Objectworld

Objectworld Unified Communications Server®

SJ Labs SJphone™ User Guide

Table of Contents

1   SJ Labs SJphone Features Overview

This document is designed to outline the features and functions of the SJphone in relation to the Objectworld Unified Communications Server™. It covers the following topics:

- Overview
- Display Features

For information about installing and configuring this product, see the Installation and Configuration Guide provided by Objectworld.

1.1 Overview

This document is not intended to replace the SJ Labs SJphone User Guide. For more detailed information about the product, particularly its operation in the absence of UC Server, please refer to the SJ Labs SJphone User Guide.

1.2 Display Features

Attention! Some SJphone™ skins do not have the **Options** button. In this case, you can go to Options by right-clicking the SJphone™ system tray icon or skin and selecting Options.

> **NOTE:** The standard Main panel has two screens. Some skins may have more.

Table 1–1: Main Panel Controls

Fields	Description
Call to	Type the IP address, host name, nickname, or telephone number you want to call
Status	Display the call status
Mic	Indicates input sound level for the current session
Speaker	Indicates output sound level for the current session
Lost %	Indicates how many packets are out of order for the current session
Order %	Indicates how many packets are out of order for the current session
Buttons	
Dial	Click this button to dial the address typed in the **Call to:** field *Shortcut key:* **Alt + d** or **Enter**

Table 1–1: Main Panel Controls

Hangup	Click this button to end the call. *Shortcut key:* **Alt + h** or **Enter** when in a call
Conference	Click this button to join selected respondents to a conference talk.
Hold	Click this button to put the call on hold.
Transfer	Click this button to transfer the call to the address specified in the Call to: field.
Contacts	Click this button to activate the SJphone™ Contacts.
Voice Mail	Click this button to receive your voice mail.
Options	Click this button to activate the SJphone™ Options panel. Using this panel, you can configure SJphone™. *Shortcut key:* **Alt + o**
Mute	Click the **Mute** button to mute your voice. Click the **Mute** button again to resume the conversation.
>> <<	Click this button to go to the next screen of SJphone™ Main panel.
Exit	Click this button to close SJphone™ into the system tray. *Shortcut key:* **Alt + x**
Help	Click this button to start SJphone's™ Help. *Shortcut key:* **Alt + e**
Sliders	
Mic	Use this slider to adjust the microphone volume.
Speaker	Use this slider to adjust the output sound volume.

Phone features

The SJphone has the following features:

- Skins allow you to change the appearance of the SJphone™ Main panel
- Call any host by its name or IP address
- Proven Interoperability with most IT service providers (you can download profiles for some of them)
- Fast Service switching between ITSP, IP-PBX, Gatekeeper, Gateway, or SIP Proxy settings and GUI
- Contacts, call logs, and speed dialing
- Call a computer or telephone on a private network through a Gatekeeper
- Call transfer, hold, and mute
- Can automatically accept incoming calls, or reject them immediately (the "Do Not Disturb" mode) or after a specified time
- Automatic discovery of neighbor SJphones™
- Respondent list allows you to maintain and manage multiple calls
- Dial pad to type in numbers and send DTMF signals, sent using either the audio, INFO message, or out-of-band methods.
- Input and output sound level indication and control
- Automatically adjustable microphone volume
- Automatically adjustable silence detection level
- Support for most USB phones (several drivers are downloadable)
- Support for most popular codecs: G711, GSM, iLBC, (G729 available only in commercial versions)
- Automatic NAT detection
- Calls from/to a private IP-network using the NAT traversal technology
- Message waiting indication

2 Using SJ Labs SJphone Features

This chapter outlines the keys and features that are available on the SJphone. UC Server supports the following main telephone features outlined in this chapter:

2.1 Placing Calls

You can place a call to any computer that has SIP compatible software running, a SIP compatible Internet phone. There are several ways to place a call, for example using an IP address or a regular phone number.

Using a Caller ID for a call through a SIP Proxy

Select a profile for calls through a SIP Proxy. If there are no such profiles available, you must create a profile.

