



## Getting started

### Accessing PC console

Accessing your receptionist PC console:

- URL: <https://ews1.ctlvoice.com/receptionist/>
- Enter your **User ID** (refer to your welcome email)
- Enter your **Password** (refer to your welcome email)
- Click the “**Stay signed in**” checkbox
- Click the “**Sign in**” button

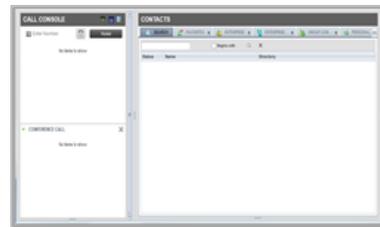
**Note:** Book mark this URL or save as a **Favorite** for easy access.



### Overview

Once logged in, you'll have access to two primary call processing panes:

- **Call Console** – manage incoming/outgoing calls
- **Contacts** – manage contacts within your Enterprise, or add/manage personal contacts



## Console features

### Call console

The call console pane is where you'll answer and manage incoming phone calls, or make outbound calls:

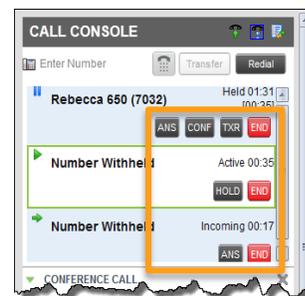
- As you receive calls, they appear in the **Call Console** field in the upper left corner of the receptionist console
- Manage each call by clicking the appropriate button while on an active call: **HOLD, CONF, TXR, ANS** or **END**



### Processing calls

As you receive calls, they stack up in the **Call Console** pane in the order they were received or placed. Determine the status of each call based on the call processing icon next to each call.

- **Held call:** 
- **Active call:** 
- **Incoming call:** 
- **Outgoing call:** 



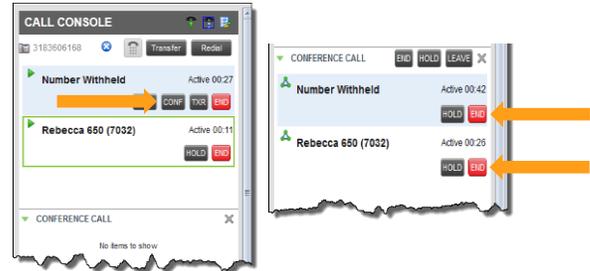


## Console features, continued

### Conference calling

You can conference multiple calls into one active call by using the **CONF** feature from the receptionist console:

- With multiple calls in progress, click on the call you want to add to the conference
- You can use the standard Windows Ctrl-Click to select multiple calls
- With all of the callers selected, click the **CONF** button on each selected caller
- Once the conference is established, those callers are moved to the **Conference Call** pane within the **Call Console** pane
- Place individuals on **HOLD**, or drop a party from the conference by clicking the **END** button



### Call transfer

Access an individual within the **Contacts** pane. Click on that user to display information about that individual and to display call processing buttons:

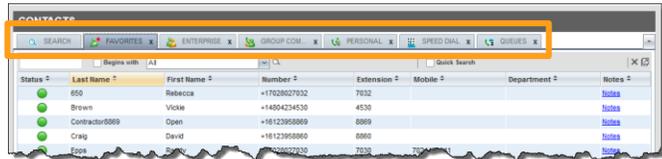
- Transfer an active caller by clicking the **TXR** button
- Or grab an active call from the **Call Console** pane and **drag/drop** it to your contact
- If the party does not answer, the caller rolls to voicemail



### Contacts

You have access to several directories within the **Contacts** pane:

- **Favorites**-allows you to monitor phone status of up to 200 individuals within your company on our hosted service
- **Enterprise**-real time directory for your entire company
- **Search**-allows you to search for an individual from a specific directory or within all directories



### Notes

Add **Notes** for an individual, such as "on vacation" to indicate their status or any information you choose for that individual:

- Click on the **Contact** to expand their information
- Click on **Notes** and enter your note within the notes window
- Click **OK** to save the note
- When that contact is expanded, information you added to notes will be displayed for your reference



### Outbound dialing

Making outbound calls:

- Manually enter a number in the dialing field and click the **Phone** icon to send the call
- Expand a user in one of your contact directories, clicking the **CALL** button to place a call to that individual



### Presence Icons

- Idle
- Busy
- Ringing
- Unknown
- Do Not Disturb
- Call Forward Always