



Remote Call Control

User Guide

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Introduction

This guide provides instructions on using the Remote Call Control (RCC) application. This book contains the following chapters:

- **Chapter 1 – Overview** describes RCC user features that work with Microsoft Office Communicator 2007.
- **Chapter 2 – Getting Started** contains procedures for basic RCC features.

Conventions

Conventions	Description
Note	Elaborates specific items or references other information. Within some tables, general notes apply to the entire table and numbered notes apply to specific items.
Important!	<i>Calls attention to important instructions or information.</i>
Arial Bold	Represents telephone buttons.
Tilde (~)	Means “through.” Example: 350~640 Hz frequency range.
See Figure 10	Grey words within the printed text denote cross-references. In the electronic version of this document (Library CD-ROM or FYI Internet download), cross-references appear in blue hypertext.
➤	Denotes a procedure.
➤	Denotes the step in a one-step procedure.

Related Documents/Media

Some documents listed here may appear in different versions on the CD-ROM or in print. To find the most current version, check the version/date in the Publication Information on the back of the document’s title page.

Refer to the following for more information:

- Strata CIX Remote Call Control Administrator Guide
- Microsoft Documents:
 - Microsoft Office Communicator 2007 Getting Started Guide
 - Microsoft Office Communications Server 2007 Active Directory Guide
 - Microsoft Office Communications Server 2007 Technical Overview
 - Microsoft Office Communications Server 2007 Standard Edition Deployment Guide.

Note The above Microsoft documents can be found on the Microsoft website.

This document helps you use the Remote Call Control (RCC) features that are supported by the Strata CIX telephone system. These features can be performed using from Microsoft Office Communicator (OC) 2007 and the Strata CIX CSTA services.

Important! *Refer to the Microsoft Office Communicator 2007 Getting Started Guide for all OC User features and functions.*

Note The Microsoft Office Communications Server 2007 Technical Overview document states that features such as ringing an additional number or redirecting unanswered calls is not supported. However, if you are using RCC with the Strata CIX, it can be configured to support this features.

Requirements

The following are the user requirements for RCC:

- CIX phone system
- Microsoft Office Communications Server installed and integrated with the Company's Active Directory.
- Office Communicators installed at users' PC and verified

► To determine if Microsoft Office Client (MOC) is set up for RCC

- Click the arrow to the right of the Call button. If you see a Preferred Calling Device option, the OC is configured for Remote Call Control.

RCC Features

The following are the features described in this manual:

Make a call

Answer a call

Disconnect a call

Redirect a call

Hold / Retrieve a call

Retrieve call











Consultation and Screened/Unscreened transfer

Generate digits (DTMF)

Set Call forwarding

Call Controls

The following table shows the different call controls:

Control	Function
	End Call.
	Put call on hold.
 Conference ▾	Mute your line during a conference call
	Transfer call to: another person another one of your devices (such as your cell phone).
	Display the dial pad. The dial pad is used to enter input to access voice mail and to enter pass code for conferences.
	Toggle audio from a call between the USB telephony device and other speakers. This control only appears if you have a USB telephony device attached to your PC and you have configured your audio device to play call audio on a separate device from your USB telephony device.
	Mute speakers. Click the Menu button to adjust the audio volume.
	Mute microphone
	Audio level indicator.
	Time elapsed.

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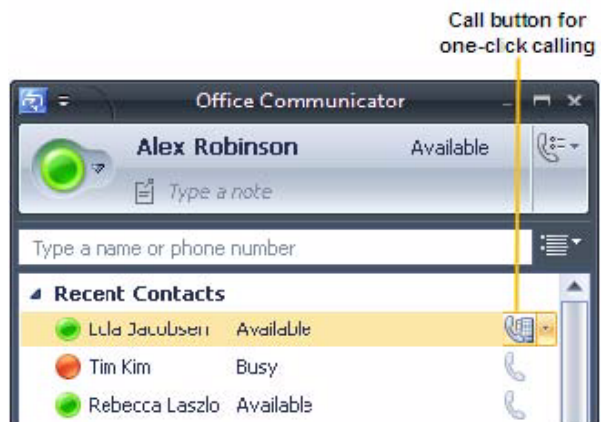
This chapter contains procedures for basic RCC features.

Make a Call

Each contact in your Contact List has a number that you can call by clicking the Call button associated with the contact. The number is the contact's work number by default, but can be changed based on the number most recently used to call the contact.

