

## Call Manager - Options and Preferences Window

### Call Handling Mode Configuration

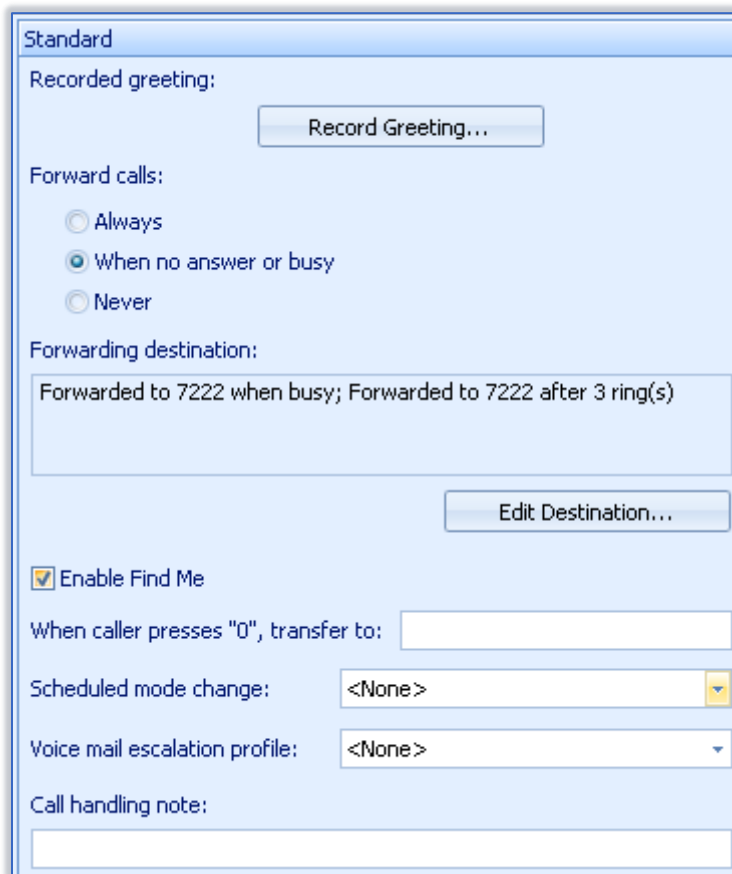
This window contains panels that are used to configure many Call Manager options, components, and functions. The options that are available depend upon the features for which the user is authorized.

#### DISPLAY OPTIONS AND PREFERENCES WINDOW

- ❖ Do one of the following:
  - Click **Tools** on the **Main Menu**.
  - Click the **Application Button**.
  - Right-click the **Call Manager** icon in the **System Tray**.
- ❖ Click **Options**.
- ❖ The **Options and Preferences** window will display.

#### CALL HANDLING MODE CONFIGURATION

These options are used to configure call handling methods when the specified Call Handling Mode is active. The image below displays the Standard Mode Call Handling configuration window. The other panels are identical in appearance, but differ in the available settings for some of the options.



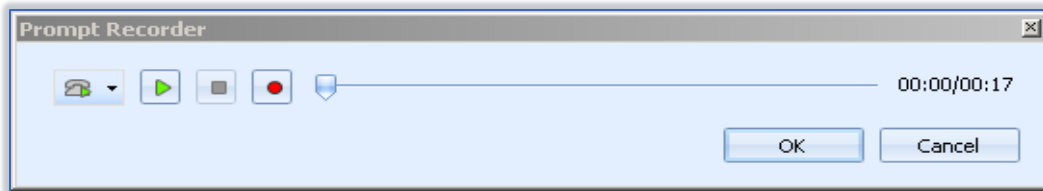
The screenshot shows a window titled "Standard" with the following configuration options:

- Recorded greeting:** A button labeled "Record Greeting..."
- Forward calls:** Three radio buttons: "Always", "When no answer or busy" (selected), and "Never".
- Forwarding destination:** A text box containing "Forwarded to 7222 when busy; Forwarded to 7222 after 3 ring(s)" and a button labeled "Edit Destination..."
- Enable Find Me:** A checked checkbox.
- When caller presses "0", transfer to:** An empty text box.
- Scheduled mode change:** A dropdown menu showing "<None>".
- Voice mail escalation profile:** A dropdown menu showing "<None>".
- Call handling note:** An empty text box.

