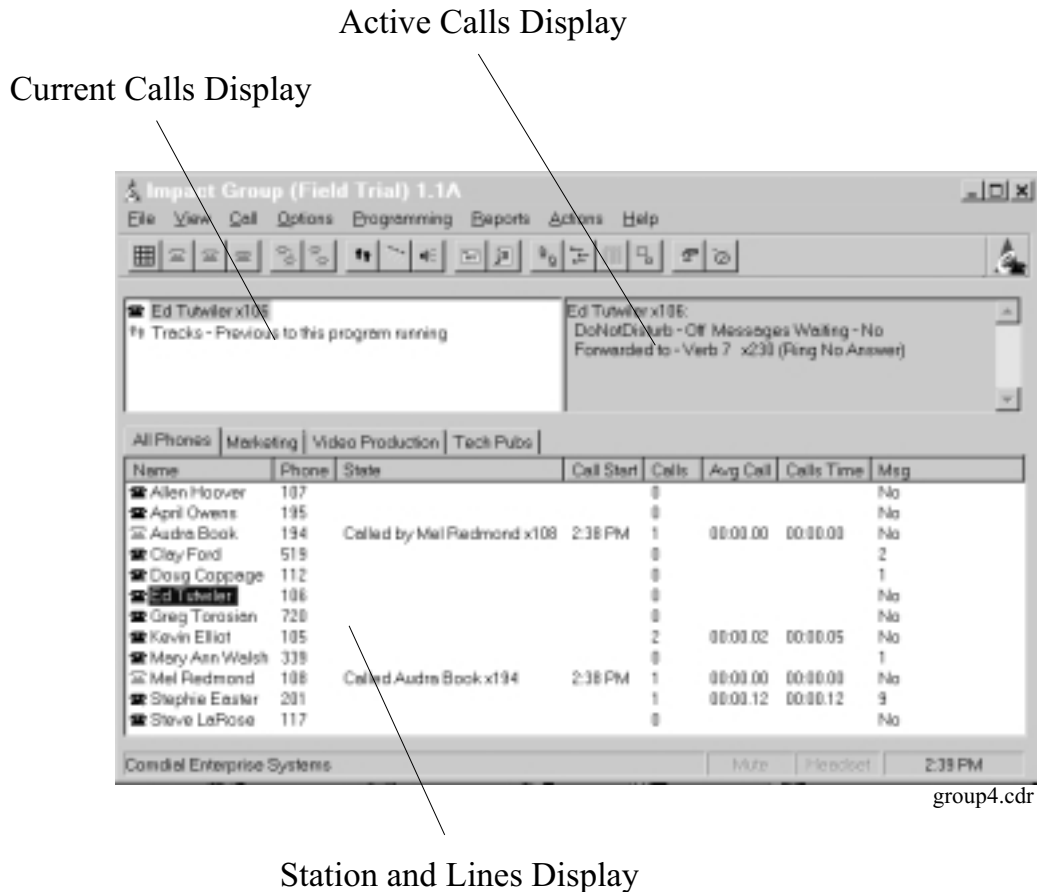
Explaining The Selection Tabs

The different tabs on the main screen allow you to view different selections of stations. The names and stations shown in the checklist are the names entered by the installers as they program the digital communications system. The following table details the selection categories:

Tab Category	Selection
All Phones	Shows all system stations and their current operation state
Active Calls	Shows all system stations currently on a call
Personal Groups	Shows system stations that you have grouped together using the Options/Groups task menu or the Set Config Options tool.

Detailing the Call Windows

This section describes how Impact Group presents calls for your viewing.



Current Calls Window

The Current Calls display shows all calls associated with your Impact Group position and presents the following items:

- all current calls, both active and on hold,
- the extension a call is on, and whether the call is alerting, connected, on hold, conferenced, etc.

You can highlight the call to be connected when you press the **Answer** key (if several calls are ringing at once—for example calls recalling from hold or park—you can highlight one of the other calls).

Call History

The Current Calls Window includes a call history log that contains a detailed listing of the calls that you have made and received. Double-click on the call history log to open it for viewing. You can recall any calls in the log by double-clicking on that line item.

Active Call Window

The Active Call window is a display that shows the currently active call. The Active Call window is always visible when the Impact Group software is active. You cannot re-size the window to hide the identity of the call.

The Active Call window shows these following details:

- the extension a call is on, and whether the call is ringing, connected, on hold, conferenced, etc.,
- any call ID tag set by you or another Impact Group user or an Impact Attendant user on the same system,
- information from your personal directory.

Stations Window

The Stations window shows the operating status of the system's stations. Clicking on a tab shows all the stations in a group you have defined with the **Options/Groups** menu or the **Group** tool. The Stations window is always visible when Impact Group is active. The display is scrollable whenever there are too many stations to be displayed at once.

The Stations window shows the following items:

- the extension and display name of the stations in the groups you have defined,
- icons of different colors and different handset positioning to differentiate between the station operating states.