If your computer is on a private network, place the call using an available NAT traversal technology.

Using a Nickname in the Phonebook

From the Contacts panel, specify all the necessary information in the Phonebook, about the nickname you want to type in.

Using a SIP URL

SJphone™ supports the advanced SIP URL syntax. No service profiles are required for this call.

SIP URL Examples

If you want to call:

A host *jd.bigcom.com (192.168.1.12)*

• Type in the Call To: field: *sip:jd.bigcom.com* or *sip:192.168.1.12*

A user *johndoe* at *jd.bigcom.com*

• Type in the Call To: field: *sip:johndoe@jd.bigcom.com*

A phone number *135-7975* through a SIP gateway *sipgateway.com*

• Type in the Call To: field: *sip:135-7975@sipgateway.com;user=phone*

To place a call

1 Select an appropriate profile.

2 From the Main panel, in the Call to: field, type an entry according to the examples above.

3 Click the **Dial** button on the SJphone™ Main panel, or press **Alt + d** or **Enter**.

Alternatively, you can use **Neighborhood Browser**, **Speed Dial** or **Contacts** to place a call.

4 To access a list of recently called addresses, names, nicknames, and telephone numbers, click the arrow next to the Call To: field or use the Up and Down arrow keys.

If there is no SIP compatible software running on the computer you are calling, you will see the *Connection failed* message in the status line.

2.2 Answering Calls

SJphone™ must be running in order to answer incoming calls. When your computer receives a call, you will hear a ring sound. Simultaneously, an Incoming Call message will appear. You can configure your SJphone™ to automatically accept or reject all incoming calls.

To answer a call

- Click the **Accept** button, or press **Alt + a** or **Enter**.

To reject a call

- Click the **Ignore** button, or press **Alt + i**.

To set incoming calls options

1 Select the **Options** dialog, **Call Options** tab.

2 Select only one of the following:
   - Automatically accept incoming calls
   - Automatically ignore incoming call after... secs
   - Ignore all incoming calls (do not disturb mode).

   Alternatively, you can turn the Ignore all incoming calls (do not disturb mode) on and off on the SJphone™ system tray menu. Right-click the system tray icon or skin to access this menu.

> ⚠ **CAUTION:** When any of the **Option** tabs are active, SJphone™ automatically rejects all incoming calls.

2.3 Holding and Resuming Calls

You can put active calls on hold, however this option is not available for all call types. If SJphone™ cannot control the call, the Hold button is disabled.

To put an active call on hold

Select one of the following options:

- Double-click the call you want to put on hold.
- Select the call you want to put on hold, and click the **Hold** button.
- Right-click the call you want to put on hold, and select **Hold** in the pop-up menu.

To resume a call on hold

Select one of the following options:

- Double-click the call you want to resume.
- Select the call you want to resume, and click the **Hold** button.
- Right-click the call you want to resume, and select **Resume** in the pop-up menu.

2.4 Muting and Unmuting Calls

You can mute calls to prevent callers from hearing you.

To mute a call

1 Click the **Mute** button to mute your voice.

2 Click the **Mute** button again to resume the conversation.

2.5 Conferencing

You can talk to several callers simultaneously by starting a conference.

> **NOTE:** Only the conference originator can send dual-tone multi-frequency (DTMF) or touch tone dialing to conference parties. DTMF tones can be used to interact with voice mail systems and automated attendants.

To start a conference call

- From the SJphone Main panel, click the **Conference** button.

You can talk to several callers simultaneously.

To add callers to a conference call

- Double-click a caller to add them to a conference.

To add several callers, right-click on the callers, and select **Join to Conference** in the pop-up menu.

To remove callers from a conference call

- Double-click a caller to remove them from the conference.

  To remove several callers, right-click on the callers, and select **Exclude from Conference** in the pop-up menu.

To end a conference

- From the SJphone™ Main panel, click the **Conference** button again.

2.6 Transferring Calls

You can transfer calls to another respondent, however this option is not available for all call types. If SJphone™ cannot control the call, the Transfer button is disabled.