► To make a One-Click Phone Call

In the Contact List, click the Call button to the right of the contact you want to call.

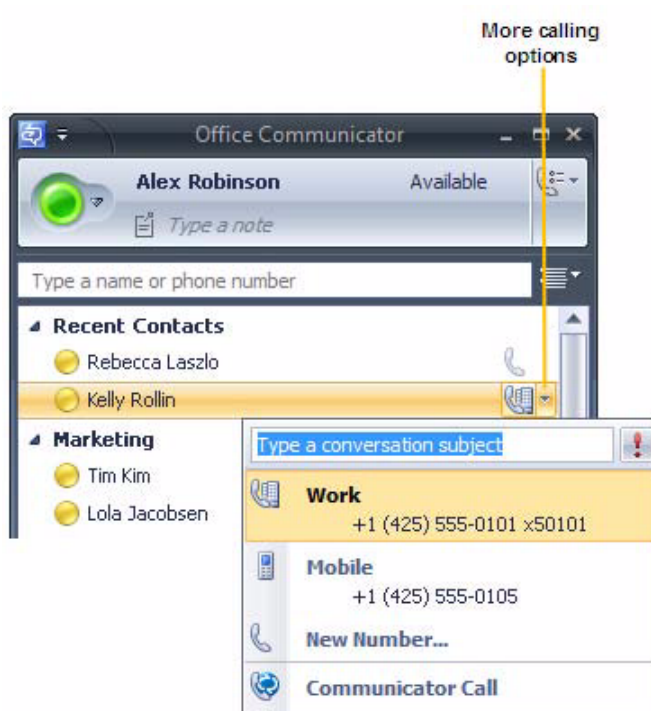


Call Additional Numbers

Communicator users can publish additional phone numbers, such as their mobile or home phone numbers and give you Team or Personal (need AD) access level so you can view the numbers and use them for “click-to-call.” To call an additional phone number, click the arrow next to the Call button.

► To view call options for a Contact

1. In the Contact List, click the arrow to the right of the Call button associated with the contact.
2. In the Call options menu, click the name or number you want to call or click New Number and then enter the number you want to call.



Communicator Call

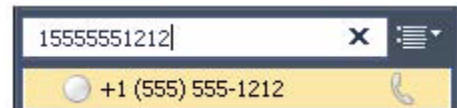
Microsoft Office Communicator 2007 provides a Communicator Call option, as a way of placing a call to a contact (shown on previous page). When you place a Communicator Call, the call is a VoIP call that is directed to all of the contact's devices that are configured for Office Communicator 2007. Depending upon the devices on which the contact has Office Communicator configured, the call can ring either the contact's computer or their telephony devices that are configured for Office Communicator, or both.

Type a New Number to Call

In addition to one-click calling and using Call options, you can type the number you want to call in the Search box in the Office Communicator window.

► To type a new number and call it

1. In the Office Communicator window, enter the number you want to call in the Search box (shown right). Use the International Phone number format.



Enter the country code, followed by the local phone number. For example, for a United States number: 15555555555. For example, (011) in the United States and (00) in Europe. You can also use alphabetical characters for 1-800 numbers. For example, you can type: 1-800-EXAMPLE.

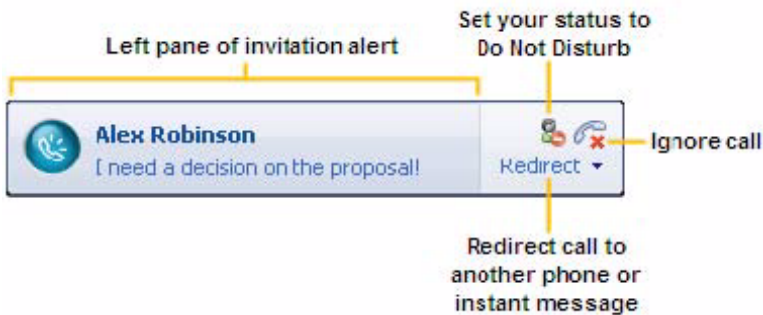
2. In the Search Results pane, click the Call button to the right of the phone number you entered. You can also press the ENTER key to place the call.

Answer a Call

When you receive a phone call from another Communicator contact, a Call alert appears in the bottom-right corner of your computer screen. From the alert, you can accept the call, ignore the call, or redirect the call to another number.