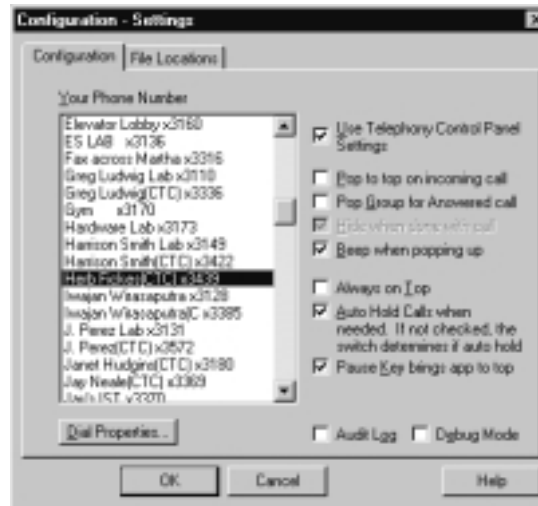
NOTE: *If the installer adds stations to the system or changes the intercom information (other than via Impact Group), those updates are reflected by the call windows only after the system periodically refreshes the database through wideopen.office or after someone restarts the Impact Group software.*

If you place the cursor over the telephone icon, the display shows additional information.

NOTE: *Depending on the security settings the installer choose, your Impact Call might not display all of the information described here.*

Setting The System Configurations

The Configuration—Settings dialog under the Options drop-down menu allows you to choose your station extension and customize several system settings.



Audit Log

When you check this entry, the Impact Group software keeps an audit file of all call activity. This file gives the duration of the calls and identifies the call parties. With Audit Log checked, the Reports menu command lets you view the call activity.

Auto Hold Calls When Needed

By checking this option, you permit Impact Group to automatically place calls on hold when needed. If you leave this box unchecked, the automatic hold configuration that the installers set for the digital communications system prevails.

Beep When Popping Up

When you check this option, the computer sounds an audible signal whenever the Impact Group application comes to the top of your display screen.

Debug Mode

Should problems occur during Impact Group operation, the installer can use this debug mode to find a solution. *Do not use this feature during normal operation as the software runs slower while it is active.*

Hide When Done With Call

When you check this option, the Impact Group application automatically returns the caller's user group to the background on your display screen when you are finished with a call.

Pop To Top On Incoming Call

When you check this option, the Impact Group application automatically comes to the top on your display screen whenever you receive a call. This action allows the Impact Group software to run in the background until the system receives a call. Upon receipt of a call, Impact Group becomes the main display thus letting you respond to the call.

Pop Group For Answered Call

When you check this option, the Impact Group application automatically brings the caller's user group to the top of your display screen whenever you answer a call at your Impact Group PC console station.

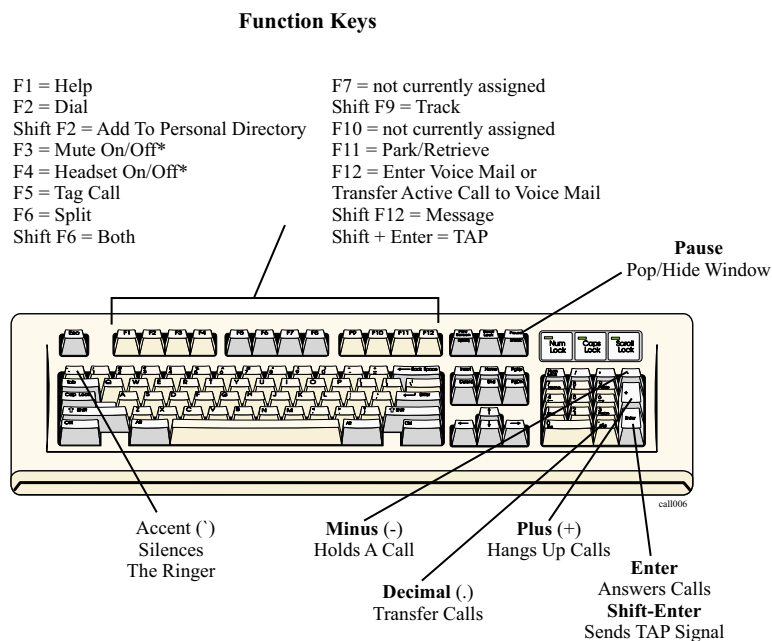
Your Telephone Number

Enter here the telephone extension number for the station at the Impact Group computer. The number that you enter here is the one that you will use when you call other system stations.

Using The Keyboard

The PC console keyboard provides you with keyboard access to the more frequently used Impact Group functions. Many people find using the keyboard keys to be faster than moving the computer mouse and clicking on the functions that they need.

From almost every menu, you can type a system user's name and automatically highlight the icon associated with their telephone.



*If you are using Impact Call for PCIU, these functions require feature buttons on the telephone.

Using The Mouse

You can use the computer mouse to effect many of the same actions that are available from the keyboard. The following chart provides the computer mouse details.

Mouse Action In Current Calls Window	Definition Of Action
Double click your station when it is on-hook	Places your station in a do not disturb condition
Double click on a station selection with a ringing call	Answers the call
Double-click on an active call	Puts the call on hold
Double-click the Call History icon	Shows the last 300 calls to your station
Double click on a station selection with a held call	Retrieves the call
Double click tracks line	Shows a history of all Tracker calls to the attendant station Pager
Click a station selection with an active call and drag it to another station location	Transfers the call to the new station location (Note: you cannot transfer a conference call.)
Click your station selection when a call is ringing and drag it to another station	Transfers the ringing to the other station.
Double-click the <i>Notes</i> line	Shows history of messages sent by other Comdial applications.

