

# **Communication Assistant (CA)**

## **Version 5**

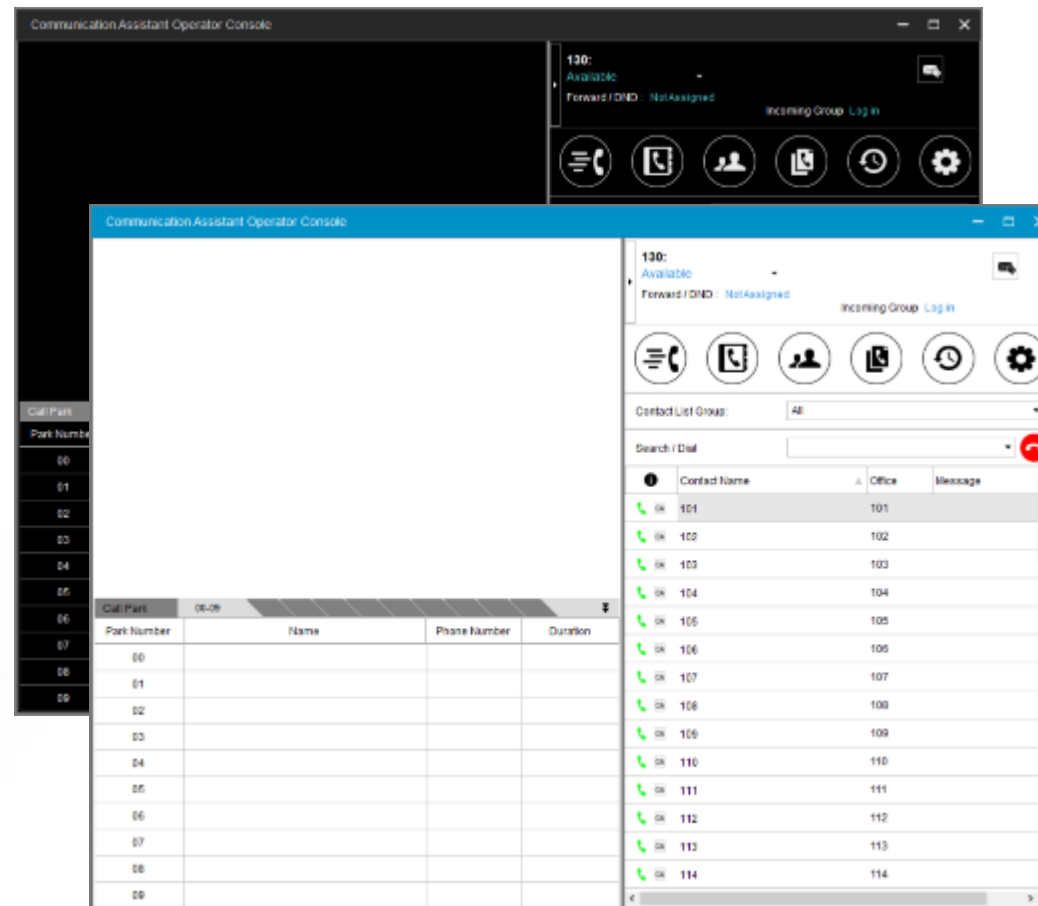
**Rev1.0 Jan. 2020**



Communication Assistant v5 client application GUI has been redesigned with:

- Improved icons, adjusted to be simple and effective with modern style
- Modified arrangement and colour scheme selection.

Black or White background colour scheme







# CA User Modes



## Basic-Express

- Clipboard Copy and Dial
- Callback Reminder Pop up
- Personal Presence Control
- Snapshot contact presence
- 10 Contacts / 10 Call History
- Instant Messaging
- Outlook Toolbar Integration
- LDAP directory support
- CA Server support
- Thin Client mode support



## Professional

as CA Basic plus:

- 1000 Contacts / Call History
- Live contact presence
- Conference Room manager
- ICD Group Member toolbar
- TAPI and iLinkCRM support
- MyLists with CA Server
- Networking Support with CA Server
- Exchange Calendar with CA Server



## Supervisor

as CA Pro plus:

- ICD Group team controls
- ICD Group call statistics



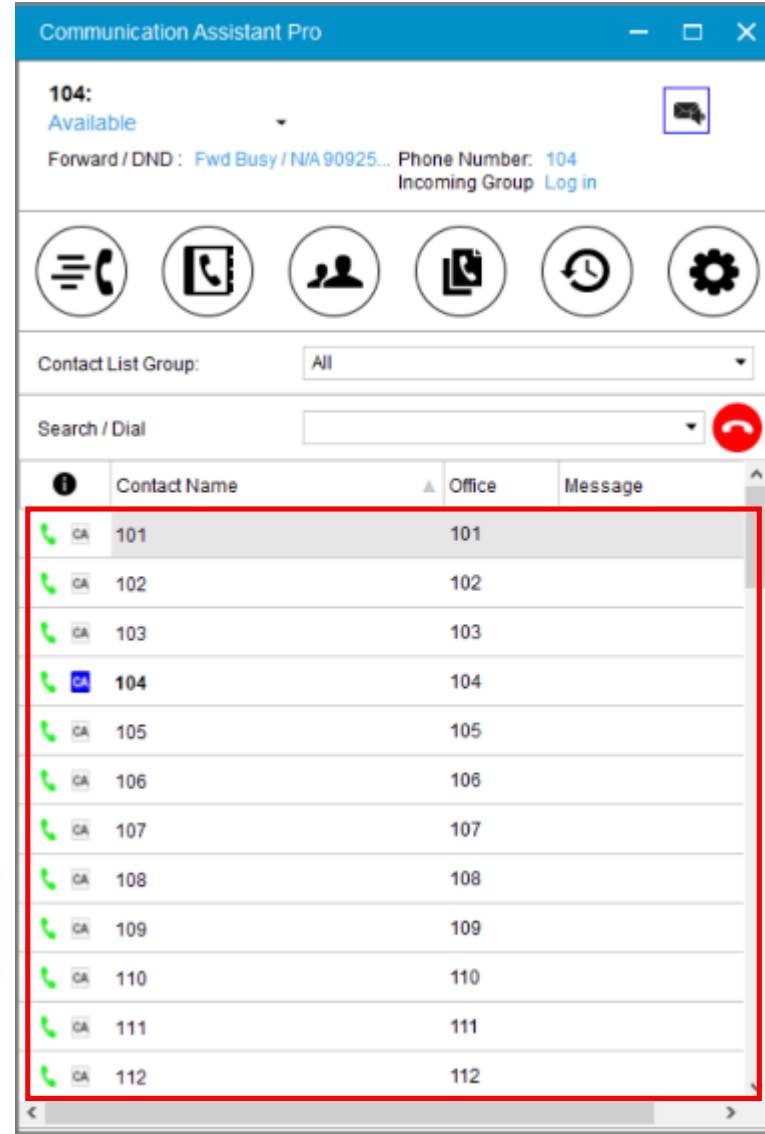
## Console

as CA Pro plus:

- Embedded Incoming call handling
- Drag and Drop park/transfer
- Prioritise incoming call order
- Extension settings – FWD, Absent etc.
- Trunk Line views



# Feature Overview

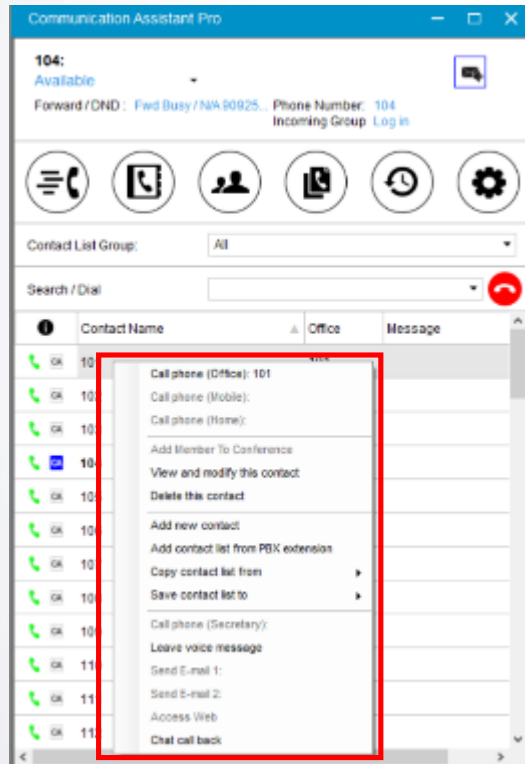


All PBX extensions are listed automatically (for CA Basic-Express, only the first 10 contacts are listed).

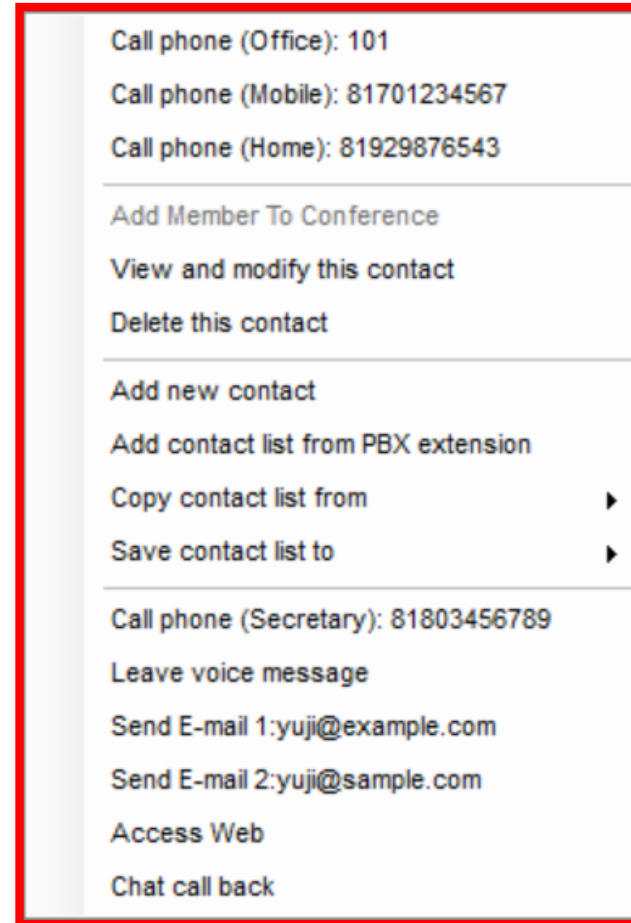
If the extension name is configured in the PBX, this is also displayed.

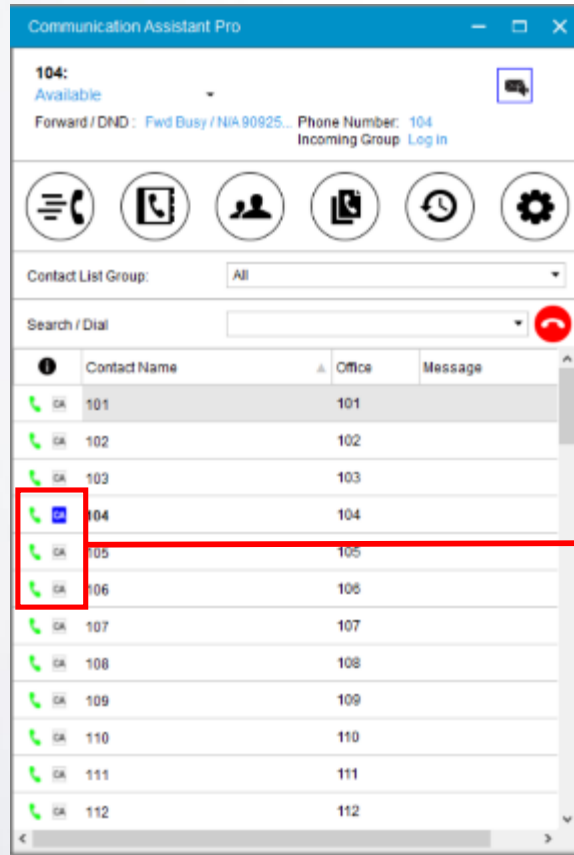
ICD groups are not included.





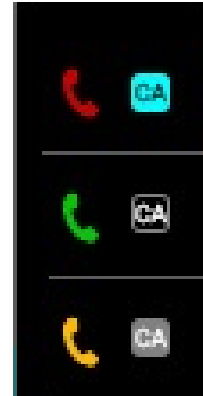
**Right click the  
contact to access  
the detailed menu.**





## Status Icon

On the phone →



← The user is logged in

Idle →

← The user is logged out

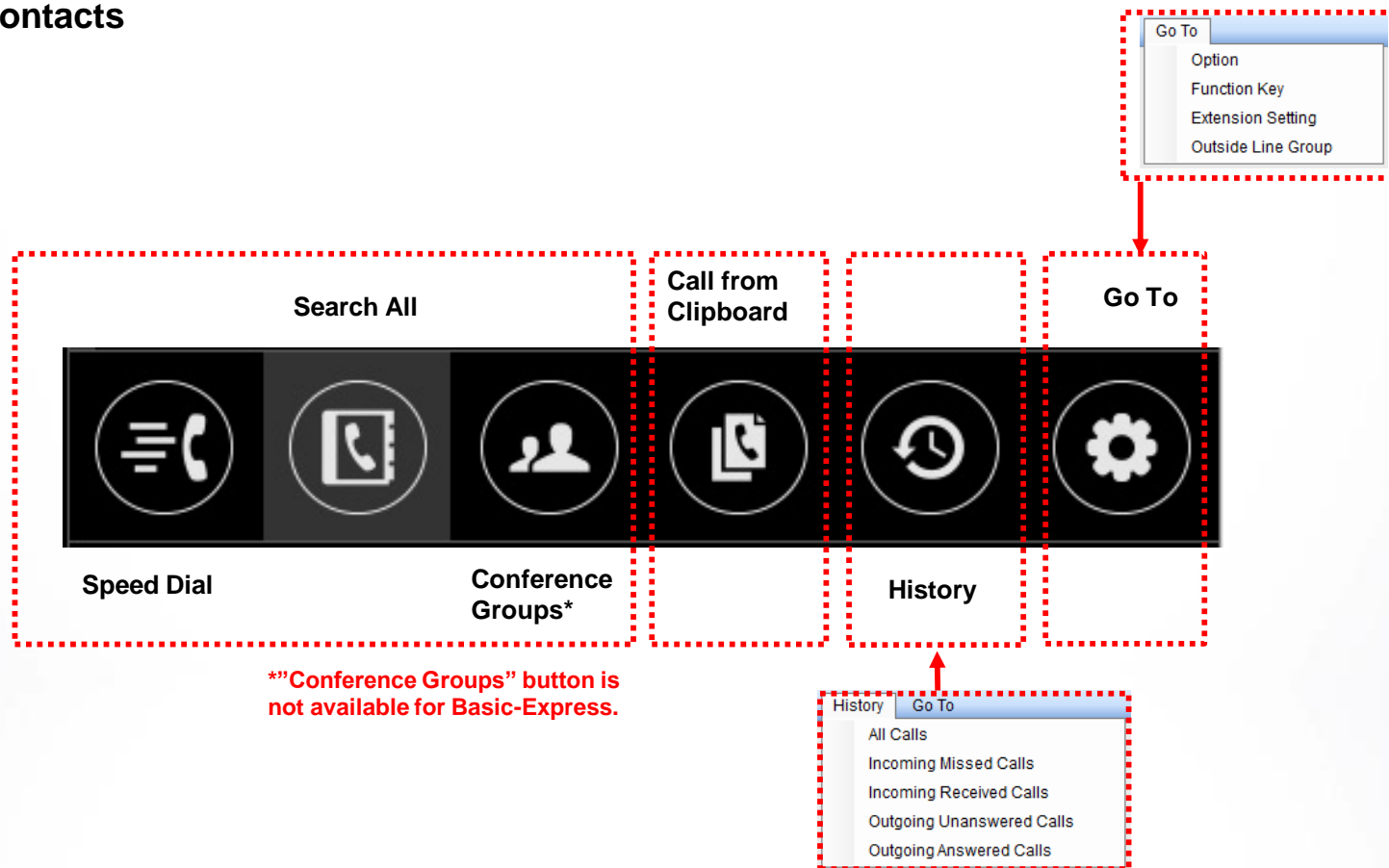
Ringing →

← The user is logged in,  
but idle (may be away  
from desk)



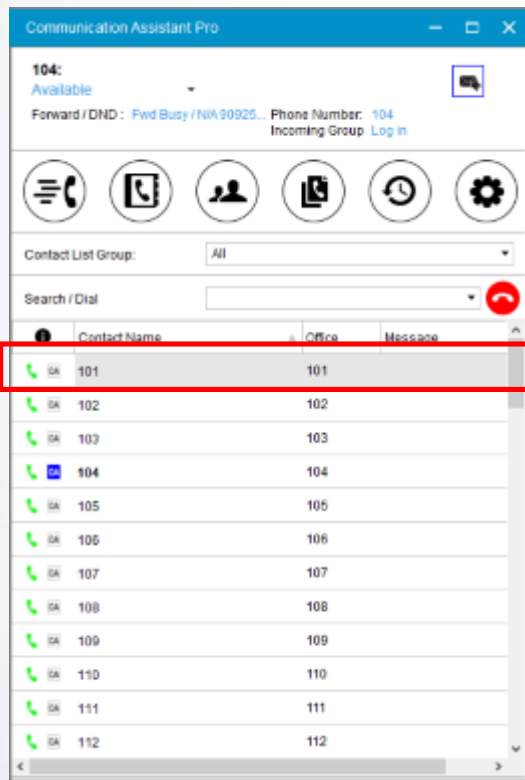
The main window icons are used to open additional actions.

- System Speed Dial
- Search All Contacts
- History
- Go To

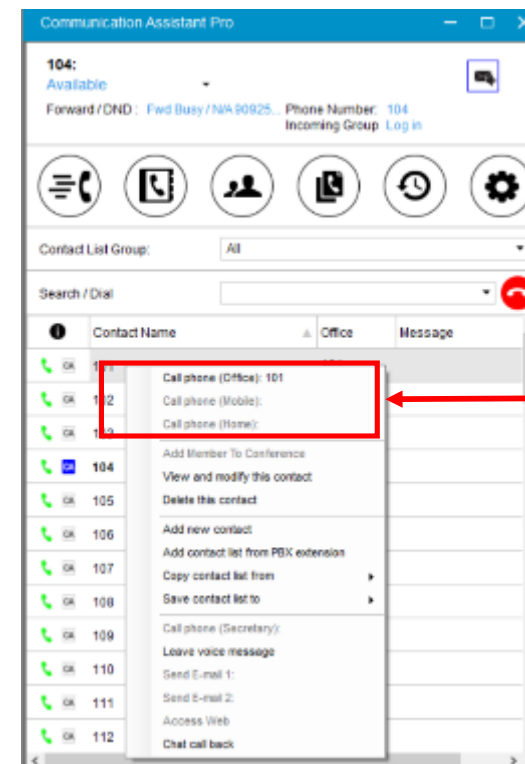




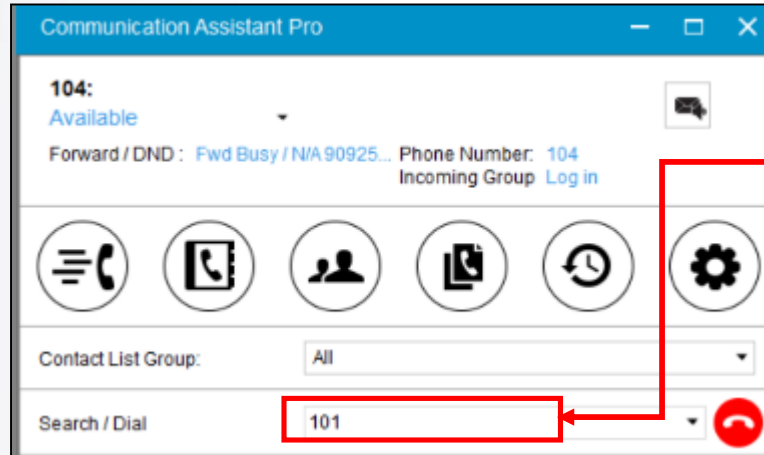
**Make call**



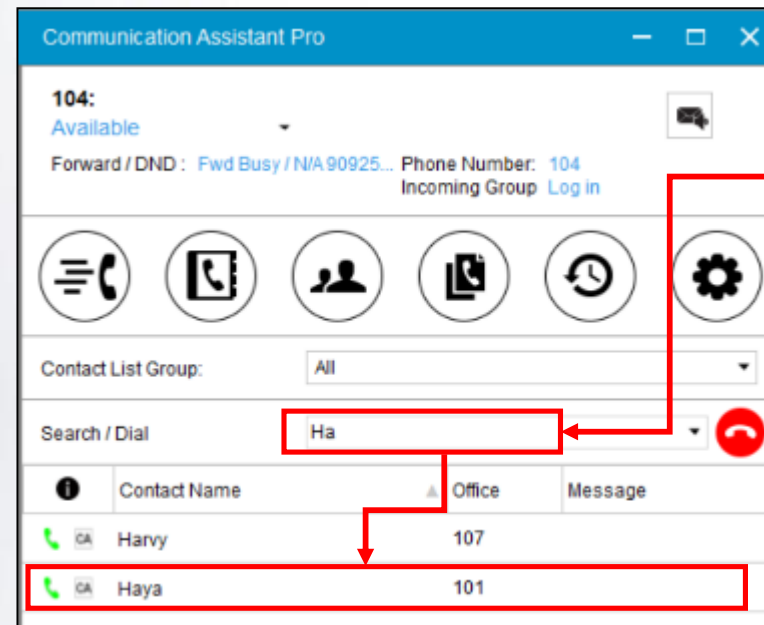
Double click the contact



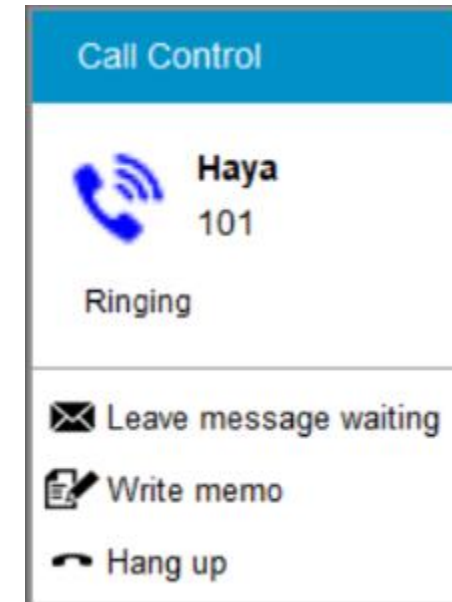
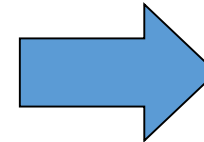
Right click the contact then select desired number.



Enter the phone number and hit "Enter" key




Enter a few characters of name, then and double click the target contact.







While calling the extension...


**Call Control**

 **Haya**  
101

Ringing

 Leave message waiting

 **Write memo**

 Hang up

**Text Memo** ×

E-mail

Save


Cancel


Save a text memo to  
call history


Send an e-mail with a memo to the  
address in the contact.


When the extension is busy...


**Call Control**


**Haya**  
101  
On the phone

 Set call back

 Call waiting tone

 Leave message waiting

 Write memo

 Hang up

Set call back

Set call waiting

The extension setting  
of the destination is  
required.

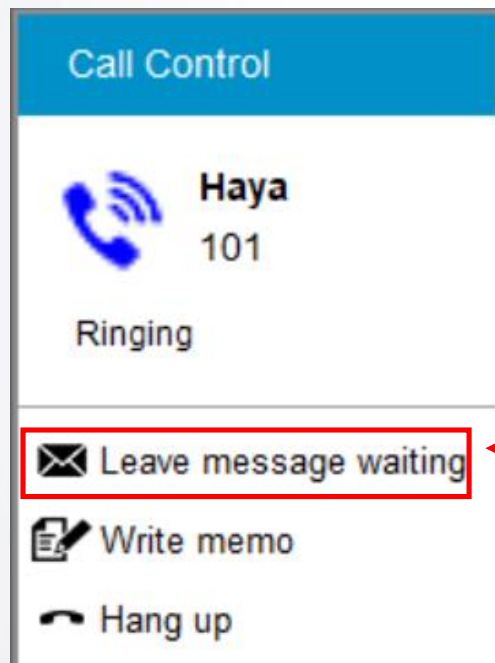
**Extension Settings**

Copy to CLIP Generate

« Main Intercept Destination Intercept No Answer Time CLIP UM C

No.	Extension Number	Extension Name (20 characters)	Manual C. Waiting for Extension Call
			ALL
1	101	Haya	BSS
2	102	Yuji	BSS
3	103	Chris	BSS

While calling the extension...



