

## Call Manager - Options and Preferences Window Telephony

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.

### TELEPHONY

This window is used to specify the manner in which Call Manager interfaces with the phone. The options in this window specify the ShoreWare user name of the Call Manager user and the Main Server location of the user's account.

Telephony

Server name: 10.10.1.2

User name: whouse

\*Note: You will be required to log off of Windows in order for your changes to take effect.

Change Password...

Maximum number of active calls to show: 8

Show empty call cells in Normal view

Show incoming call alert

Suppress call waiting tone for subsequent calls

Suppress dial-tone when off-hook (headset mode for analog phones)

Prefix to dial external number: 9

Default audio path for automatic off-hook: Speaker

- ❖ Open the **Options and Preferences** window.
- ❖ Click the **Telephony** link.
- ❖ Make changes to the available parameters. These parameters are described below.
  - **Server Name** - This option specifies the name or address of the Main Server
  - **Username** - This option specifies the ShoreWare user name.
  - **Change Password** - To change the password that authorizes the user to access Call Manager, click this button.
  - **Maximum Number of Active Calls to Show** - Use this option to specify the maximum number of active calls Call Manager will handle during each instance. The system

administrator determines the maximum size configuration that is allowed for each extension.

- **Show Empty Call Cells in Normal View** – This option determines whether or not the Active Call Area will be displayed in the Call Manager.
  - **Show Incoming Call Alert** – To display an alert in the bottom right corner of the monitor when a call is received, select this option.
  - **Suppress Call Waiting Tone for Subsequent Calls** – This option suppresses the Call Waiting Tone. The Call Waiting Tone is a signal that is inserted into the audio path that alerts the user of an inbound call.
  - **Suppress Dial-tone When Off-Hook** – Select this option to enable Handsfree Mode. The Handsfree Mode makes it possible to use Call Manager with a headset or speaker phone instead of a receiver.
  - **Prefix to dial External Number** – This option specifies the number (trunk) to which calls that are made through Call Manager are routed.
  - **Default Audio Path for Automatic Off-Hook** – To specify the audio path that Call Manager enables when a call is made or received, select this option.
- ❖ Click **OK** to exit the **Options** window.