Mouse Action In Phones Window	Definition Of Action
Click and drag a station selection from the Phones Window to the Calls Window	Makes a call to the dragged station (If the attendant station is active on a call, that call goes on hold.)
Double click a station selection	Makes a call to clicked-on station
Click and drag a station selection from the Phones Window and drop over an active call in the Calls Window	Joins the dragged station in the active call (conference call)
Click and drag a telephone number from a Microsoft® Word®, Exce® or Access® program onto the Attendant screen. <i>Microsoft, Word, Excel, and Access are trademarked terms of Microsoft Corporation, Redmond WA.</i>	Causes the system to dial that number.

2

Using Impact Group

Using Impact Group To Handle Calls

This section describes basic call handling procedures.

Answering Calls

To answer calls ringing at your telephone,

- press the **Answer** key (Enter key) on the keyboard,
- click the **Answer** button on the toolbar,
- right-click the call you wish to answer and select **Answer** from the dialog box,
- use the Call task menu and select **Answer**,

—OR—

- press **Alt-C** then press **A**.

***NOTE:** The system automatically places a currently active call at your station on hold when you answer a new call.*

Holding Calls

To place the current call on hold.

- press the **Hold/Retrieve** key (minus key),
- click the **Hold/Retrieve** button on the toolbar,
- right-click the call you wish to hold and select **Hold** from the dialog box,
- use the Call task menu and select **Hold**,

—OR—

- press **Alt-C** then press **H**.

Retrieving Held Calls

To retrieve a call from hold, highlight the call to select it and then use one of the methods listed below to retrieve the call,

- press the **Hold/Retrieve** key (minus key),
- click the **Hold/Retrieve** button on the toolbar
- right-click the call you wish to take off hold and select **Retrieve** from the dialog box,
- use the Call task menu entry and select **Retrieve**,

—OR—

- press **Alt-C** then press **R**.

Using The Split Feature

Use the Split feature to toggle between two held calls thus making first one call then the other the active call.

To use the Split feature,

1. Press the **Split** key (F6 key) to replace the currently active call with the call that is on hold.
2. Press **F6** again to reverse the locations of the calls.

Parking And Retrieving Parked Calls

The park orbit display shows parked stations and who parked them. If you retrieve a parked call while you have an active call, that active call automatically goes on hold. The system selects the first available park orbit for use when you park a call; however, you can select any available park orbit if you wish. When you retrieve a parked call, the system chooses the first call that you can retrieve.

To park a call in orbit,

- press the **Park** key (F11 key) to open the Park and Retrieve dialog box.

Transferring Calls

It is possible to transfer a current active call to another system station in either a supervised or unsupervised manner. (With a supervised transfer, you remain on line to announce the transferred call to the new station. With an unsupervised transfer, you hang up as soon as you exercise the transfer.)

Using the Transfer dialog box from the Call task menu you can create transfer arrangements by selecting numbers from the overall list, different groups, or a personal directory. The dialog shows which system stations are busy so that before you call someone you can determine whether he or she can answer your call.

To transfer calls,

- press the **Transfer** key (Decimal key),
- click the **Transfer** button on the toolbar,
- click and drag the ringing call from the Current Calls Display to the selected station in the Stations window,
- from the Call task menu, select **Transfer**,

—OR—

- press **Alt-C** then press **T**.

Making Voice Mail Transfers

You can transfer calls directly to voice mail boxes. While Impact Group selects a voice mail box for use, you use the dialog box to select numbers from the overall list, different groups, or a personal directory. Use either of two methods, shown below, to make a voice mail transfer:

- use the **Voice Mail** key (F12),

—OR—

- click the Voice Mail button on the toolbar.

NOTE: *If you do not have a call when you press the Voice Mail key, the system will take you to your voice mailbox.*

Paging Other Stations

To issue a page, lift the handset on your station and use either of the following actions,

- press the **Page** key (F9 key) to open the Page Zone dialog box,
- OR—
- click the **Page** button on the toolbar.

NOTE: You cannot send a page to any other nodes on a networked system.

Conferencing Calls

Impact Group lets you establish either supervised or unsupervised conference calls between your station and other system stations. (With a supervised conference, you remain in the conference, and with an unsupervised conference you drop out of the conference.)

Using the Conference dialog box from the Call Task menu, create conference arrangements by selecting numbers from the overall list, different groups, or a personal directory.

The dialog shows which system stations are busy so that you can determine whether he or she can answer your call. Use one of the following methods to set up a conference call:

- press the **Conference** key (F8 key),
- click the **Conference** button on the toolbar,
- click and drag the station that you want in the conference from the Stations window to the Calls Display—repeat for additional stations,
- from the **Call Task** menu, select **Conference**,
- press **Alt-C** then press **C**.

Using The Both Feature

The both feature allows you to quickly establish a conference between a call that you have previously placed on hold and the call that is now currently active at your station. If there is no currently active call, this feature will pick up the held call and make it active.