Activate MW at receiving end

This feature has no issue for CA user to CA user.

In the case of CA user to PT user, the receiving user Message Waiting behaviour depends on System Option 8 > “Use Message Key as VM Key” – if Enabled then PT user will not be able to return the call back by pushing standard Message key.



## Options

- 1) “Message Waiting” can be programmed on DSS/Flexible Button. This will operate as original MESSAGE key behaviour and offer the extension call back option.
- 2) Set System Option 8 > “Use Message Key as VM Key” to Disable







**Answer call**




Incoming Call



Hide  
105

 Answer the call

 Redirect the call

Redirect to

☒ VM: 500

☐

Answer the call

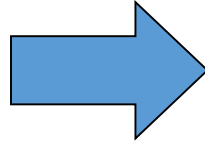
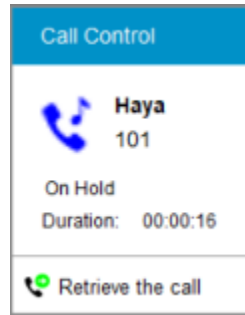
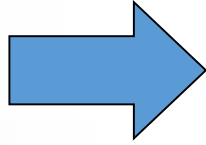
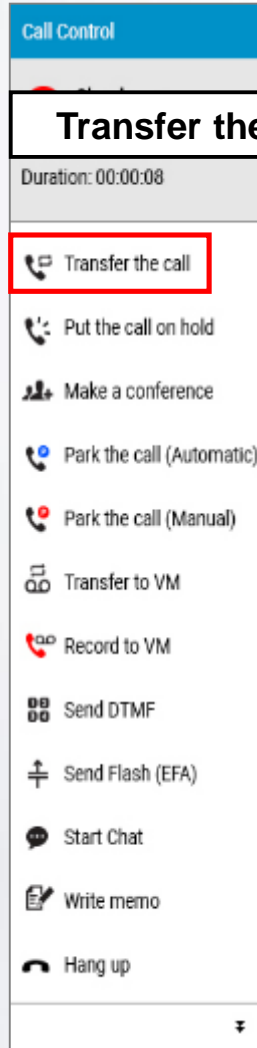
Redirect to Voice Mail

It is possible to enter a number (max. 32 digits). This menu stores the last 10 dialed numbers.

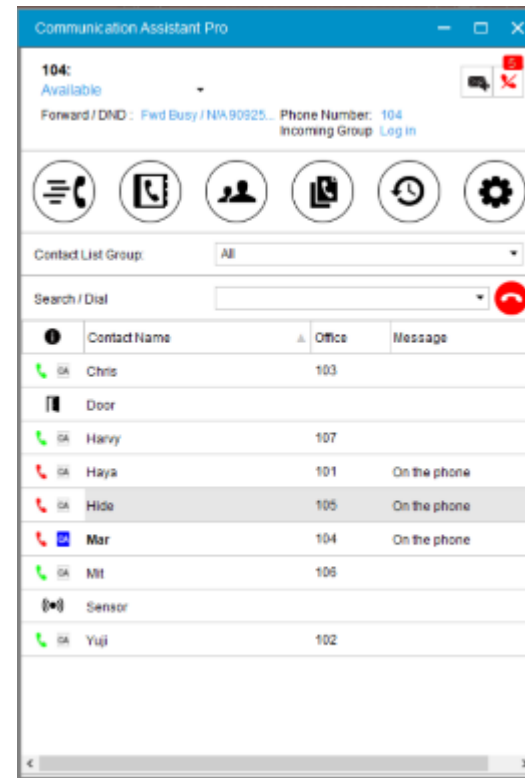
An aerial night view of a city with glowing blue lines representing a network. The lines radiate from a central point, connecting various parts of the city. The city lights are visible in the background, and the overall color scheme is dark blue and black.

# Call Control

## Call Control : Transfer the call

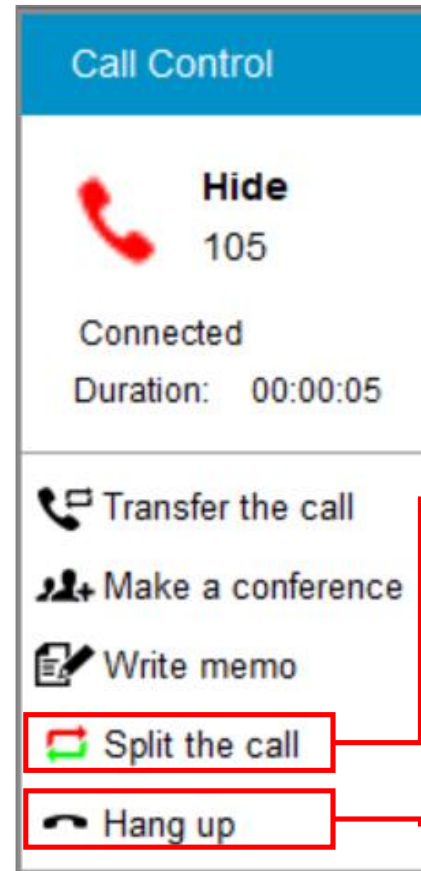
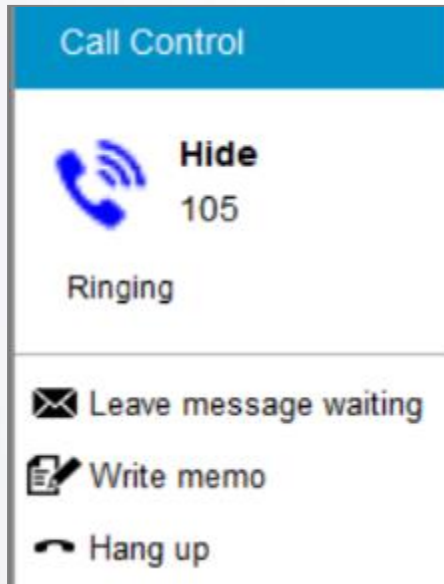


Enter a phone number or double click a contact



## Call Control : Transfer the call

Calling...

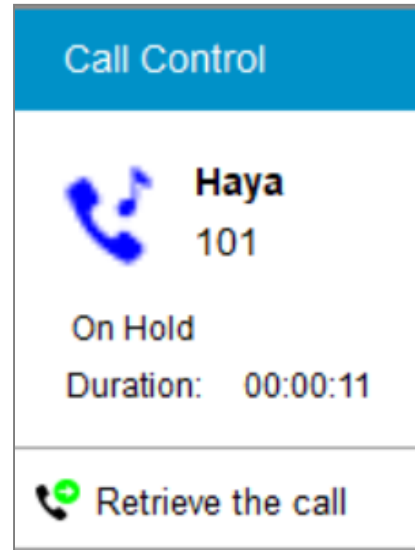
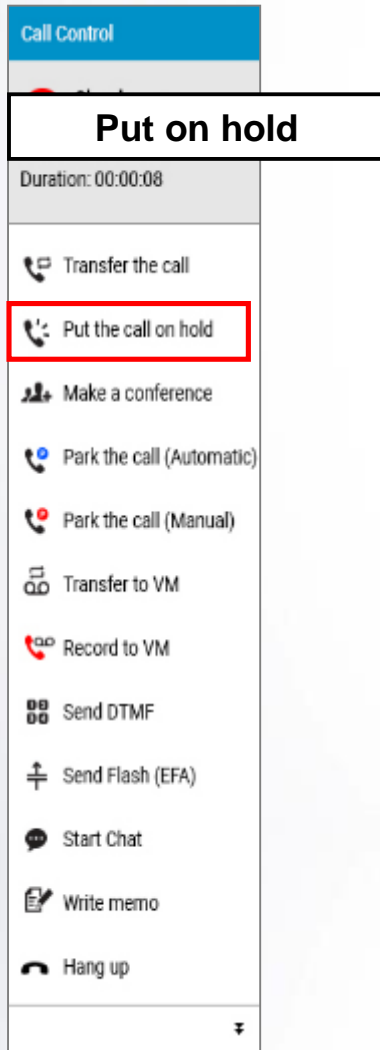


Split the call on  
consultation hold.

Complete the Transfer

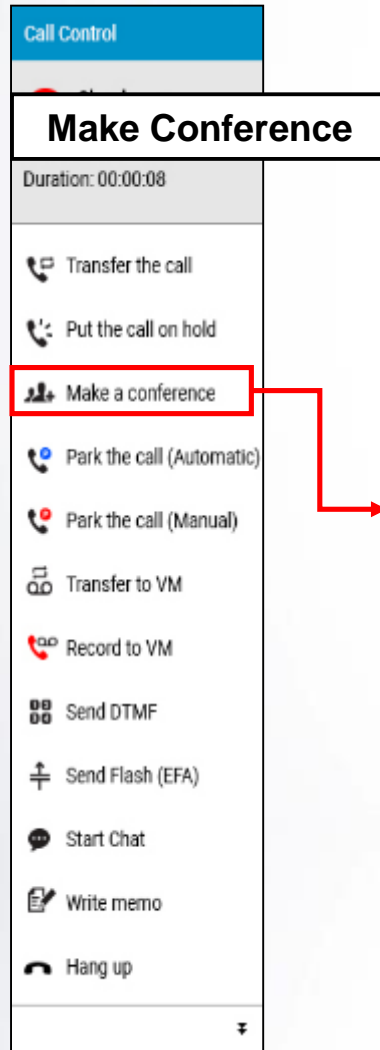


## Call Control : Put the call on hold

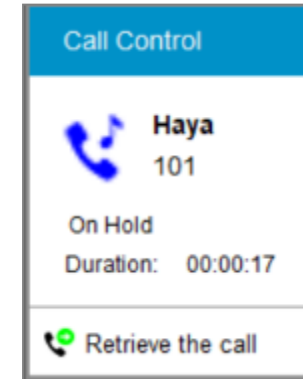
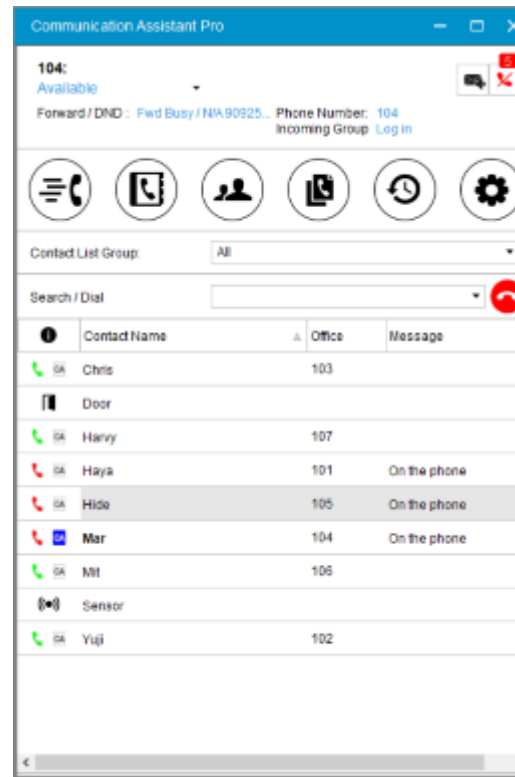


Exclusive hold is  
not supported.

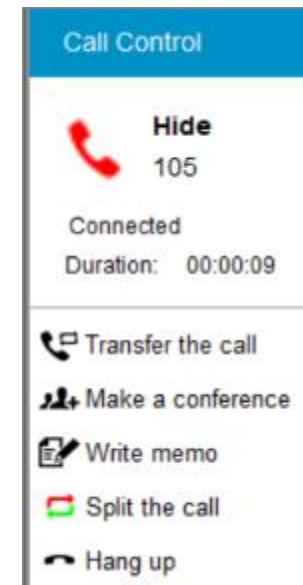
## Call Control : Make Conference



Click during  
current call to  
add a party to  
conference

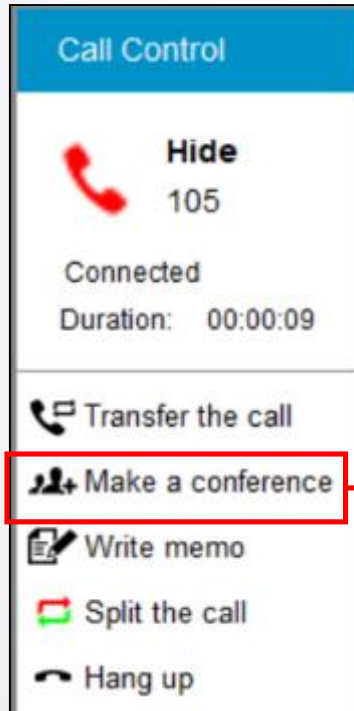


Original party  
is put on hold

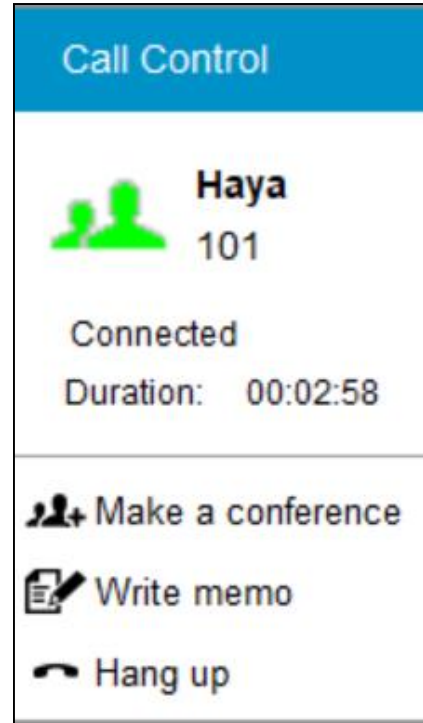


Party to be  
conferenced  
answers the call

## Call Control : Make Conference



Joins all parties into  
conference call



## Call Control : Park the call (Automatic / Manual)

Call Control

Park call

Duration: 00:00:08

Transfer the call

Put the call on hold

Make a conference

Park the call (Automatic)

Park the call (Manual)

Transfer to VM

Record to VM

Send DTMF

Send Flash (EFA)

Start Chat

Write memo

Hang up

Park the call (Automatic)

Allows a call to be placed on hold in any idle parking zone.

Call Parked

Parked number

OK

Park the call (Manual)

Allows a call to be placed on hold into a specific parking zone.

Manual Park

Please enter specific park area number

0

(0-99)

OK

Cancel

Enter a park No.



## Call Control : Transfer to VM / Record to VM

Call Control

VM call

Duration: 00:00:08

- Transfer the call
- Put the call on hold
- Make a conference
- Park the call (Automatic)
- Park the call (Manual)
- Transfer to VM**
- Record to VM**
- Send DTMF
- Send Flash (EFA)
- Start Chat
- Write memo
- Hang up

## Transfer to VM

Voice Mail Transfer

Voice Mail

Extension number

OK Cancel

Enter an extension No.

Start recording a message

Start 2-way recording



Stop recording

Stop 2-way recording

The icon is changed.

## Call Control : Send DTMF / Send Flash

Call Control

Send DTMF/Flash

Duration: 00:00:08

- Transfer the call
- Put the call on hold
- Make a conference
- Park the call (Automatic)
- Park the call (Manual)
- Transfer to VM
- Record to VM
- Send DTMF**
- Send Flash (EFA)**
- Start Chat
- Write memo
- Hang up

## Send DTMF

DTMF Tone

7	8	9
4	<b>5</b>	6
1	2	3
*	0	#

Send Flash (EFA)

## Call Control : Write Memo / Hang Up

Call Control

Write memo/ Hang up

Duration: 00:00:08

Transfer the call

Put the call on hold

Make a conference

Park the call (Automatic)

Park the call (Manual)

Transfer to VM

Record to VM

Send DTMF

Send Flash (EFA)

Start Chat

Write memo

Hang up

## Write Memo

Text Memo

E-mail

Save

Cancel

Save a text memo to the call history for this conversation

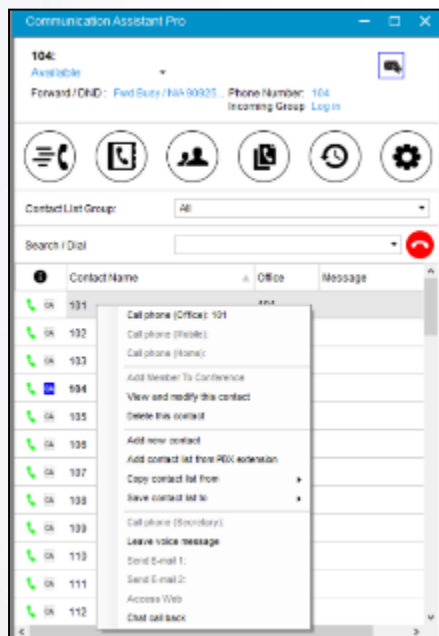
Send an e-mail with a memo to the address in the contact.

Hang Up



## Detailed Operation Menu

**Right Click on contact to display more operations menu**



Call phone (Office): 101

Call phone (Mobile): 81701234567

Call phone (Home): 81929876543

Add Member To Conference

View and modify this contact

Delete this contact

Add new contact

Add contact list from PBX extension

Copy contact list from

Save contact list to

This allows you to:

Select phone number/e-mail address

View and modify contact

Delete contact

Add new contact

Copy contact list from XML/CSV file

Save Contact list to XML/CSV file

etc

XML file

CSV file

Call phone (Secretary): 81803456789

Leave voice message

Send E-mail 1: yuji@example.com

Send E-mail 2: yuji@sample.com

Access Web

Chat call back



## View and modify contact

The general tab displays general information about the highlighted user

**Contact**

General | Contact | Company | Popup

**Contact**

Contact Name: Haya  
 E-mail 1:  
 E-mail 2:  
 Phone (Office): 101  
 Phone (Mobile):  
 Phone (Home):  
 Phone (Secretary):

**Company**

Company Name:  
 Department:  
 Section: 1:Extension Group 001  
 Address:  
 Postal Code:  
 Fax:

**URL**

1st URL:  
 2nd URL:  
 3rd URL:

Memo:

OK Cancel

The contacts tab allows you to enter additional telephone contact numbers for the user e.g. Mobile home, contact number email etc.

**Contact**

General | Contact | Company | Popup

Contact Name: Haya  
 Last Name: First Name:  
 Contact List Group: Business

**Phone**

Type: Phone  
 Phone (Office): 101  
 Phone (Mobile):  
 Phone (Home):  
 Phone (Secretary):  
 Door:  
 Sensor:

Voice Mail: 500 : Voicemail 1  
 E-mail 1:  
 E-mail 2:

OK Cancel

## View and modify contact

The Company tab allows you to edit company information for the contact

**Contact** [X]

General | Contact | **Company** | Popup

Company

Company Name:

Department:

Section:

Address:

Postal Code:

Fax:

OK Cancel

The Popup tab allows you to customise each contact with their own personal image file and ring tone (WAV, MP3 and WMAs are supported)

**Contact** [X]

General | Contact | Company | **Popup**

☐ Image File  Browse 

☐ Ring File  Browse 

URL

1st URL for Network Camera  
(Automatic pop-up for call/Automatic close after call)

2nd URL for Database  
(Automatic pop-up for phone call)

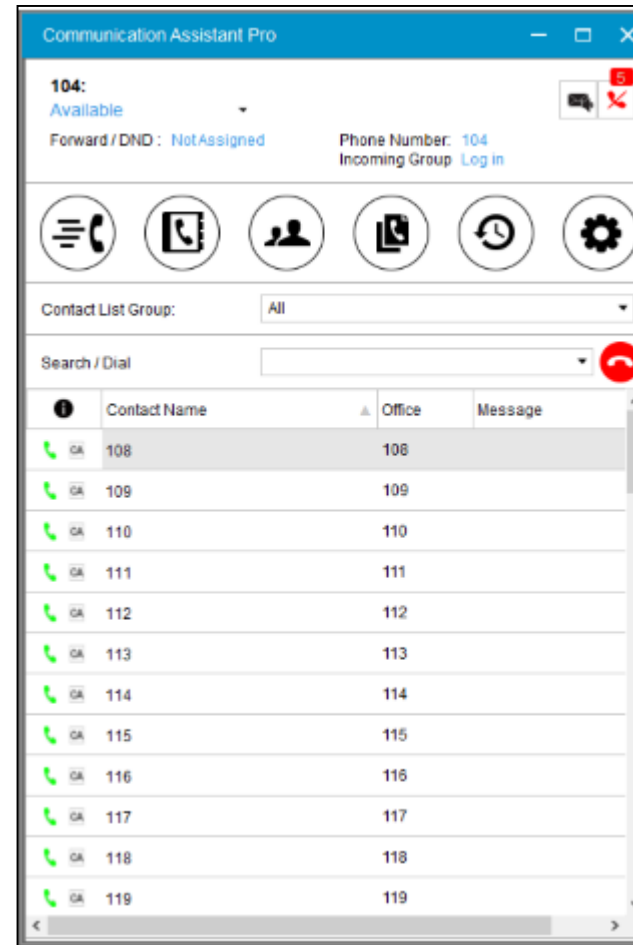
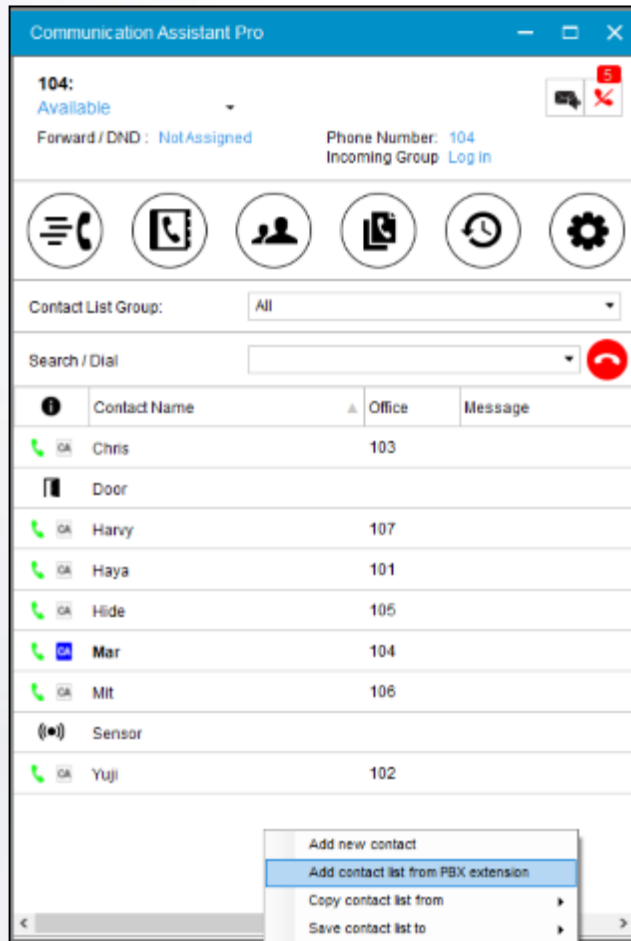
3rd URL for Database (Access from main menu)

Memo:

OK Cancel

## Add contact list from PBX extension list

To refresh the Contact list or reinsert contacts that were deleted previously.



## Delete contacts

Communication Assistant Pro

104:  
Available  
Forward / DND: NotAssigned Phone Number: 104  
Incoming Group Log in

Icons: Phone, Video, People, Mail, Clock, Settings

Contact List Group: All

Search / Dial

Contact Name	Office	Message
CA 159	159	
CA 160	160	
CA 161	161	
CA 162	162	
CA 163	163	
CA 164	164	
CA 165	165	
CA 166	166	
CA 301 - Forward	301	
CA Chris		
Door		
CA Harvy	107	

Context Menu for Chris:

- Add Member To Conference
- Delete these contacts

Communication Assistant

The operation will delete selected contacts. Do you wish to continue?

