UNIVERSAL COM·ONE LOUISIANA LLC

Expanding Telecommunications

Call Manager Quick Reference Guide

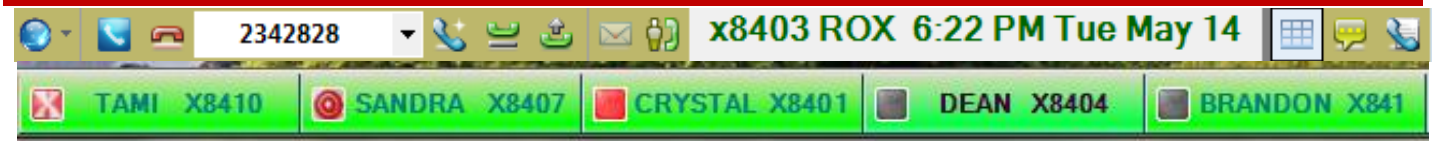
(337) 234-2828

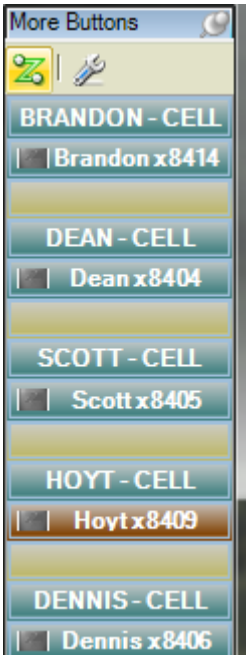
TOSHIBA

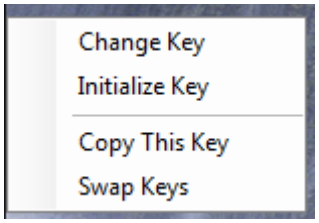
"Business phones that build business"

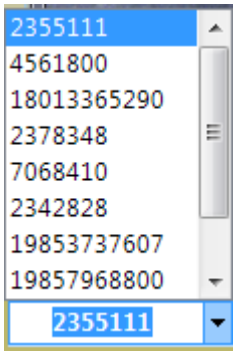
Button / Icon	Description
	Click this button to access Call Manager configuration menus and Help
	Dial the number shown in the box
	Answer the current ringing call
	Place the current call on hold, or answer a call currently on hold
	Transfer the current call to another phone, then Click or enter extension. Can announce call, if necessary, then End Call
	End the current call
	Inbound and Outbound Call History
	This indicator blinks a Red light above the envelope icon when you have messages waiting
	Right-click on the extension and select Chat Call or Click icon for list or groups
Information LCD Display	This window simulates a phone LCD and provides different types of information depending on current status. If your phone is idle, it shows the date/time, Extension number, and current Name. While a call is active on your phone it shows information about the call - Duration, Caller ID or Name (if present). When a call is active in the window, right-click on the LCD to access to popup a menu of call control options. Click the drop-down arrow to view the last 10 outside phone numbers you dialed. Select a number from the drop-down and press Enter or click Dial to redial that number. You can even Copy/ Paste phone numbers from other programs into this window to dial. You may also include letters in the dial number – Call Manager automatically converts the letters to the matching numbers on the telephone keypad (i.e. 1-555-2-CALL-US).
 Programmable Buttons	A number of keys can be easily configured by the user as "Feature" keys, "Speed Dial" keys, "Call" keys, "User Action" keys, etc. To change one of these keys simply Right-click the mouse over the key and click Change Key to configure the settings for the key.

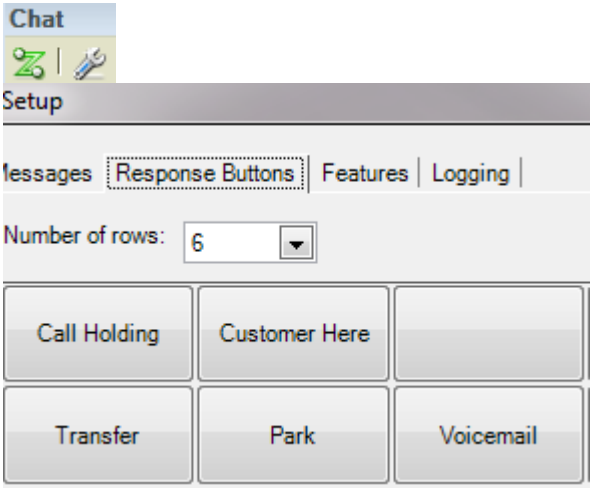
Call Manager

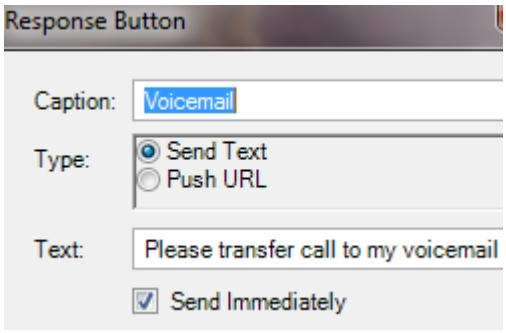












Suggested areas to review:
Click Call Manager “Orb”>Preferences>Configuration Entry> General, Docking, and Skin
Click Chat Button>Configure Chat> Messages, Response Buttons, and Features
Click Chat Button>View Chat Log
Click Chat Button> Add Chat Groups and Broadcast to Chat Groups

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