To activate the Both feature,

- press and hold **Shift** and press the **F6**.

Dialing Calls

From your attendant station, you can use either the extension number or station name to call other stations. There are several ways to dial a call:

- press the **Dial** key (F2 key) on the keyboard,
- click and drag selected stations to the current calls display on the Call Displays window,
—OR—
- use one of the techniques that bring up the Select a Number dialog as described in the following paragraph.

The Select a Number dialog lets you select numbers for dialing from the local directory, your personal directory, or any special station groups. Click a number or name in the selected directory or group to place the selection in the *select who to call* area. Use any of the following methods to dial a call:

- click the **Dial** button on the toolbar,
- click and drag the telephone you want to call from the Stations window to the Calls window,
- from the Call task menu, select **Dial**,
- press **Alt-C** followed by **D**.

Hanging Up Calls

To hang up calls at your station,

- press the **Hang-up** key (plus key),
- click the **Hang-up** button on the toolbar,
- from the Call task menu, select **Hang-up**,
- press **Alt-C** and then press **U**,
—OR—
- right-click on your station's icon.

Forwarding Calls

Use Call Forwarding to forward calls that normally ring at one system station to another system station of your choice.

The Call Forwarding feature has several options:

Always Forward

Forwards every call that the system routes to the station

Forward Ring No Answer

Forwards just the calls that ring at the station and receive no answer

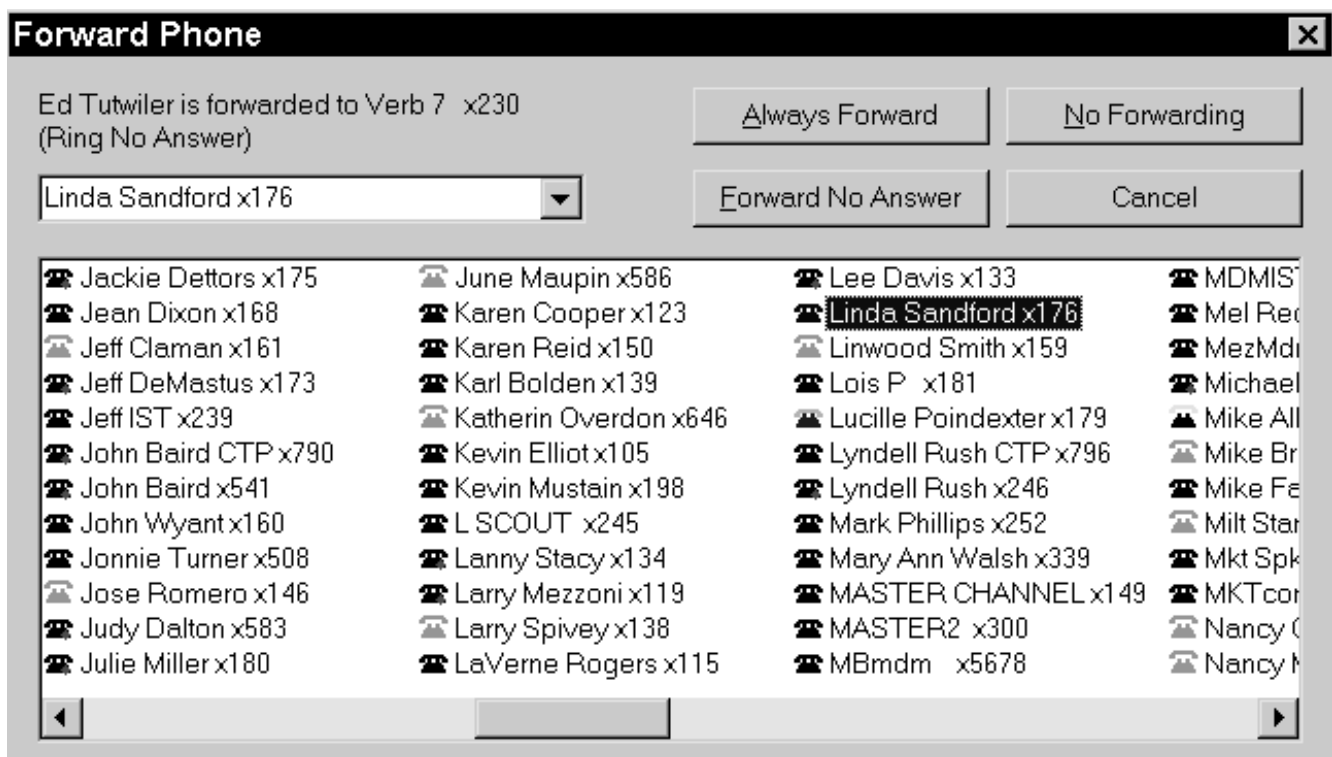
No Forwarding (the default setting)

Disables the Call Forwarding feature. You can exercise the call forwarding feature for your station as well as for any other station in the system.

To choose call forwarding,

- from the Call task menu, select **Forward**,
- OR—
- press **ALT-C** and then press **F**,

These actions open the **Forward Phone** dialog box from which you pick the forwarding type and the station to receive the forwarded calls.



Using Special-Purpose Impact Group Features

This section describes the special-purpose Impact Group features.