Yes No

Communication Assistant Pro

104:  
Available  
Forward / DND: NotAssigned Phone Number: 104  
Incoming Group Log in

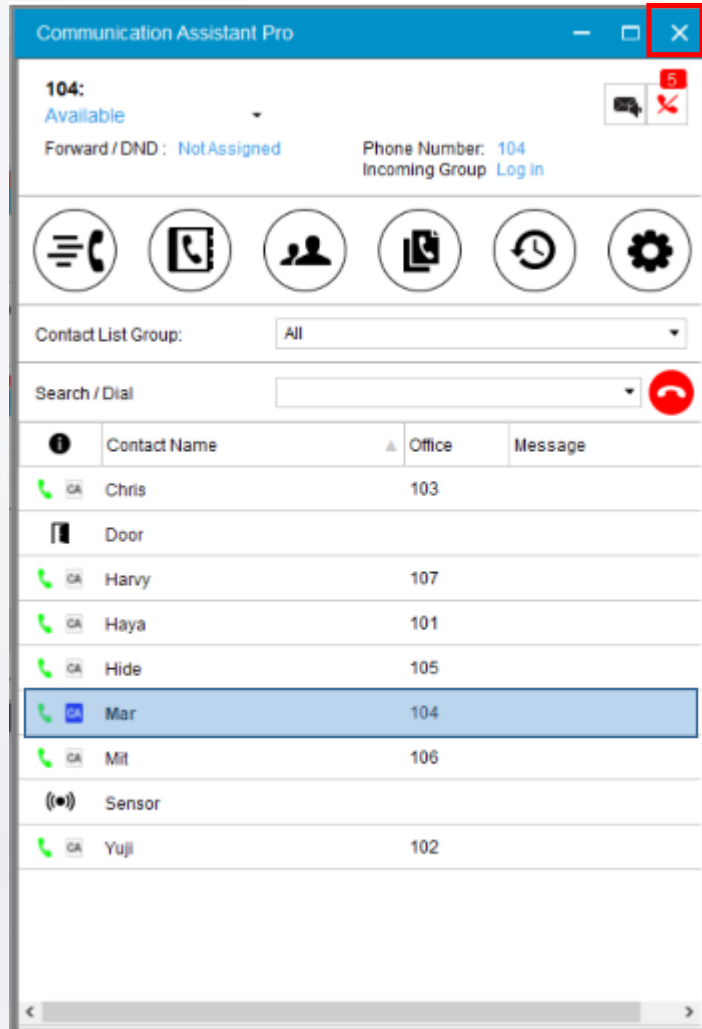
Icons: Phone, Video, People, Mail, Clock, Settings

Contact List Group: All

Search / Dial

Contact Name	Office	Message
CA Chris	103	
Door		
CA Harvy	107	
CA Haya	101	
CA Hide	105	
CA Mar	104	
CA Mit	106	
Sensor		
CA Yuji	102	

## Reload contacts from PBX



**Close and Restart CA**

Delete this contact

Add contact list from PBX extension

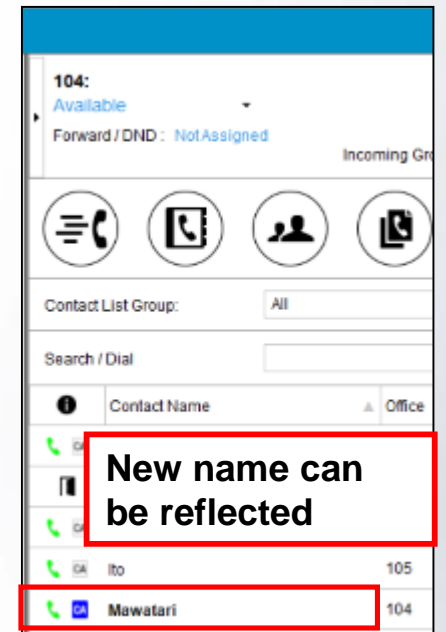
**Load extension data from PBX**

Extension Settings

Copy to CLIP Generate

Main Intercept Destination Inter

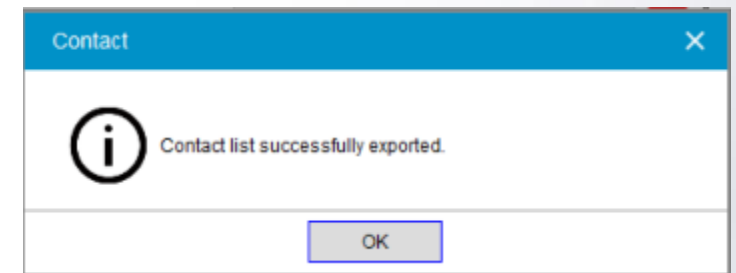
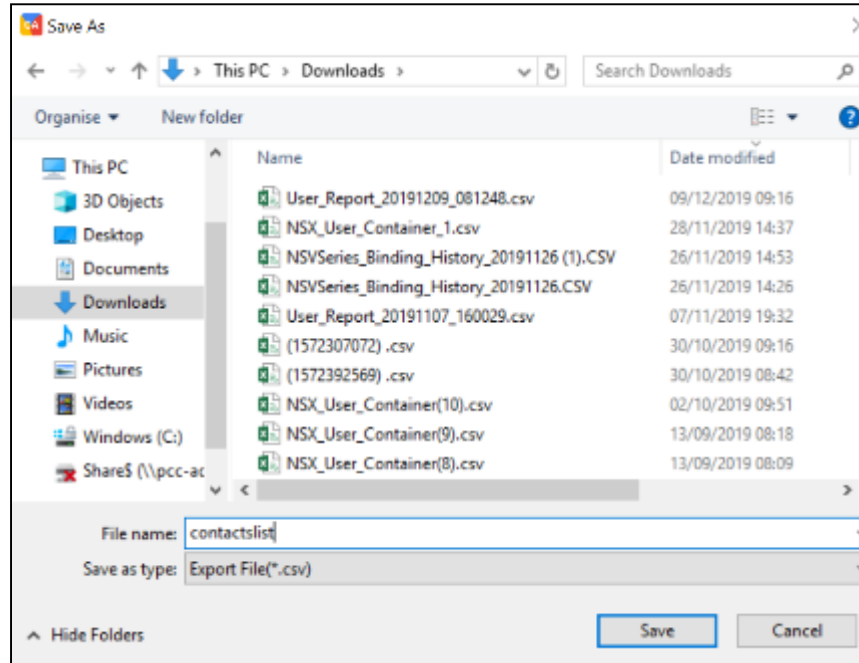
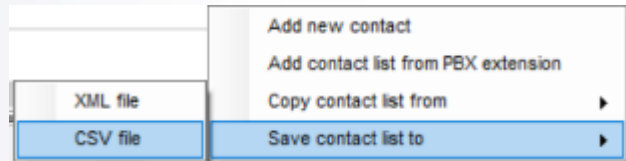
No.	Extension Number	Extension (20 charac
1	101	Yuji
2	102	Yuji
3	103	Chris
4	104	Mawatari
5	105	Ito
6	106	Mit



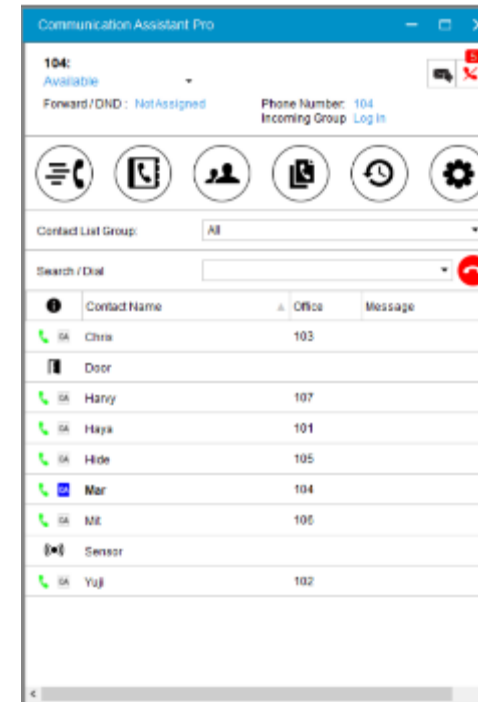
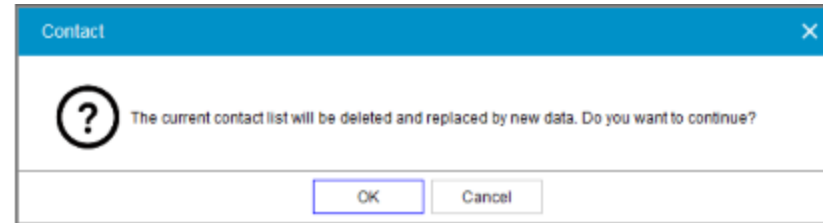
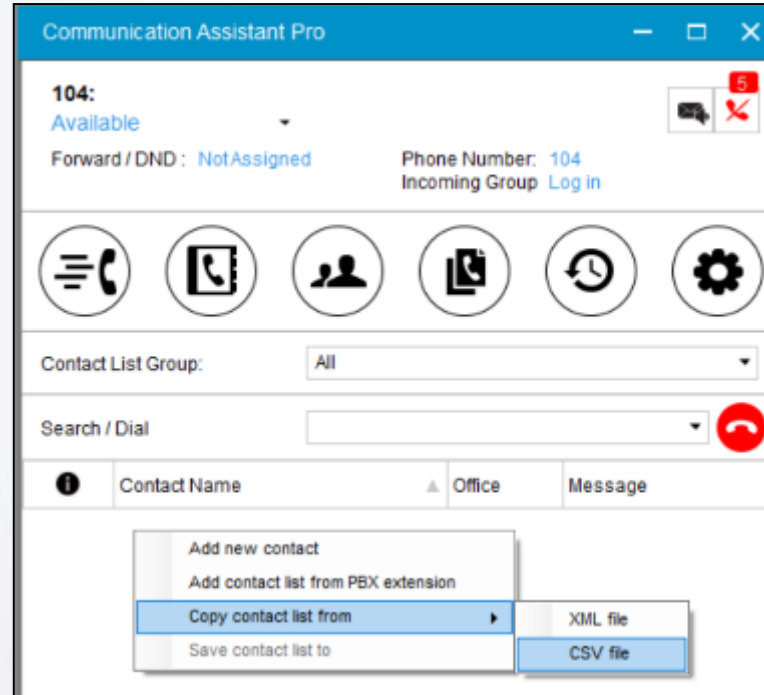
**New name can be reflected**



## Save Contacts list to CSV file



## Copy Contact list from CSV file



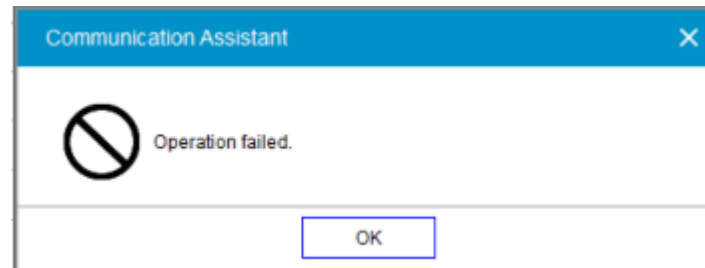
## Listen-In/Busy Override/Take Over

Call phone (Office): 105  
 Call phone (Cellular):  
 Call phone (Home):  
 Redirect the incoming call  
 Log-in to the group  
 Log-out from the group  
**Listen in the talking**  
**Override the talking (Conference)**  
**Take over the talking**  
 Add Member To Conference  
 View and modify this contact  
 Delete this contact  
 Add new contact  
 Add contact list from PBX extension  
 Copy contact list from  
 Save contact list to  
 Call phone (Secretary):  
 Leave voice message  
 Send E-mail 1:  
 Send E-mail 2:  
 Access Web  
 Chat call back

Listen in the talking  
 Override the talking (Conference)  
 Take over the talking

Target user must also be busy on a call but not forwarding on busy.

Or not being recorded in a 2-Way Recording conversation in case of "Override the talking" and "Take over the call".



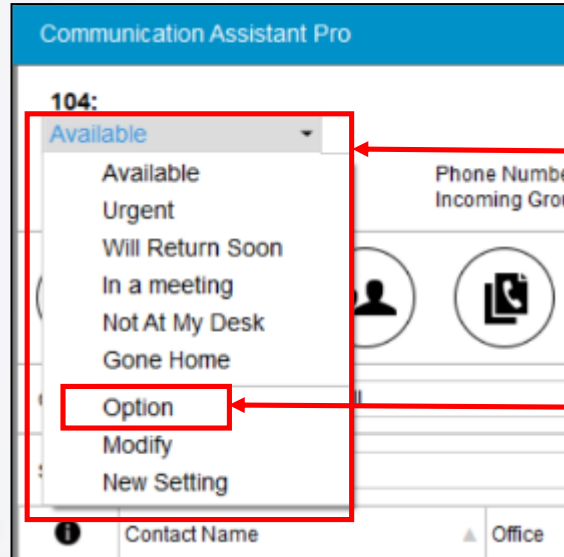
COS Settings				
TRS	CO & SMGR	Assistant	Executive	Manager
PDN/SDN	Optional Dev			
COS No.	COS Name	Call Monitor	Executive Busy Override	
1		All	All	
2		Enable	Enable	
3		Disable	Disable	

These executive features need to be Enabled in the intruding user COS.



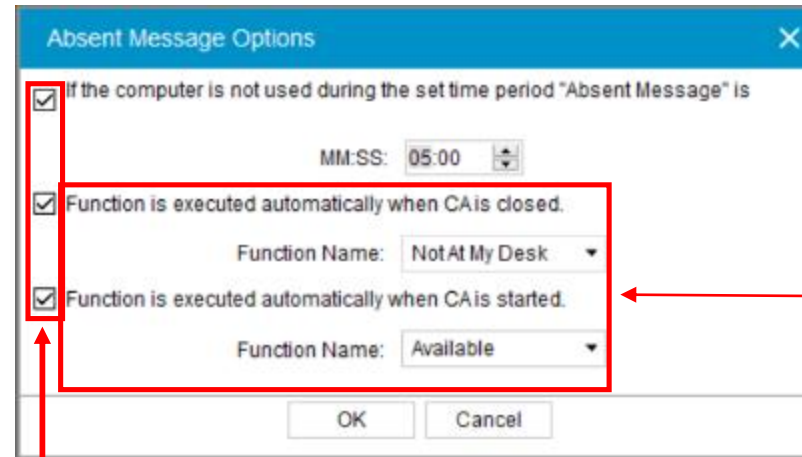
**Absent messages**

Absent message and Functions are preset but can be modified



Presence can be changed by clicking on the presence icon

“Option” settings”



Check the box to enable the function.

Available  
Urgent  
Will Return Soon  
In a meeting  
Not At My Desk  
Gone Home



## Modifying presence Absent Messages

Modify  
New Setting

Modify

Function List

Available

Urgent

Will Return Soon

In a meeting

Not At My Desk

Gone Home

Edit

Delete

Move Up

Move Down

Close

Status TEXT colour is fixed **RED** for items on 2<sup>nd</sup> line and 4<sup>th</sup> line – use Move Up or Down to change which message will display in **RED**

Edit

Function List Name (Max. 16 characters):

Available

Absent Message

☒ Same as function list name.
 

Available

☐ Set absent message (Max. 16 characters):

☐ Do not change absent message.

☐ Clear absent message.

Forward/Do Not Disturb

☐ Change
 

For external calls

Always (All)

For internal calls

Always (All)

☐ For both external calls and internal calls

Feature Number

☐ Enable
 

Feature Number

Available Contact (External Server Mode Only)

☐ Phone (Office) :
 ☐ Phone (Mobile) :
 ☐ Phone (Home) :
 ☐ Secretary :
 ☐ Chat

UM Personal Greeting Number

☐ Change
 

UM Personal Greeting Number

7:Urgent Only

OK

Cancel

## Absent message and Function preset

☐ Save to Function List

← When “New Setting” is selected, “Save” tick box is displayed

Function List Name (Max. 16 characters)

Absent Message

Forward/Do Not Disturb

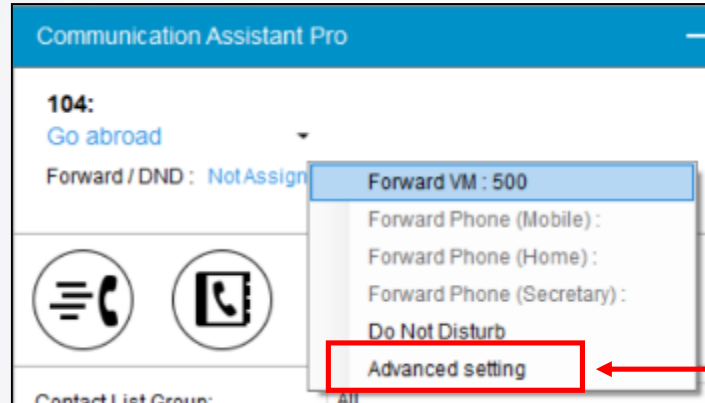
Feature Number

Ex.) \*7360\* : Log out ICD Group



# **FWD/DND Setting**

## FWD/DND Setting



Forward/DND settings can be configured in detail as required.

Forward / Do Not Disturb

Advanced Setting

For external calls :

Off

For internal calls :

Off

☒ For both external calls and internal calls

OK

Cancel



# Action Buttons



## Action Buttons: System Speed Dial



Speed Dial [X]

Call Modify Add New Delete

Search

Search In: Name [ ]

Speed dial no.	Name	Phone Number
000	ABCDEFGHIJKLMNQRST	90924770105

Call the selected Speed dial number

Modify the selected Speed Dial entry

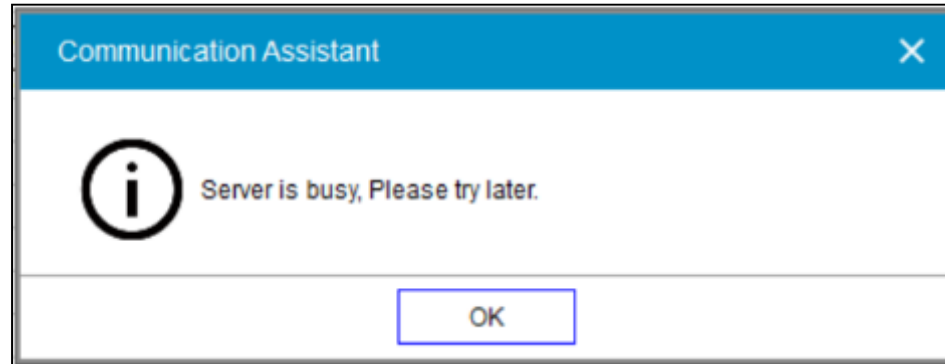
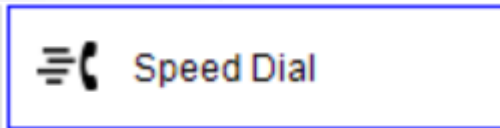
Add a new speed dial entry

Delete the selected speed dial entry

It is possible to search the System Speed Dial list by either Name or Phone Number

## System Speed Dials

CA client may not be able to save to System Speed Dials list in certain conditions.



Editing System Speed Dial list is not possible when:

- INSTALLER/ADMIN is logged into Web-MC (NS/NSX/NSV)
- PCMC connected to the PBX (NCP/TDE)
- 2.7.1 COS Settings > Programming Mode Level:  
PROG \*\*/\*# Manager: Disable

## Action Buttons : Search All



By selecting “Search All” contact information can be found from both CA contacts as well as data from a configured LDAP server.

Search All

Search

Haya

Q Search

Call

E-mail

Contact List

☒ Search CA contacts
   
☐ Search LDAP contacts from following LDAP server

LDAP Server

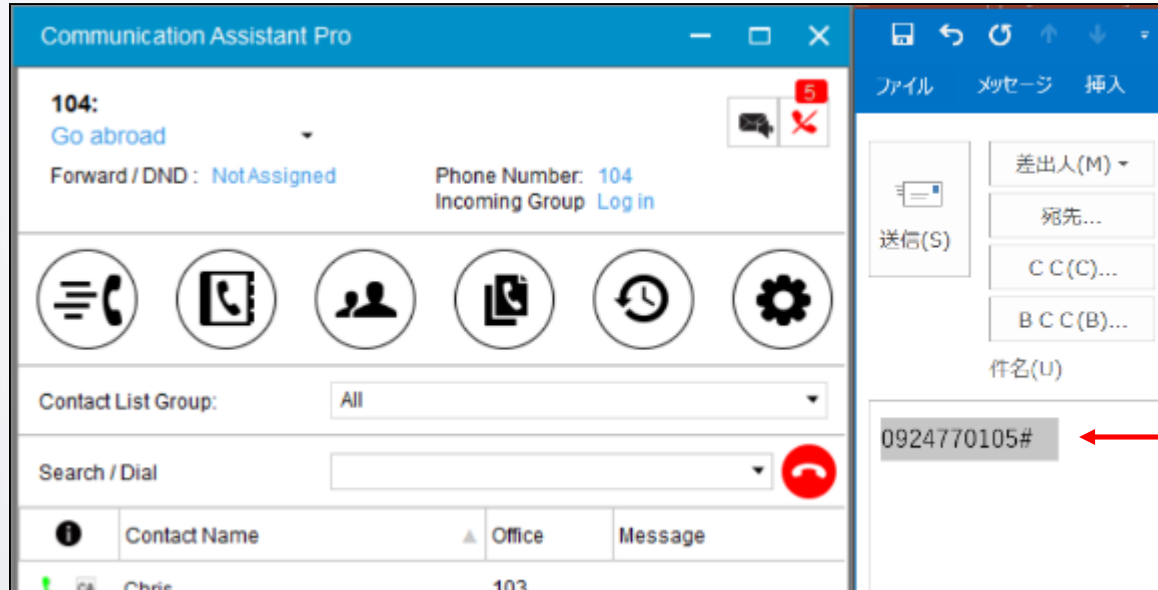
i

Name	Phone Number	Location
Haya	101	

## Action Buttons: Call from Clipboard



By selecting “Call from Clipboard”, any telephone number stored in the Windows clip board can be dialed.



Highlight phone number and click “Call from Clipboard” icon

## Action Button: Conference



By selecting “Conference”, multi-party conference calls can be initiated based on existing “CA Conference Group” profiles, or new profiles can be created.

(PBX programmed Conference Group members are ignored when using the CA Conference Room feature).

Conference

Edit Conference Setting

Conference Group 1	105 32 (Default: one-way)	Start
Conference Group 2	105 32 (Default: one-way)	Start
Conference Group 3	105 8 (Default: two-way)	Start
Conference Group 4	105 8 (Default: two-way)	Start
Conference Group 5	105 8 (Default: two-way)	Start
Conference Group 6	105 8 (Default: two-way)	Start
Conference Group 7	105 8 (Default: two-way)	Start
Conference Group 8	105 8 (Default: two-way)	Start

Conference Setting

Group: Sales Conference

Conference Group Setting

Name: Sales Conference

PIN:  ☒ Allow Join

Harvy

Phone(Office): 107

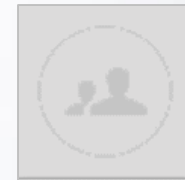
Ito

Phone(Office): 105

Yuji

Phone(Office): 101

3/31

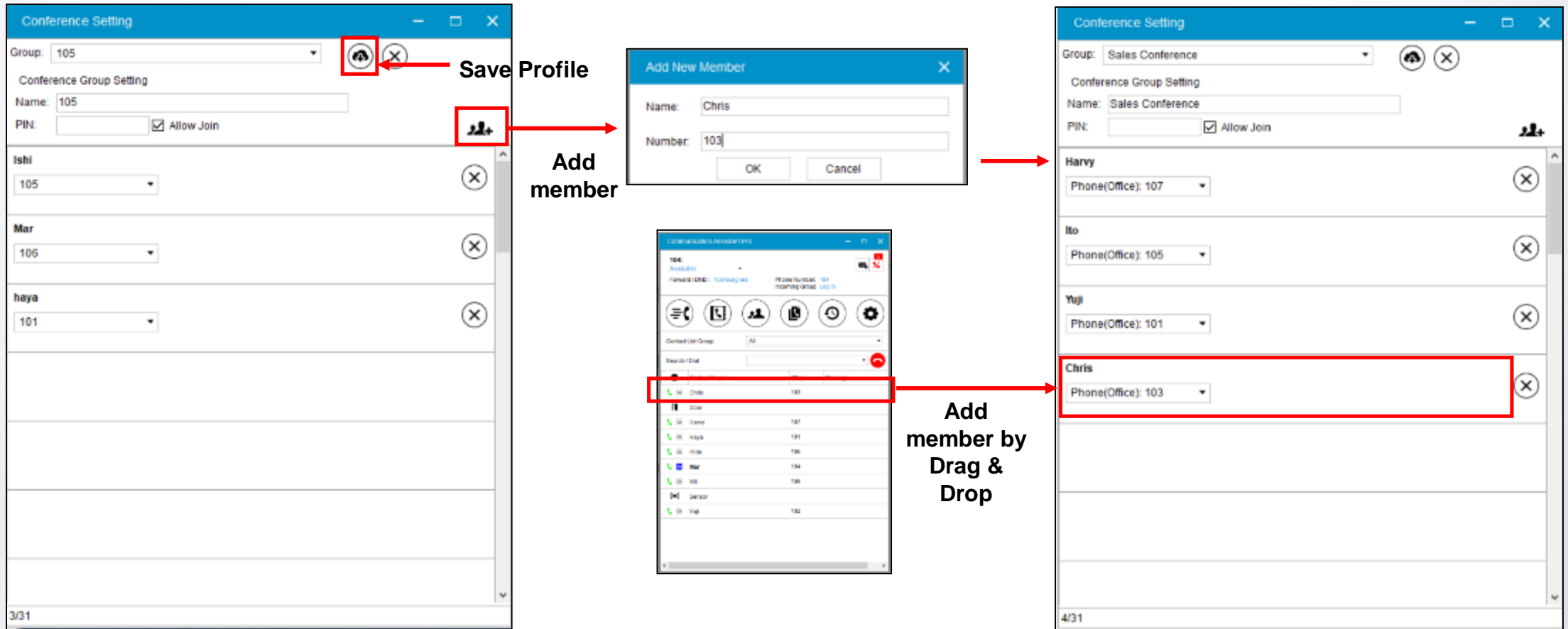


(Conference button is disabled for CA Basic-Express mode).