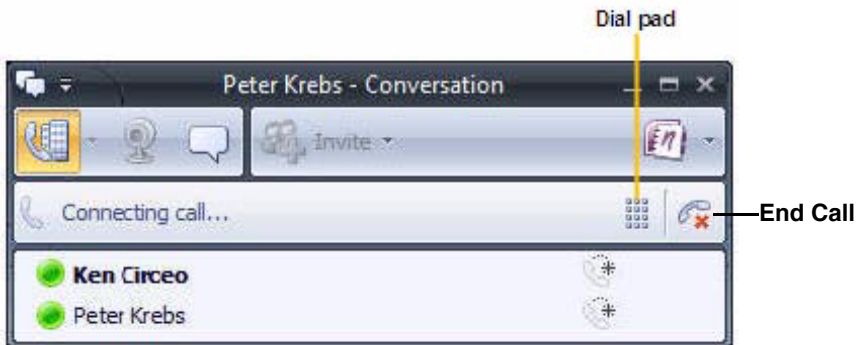
► **To answer a phone call**

- Click the left pane of the Call invitation alert.



► **To disconnect from a call**

When you answer a phone call from OC contact, the Conversation window opens (shown below). End Call is one of the call controls allowing the user to release a specific device from a call.



Redirect a Call

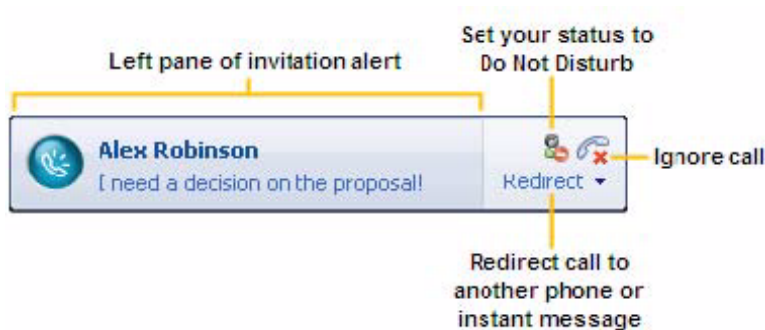
When receiving an invitation alert, the you can divert the call to another destination, which may be inside or outside the switching sub-domain.

► To redirect a call


Click the “Redirect call to another phone or instant message” button, then select an option from the menu.

...or click Ignore call (shown below) to reject a call.

Note You can redirect a call to any of the phone numbers that you have published, including your mobile, home, or other phone number.



Hold

Press  to place an active call on hold.

Retrieve a Call

Retrieve call connects a specified held call. This is activated by clicking on the held party on the “Conversation” dialog.

Consultation Call

Consultation call places an existing active call at a device on hold and initiates a new call from the same device. To make a consultation call, make another call while the phone is connected. The existing active call is automatically placed on hold.

Screened Transfer

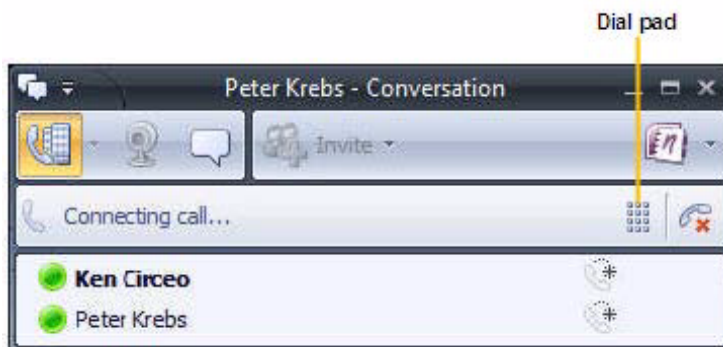
Transfer sends a call held at a device to an active call at the same device. The held and active calls at the transferring device will be merged into a new call. This enables the user to talk to the transferring party first before the call is transfer.

Unscreened Transfer

When the phone is connected, the call can be transferred immediately by clicking Transfer icon and specify the destination. The phone is automatically disconnected when the transfer is completed.