Selecting The Station Operating Conditions

The following are operating modes that you can set for Impact Attendant:

Silent

The Silent key lets you turn off the ringer at your station for the currently ringing call. The ringer will operate normally during the next call.

To silence the ringer,

- press the **Silent** key (Accent key) on the keyboard.

Do Not Disturb

Place your station in the Do Not Disturb mode whenever necessary. When a telephone is in Do Not Disturb mode, the display shows the telephone icon for the station with a slashed red circle superimposed over it.

To place your station in do not disturb,

- from the Call task menu, select **Do Not Disturb**,
- OR—
- double-click your station icon in the current calls window.

Muting Your Telephone

You can mute voice transmission at your station if you wish. The status of the mute feature is shown at the bottom on the screen.

To toggle the mute condition either on or off at your station,

- press the **Mute** key (F3 key) on the keyboard.

Arranging Your Telephone For Headset Operation

Operate your station with a headset if you wish. See your installer for headset installation details. Headset operation requires that you press the Headset key. The status line at the bottom of the screen details whether your station is in the headset or Handset operating mode.

To toggle between headset and handset operation at your station,

- press the **Headset** key (F4 key) on the keyboard.

Adjusting The Volume Control

You can adjust the volume level of the handset, the speaker, the ringer, and the music outputs for your attendant station as needed.

To adjust the volume,

- from the Programming menu, select **Volume**,

—OR—

- press **Alt-P** then press **V**.

Either action opens the Phone Volume dialog box. From this box, drag the slider bars to the loudness settings that you desire. Once you adjust the settings, click the **OK** button to accept them.

Tagging A Call

You can tag a call with text that you create. Impact Group displays this tag whenever the call is viewable. This call tagging feature is useful to identify calls that have returned to your attendant station as a result of a transfer or hold recall. You can change or edit the call tag by repeating the action.

To tag a call,

- press the **ID** key (F5 key) on the keyboard,

—OR—

- click the **Call Tag** button on the tool bar.

If you place a call on hold and it recalls, the tag helps identify who you were talking to. The call tag is also visible when viewing park orbits. Other people will also see the call tag if they are using one of Comdial's Impact applications.

Creating Personal Groups

By creating personal groups, you and other Impact Group users can view the call activity of different groups of system users. Each defined group gets a tab in the main display. Selecting a particular tab causes only the telephones in that group to be displayed. You can only edit personal groups that you create with this feature. Personal groups created by other Impact Group users are permanent to you—you cannot edit them.

To create a personal group,

1. From the **Options** menu, select **Groups**.
2. From the Group Definition dialog, click the **New** button to create a new group.
A New Group entry window appears.
3. Type the new group's name in the blank line.
4. Click the **OK** button to accept the name then click on the names that you wish to add to the group.
5. Once you have finished, click the **OK** button to accept your action.
6. To rename a group from the Group Definition dialog box, click **Rename**.
To delete a group, click **Delete**.
Clicking **OK** accepts these actions.

Making A Personal Directory

The Personal Directory feature lets you create a personal directory.

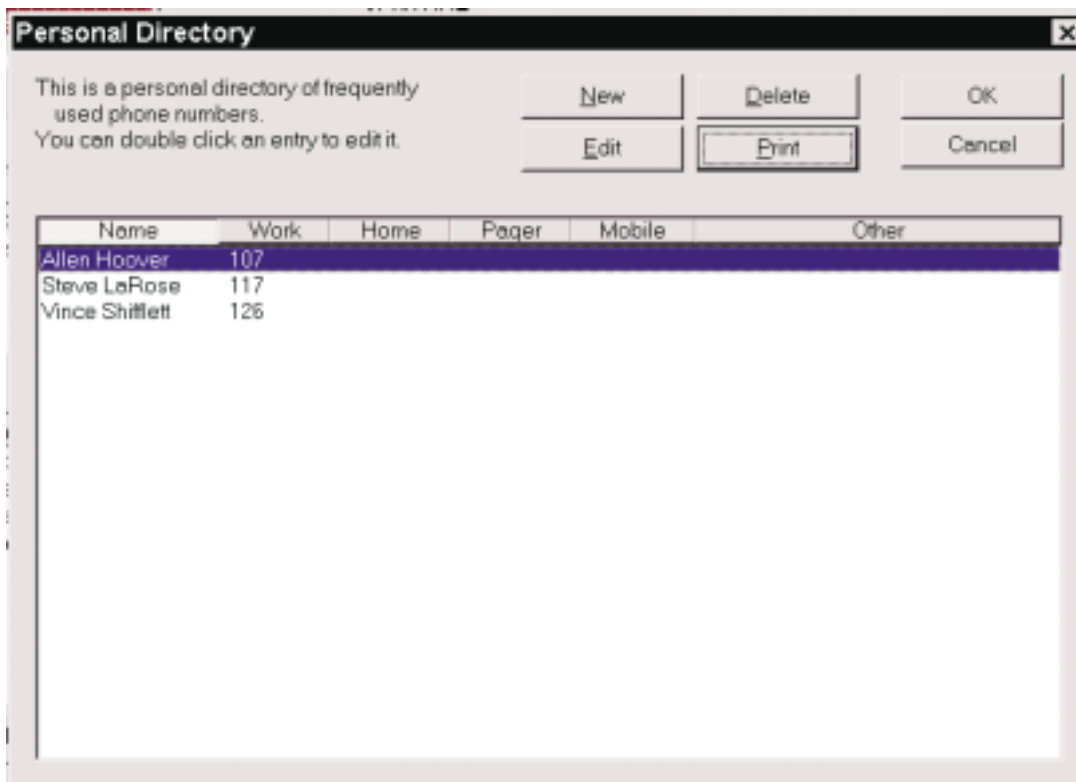
The personal directory provides a directly available call feature or you can reach the directory from the Call menu, by clicking Dial Selection and opening the personal directory from there.