## Action Button: Conference

Conference group profiles can be created on demand using either existing CA contacts or by entering any internal or external contact number.



## Action Button: Conference

Once a conference call is initiated through the Conference Group tool, the active conversation can be controlled by the CA conference host.



**Status**

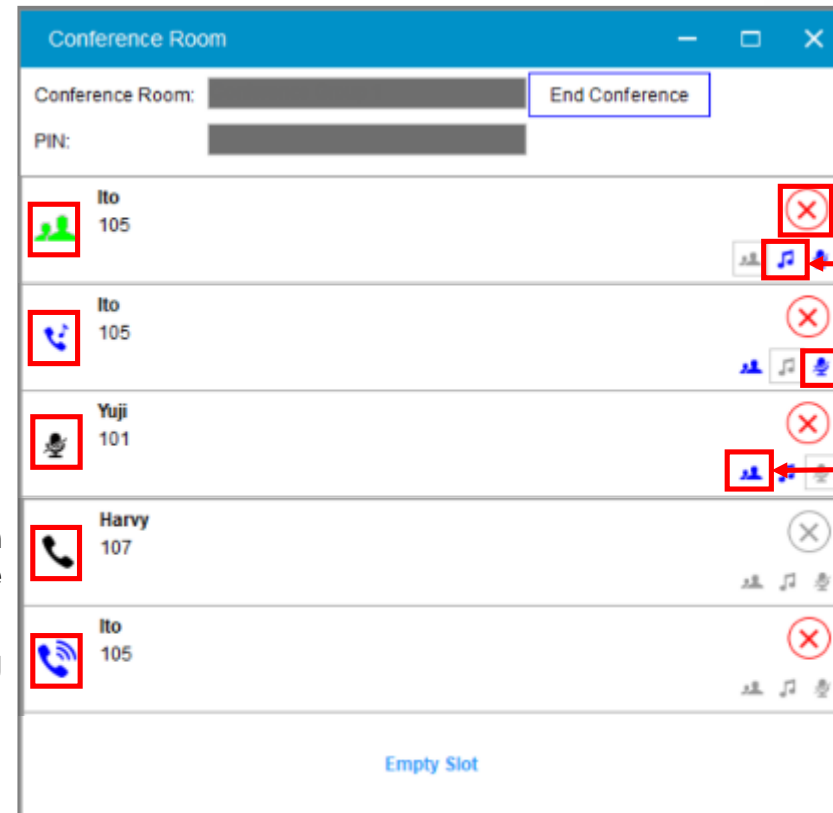
In Conference

On hold

Muted

Not in Conference

Ringing



## Actions

Disconnect

Hold

Mute

Return to conference

## Action Button: Conference

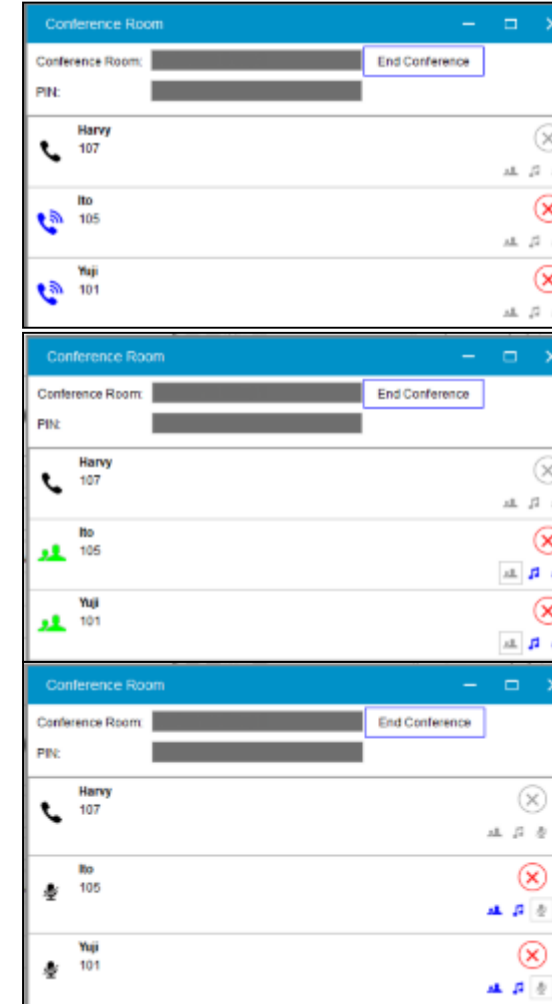
The PBX Conference Group settings will control how each Conference Group behaves on initial call setup.

Conference Group				
Member List Timed Broadcasting				
Conference Group Number	Conference Group Name	Broadcast Mode	Ability to Talk	Automatic Answer w/o Extension Setting
1		Disable	Enable	Enable
2		Enable	Enable	Enable
3		Disable	Enable	Disable
4		Disable	Enable	Disable

Disable: 8 Parties (Talking)  
or  
Enable: 32 Parties (Muted)

Ignored for CA Conferences

Internal parties auto-answer (PT/PS only)



## Examples

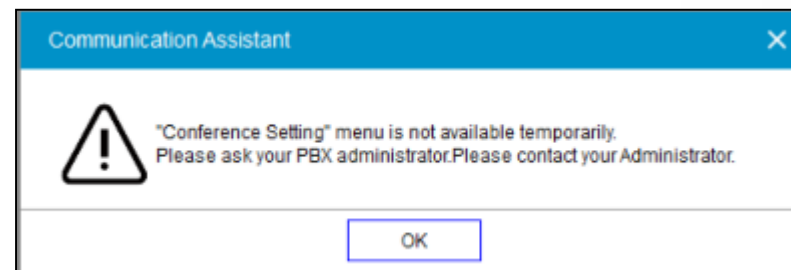
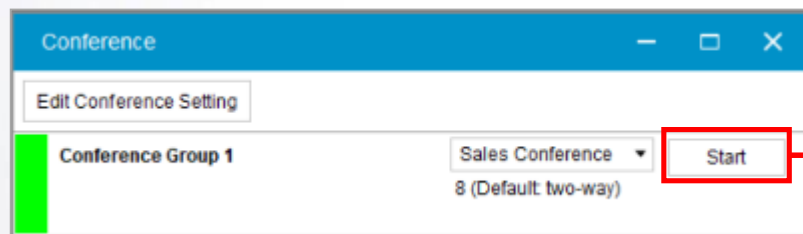
Ring  
Auto Answer= Disabled

Answered & Talking  
Broadcast Mode = Disabled  
Auto Answer = Enabled  
(Internal PT/PS Only).

Answered & Muted  
Broadcast Mode = Enabled  
(Regardless of Auto-Answer)

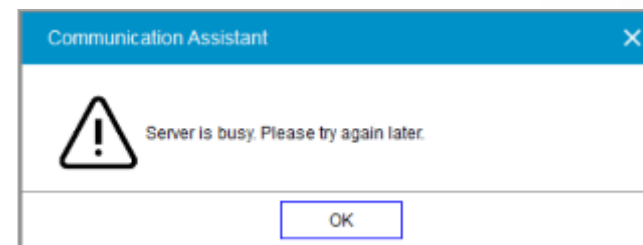
## Action Button: Conference

**NOTE:** the CA Conference feature is limited by COS and Web-MC activity



CA conference is not possible when:

- INSTALLER/Administrator/Supervisor/User is logged into Web-MC (NS/NSX/NSV)
- PCMC connected to the PBX (NCP/TDE)



CA Conference requires  
Conference Group Call  
Operation Enabled in CA  
User's COS

COS Settings		
TRS	CO & SMDR	Assistant Executive Manager PC
COS No.	COS Name	Conference Group Call Operation
1		ALL
		Disable

## Action Button: Call History



CA Call History can be used to Dial or call back numbers, add to Contacts or Speed Dials, or exported as .CSV for external usage.

History

Show: All Calls

Search

Search In: Name

Type	Start Time	Disconnect Time	Phone Number	Name	Duration	Ring	Call Condition	Call For	Memo
→	16/12/2019 13:43:22	16/12/2019 13:44:03	0924770105		000:00:00	41s	No Answer		
→	16/12/2019 13:42:25	16/12/2019 13:43:05	09247701059092...		000:00:00	40s	No Answer		
→	16/12/2019 12:04:46	16/12/2019 12:04:53	105	Hide	000:00:07	0s			
→	16/12/2019 12:03:06	16/12/2019 12:03:20	105	Hide	000:00:13	1s			
→	16/12/2019 12:02:09	16/12/2019 12:02:35	105	Hide	000:00:14	12s			
→	16/12/2019 12:01:23	16/12/2019 12:01:29	5101	Voicemail 1	000:00:03	3s			
→	16/12/2019 12:00:47	16/12/2019 12:00:59	105	Hide	000:00:09	3s			
→	16/12/2019 11:59:38	16/12/2019 11:59:57	105	Hide	000:00:15	4s			
→	16/12/2019 11:54:16	16/12/2019 11:59:34	101	Haya	000:05:14	4s			
→	16/12/2019 11:52:01	16/12/2019 11:54:00	101	Haya	000:01:56	3s			
→	16/12/2019 11:48:35	16/12/2019 11:48:58	101	Haya	000:00:13	10s	Transfer		

Call History Action Buttons: Call, Memo Open, Delete, Save to CSV, Contact List, Speed Dial

2. Click desired option

1. Select the entry to Call, add to Speed Dials or add to Contact List

Modify Speed Dial

Speed dial no. 002

Name

Phone Number 802092477010590

OK Cancel

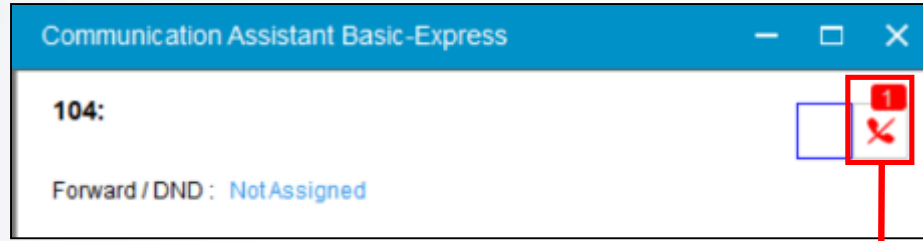
For System Speed Dials, new entry window appears

Next Available SSD slot number is selected

Number + CO Line Access automatically populated



## Call History: Missed Calls



Missed Call icon on Main window shows quantity of new Missed Calls.

Click to open Missed Call history

The screenshot shows a window titled 'History'. It has a search bar and a 'Show:' dropdown menu set to 'Incoming Missed Calls'. Below the search bar is a table with columns: Type, Start Time, Disconnect Time, Phone Number, Name, Duration, Ring, Call Condition, Call For, and Memo. The table contains two rows of missed calls.

Type	Start Time	Disconnect Time	Phone Number	Name	Duration	Ring	Call Condition	Call For	Memo
+	17/12/2019 10:00:07	17/12/2019 10:00:09	105	Hide	000:00:00	2s	No Answer		
+	17/12/2019 09:49:19	17/12/2019 09:49:24	105	Hide	000:00:00	5s	No Answer		

## Action Button: Option Menu



The “Option” menu allows customization of the following items:

- Display
- Preferences
- Key Mappings
- Sounds
- Voice Mail
- Dial Modification
- PBX System Alarm
- Logon and Security
- CRM Integration
- Outlook Integration
- About

## Option Menu : Display

**Options**

Display  
Preferences  
Key Mappings  
Sounds  
Voice Mail  
Dial Modification  
PBX System Alarm  
Logon and Security  
CRM Integration  
Outlook Integration  
About

**Display**

Language  
☒ Pre-installed language English  
☐ Additional language Browse

Minimise application to  
☒ Taskbar ☐ System tray

Call Control Window pop-up for CA  
☒ Enable ☐ Disable

Incoming call pop-up for CA  
☒ Enable ☐ Disable

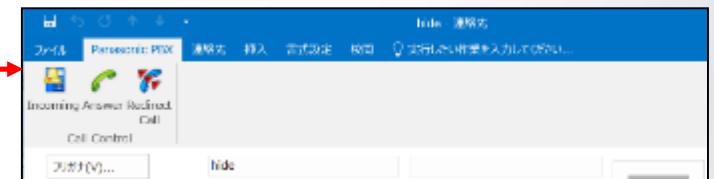
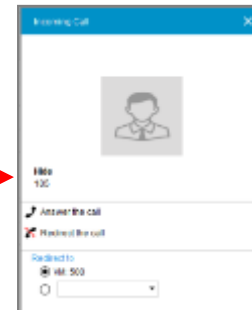
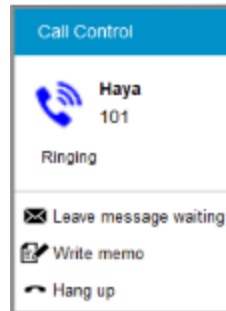
Incoming call pop-up for Microsoft Outlook  
☐ Enable (with new contact window popup)  
☒ Enable (without new contact window popup)  
☐ Disable

Call Control Display Mode  
☒ List ☐ Icon

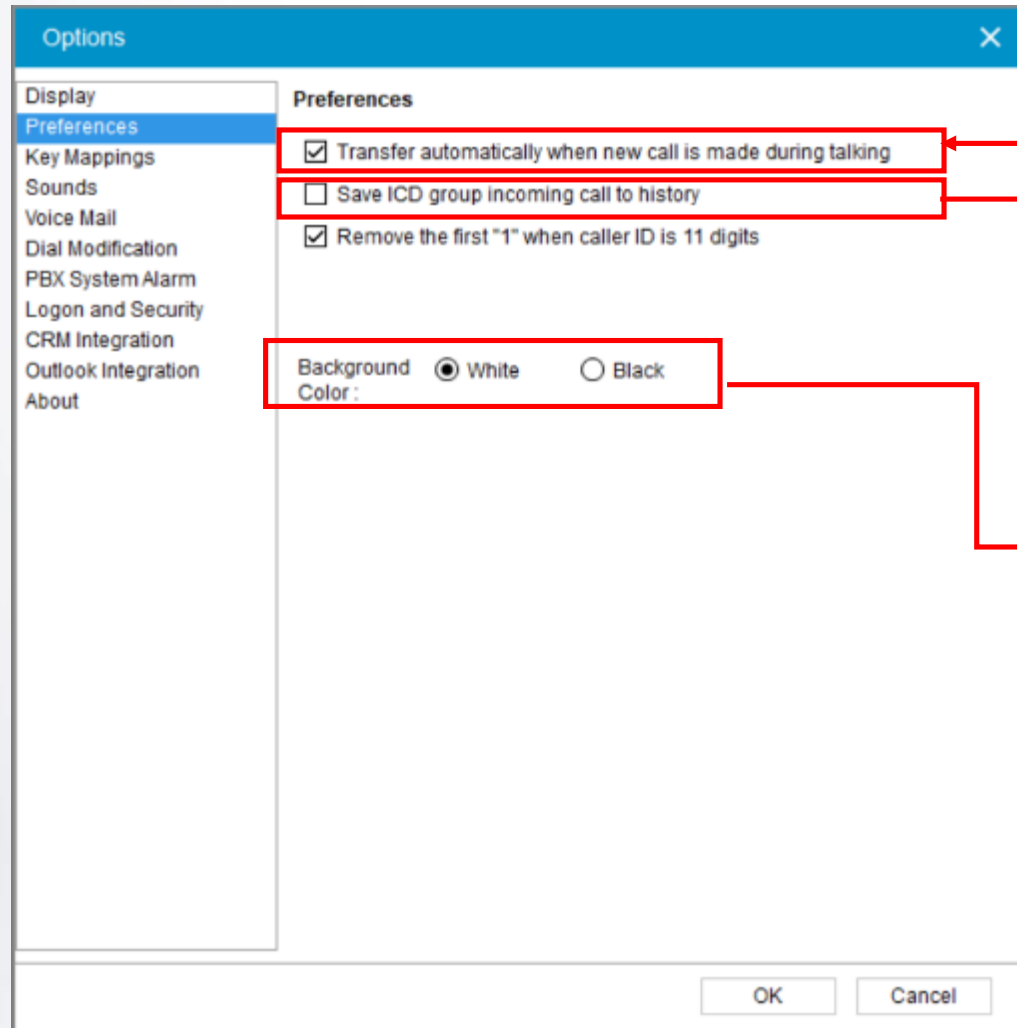
OK Cancel

Each user can select their preferred display language:

English  
Español  
Français  
Português  
Deutsch  
Italiano  
Русский  
Українська  
中文  
Nederlands  
Polski  
Hrvatski  
Magyar  
česky



## Option Menu : Preferences



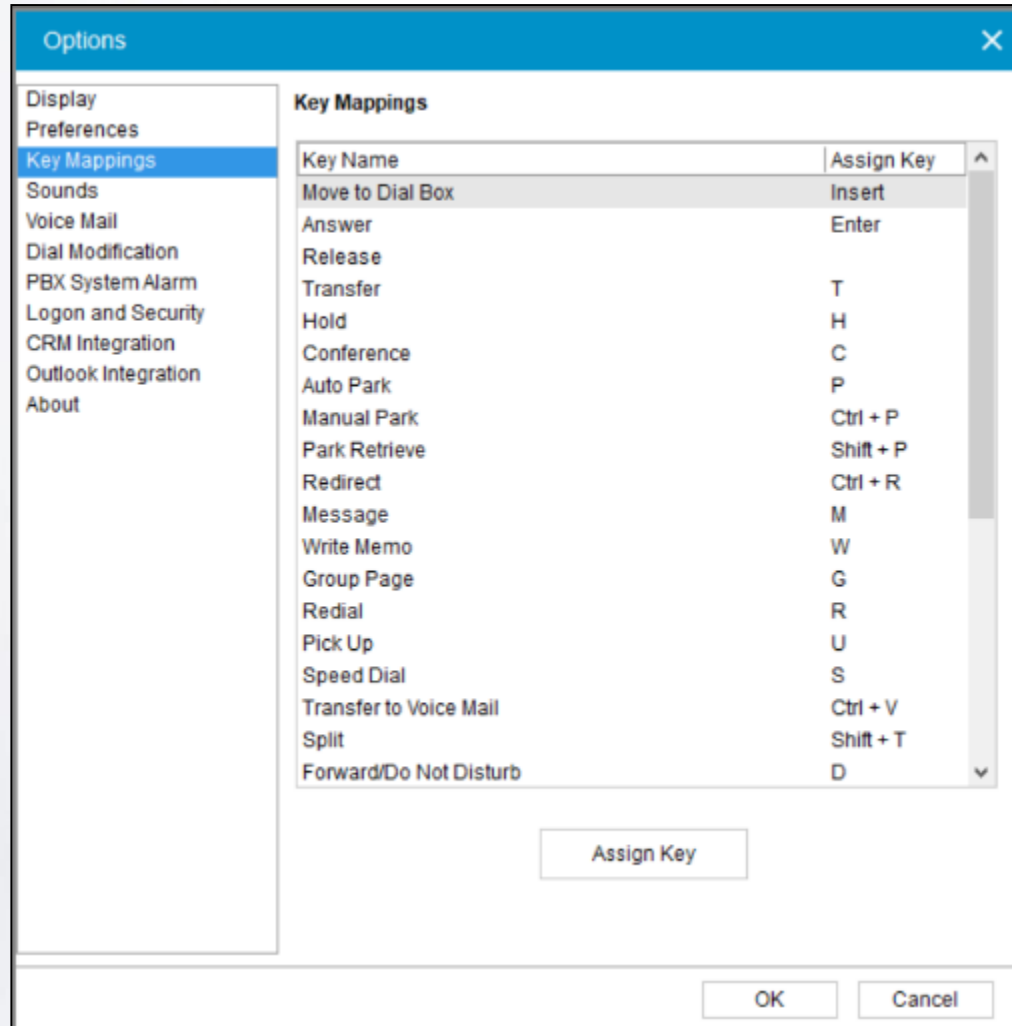
Enable/Disable  
Transfer a call without using the  
transfer button.

Simply enter a dial number and then  
hit Enter or double-click on a contact  
during a call.