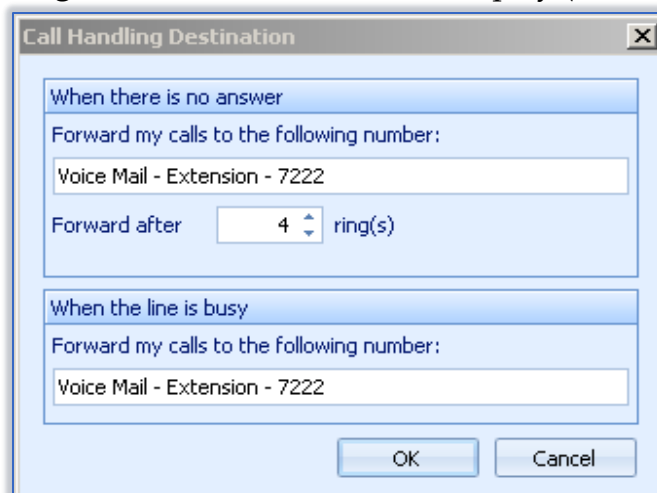
There are five different Call Handling Modes: Standard, In a Meeting, Out of Office, Extended Absence, or Custom.

- ❖ Open the **Options and Preferences** window.

- ❖ Click one of the five options in the left frame.
- ❖ Make changes to the parameters. These parameters are described below.
  - **Record Greeting** - This button is used to record the greeting that callers receive when the voice mailbox is reached.
    - The **Prompt Recorder** window will appear (see illustration below).



- To select whether to record using the phone or the computer, click the **Record Selection** button.
- To play or pause the recording, click the **Play/Pause** button. This is a toggle button that switches between **Play** and **Pause**.
- To stop the recording, click the **Stop** button.
- To record the message, click the **Record** button.
- After the message is recorded, click the **OK** button to exit the window.
- **Forward Calls** - Use this option to specify the conditions for forwarding inbound calls.
  - **Always** - All inbound calls will be sent to the number listed in the **Forwarding Destination** box.
  - **When No Answer or Busy** - Inbound calls will be forwarded to one of the two numbers listed in the **Forwarding Destination** box.
    - **When No Answer** - This option lists the number to which calls will be forwarded after a specified number of rings.
    - **When Line is Busy** - This option lists the number to which calls will be forwarded when the line is busy.
  - **Never** - To disable call forwarding, select this option.
- **Forwarding Destination** - This option displays the destination of calls that are forwarded. It also displays the number of times the phone rings before the call is forwarded.
  - Press the **Edit Destination** button to change the **Call Forwarding Destination**.
  - The **Call Handling Destination** window will display (see illustration below).



- Fill in the appropriate information.
- Click **OK** to exit the window.
- When the **Call Handling Condition** is **Always**, one number will be displayed for handling all inbound calls.
- When the **Call Handling Condition** is set to **When No Answer or Busy**, the field will display two numbers.
  - The first number specifies a destination for unanswered calls after the specified number of rings.
  - The second number specifies a destination for unanswered calls when the line is busy.
- When the **Call Handling Condition** is **Never**, no forwarding numbers will be displayed.
- **Enable Find Me** - Use this box to enable the **Find Me** call handling when a specified **Call Handling Mode** is active.
- **When Caller Presses "0", Transfer to** - Select this option to designate the recipient of the call when the caller presses 0 (zero) while listening to the voice mail greeting.
- **Schedule Mode Change** - This field is used to specify the Shore Ware schedule. This schedule determines the default period for the specified Call Handling Mode.
- **Voice Mail Escalation Profile** - These policies provide a list of contacts that are notified when Call Manager forwards a call. They are used for periods when the user may receive calls that require immediate attention.
- **Call Handling Note** - This is a stream of text that can be provided to the operator who monitors an extension.
  - These **Notes** provide additional information, such as when the user plans to return.
  - The **Contacts Window** displays **Call Handling** notes.
- ❖ Click **OK** to exit the **Options** window.