To build or edit the Personal Directory dialog window, proceed in one of two ways,

- from the Programming menu, select **Personal Directory**,
—OR—
- press **Alt-C** then press **P**.

From the open Personal Directory dialog,

1. Click the **New** button, type new information in the entry windows, and click **OK**.
2. Click the **Edit** button to modify existing information, and click **OK** when you are done.
3. Click the **Delete** button to eliminate calling information you no longer need, and click **OK**.
4. Repeat the adds, edits, and deletes until the directory is complete, and click **OK** to accept the entries.
5. Click the **Print** button to print a hard copy of the personal directory, and click **OK**.



per_dir.cdr

Sending Messages

The Text Message window allows you to send messages to a station's display, light a station's message waiting indicator, or take both actions at the same time. Further, the window permits you to choose the type of response that you want to receive from a station user after he or she reads the message. These response choices include: **None**, **Yes/No**, or **Take Message or Hold**.

In addition to sending messages to stations for display, you can send messages to other PC Attendant positions on the system, and receive on your screen a reply from that attendant.

The software provides several methods for opening the Message dialog box. Choose a method from the following list:

- from the Options menu, select **Message**,
 - press **Alt-O** and type **M**,
 - press **Shift + F12**,
- OR—
- right-click on the desired station.

Text Message [X]

Message to Ed Tutwiler

Will you attend the Milestone meeting Tuesday Morning?

OK

Cancel

Phone

☎ Dusty Garwood x128	☎ Ed Tutwiler x106	☎ Erin O'Grady x530
☎ E911 / Nat Acct x222	☎ Eddie Wimbish x493	☎ Ethel Alexander x384
☎ Ed Albertson x141	☎ Eric Lucas CTP x795	☎ Fax 1 x209
☎ Ed Spittler x301	☎ Eric Lucas x118	☎ FAX 1 x588

Choose a response:

None

Yes or No

Take Msg or Hold

Set Message Waiting Indicator

Write message on phone LCD

Send message to CTI app

Using The Tracker Pager

You can track anyone who has a Comdial pager if the installer has connected the Comdial QuikTrak to your communications system. You have a choice of how you send the track message:

- send the tracker message as soon as you prepare it by clicking the **Track** button,
- OR—
- schedule a later time for Impact Group to send the tracker message.

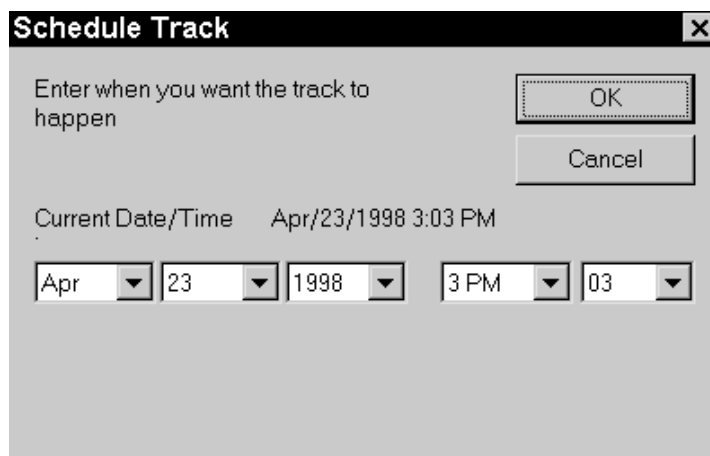
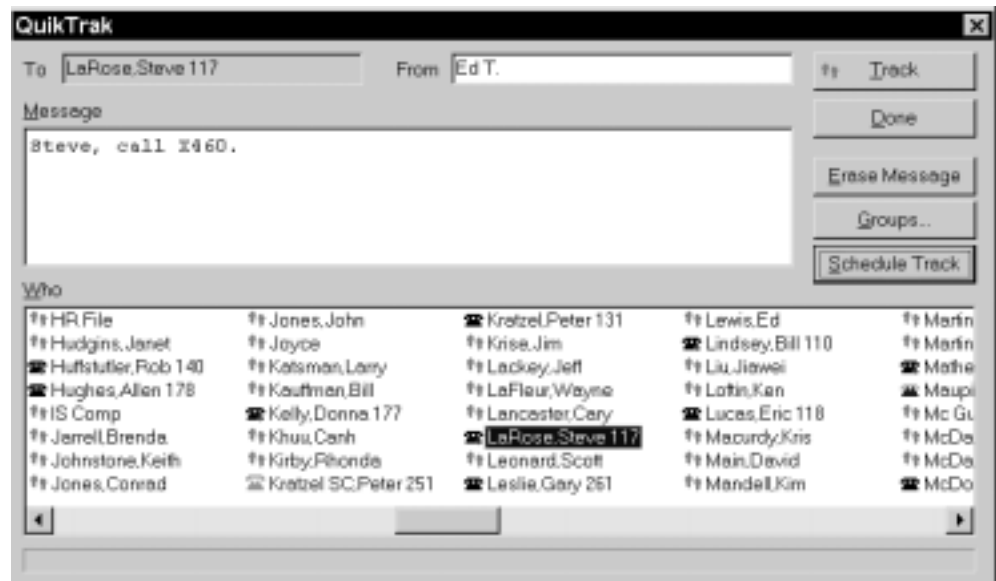
To schedule a later time for Impact Group to send the message,