You can transfer a call using a blind or consultative transfer. In a blind transfer, the third party is not informed that a call is coming their way. Alternatively, you can first inform the third party that a transferred call is coming their way:

To do a blind transfer

1. Select the call you want to transfer, and click the **Transfer** button
2. Enter the respondent address in the **Call To** field.
3. Click the **Transfer** button again or press **Enter**.

To do a consultative transfer

1. Call the respondent that you want to transfer the call to.
2. Select the call you want to transfer, and click the **Transfer** button.
3. Select the call with the respondent.
4. Click the **Transfer** button again.

2.7 Ending Calls

To end a call

Do one of the following:

- Select the respondent, and from the SJphone™ Main panel, click the **Hangup** button, or press **Alt + h** or **Enter**.
- Right-click the respondent, and select **Hangup** in the pop-up menu.

To end several calls simultaneously

- Select the respondents, right-click them, and select **Hangup** in the pop-up menu.

2.8 Redialing

See the SJ Labs SJphone™ documentation for information on redial.

2.9 Forwarding Calls

See the SJ Labs SJphone™ documentation for information on call forwarding.

2.10 Changing the Volume

You can adjust the volume on the microphone and on the speaker, by using the sliders on the main panel.

2.11 Setting Do Not Disturb

You can configure your SJphone™ to automatically reject all incoming calls. Do Not Disturb mode can be turned on or off from the system tray, or from the **Options** tab.

To set do not disturb from the system tray

1 Right-click the system tray icon or skin.

2 From the menu, select **Do not disturb**.

To set do not disturb from the Options tab

1 Select the **Options** dialog, and the **Call Options** tab.

2 Select **Ignore all incoming calls** (do not disturb mode).

2.12 Selecting a Ring Tone

The SJphone allows you to customize the incoming ring type, and customize a second ring type to be played to notify you of a second incoming call.

To select a custom ring type

1 Select a sound file and rename it ring.wav.

2 Place the file in the SJphone™ folder.

The default is …\Program Files\SJLabs\SJphone.

To select a second custom ring type

1 Select another sound file and rename it beep.wav.

2 Place the file in the same SJphone™ folder.

This will be played if a second call comes in while you have an active session.

2.13 Listing Calls

The Contacts dialog allows you to store information about respondents you may want to call regularly. There is also the ILS Directory and Neighborhood browsers, and logs for missed, received, and dialed calls.

When running, SJphone™ constantly sends broadcast messages to the local network. Other SJphones running on computers on this network receive these messages, and add the SJphone to their Neighborhood list. You can enable or disable this feature.

To find other SJphone™ users on your local network

1 Click the **Contacts** button.

2 Select the **Neighbors** tab.

Call logs (Dialed, Missed, and Received)

You can see the list of missed, received, and dialed calls. You can repeat calls and see call records.

Table 2–1: Call Logs

Call	Click this button to call the selected respondent.
Clear Log	Click this button to remove all records in this log.
Properties	Click this button to view the information about a selected respondent.
Remove	Click this button to remove the selected record from this log.
to Phonebook	Click this button to add a selected respondent to **Phonebook**.
Clear All Logs	Click this button to clear all logs.
Help	Click this button to activate **SJphone™ Help**.

To view call information

- Double-click the call, or click the **Properties** button.

The Call Record message will appear.

2.14 Speed Dialing

You can use speed dial on the SJphone. From the Contacts dialog, Speed Dial tab, use the following speed dial buttons:

Table 2–2: Speed Dial Buttons

Edit	Click this button to edit the selected record. The Speed Dial Key window will appear.
Reset	Click this button to delete the information in the selected record.
Reset All	Click this button to delete the information in all records.
Help	Click this button to activate the **SJphone™ Help**.

To use speed dial

- Click the necessary button on the main panel, or press the digital button on your keyboard.

SJphone™ will place the information in the Call To: field.

2.15 Accessing Voice Mail

Before you can retrieve your voice mail messages, you will need to configure the voice mail button.

If you have voice mail messages, you will see a message showing how many messages are waiting, and the **Voice Mail** button will be active.