Enable/Disable  
Save ICD Group incoming call to  
history

Background colour scheme:  
changes after saving and  
restarting CA client

## Option Menu : Key Mappings



Key Name	Assign Key
Move to Dial Box	Insert
Answer	Enter
Release	
Transfer	T
Hold	H
Conference	C
Auto Park	P
Manual Park	Ctrl + P
Park Retrieve	Shift + P
Redirect	Ctrl + R
Message	M
Write Memo	W
Group Page	G
Redial	R
Pick Up	U
Speed Dial	S
Transfer to Voice Mail	Ctrl + V
Split	Shift + T
Forward/Do Not Disturb	D

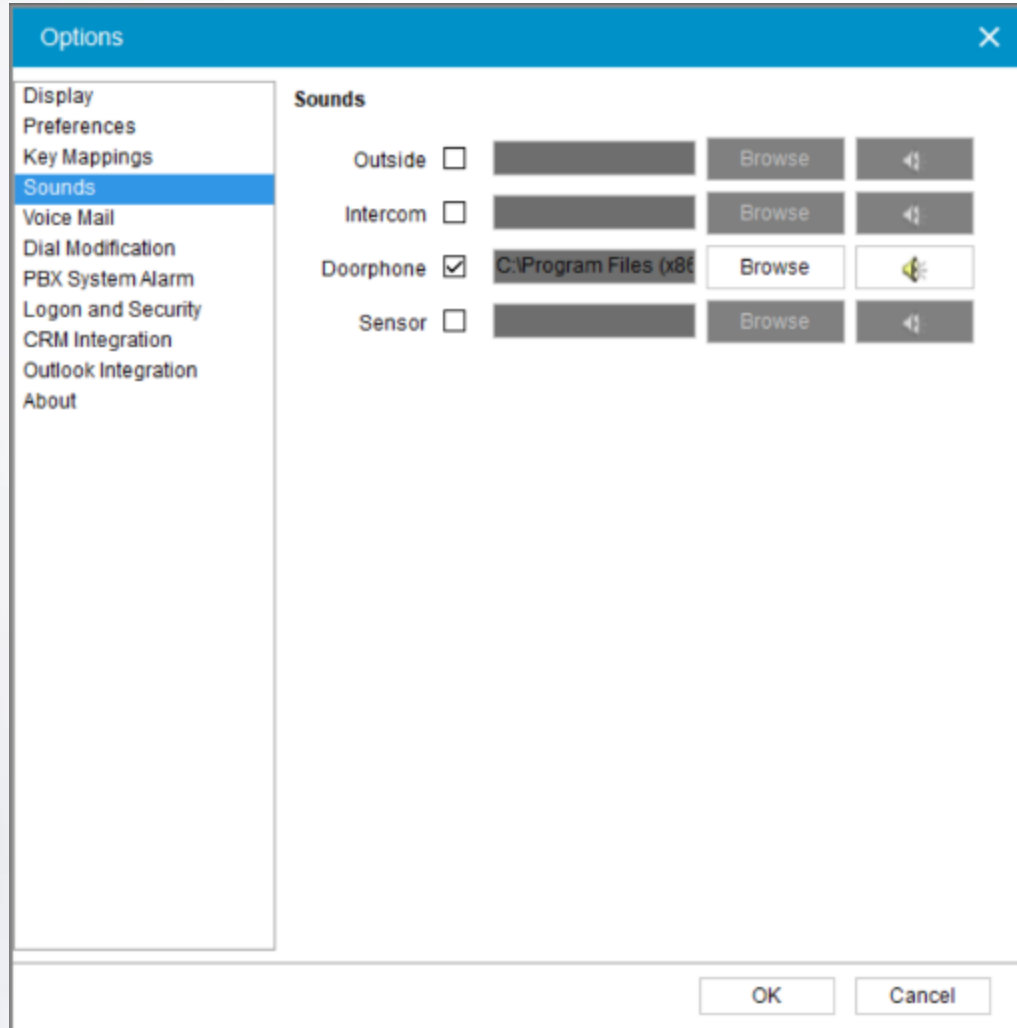
Assign Key

OK Cancel

Shortcut Key Mapping of each function



## Option Menu : Sounds



**Personalise the PC notification  
sound for each call type**  
(WAV, MP3 and WMA supported)

# Action Buttons - Option Menu



## Option Menu : Voice Mail

Options

Display  
Preferences  
Key Mappings  
Sounds  
Voice Mail  
Dial Modification  
PBX System Alarm  
Logon and Security  
CRM Integration  
Outlook Integration  
About

**Voice Mail**

Voice Mail: 500 : Voicemail 1

☐ Record to VM automatically

☒ Use Voice Mail Assistant

☐ TVM/TVA  
☒ UM

UM

IP Address: 192 . 168 . 0 . 101

Mailbox: 104

Password: \*\*\*\*

WebMC URL: http://192.168.0.101

Automatically close playback window by Timer:  
30 seconds

OK Cancel

Select Voicemail/Unified Messaging group number

Automatically start 2-way recording when call is connected

Use Voice Mail Assistant (TVM/TVA System only)

PBX IP address

Mailbox number and  
Message Client Password  
at COS of UM

Extension	First Name	Last Name	Mailbox Password	Mailbox Password (Message Client)
102			Edit	Edit
103			Edit	Edit
104			Edit	Edit
105	Nobuyuki	Mine	Edit	Edit
106	SB	Hawks	Edit	Edit

## Option Menu : Dial Modification

**Options**

Display  
Preferences  
Key Mappings  
Sounds  
Voice Mail  
**Dial Modification**  
PBX System Alarm  
Logon and Security  
CRM Integration  
Outlook Integration  
About

**Dial Modification**

Minimum digits for public telephone number: 7

☒ Remove "(0)"

**Telephone Number Modification**

No.	Leading Digits to Remove (Max. 16 digits)	Added Number (Max. 8 digits)
1		
2		
3		
4		
5		
6		
7		
8		
9	+81	0
10	+	00

Other:

<Explanation>  
Public telephone number is modified automatically, when dial is copied from other application or call is made using contact list or history.

OK Cancel

The number is modified according to the dial modification settings, when you make an external call from :

- Contact list of CA
- Outlook or a CRM application
- Copying an external phone number to CA from another application

7 digits : External call  
(Add CO line access No.)  
6 digits : Extension call

How to count the digits of characters.  
0921234567 : 10 digits  
+81-123-4567 : 12 digits  
(CA counts '+' and '-')

Delete the string "(0)" from a copied external phone number



**For External Calls only**

## Option Menu : Dial Modification

Options

Display

Preferences

Key Mappings

Sounds

Voice Mail

Dial Modification

PBX System Alarm

Login and Security

CRM Integration

Outlook Integration

About

Dial Modification

Minimum digits for public telephone number: 7

☒ Remove "(0)"

Telephone Number Modification

No.	Leading Digits to Remove (Max. 16 digits)	Added Number (Max. 8 digits)
1	+8192	
2	+81	0
3	+	001
4	092	
5		
6		
7		
8		
9		
10		

Other:

<Explanation>  
Public telephone number is modified automatically, when dial is copied from other application or call is made using contact list or history.

OK

Cancel

Input Number	Table No.	Removed Digits	Added Digits	Modified Number
+81-92-123-4567	1	+8192	(None)	0-123-4567
+81-3-111-4444	2	+81	0	0-03-111-4444
+44-66-111-4444	3	+	001	0-001-44-66-111-4444
092-111-8888	4	092	None	0-111-8888

Example show for CO line access number = 0



For External Calls only

## Option Menu : PBX System Alarm

**Options**

- Display
- Preferences
- Key Mappings
- Sounds
- Voice Mail
- Dial Modification
- PBX System Alarm
- Logon and Security
- CRM Integration
- About

**PBX System Alarm**

☒ Inform PBX system alarm using e-mail

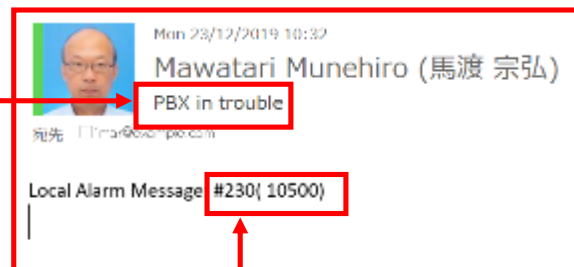
E-mail address:

E-mail title:

<Explanation>  
PBX system alarm can be sent to programmed e-mail address. Local alarm feature should be enabled for your extension by PBX Unified Maintenance Console.

OK Cancel

If PBX alarm occurs, CA sends an e-mail with PBX error code via your e-mail client software.



Error Code	Error Message	PROBABLE CAUSE	SOLUTION
230	Card disconnected	<ul style="list-style-type: none"> <li>Optional service card not installed properly</li> <li>Optional service card malfunction</li> <li>Back board malfunction</li> </ul>	<ul style="list-style-type: none"> <li>See if the corresponding optional service card is installed properly</li> <li>Pull out and re-insert the corresponding optional service card</li> <li>Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on)</li> <li>Replace the corresponding optional service card</li> <li>Replace the back board (be sure to turn off the PBX when replacing)</li> </ul>

## PBX Configuration-11.Maintenance-1.Main-Maintenance

**Main**

SMDR SMDR Options RS232C Maintenance Password

Local Alarm Display

Extension 1 101

Extension 2 -



## Option Menu : Logon and Security

The screenshot shows the 'Options' dialog box with the 'Logon and Security' tab selected. The left sidebar lists various settings categories, with 'Logon and Security' highlighted. The main area contains fields for 'Current Password', 'New Password', and 'Verify Password', followed by a 'Change Password' button. Below these, there are two checkboxes: 'Automatically login' (unchecked) and 'Automatic minimise after automatically login' (checked). The dialog has 'OK' and 'Cancel' buttons at the bottom.

Options

Display  
Preferences  
Key Mappings  
Sounds  
Voice Mail  
Dial Modification  
PBX System Alarm  
**Logon and Security**  
CRM Integration  
Outlook Integration  
About

**Logon and Security**

Current Password  
New Password  
Verify Password  
Change Password

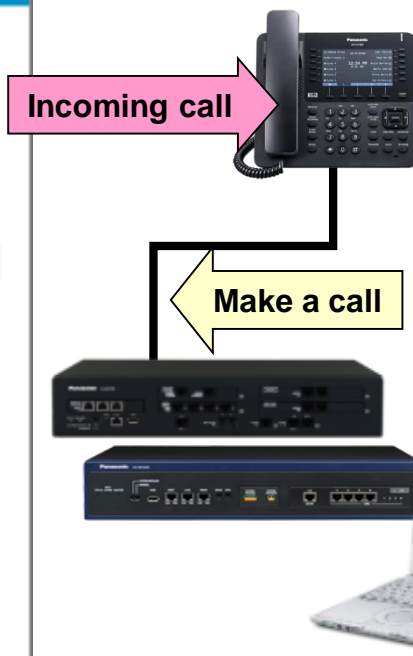
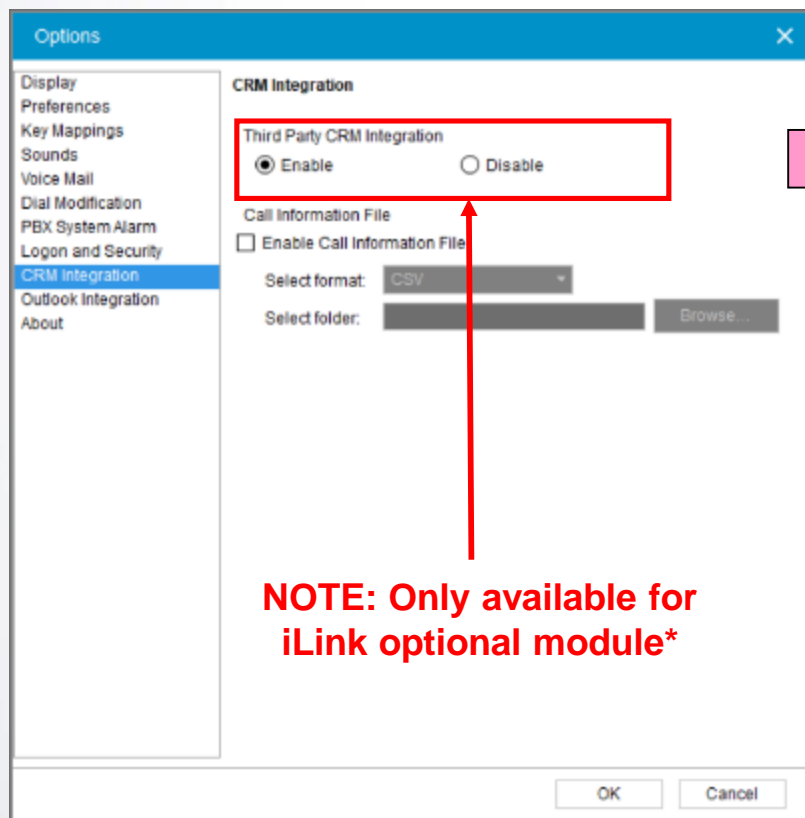
☐ Automatically login  
☒ Automatic minimise after automatically login

OK Cancel

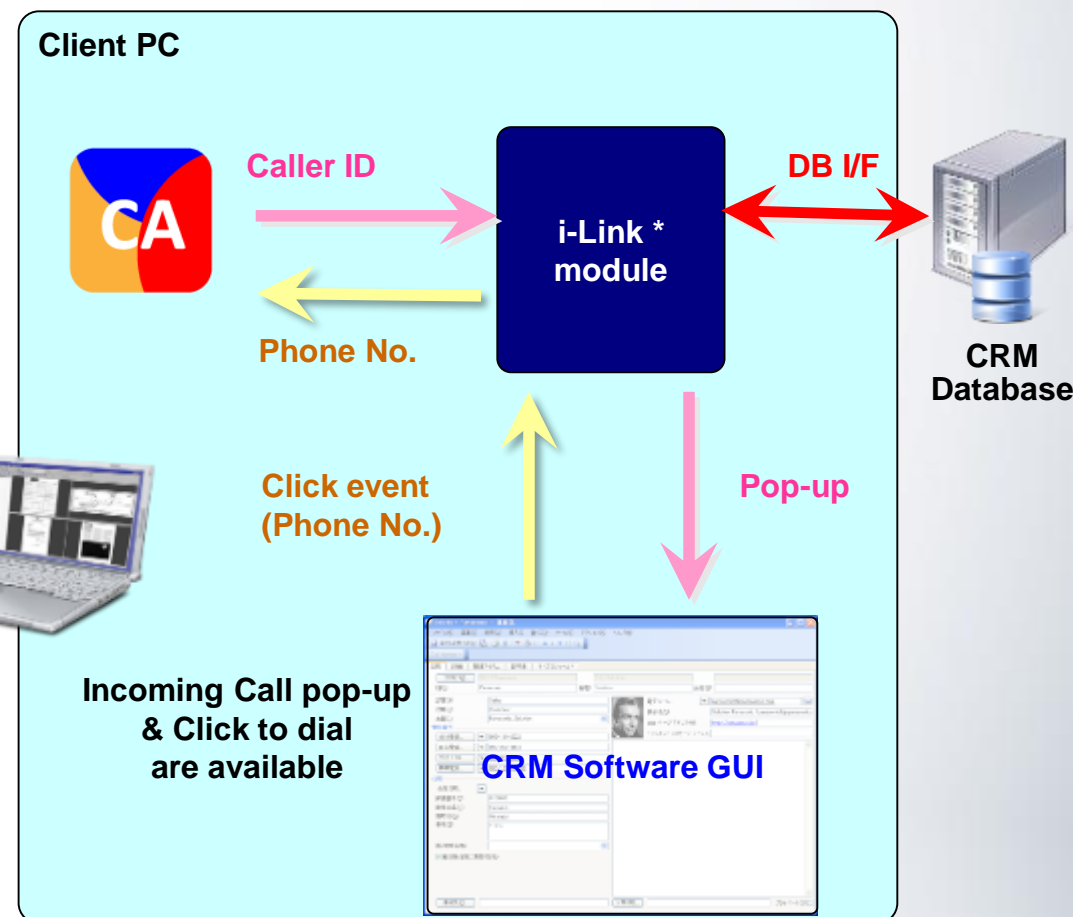
Change password

Enable/Disable automatic login  
Enable/Disable automatic minimize

## Option Menu : CRM Integration (Third party)

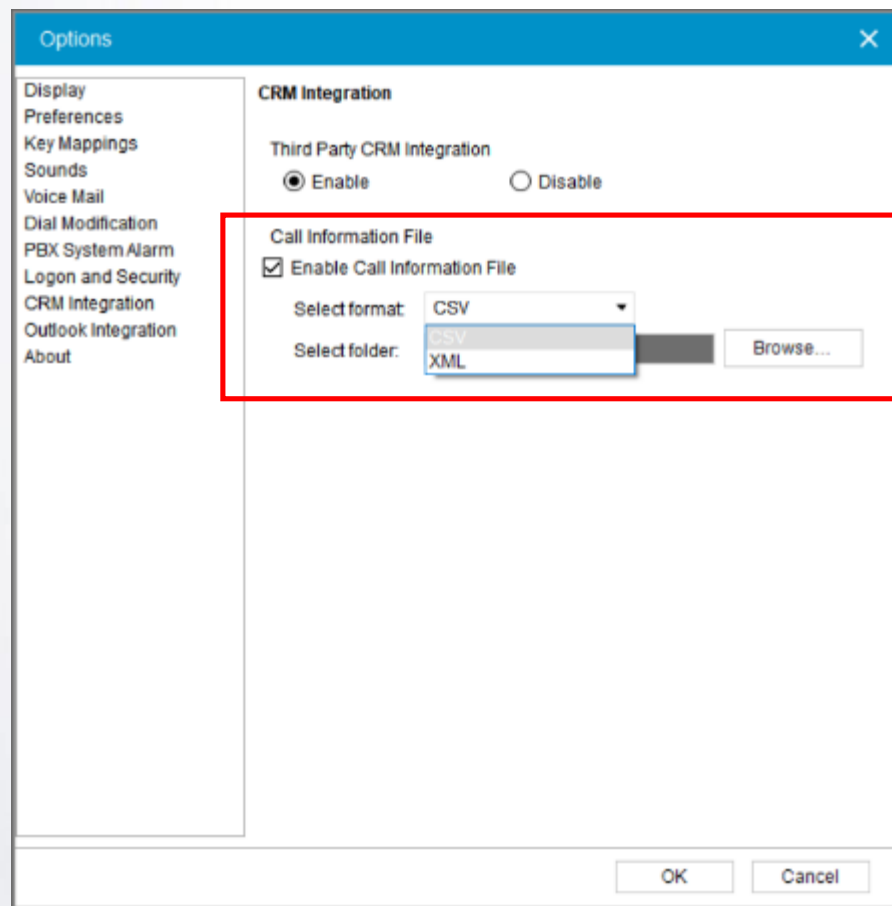


## Operation Image (Third Party CRM Integration)

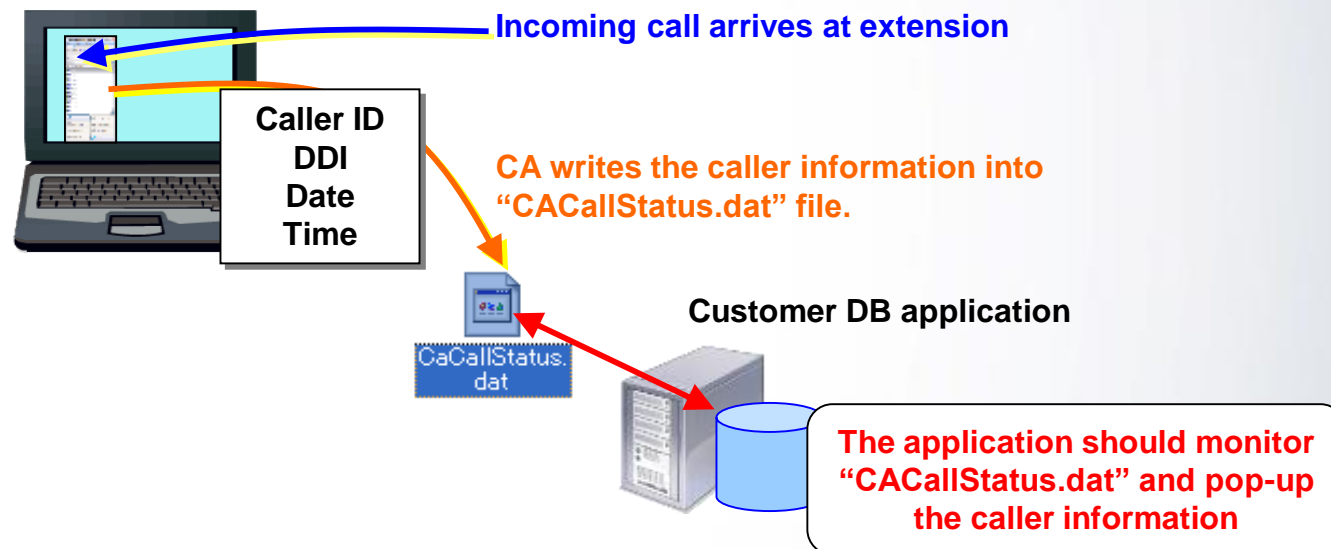


(\*) iLink "CRM Extensions" product for Panasonic CA

## Option Menu : CRM Integration (output Call Information)



## Operation Image (Output call information for pop-up)



CSV or XML can be selected  
as caller information

### CSV format

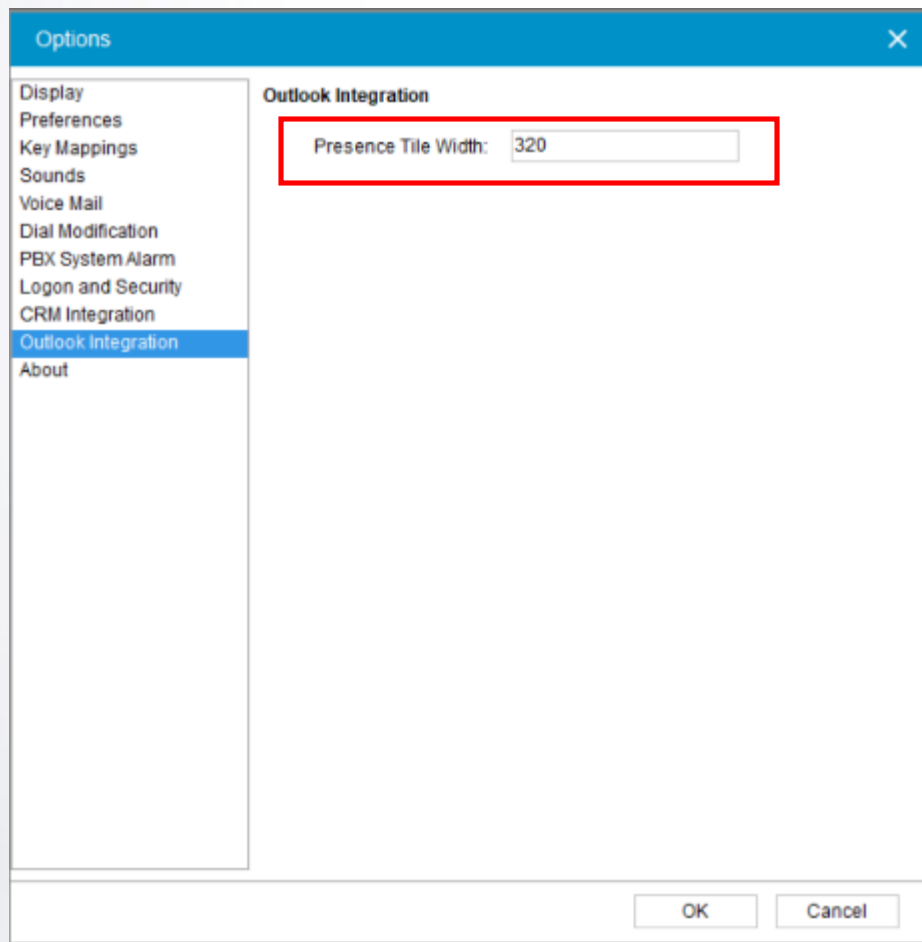
```
47712,191,23/08/2010,09:24:02↓
[EOF]
```

Caller ID DDI Date Time

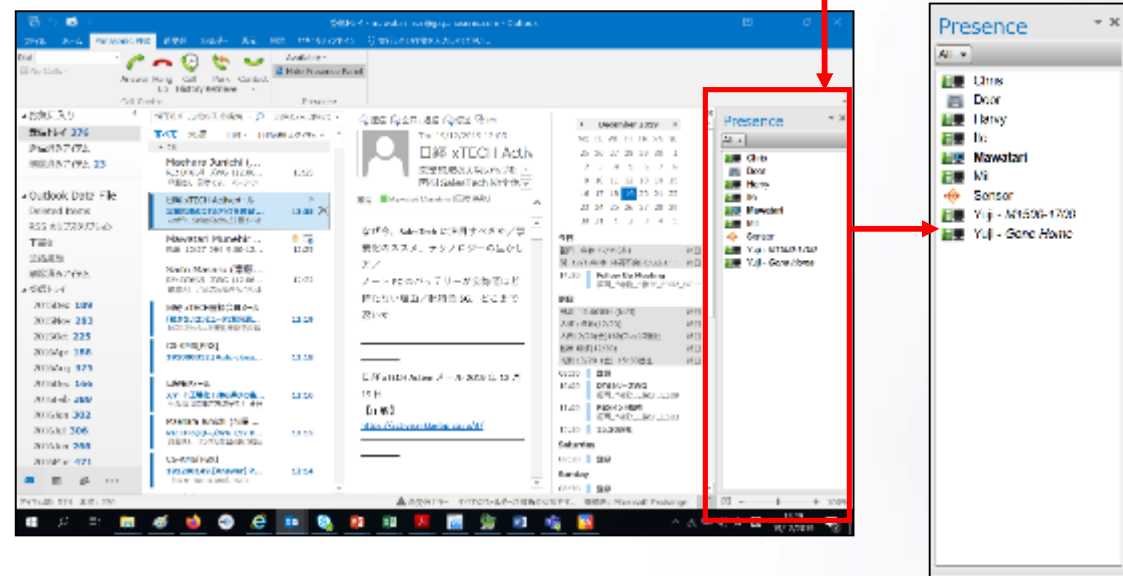
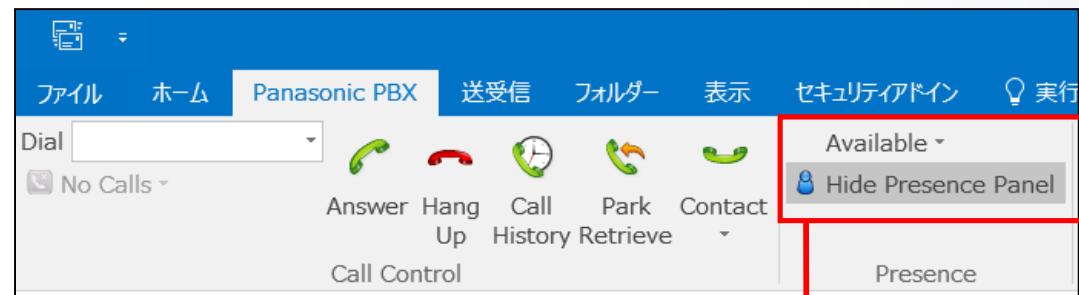
### XML format

```
<CRM>↓
  <CallRecord>↓
    <CallerID>47712</CallerID>↓
    <DDI>191</DDI>↓
    <Date>23/08/2010</Date>↓
    <Time>09:25:27</Time>↓
  </CallRecord>↓
</CRM>[EOF]
```