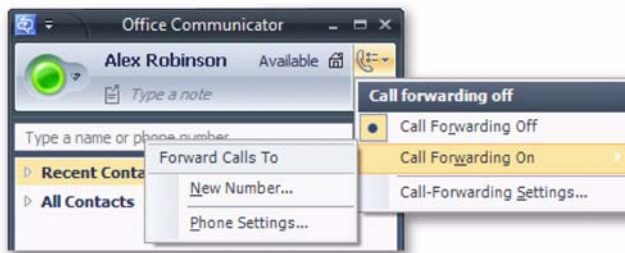
Generate Digits (DTMF)

Generate Digits (DTMF) sends a series of digits on behalf of a connection in a call. It is typically used to control the voice mail and/or work with an Interactive Voice Response application. The digits are in the form of DTMF tones. Use the Dial pad either on the phone or the one in Communicator as shown:



Set Call Forwarding

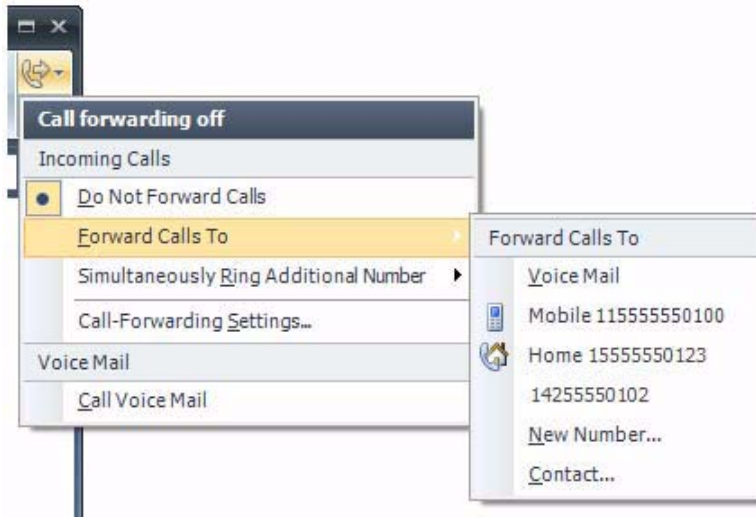
Microsoft Office Communicator 2007 provides call handling options that you can set to forward your incoming calls to your voice mail (if it is Strata CIX Voice Mail, enter the voice mail number as the forward number), to an alternate phone number, such as your mobile phone or home phone number, or to another contact, as shown below in Figure 12.



Microsoft specifically mentioned this for RCC Call forwarding options: Only forward calls to another number or contact, enabling you to receive calls on your mobile phone when you are not in the office. You can NOT configure Call Forwarding Settings to simultaneously ring an additional number or redirect unanswered calls to another phone, contact, or to Voice Mail, as shown below in Figure below. From the Strata CIX side, we can put in voice mail number or forward a call to a number that has simultaneously ring.

Getting Started

Set Call Forwarding



➤ To forward a call to your voice mail, another person, or phone number

➤ In the Office Communicator window, click the Call Forwarding button, point to Forward Calls To, and then do one of the following:

- Click Voice mail to automatically forward all incoming calls to your voice mail.
- Click a phone number to automatically forward calls to that number.
- Click New Number to enter a new number to which to forward the call. You can refer to the Online Help for examples of how to enter phone numbers.
- Click Contact, and then select a contact.



➤ **To ring another number at the same time your device rings**

- In the Office Communicator window, click the Call Forwarding button, point to Ring an Additional Number, and then do one of the following:
 - Click a phone number to automatically forward calls to that number.
 - Click New Number to enter a new number to which to forward the call. You can refer to the Online Help for examples of how to enter phone numbers.

➤ **To cancel Call Handling**

You can set or cancel call-handling rules at any time.

- In the Office Communicator window, click the Call Control button, and then click Do Not Forward Calls.

Telephone call between different end points

The following shows interworking between different end points combination for make/receive call:

	OC w/o RCC	OC with RCC	PSTN user	CIX Telephone
OC w/o RCC	Supported ¹	Supported ¹	Not Supported ²	Not Supported ²
OC with RCC	Supported ¹	Supported	Supported	Supported
PSTN user	Not Supported ²	Supported	Supported	Supported
CIX Telephone	Not Supported ²	Supported	Supported	Supported

Notes

- OC w/o RCC means Communicator client user without RCC feature enabled.
- OC with RCC means Communicator client user with RCC feature enabled, so a Strata telephone is associated with Communicator Client
- PSTN user is external users form Strata CIX point of view
- CIX Telephone: CIX internal user, no OC

1. Calls must be made/received through OC built in VoIP phone.
2. Calls may be made/received if 3rd party gateway is used.

Outlook Integration

- RCC application also supports Microsoft Office System Integration, such as “Click to dial” from Outlook address book and email. The user will be able to right click on any of the contact on the To: and Cc: list and initiate a voice call. Toshiba recommends that you consult the Microsoft solutions provider regarding this integration (Microsoft Office System and OCS).

- End -