Note: Your service should support this feature.

To configure the voice mail button

1 From the **Options** menu, select the **Profiles** tab.

2 Select the **UC Server** profile, and click **Edit**.

3 Select the **Advanced** tab.

4 Under Voice mail number or address, enter the voice mail number, typically 500 for UC Server.

To listen to voice mail messages

1 Click the **Voice Mail** button.

2 Follow the instructions from the server.

3 Using UC Server Features

This chapter outlines the phone features that are available with UC Server. The UC Server call feature access codes are summarized in the following section:

- Using the UC Server Call Feature Access Codes

UC Server supports the following features listed below.

- Parking Calls and Picking up Parked Calls
- Picking up Calls Ringing at Another Extension
- Using the UC Server Conference Bridge
- Queuing Calls
- Paging

3.1 Using the UC Server Call Feature Access Codes

To access various call features, key press sequences are provided by UC Server.

NOTE: Some features may be unavailable depending on the particular system configuration. See your system administrator for more information.

UC Server Call Features	Key Codes	Examples and Notes
Transferring Calls		
Transfer a call to another user's voice mail Allows you to transfer a current call to another user's voice mail/PA/PBA service. This features is useful when the intended recipient is away from their desk or out of the office. **Note**: The extension dialed must be at least 3 digits long.	*86 + extension	To transfer to extension 300's voice mail, dial: *86300

UC Server Call Features	Key Codes	Examples and Notes
Transfer a call to a call queue Use this feature to transfer a caller to a preconfigured departmental call queue. If no agents logged into the queue are available to take the call, the caller is put on hold until an agent is available.	*80 + queue#	To enter queue 500, dial: *80500 To transfer a caller to queue 500: 1. Press **Transfer** 2. Dial *80500 3. Press **Send**

Queuing Calls

Log into a call queue Allows you to start receiving calls for the specified queue.	*81 + queue#	To login as an agent to receive calls directed to queue 500, dial: *81500
Log out of a call queue Allows you to stop receiving calls for the specified queue.	*82 + queue#	To logout as an agent to no longer receive calls for queue 500, dial: *82500
Temporarily Stop Accepting Queued Calls Temporarily makes yourself unavailable for accepting queued calls, while not resetting the longest idle agent status.	*83 + <1 - 9>	Dial: *83 Press a number from 1 to 9 to indicate your reason for being unavailable.
Reset agent status to available Make yourself available again to accept queued calls	*83 + 0	Dial: *83 Press "0" at the prompt.
Check agent status in a call queue Check your agent status to verify whether you're currently logged into a call queue, temporarily unavailable, or currently logged out of a call queue.	*84 + queue#	To check your agent status in a call queue with queue number 500, dial: *84500

Picking up Other Calls

Picking up Calls Ringing at Another Extension Ringing call pickup allows you to pickup a call that is ringing at a different extension.	*78 + extension	To pickup a call that is ringing at extension 300, dial: *78300
Pickup a connected call Connected call pickup allows you to pickup a call that is currently connected to a different extension.	*27 + extension	To pickup a call that is currently connected to extension 300, dial: *27300

UC Server Call Features	Key Codes	Examples and Notes
Using the UC Server Conference Bridge		
Conference Server Note: The bridge number must be 4 digits long.	7050 + bridge#	To automatically connect to the conference server bridge number 1234, dial: 70501234
Conference Server - Prompt Caller This feature is used for external callers to connect to a conference bridge.	7050	To connect to the conference server, dial: 7050 You will then be prompted to enter a bridge number.
Parking Calls and Picking up Parked Calls		
Park a call using a specific park number Allows you to park a call so that you can pickup the call using a different phone. This feature is useful if you need to switch phones while on a call.	*99 + park#	To park a currently connected call at park number 1234: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *991234 The call is automatically parked at 1234.
Park a call at a park number selected by UC Server This feature is the same as above, except that the call is parked at a number chosen by UC Server instead of you choosing the number to park the call. This is useful if you are uncertain whether another call has already been parked at a particular number.	*99	To park a currently connected call: 1. Put the current call on hold. 2. Establish a new call. 3. Dial *99. The system will tell you what number the call is parked at.
Pickup a parked call Enables a user to pick up a parked call	*98 + park#	To pickup a call parked at 1234, dial: *981234
Paging		Contact your system administrator for instructions on sending recorded pages.
Sending a Live Page You can send a live page.	*72	To send a live page 1. Dial *72 (or *PA) 2. After you hear the tone, begin speaking. 3. When you are finished with the page, hang up or use the end call function on your phone.