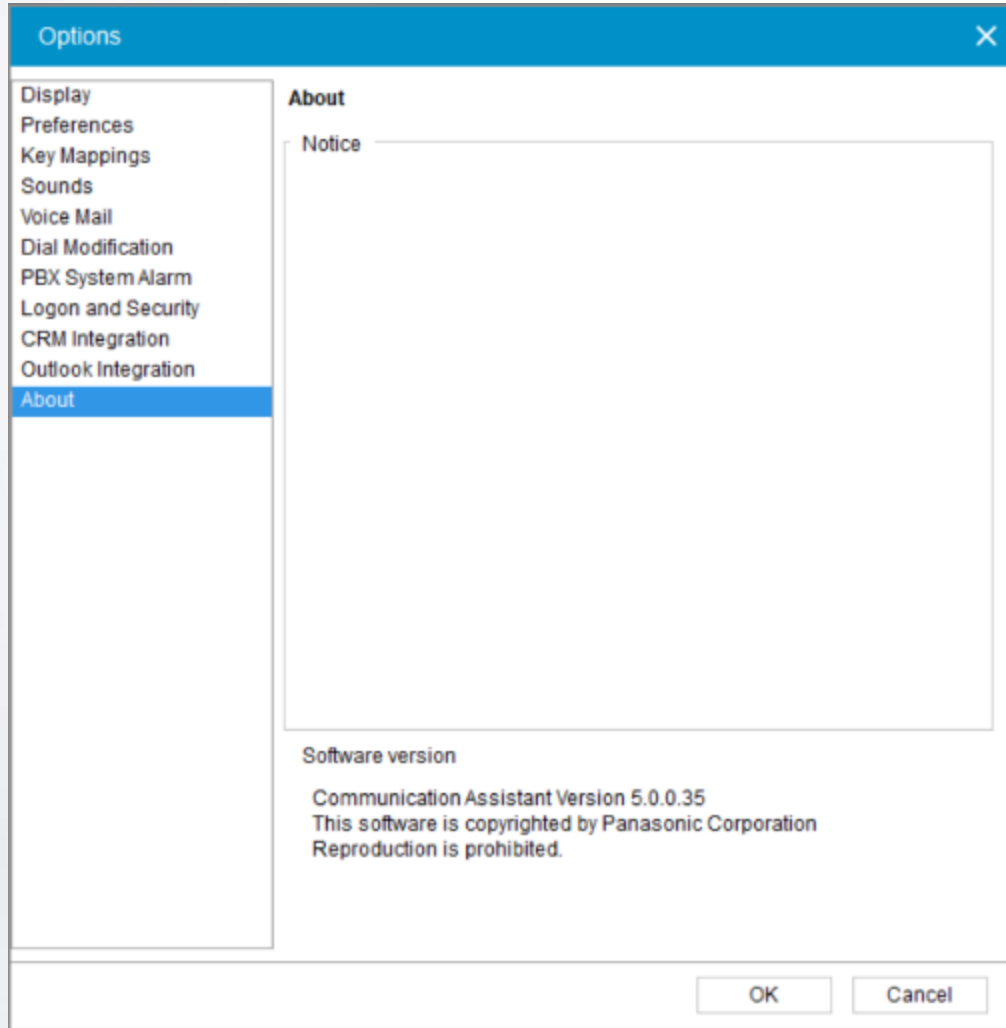
## Option Menu : About



## Define Presence Tile width within Outlook toolbar



## Option Menu : About

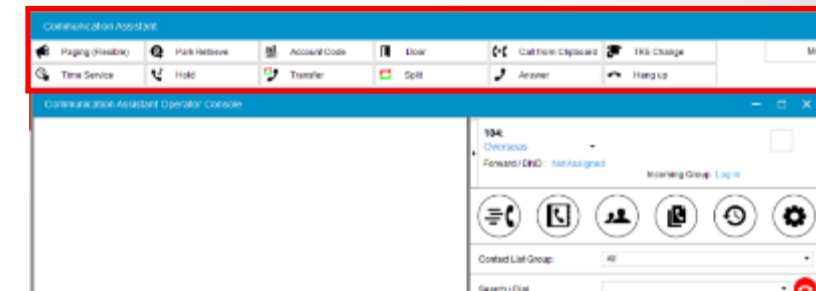
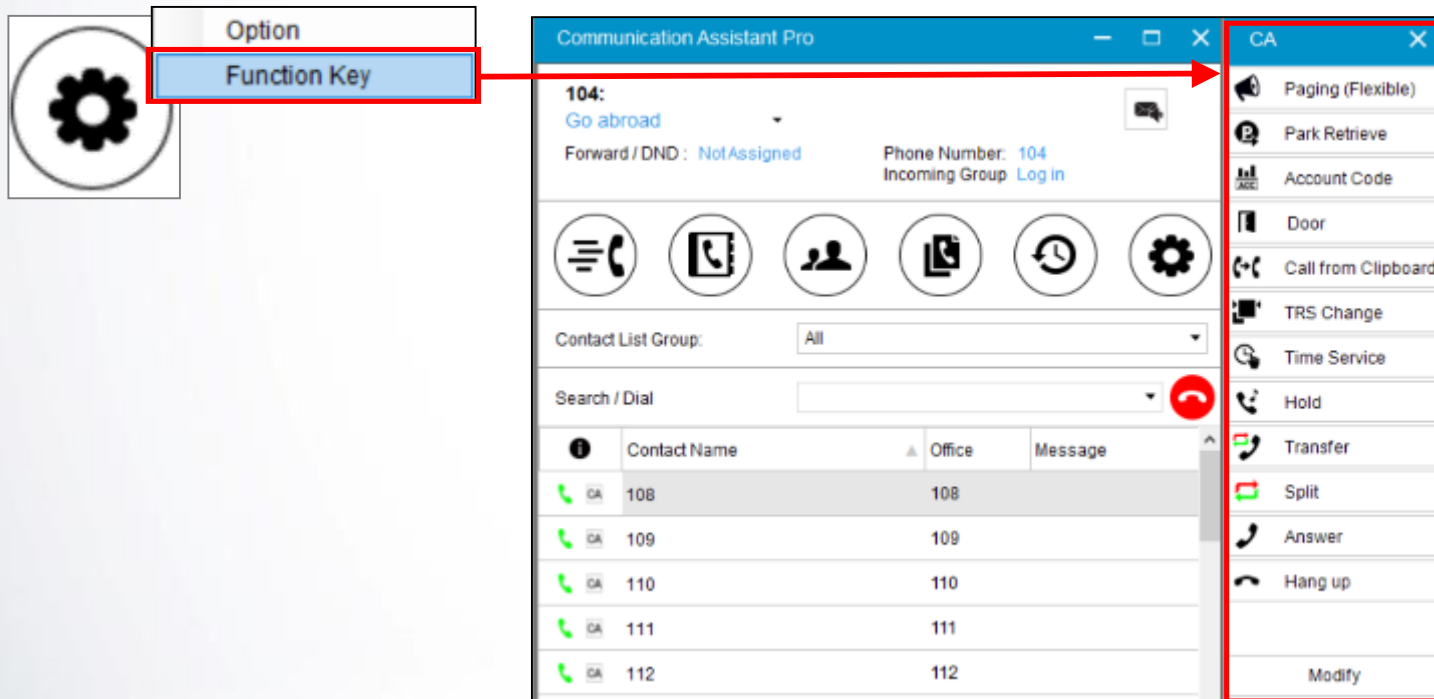


Application information (version changes, bug fixes etc)















## Function Key

The Function Key tool bar is an optional additional window providing single click access to commonly used features. The tool bar position is configurable by the user and can be locked to the window edge or free floating.



## Function Key : Group Page

CA	
	Paging (Flexible)
	Park Retrieve
	Account Code
	Door
	Call from Clipboard
	TRS Change
	Time Service
	Hold
	Transfer
	Split
	Answer
	Hang up
Modify	



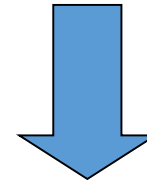
Group Page

Select by group number


Group number: 01

OK

Cancel




Call Control


01

Paging in progress

Duration: 00:00:03


Hang up

Start paging

## Function Key : Park Retrieve

CA X

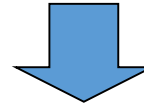
- Paging (Flexible)
- Park Retrieve**
- Account Code
- Door
- Call from Clipboard
- TRS Change
- Time Service
- Hold
- Transfer
- Split
- Answer
- Hang up
- Modify



Park Retrieve X

Please enter specific park area number

Enter Park  
area No.

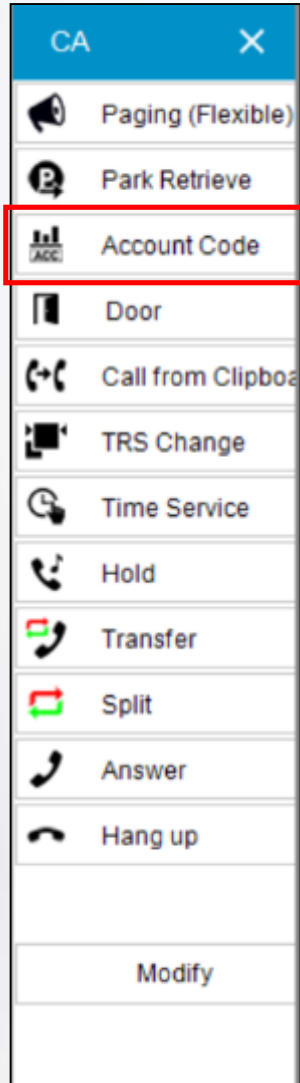


Retrieve a call from Park area

Call Control

- Hide 105
- Connected
- Duration: 00:00:05
- Transfer the call
- Put the call on hold
- Make a conference
- Park the call (Automatic)
- Park the call (Manual)
- Transfer to VM
- Record to VM
- Send DTMF
- Send Flash (EFA)
- Write memo
- Hang up

## Function Key : Account



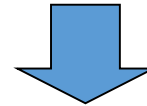
Account Code

Please enter an account number

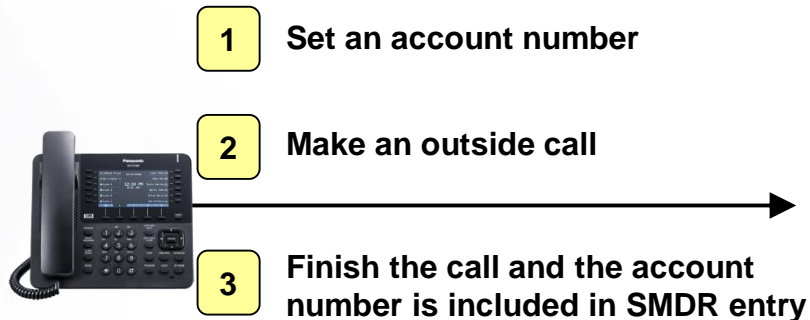
1234567890

OK Cancel

Max. 10 digits  
Account No.















Add an account code number before making a new external call, or during a connected incoming or outgoing call.



### HINT

CA decides whether making a call is internal or external based on:  
Options > Dial Modification > Minimum digits for public telephone number

Function Key : Door

CA		X
	Paging (Flexible)	
	Park Retrieve	
	Account Code	
	Door	
	Call from Clipboard	
	TRS Change	
	Time Service	
	Hold	
	Transfer	
	Split	
	Answer	
	Hang up	
Modify		

Open the selected electrical door relay.



# Action Buttons - Option Menu - Function Key

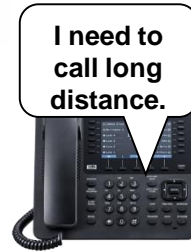
## Function Key : TRS Change

**!** TRS level of SIP extensions cannot be changed.

CA X

- Paging (Flexible)
- Park Retrieve
- Account Code
- Door
- Call from Clipboard
- TRS Change**
- Time Service
- Hold
- Transfer
- Split
- Answer
- Hang up

Modify



Ext 201  
TRS:7

1

3

Dial Tone

4

Make a long distance call



Manager  
Extension

2

TRS Change window appears by clicking "TRS Change" button in conversation with another extension.

TRS Change X

Please set TRS Level

1

OK Cancel

Change TRS level from 7 to 1 temporarily.

TRS Level : 1 - 7

This function is only available to "Manager" extensions (COS).

COS Settings					
<div> <div>TRS</div> <div>CO &amp; SMDR</div> <div>Assistant</div> <div>Executive</div> <div>Manager</div> <div>PDN/SDN</div> <div>Optional Device &amp; Other Extensions</div> <div>CA</div> <div>Miscellane</div> </div>					
COS No.	COS Name	Group Forward Set	PT Programming Mode	Manager	Time Service Switch
1		ALL	ALL	ALL	ALL
		Enable-Group	Enable	Enable	Disable

## Function Key : Time Service

CA X

Paging (Flexible)

Park Retrieve

Account Code

Door

Call from Clipboard

TRS Change

Time Service

Hold

Transfer

Split

Answer

Hang up

Modify



Time Service window allows the CA User to switch the Time Service mode.  
(If tenant partitioning is configured then only the tenant of the CA User is switched.)

Time Service X

Please Select System Mode

Day

Lunch

Day

Break

Night

OK

Cancel

Selectable Mode:

- Lunch
- Day
- Break
- Night

The required condition is :

- 2.7.1 COS Settings

Programming Mode Level : PROG \*\*/\*#  
Manager : Enable

COS Settings

TRS

CO & SMDR

Assistant

Executive

Manager

PDN/SDN

Optional Device & Other Extensions

CA

Miscellaneous

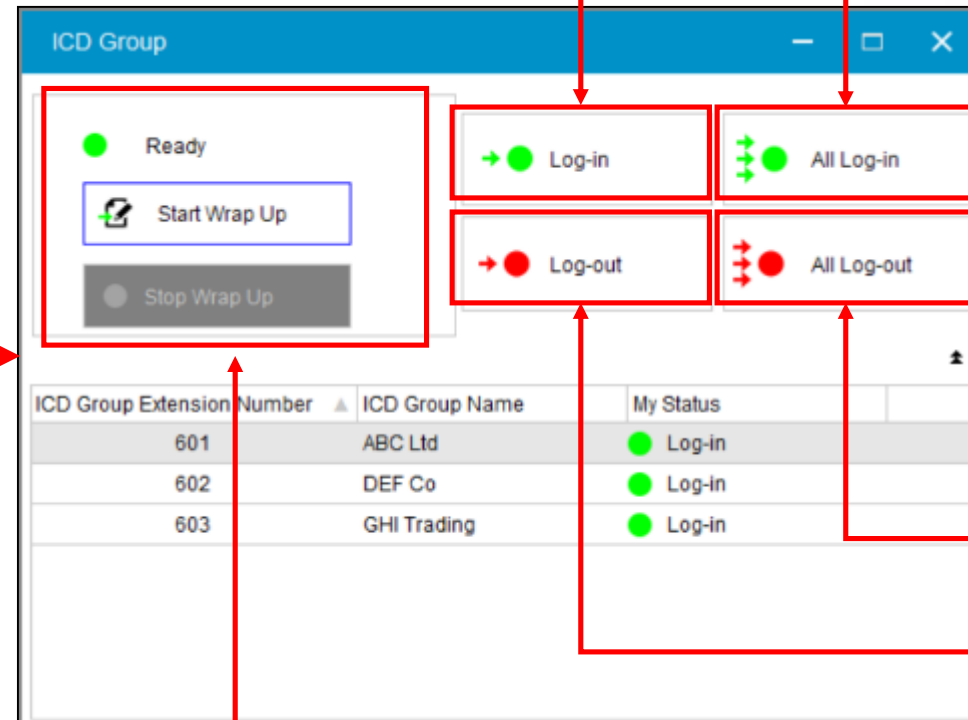
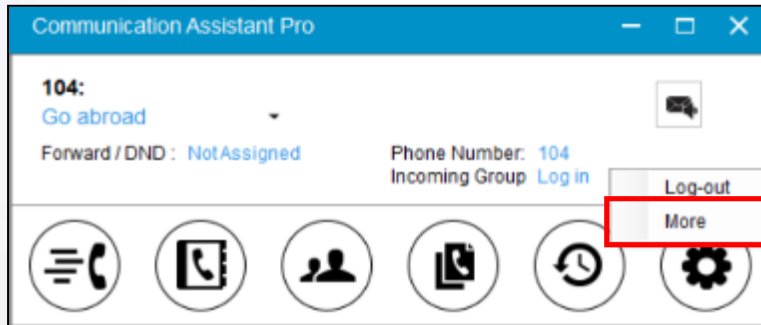
COS No.	COS Name	Group Forward Set	PT Programming Mode	Manager	Time Service Switch
		ALL	ALL	ALL	ALL
1		Enable-Group	Enable	Enable	Disable



# ICD Group Function

## ICD Group Function

ICD Group membership can be viewed and controlled through the ICD Group tool bar.



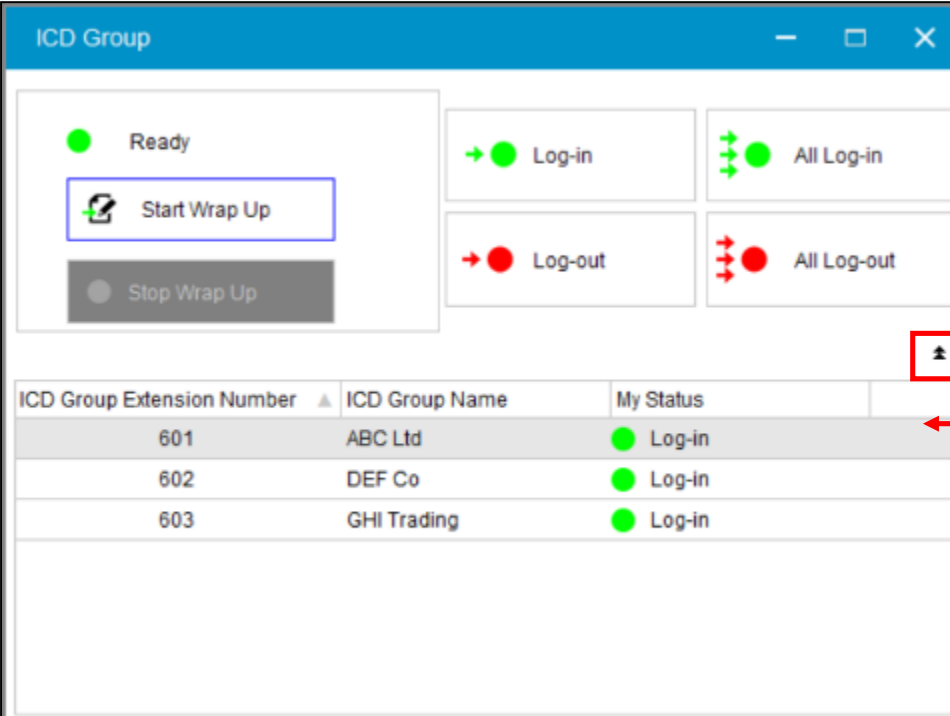
Log in the ICD Group  
Log in all ICD Group

Log out all ICD Group

Log out the ICD Group

View status of Wrap Up  
Control status of Wrap Up

## ICD Group Function



The screenshot shows the 'ICD Group' application window. It features a status indicator 'Ready' with a green dot. Below it are two buttons: 'Start Wrap Up' (with a green plus icon) and 'Stop Wrap Up' (disabled). To the right are four buttons: 'Log-in' (green dot), 'All Log-in' (green dots), 'Log-out' (red dot), and 'All Log-out' (red dots). At the bottom is a table with three columns: 'ICD Group Extension Number', 'ICD Group Name', and 'My Status'.

ICD Group Extension Number	ICD Group Name	My Status
601	ABC Ltd	Log-in
602	DEF Co	Log-in
603	GHI Trading	Log-in



This is a zoomed-in view of the top-right corner of the 'ICD Group' window. It shows the 'Ready' status, the 'Start Wrap Up' button (highlighted with a blue border), and the 'Stop Wrap Up' button. A red box highlights the maximize button (a square with a small upward arrow) in the window's title bar.

Change the size of the window



## ICD Group Function

The ICD Group window displays the following controls and data:

- Status:** Ready (indicated by a green dot).
- Buttons:**
  - Start Wrap Up (highlighted with a blue box)
  - Stop Wrap Up
  - Log-in (green dot)
  - Log-out (red dot)
  - All Log-in (green dot)
  - All Log-out (red dot)
- Table:**

ICD Group Extension Number	ICD Group Name	My Status
601	ABC Ltd	Log-In
602	DEF Co	Log-In
603	GHI Trading	Log-In

When Wrap-up Timer is enable, the ICD Group window automatically appears after completing the current call.

### 4.1.1 Extension Settings - Option 8

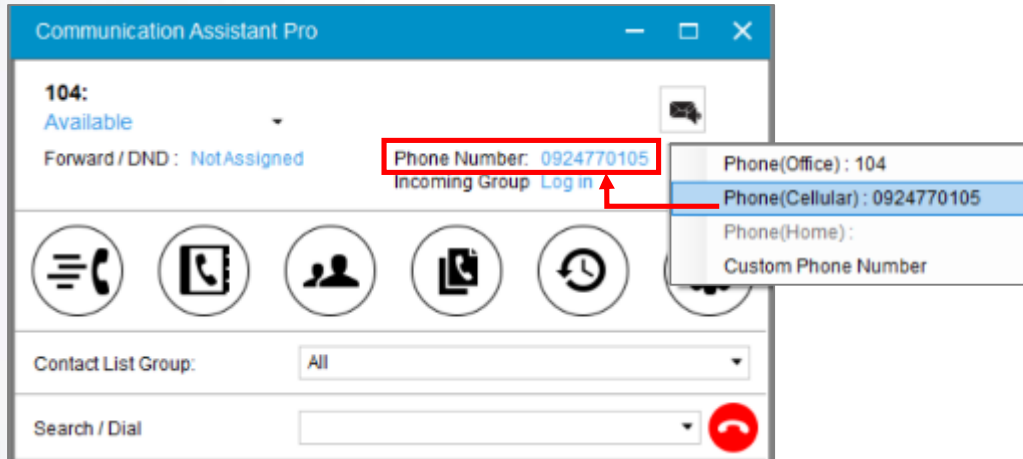
« Option 6 Option 7 **Option 8** Option 9 FWD / DND »

Extension Name (20 characters)	Group CW w/o Tone (Ring after Call)	Extension Caller ID Sending	Incoming Call Wait Timer for Extension Caller ID (s)	SLT MW Mode	Wrap-up Timer (s)
Mar	Enable	Enable	0	Disable	20



**Follow Me**

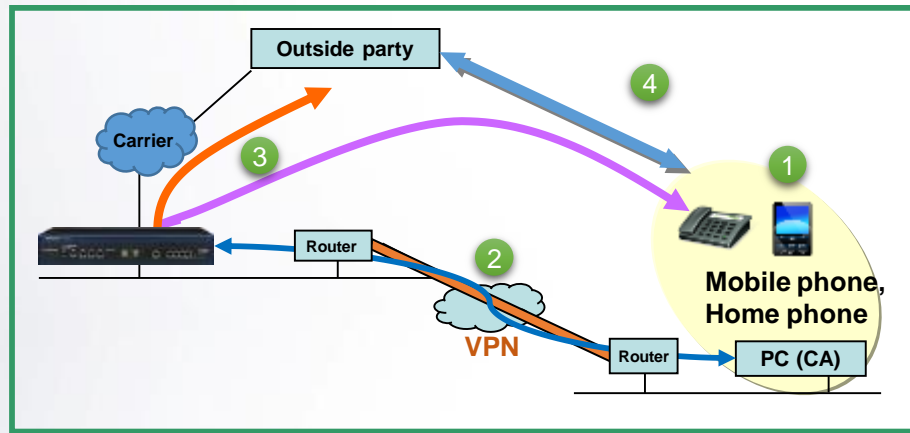
## Follow Me



CA Professional users can initiate telephone calls through the PBX even when working remotely away from the office.

By selecting a different “Phone Number” location (default is User’s own extension number), calls can be connected through the PBX.