1. Click the **Schedule Track** button.
2. Enter the time for the track to occur in the Schedule Track menu.
3. Click **OK**.

Should someone track you, read the tracker message like an e-mail message by selecting the **New Tracks** entry on the Current Calls window. You view previous tracks by double-clicking the **Track** line within the Current Calls list.

Impact Group provides several different methods for opening the tracker window. Choose a method to use from the following list:

- use the **Tracker** key (Shift + F9) on the keyboard,
- click the **Tracker** button on the toolbar,
- right-click the name of the person in the Stations window that you wish to track and select **Pager**.
- from the Options task menu, select **Track**,
- press **Alt-O** then press **T**.



Configuring Action Events

Impact Group lets you determine how you want the system to handle telephone calls that you make or receive, and to determine what happens when these call events occur. For example, you could arrange for an application to open a customer profile database whenever you answer an incoming call (referred to as a *screen pop*).

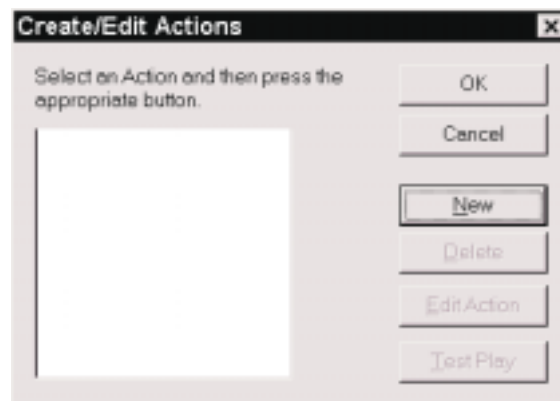
Configuring event actions consists of the following tasks:

- creating new actions,
- building macros,
- assigning actions.

Creating Actions

This feature lets you create new actions and edit previously created actions that perform tasks for you.

1. From the Task menu, click **Action**.
The Create/Edit Actions menu appears.
2. From the Create/Edit Actions menu, click a button to determine your next step. If actions and applications already exist, you can edit or delete them as desired. Further, the **Test Play** button permits you to test an application before you assign it to a call event.
3. Begin the process of creating a new action by clicking the **New** button. Complete the task by entering the requested information to create the macro that you want (see the paragraph below titled, *Building The Macros*).



edit.cdr

Building The Macros

Impact Group uses keyboard macros to activate call event actions. A macro is a list of instructions that execute certain functions when the assigned call event occurs. Impact Group includes macros that it follows when executing standard client applications; however, you must build the macro for any custom action that you wish to take place. Do this by recording the keystrokes that it takes to perform the action. This means that you must be familiar with applications you are using so you know what keystrokes create the macros.

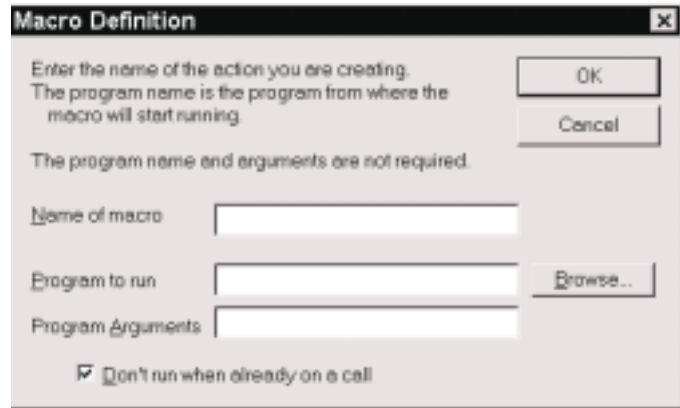
To record keystrokes for a macro, you must know how to use the keyboard to perform the desired functions within the application. Keystroke actions could include first starting a special application, then locating a particular database and finally searching within that database for specific information.