3.2 Parking Calls and Picking up Parked Calls

You can park an active call, and then have the parked call picked up on another phone. This feature is useful if you want to change phones during a call.

> **NOTE:** Call park/pickup is a feature that must be enabled by your system administrator for use on your phone.

There are two methods of parking calls. In one method, UC Server selects the next available park number. Alternatively, you can select your own park number. Having UC Server select the park number is useful if you are uncertain whether a call is already parked at a particular number.

If more than one identity (for example, more than one extension number) is assigned to your phone, then transfer the call rather than putting the active call on hold.

> **NOTE:** If a person whose call has been parked then puts the call on hold, the person retrieving the parked call will hear dead air or silence until the other party resumes the call.

To park a call at the next available park number

1 Put the current call on hold.

> **NOTE:** If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.

2 Dial ***99**.

3 Note the **hold position** that plays over the telephone.

   The hold position is used by the person who answers the parked call. UC Server selects the park number for the caller starting at 1, or the next available higher number.

4 Press **DIAL**.

   The call is removed from the hold position, and put in the system park position.

To park a call at a selected park number

1 Put the current call on hold.

> **NOTE:** If your phone has more than one identity assigned to it, then **Transfer** the call instead of putting it on hold.

2 Dial ***99**.

3 Enter the number that you want to use as the park number.

The hold position is used by the person who answers the parked call. For example, if you enter 1234, then the call is parked at 1234, and can be picked up at 1234.

4 Press **DIAL**.

The call is removed from the hold position, and put in the park position.

To answer a parked call

1 Typically, a company announcement informs you that a call is on hold for you.

2 Dial ***98**.

The system prompts you for the park hold position.

3 Dial the number of the park hold position.

The system disconnects the current call and presents a new call.

4 Answer the new call to speak to the parked caller.

> **NOTE:** If nobody answers the parked call, the call rings the extension that originally put the call on system park.

3.3 Picking up Calls Ringing at Another Extension

Ringing call pick up allows you to answer other ringing telephones, which means that you no longer have to run to answer another person's telephone. You can divert a ringing call from another telephone, typically within earshot, to your own telephone to answer.

To use ringing call pick up, you must know the extension of the phone that is ringing.

This feature also allows for night bell support. Many small companies have an audible bell that rings after business hours. Night bell support can also allow employees to contact security after hours. This feature can allow employees, for example on manufacturing floors, who are not stationed at a particular desk to answer any telephone.

> **NOTE:** To use ringing call pick up, your phone must be configured to receive incoming calls. Make sure that such features as **call forwarding** and **do not disturb** are *not* enabled on the phone.

To answer a call on another user's phone

1 When you hear a phone that you want to answer, dial ***78<Extension>**.

Make sure that you dial, on your own phone, *78 plus the extension of the phone that is ringing.

2 If the phone has stopped ringing by the time you dial the *78 code, the system prompts you to enter your pickup ID.

> **NOTE:** If the pickup ID that you enter is invalid, the system prompts you with "That is not a valid pickup ID," and asks you to enter a valid pickup ID.

3.4 Using the UC Server Conference Bridge

UC Server has the ability to support a limited-sized conference bridge application. The number of participants is limited to the number of licenses available, however additional conference expansion licenses can be purchased. Use your SIP phone during the conference to access several options, such as muting or adding participants.

To access the conference bridge

1 From an internal telephone, dial **7050**.

> **TIP:** You can also dial 7050 to access the conference bridge from the **dial by extension** or **dial by name** directory.