The stored Mobile/Cellular or Home contact number can be selected, or a manual numbered entered if working from an unusual location.

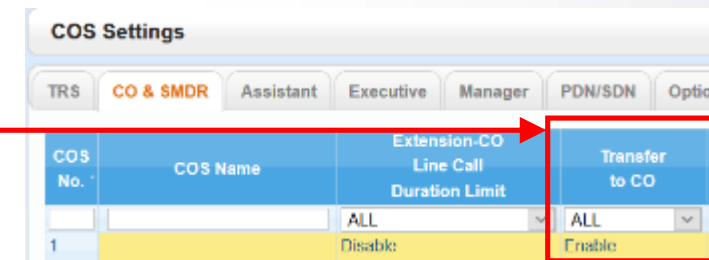


**Note: Follow-Me feature is not available for LCOT.**

Operation (example case of pre-programmed mobile phone)

- 1) Click on current extension number (104) against “Phone Number:” and select “**phone (Mobile/Cellular)**” as the new user device.
- 2) Input the required target number to dial for the **Outside party** and then Enter.
- 3) The PBX makes an external call to the User’s **mobile phone** at the same time as the external call to the target outside party.
- 4) Once the User and Outside party have answered, conversation is established through the PBX.

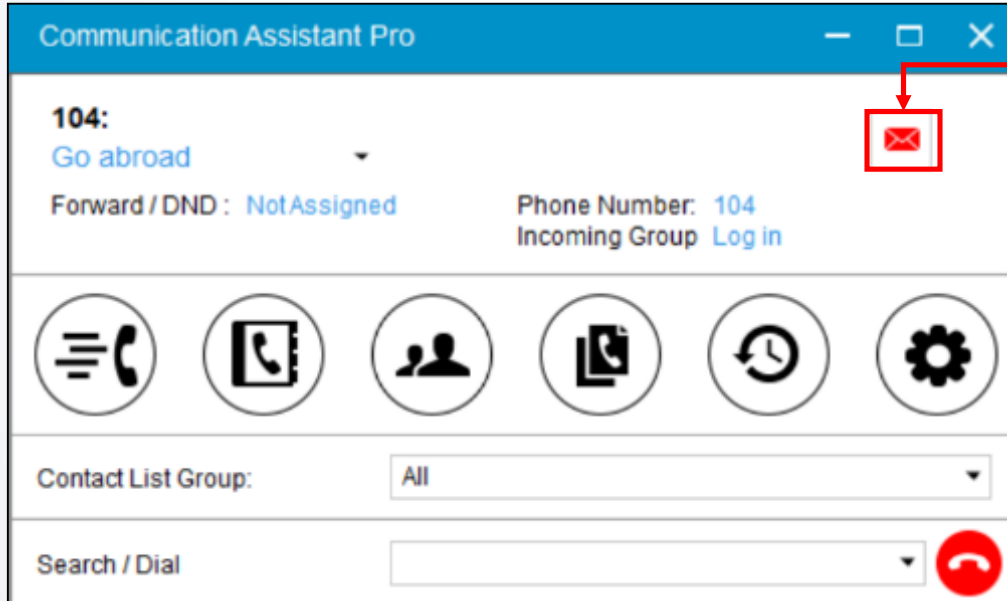
“Transfer to CO” must be Enabled





# **Message Waiting Envelope**

## New Message



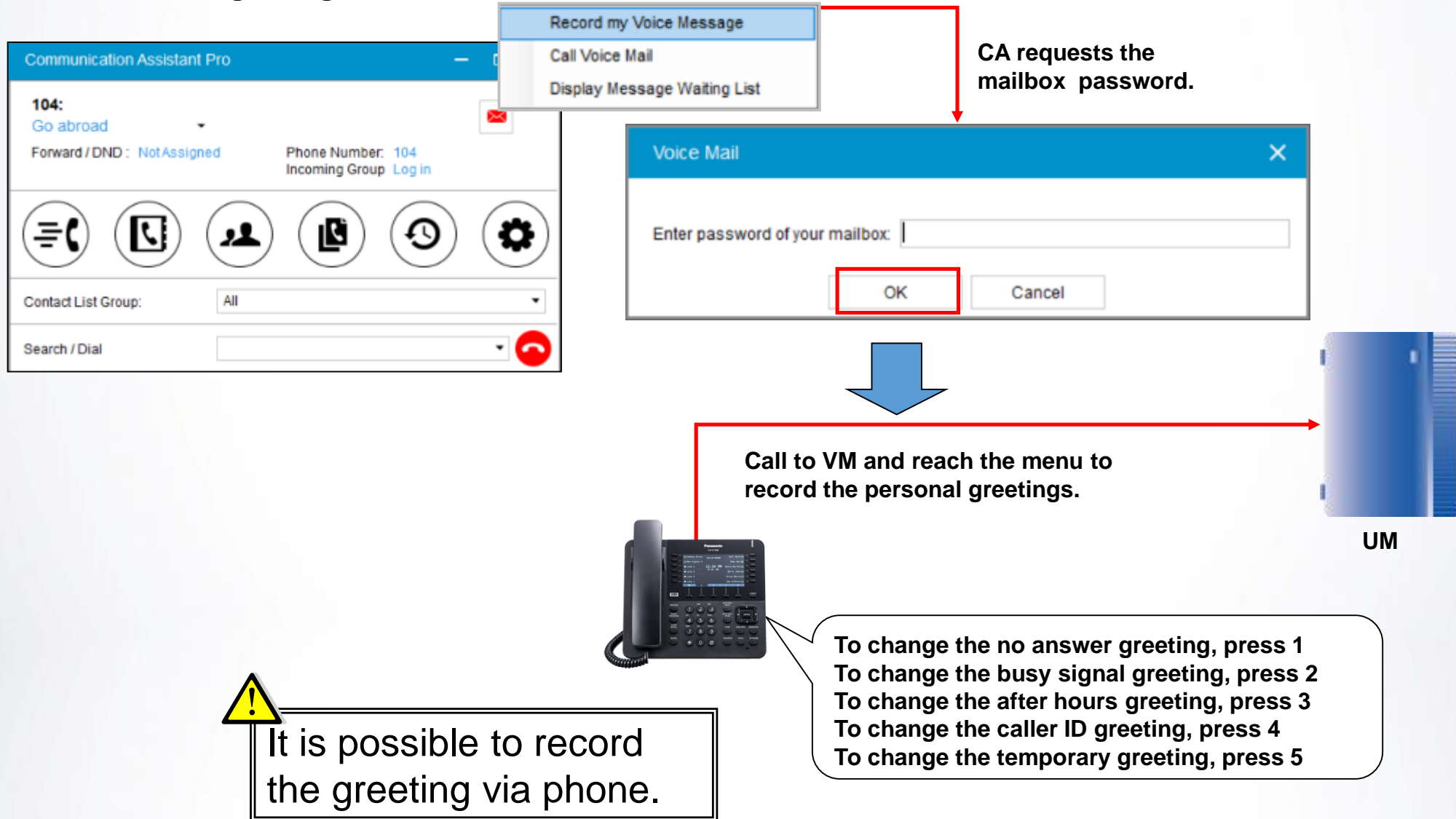
When the Message Waiting icon is highlighted in RED, then a new message has been left either in the user's mailbox or by another extension using the Callback notification feature.



# Message Waiting Envelope



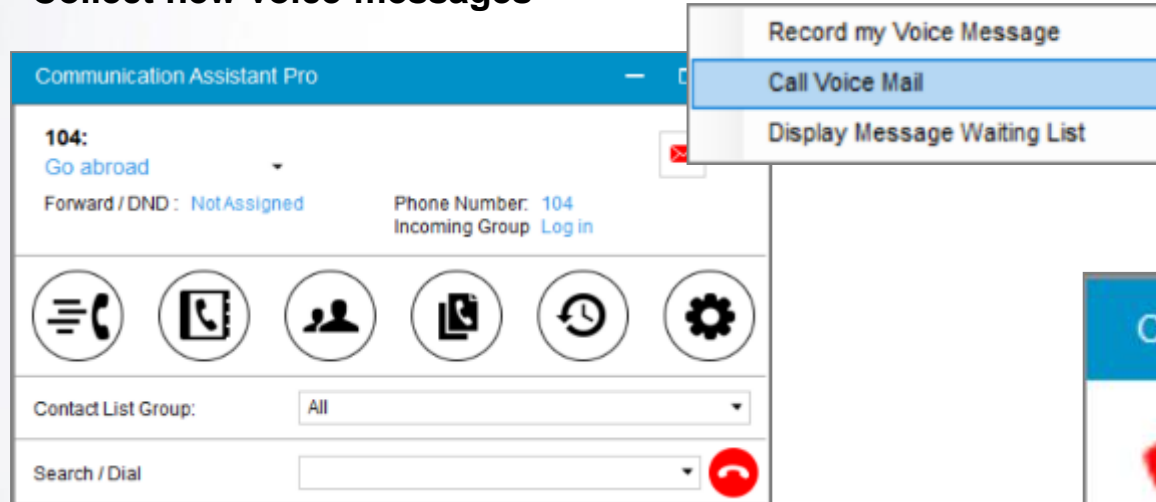
## Record Mailbox greeting



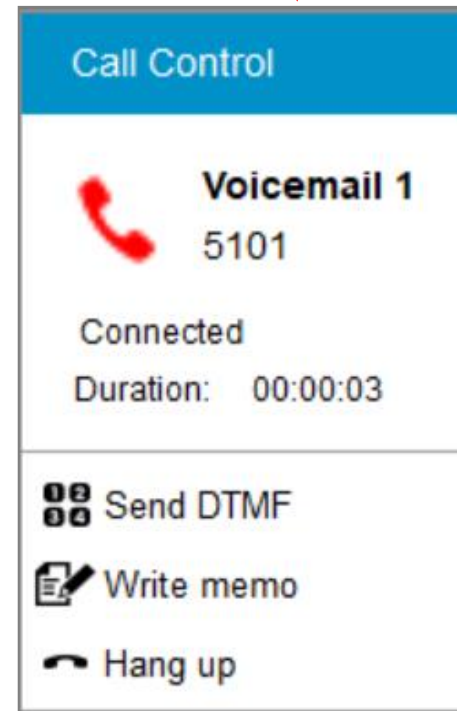
# Message Waiting Envelope



Collect new voice messages



Call UM to reach mailbox



Password may be required for mailbox

## Callback notification

Record my Voice Message  
Call Voice Mail  
Display Message Waiting List

Communication Assistant Pro

104:  
Go abroad  
Forward / DND : NotAssigned Phone Number: 104  
Incoming Group Log in

Message Waiting

Message left by  
500 (Voicemail 1)

Delete

Call Back

Delete selected entry

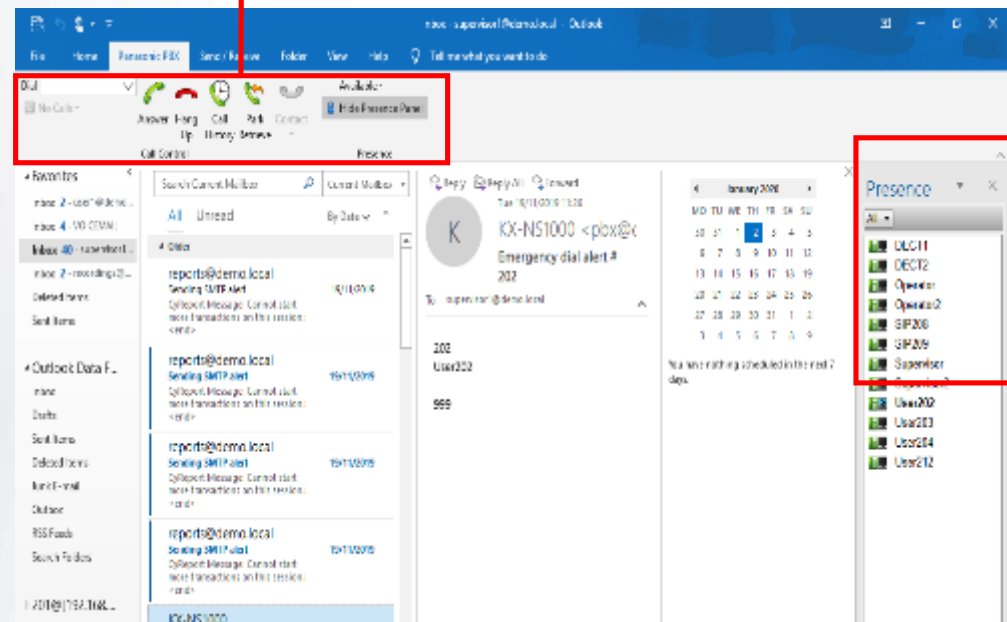
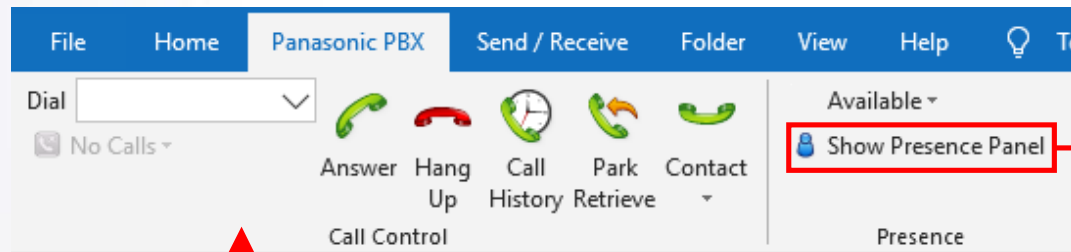
Call Back to the highlighted caller.



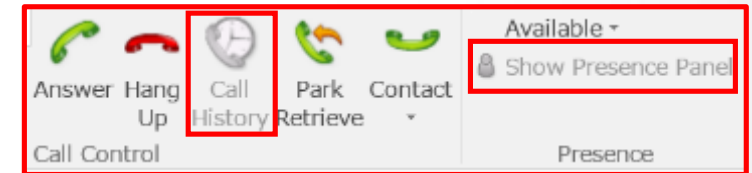
# MS Outlook Integration

## Professional/Supervisor/Console

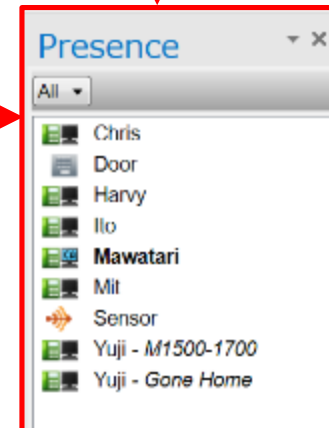
CA functions are displayed as Tool bar



## Basic-Express



“Call History” and “Show Presence Panel” are not available for Basic-Express mode.







# IMAP Integration



Inbox - VOICEMAIL - Outlook

File Home **Panasonic PBX** Send / Receive Folder View Help Tell me what you want to do

Dial [v] No Calls ▾

Answer Hang Up Call History Park Contact

Available ▾ Show Presence Panel Presence

4 Favorites

- Inbox 2 - user1@demo.local
- Inbox 1 - VOICEMAIL**
- Inbox 40 - supervisor1@demo.io...
- Inbox 2 - recordings@demo.local
- Deleted Items
- Sent Items

4 Outlook Data File

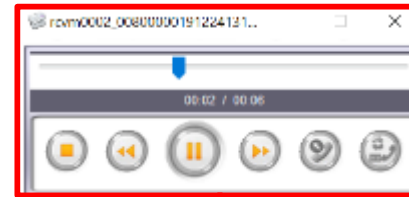
- Inbox
- Drafts
- Sent Items
- Deleted Items
- Junk E-mail
- Outbox
- RSS Feeds
- Search Folders

All Unread

FROM	SUBJECT
Date: Older	
Interview Mailbox	0:08 Voice Message, Interview Mailbox
Status : New	
Delivery : Normal	
Sensitivity : Public	
02011112222	0:03 Voice Message, 02011112222
Status : Old	
Delivery : Normal	
Sensitivity : Public	
01234567890	0:05 Voice Message, 01234567890
Status : New	
Delivery : Normal	
Sensitivity : Public	
01234567890	0:04 Voice Message, 01234567890
Status : New	
Delivery : Normal	
Sensitivity : Public	
02011112222	0:05 Voice Message, 02011112222
Status : New	
Delivery : Normal	
Sensitivity : Public	

**Open e-mail**

## Play back by extension



## Play back by default .wav audio player



0:05 Voice Message, 01234567890 - Message (Plain Text)

File Message Help Tell me what you want to do

Delete Archive Contact Playback with Phone Playback with PC Settings Respond Quick Steps

Test Customer

Call Business : 01234567890

Send E-mail : test@customer.com

Fri 12/07/2019 13:38

01234567890

0:05 Voice Message, 01234567890

To User202

rcvm0004\_00800000190712123758.wav 39 KB

Status : New  
Delivery : Normal  
Sensitivity : Public  
Length : 0:05

**Call back number stored at contact**

**Web Maintenance Console**

Username

Password

Login

**Call Control**

01234567890

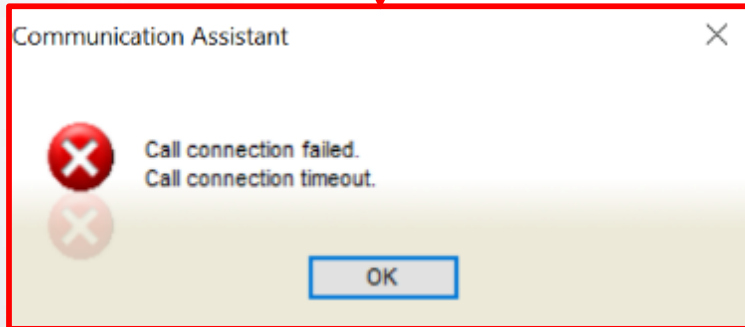
Ringing

Hang up



Playback  
with Phone

When following error is displayed  
for “Playback with phone”



## Allow apps to communicate through Windows Defender Firewall

To add, change or remove allowed apps and ports, click Change settings.

What are the risks of allowing an app to communicate?

Change settings

Allowed apps and features:

Name	Domain	Private	Public
<input checked="" type="checkbox"/> Take a Test	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> teams.exe	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> TPM Virtual Smart Card Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Trend Micro OfficeScan Listener	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> UM Playback Control	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Virtual Machine Monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Wi-Fi Direct Network Discovery	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Win32WebViewHost	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Windows Calculator	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/> Windows Camera	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/> Windows Collaboration Computer ...	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Details...

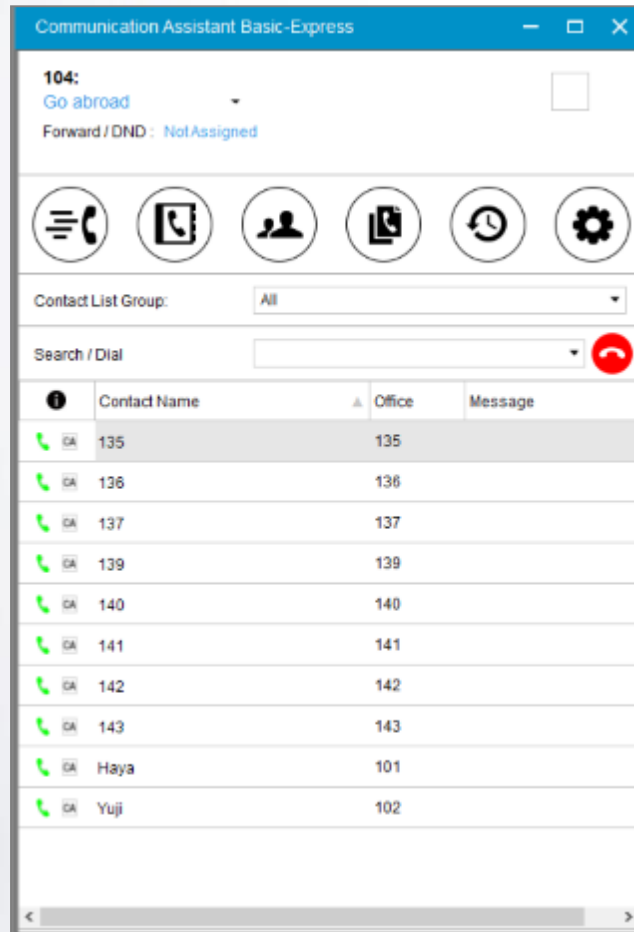
Remove

Allow another app...

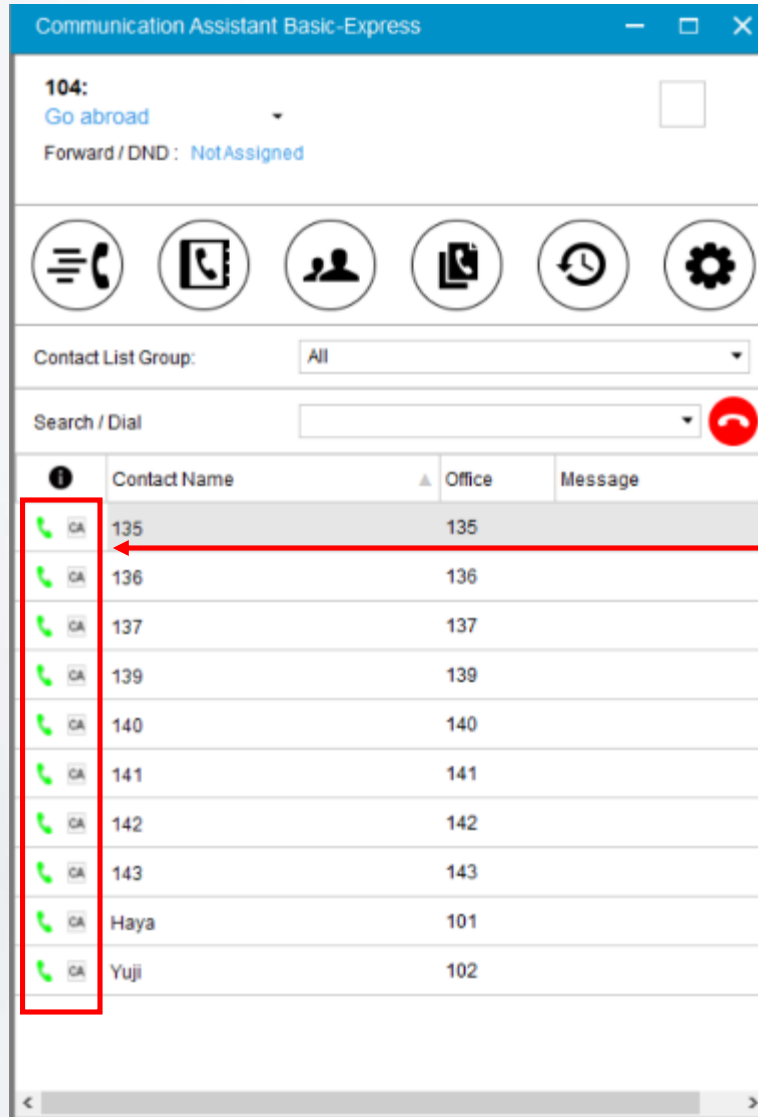
It may be necessary to change Windows Firewall  
setting for “UM Playback Control” application.