Build a macro by taking the following action:

1. From the Task menu, click **Action**.
The Create/Edit Action menu appears.

2. Click the **New** button to open the Macro Definitions menu.

3. In the Macro Definitions menu,
 - (a) enter the name for the new macro,
 - (b) specify if you do not want your new application to run when you are already on a call,
 - (c) browse for an existing application, and click on it then add any needed program arguments,



macro.cdr

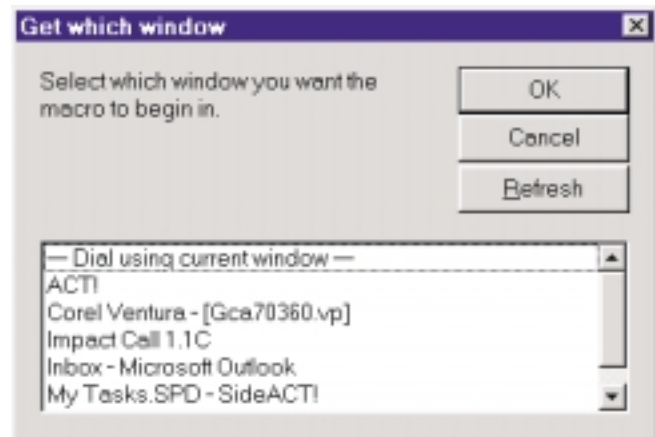
- (d) finish step (c) or skip it as unneeded, and click **OK** to open the Get Which Window menu.

4. In the Get Which Window menu, select the window that you wish to be in when you start recording the macro keystrokes. (For example, if your macro involves opening a database program when a certain call event occurs, you need to specify that window here.)

If the call event for which you are composing a macro involves dialing an outbound call, click the **Dial using current window** selection.

If the window that you need is not listed,

- (a) start the application,
- (b) minimize its window,
- (c) click the **Refresh** button to update the list of available windows,
- (d) click on the desired window.



get_win

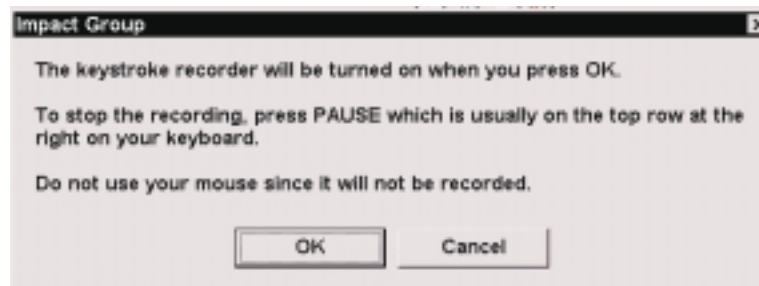
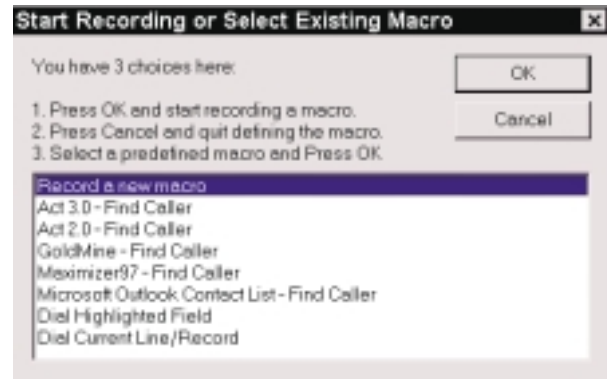
Recording The Keystrokes

5. Click **OK** to create the macro for this action.

NOTE: Before you start, review the keystrokes in your mind or write them in a list that you can use as reference while you record.

6. From the menu titled Start Recording or Select Existing Macro, you have several choices:

- Press **Cancel** and quit defining the macro.
- Select a predefined macro from the displayed list and click **OK**. (Impact Group has keystrokes already stored for several common client applications and you need do nothing more than select the application to complete the recording process.)
- Click the **Record a new macro** selection, and press **OK** to turn on the keystroke recorder so you can start recording keystrokes for the macro. Once you have recorded your keystrokes, press **OK** to store them.



keystrok.cdr

Assigning Actions

After creating new actions and building their accompanying macros, assign these applications or actions to the call events in the following manner:

1. From the task menu list, click **Action**.
The Action Assignment screen appears.
2. Click the down arrow next to a call event that you want to match with an accompanying action.
A list of actions appears.
3. Click on the action you want to assign.
4. Click the box next to the caller ID statement to check or uncheck its control (the statement only affects outside calling—if checked, Call from Outside and Answer from Outside will be triggered only if Caller ID is active).
5. Assign an action as an outgoing macro if wish, and specify a key you can type to activate the action. You may find this feature useful for automatically dialing a number at any time regardless of what application might be active on the computer's desktop at that time.
6. Click **OK** to accept the action assignments.

Action Assignments [X]

Assign an action to each event.
You create new actions by pressing the Actions button.

Ring from Inside PopOutlookOnCall

Ring from Outside PopOutlookOnCall

Answer Inside Call (none)

Answer Outside Call (none) Only if Caller ID present

Make Inside Call (none)

Make Outside Call (none)

End Inside Call (none)

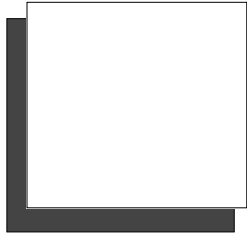
End Outside Call (none)

Highlight the Hot Key box and press the key that will activate the user macro.
Keys used by this application are reserved.

User Macro 1 DialHighlighted Hot Key F7

User Macro 2 (none) Hot Key Shift + F7

OK
Cancel
Actions



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