2 Enter the 4-digit **conference ID**.

3 Follow the prompts to access the conference bridge.

> **TIP:** To access the list of options, you can **press *** while the conference is in progress.

Conference option list

When you press * during a conference, the following options are available. The available options depend on at which point during the conference you press *. Only relevant options are available.

- **Press 1** to mute yourself. Response: "You are now muted."
- **Press 2** to unmute yourself. Response: "You are now unmuted."
- **Press 3** to disable entry and exit notifications. Response: "Entry and exit notifications have been disabled."
- **Press 4** to mute all other participants. Response: "All others have been muted."

> **NOTE:** When you press 4 to mute all participants, this does not apply to new callers who join the conference. To mute new callers, press 4 again.

- **Press 5** to unmute all other participants. Response: "All others have been unmuted."
- **Press 7** to toggle between closing and opening the conference to additional participants. Response: "The conference is now closed to additional participants." Response: "The conference is now reopened to additional participants."
- **Press 9** to end the conference.
- **Press 0** to report the number of participants. Response: "Including yourself, there are x participants."
- **Press #** to return to the conference.

3.5 Queuing Calls

Call queuing allows callers to remain in a queue while they wait for their call to be answered. If callers know the queue number, they can dial directly into the queue.

The company agent is typically associated with a particular area of expertise, for example, sales or support. A support agent who is ready to answer calls can log into the support agent queue and receive support calls in order of arrival. Call queuing allows calls to be distributed evenly among the agents that are logged into the queue.

For more information on queuing calls see the following sections:

- Logging in and out of a call queue
- Temporarily stop accepting queued calls
- Checking your agent status in a call queue

Logging in and out of a call queue

NOTE: The call queuing codes, in particular, the code to *Log out of a call queue* (*82) conflicts with one of the Grandstream feature codes, *Send Caller ID*. Therefore your system administrator may have changed the call queuing codes from their default values listed below. For more information see your system administrator.

To log in to a queue as an agent

1 Dial *81<QueueNumber>.

2 Hang up.

To log out of a queue as an agent

1 Dial *82<QueueNumber>.

As previously noted, your system administrator may have changed the code number from the default value of *82. For more information see your system administrator.

2 Hang up.

To dial directly into a queue as a caller

1 Dial *80<QueueNumber>.

2 Hang up.

NOTE: Contact your system administrator to obtain the queue number for your queue.

Temporarily stop accepting queued calls

If you are logged into a queue to accept incoming queued calls, there may be times when you wish to temporarily stop accepting queued calls, without logging out of the queue. You can manually set your status to unavailable to prevent accepting further incoming queued calls, without logging out of the queue.

Temporarily setting your status to unavailable does not change your "longest idle" position in the agent group. When you make yourself available again by logging back into the queue, your idle time is based on the time since your last call, including the time that you were unavailable.

To set your agent status to unavailable

1 Dial *83.

2 Press a number from 1 to 9 to indicate your reason for being unavailable.

3 Hang up.

To set your agent status to available

1 Dial *83.

2 Press "0" at the prompt.

3 Hang up.

Checking your agent status in a call queue

You can check your agent status to verify whether you're currently logged into a call queue, whether your status is set to temporarily unavailable, or whether you're currently logged out of the call queue.

To check your agent status

1 Dial *84<QueueNumber>.

2 Ensure that you enter the correct queue number.

The system will indicate your current status as:
- Logged in
- The agent is not available, service code <#>
- Not Logged in

3 Hang up.

3.6 Paging

You can send a live page, which allows you to instantly broadcast a page.

> **NOTE:** For instructions on sending recorded pages, contact your
> system administrator.

Sending a live page

To send a live page

1 From your phone, dial ***72** (or ***PA**).

2 After you hear the tone, begin speaking.

3 When you are finished with the page, hang up or use the end call function on your phone.

Objectworld™

308 Legget Drive
Ottawa, Ontario
K2K 1Y6 Canada

Voice: (613) 599-9698
Fax: (613) 599-7457