# CA Basic Express



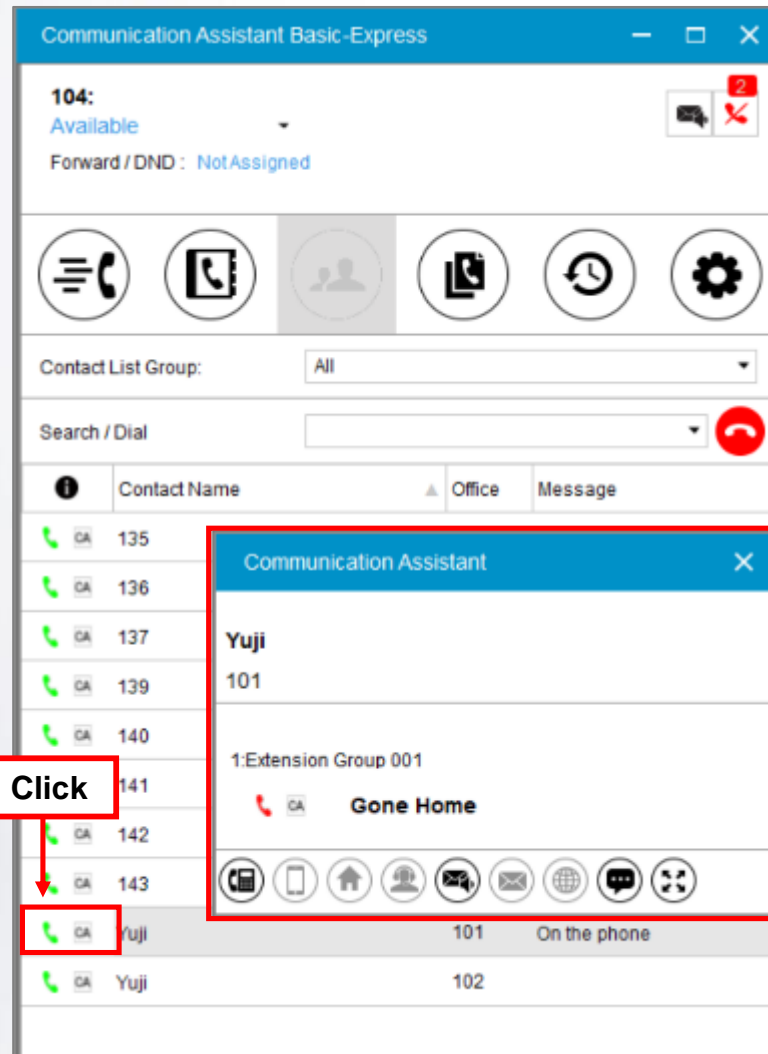
	CA Basic	CA Pro
Presence	(Yes) “snap-shot” only: Click to view	Yes
Call History	10	1,000
Contact	10	1,000
ICD group login/logout	No	Yes



Status/presence colour is fixed.  
(Does not change with status).

Maximum 10 contacts are listed.

To add different contacts, delete an existing contact first.



Click presence icon to open child window.

Detailed “snap-shot” status will be displayed.





**CA Console**

Click

Console

Communication Assistant Operator Console

104: Go abroad  
Forward / DND: NotAssigned

Incoming Group Log in

Contact List Group: All

Search / Dial

Call Park	00-09
Park Number	Name
00	
01	
02	
03	
04	
05	
06	
07	
08	
09	

Contact Name	Office	Message
108	108	
109	109	
110	110	
111	111	
112	112	
113	113	
114	114	
115	115	
116	116	
117	117	
118	118	
119	119	

Show / Hide call handling window

Communication Assistant Operator Console

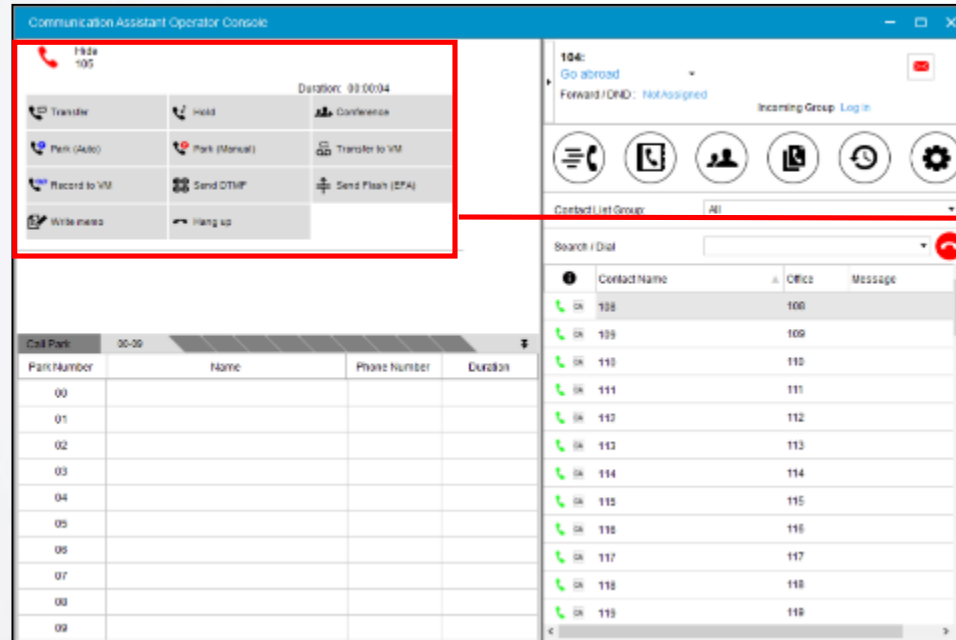
104: Go abroad  
Forward / DND: NotAssigned

Incoming Group Log in

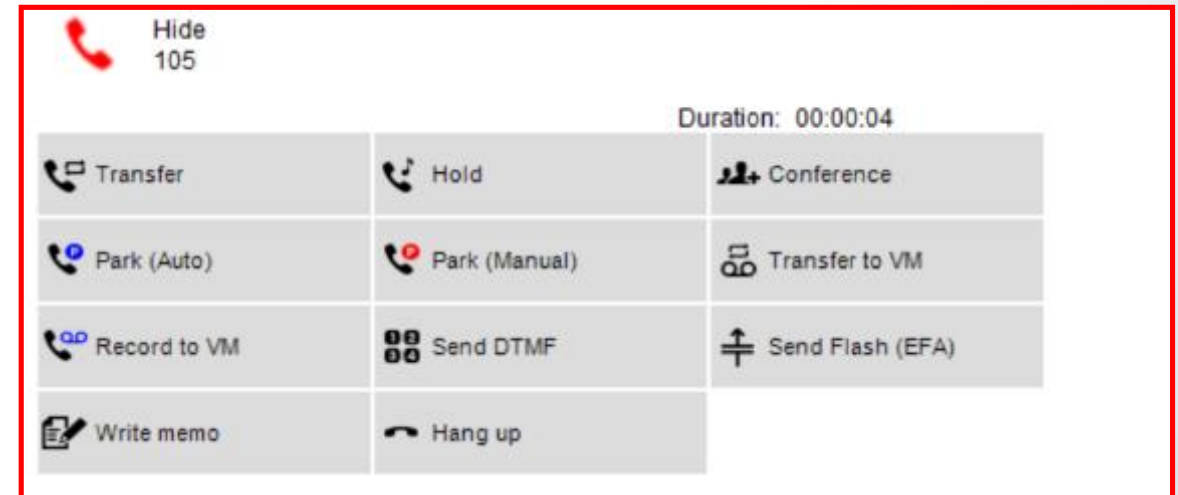
Contact List Group: All

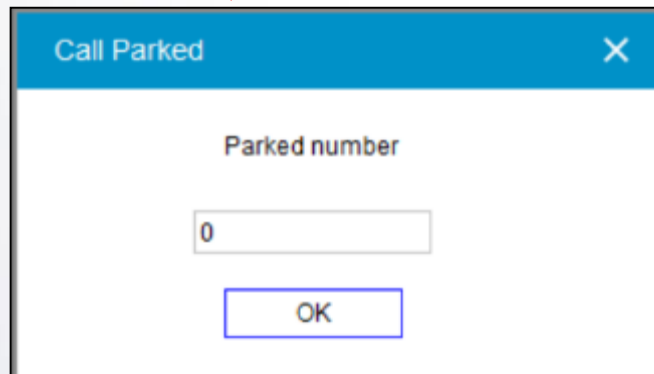
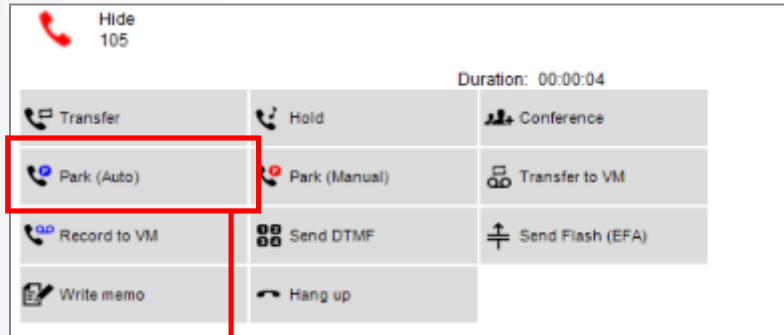
Search / Dial

Contact Name	Office	Message
108	108	
109	109	
110	110	
111	111	
112	112	
113	113	
114	114	
115	115	
116	116	
117	117	
118	118	
119	119	

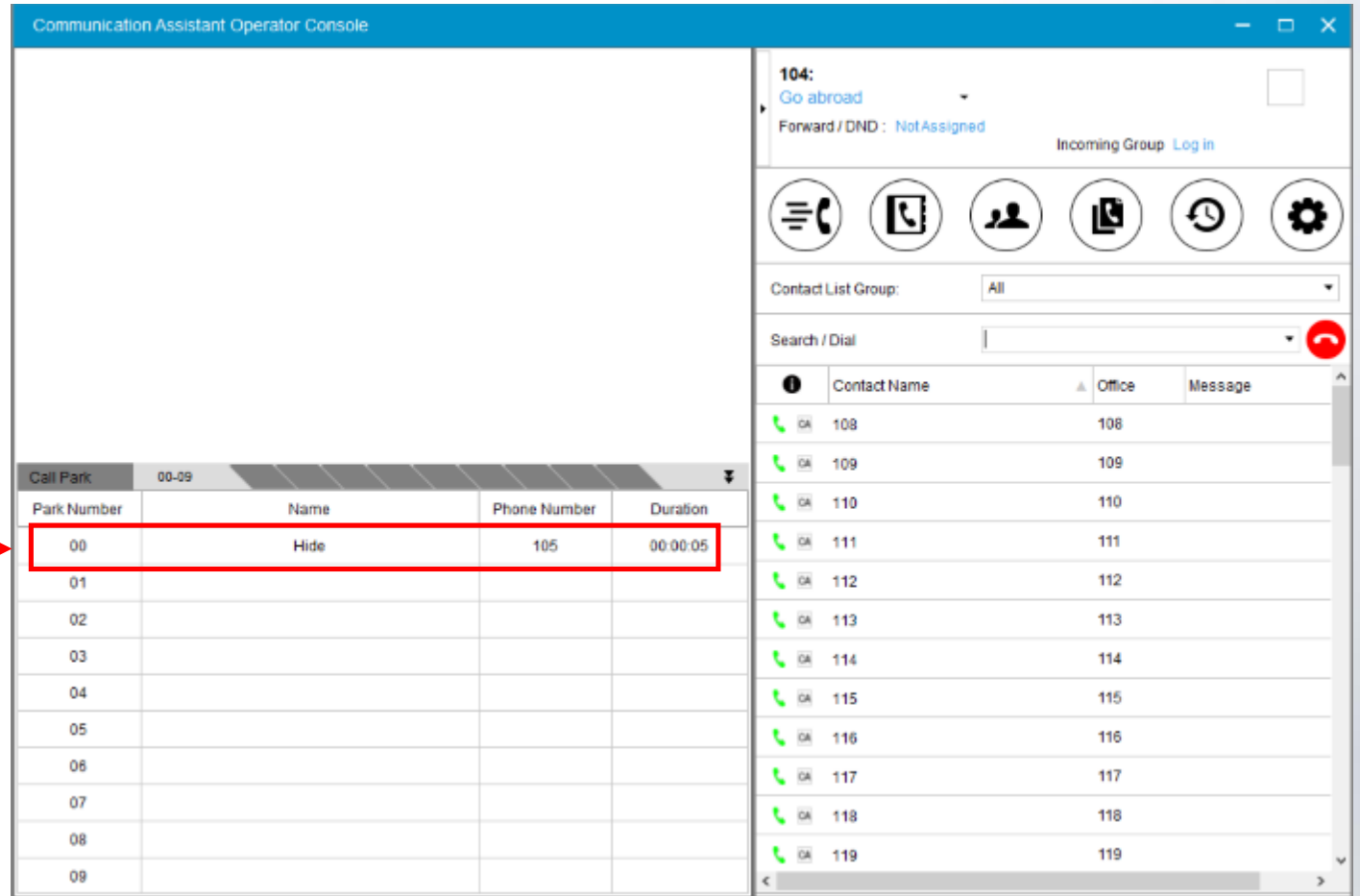


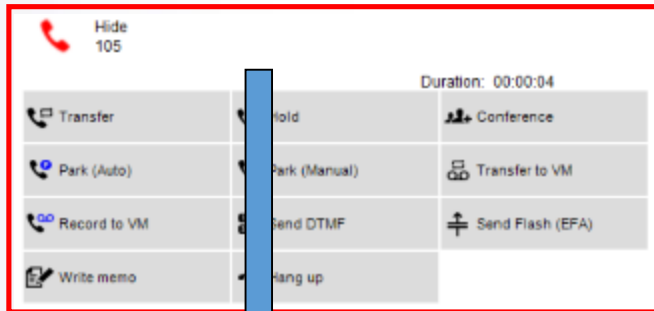
During a live call, handling and other context sensitive functions are presented.





Parked call list for easy Park/Retrieve handling.

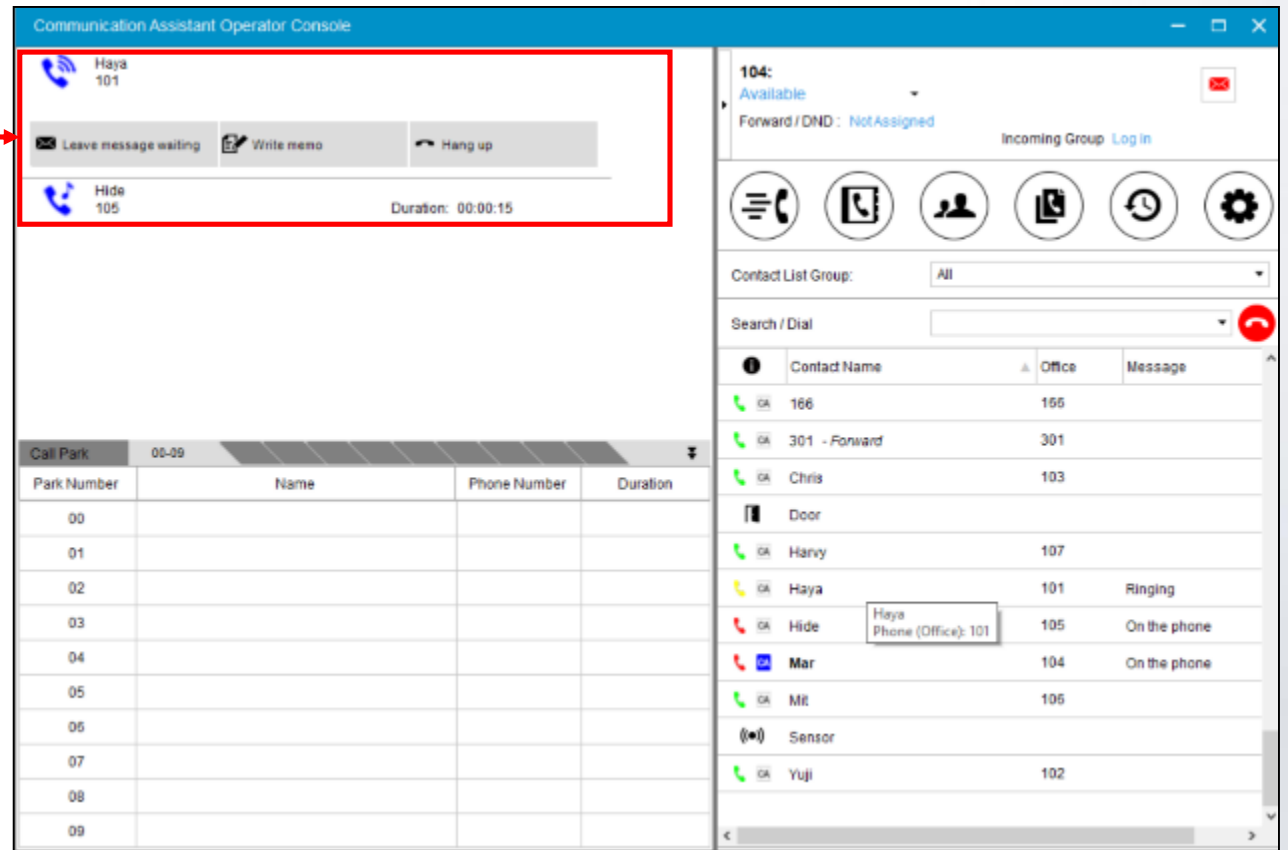


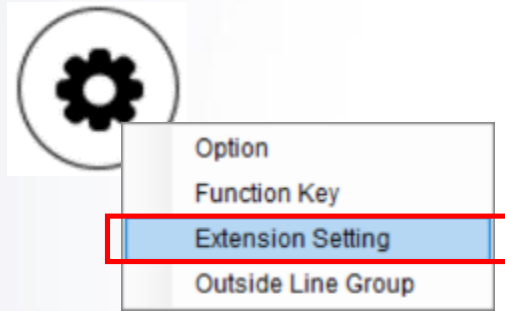


Drag & Drop to transfer the call



Easy and quick transfer operation by Drag & Drop






**“Extension Setting” allows Operator to control other User’s extension settings remotely.**

**Also multiple extensions can be configured simultaneously.**

<div> <span>FWD/DND</span> <span>Ext Pin Clear</span> <span>Wake Up Call</span> <span>Absent Message</span> <span>Extension Lock</span> </div>								
1: Extension Group 001								
Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock	Wake Up	Absent Message	
101	Haya	NotAssigned	NotAssigned					
102	Yuji	NotAssigned	NotAssigned					
135		NotAssigned	NotAssigned					
136		NotAssigned	NotAssigned					
137		NotAssigned	NotAssigned					
139		NotAssigned	NotAssigned					
140		NotAssigned	NotAssigned					
141		NotAssigned	NotAssigned					
142		NotAssigned	NotAssigned					
143		NotAssigned	NotAssigned					
144		NotAssigned	NotAssigned					
145		NotAssigned	NotAssigned					
146		NotAssigned	NotAssigned					
147		NotAssigned	NotAssigned					
148		NotAssigned	NotAssigned					
149		NotAssigned	NotAssigned					
150		NotAssigned	NotAssigned					
151		NotAssigned	NotAssigned					
152		NotAssigned	NotAssigned					
153		NotAssigned	NotAssigned					
154		NotAssigned	NotAssigned					
155		NotAssigned	NotAssigned					



 FWD/DND

Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display I
101	Haya	NotAssigned	NotAssigned	
102	Yuji	NotAssigned	NotAssigned	
135		NotAssigned	NotAssigned	
136				
137				
139				
140				
141				
142				
143				
144				
145				

Forward / Do Not Disturb

Advanced Setting

For external calls :

Always (All)

500

For internal calls :

Always (All)

500

☒ For both external calls and internal calls

OK

Cancel

Number	Name	FWD/DND (Internal)	FWD/DND (External)
101	Haya	FwdAll 500	FwdAll 500
102	Yuji	FwdAll 500	FwdAll 500
135		FwdAll 500	FwdAll 500



Ext Pin Clear

Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock
101	Haya				
102	Yuji				
135					
136					
137					
139					
140					
141		Not Assigned	Not Assigned		


Extension PIN Clear



Clearing Extension PIN OK?

OK

Cancel

 Wake Up Call

Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock	Wake Up	Ab:
101	Haya						
102	Yuji						
135							
136							
137							
139							
140							
141							
142							
143							
144							

Wake Up Call Setting

☒ Wake Up Call

7 h 30 min

Daily Setting

☒ Once ☐ Daily

OK Cancel

Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock	Wake Up
101	Haya	Fwd All 500	Fwd All 500			07h 30min Once
102	Yuji	Fwd All 500	Fwd All 500			07h 30min Once
135		Fwd All 500	Fwd All 500			07h 30min Once



Absent Message

Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock	Wake Up	Absent Message
101	Haya	Fwd All 500	Fwd All 500			07h 30min Once	
102	Yuji	Fwd All				07h 30min Once	
135		Fwd All				07h 30min Once	
136		Not Assi					
137		Not Assi					
139		Not Assi					
140		Not Assi					
141		Not Assi					


Absent Message

☒ Absent Message


Gone Home


OK Cancel


Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock	Wake Up	Absent Message
101	Haya	Fwd All 500	Fwd All 500			07h 30min Once	Gone Home
102	Yuji	Fwd All 500	Fwd All 500			07h 30min Once	Gone Home
135		Fwd All 500	Fwd All 500			07h 30min Once	Gone Home


 Extension Lock


Extension Setting

 FWD/DND

 Ext Pin Clear

 Wake Up Call

 Absent Message

 Extension Lock/Unlock

1 : Extension Group 001

Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock	Wa	sent Mess
101	Haya	Fwd All 500	Fwd All 500			07h 30min Once	Gone Home
102	Yuji	Fwd All 500	Fwd All 500			07h 30min Once	Gone Home
135		Fwd All 500	Fwd All 500			07h 30min Once	Gone Home

Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock
101	Haya	Fwd All 500	Fwd All 500		Lock
102	Yuji	Fwd All 500	Fwd All 500		Lock
135		Fwd All 500	Fwd All 500		Lock



- Option
- Function Key
- Extension Setting
- Outside Line Group

Outside Line Group		
2:		
Outside Line Number	Status	
024	Idle	
025	Idle	
026	Idle	
027	Idle	





# CA Supervisor

Click

**Supervisor**

Communication Assistant Supervisor

Group: 602:DEF Co Utility

Group Call Monitor

Current Waiting Call: 0 Longest Waiting Time: 00'00

Current Member Status

Phone Status	Log-In	Log-out
Wrap up	0	0
On the phone	0	0
Ringling	0	0
Idle	4	0

Group Call Report

Report Start Date: 1/1/2001  
Report Start Time: 00:00

Get Latest Report

Total Incoming Call: 0 Average Waiting Time: 00'00

Overflow Call: 0 Lost Call: 0

104: Available  
Forward / DND: NotAssigned Incoming Group Log in

Contact List Group: All ICD

Search / Dial

Contact Name	Office	Message
138	138	
Haya	101	Gone Home
Hide	105	
Mar	104	

Show / Hide ICD Group status window

Communication Assistant Supervisor

104: Available  
Forward / DND: NotAssigned Incoming Group Log in

Contact List Group: All ICD

Search / Dial

Contact Name	Office	Message
138	138	
Haya	101	Gone Home
Hide	105	
Mar	104	

To show ICD-Group member only

To show all contacts

Communication Assistant Supervisor

Group: 602:DEF Co Utility

**Group Call Monitor**

Current Waiting Call: 0 Longest Waiting Time: 00'00

**Current Member Status**

Phone Status	ICD Group	Log-In	Log-out
Wrap up		0	0
On the phone		0	0
Ringing		0	0
Idle		4	0

**Group Call Report**

Report Start Date: 1/1/2001  
Report Start Time: 00:00 Get Latest Report

Total Incoming Call: 0 Average Waiting Time: 00'00

Overflow Call: 0 Lost Call: 0

104: Available  
Forward / DND: NotAssigned Incoming Group Log In

Click

Contact List Group: All **ICD**

Search / Dial

Contact Name	Office	Message
138	138	
Haya	101	Gone Home
Hide	105	
Mar	104	

104: Available  
Forward / DND: NotAssigned Incoming Group Log In

Contact List Group: All **ICD**

Search / Dial

Contact Name	Office	Message
108	108	
109	109	
110	110	
111	111	
112	112	
113	113	
114	114	
115	115	
116	116	
117	117	
118	118	
119	119	

Communication Assistant Supervisor

Group: 602.DEF Co

Group Call Monitor

Current Waiting Call      Longest Waiting

Utility  
Get Latest Report  
Clear Report  
Option

Open configuration options for  
live queue status window

Supervisor Option

[Current Waiting Call](#)

[Longest Waiting Time](#)

**Current Waiting Call**

When the number of current call is preprogrammed number or more, display changes for warning.

The Number of Current Call : 5

Font Color :   Choose...(F)

Background Color :   Choose...(B)

☒ Blink

Preview : 5

OK Cancel

Supervisor Option

[Current Waiting Call](#)

[Longest Waiting Time](#)

**Longest Waiting Time**

When the time of longest waiting call is preprogrammed number or more, display changes for warning.

The Waiting Time (MM'SS) : 05'00

Font Color :   Choose...(F)

Background Color :   Choose...(B)

☒ Blink

Preview :  

OK Cancel

Required PBX ICD Group configuration for CA Client to run in Supervisor mode and to control the required ICD Groups.

Group Settings

Group FWD

Member List

Main

Overflow Queuing Busy

Overflow No Answer

Queuing Time Table

Miscellaneous

Group Log / Group FWD

ICD Group #	Floating Extension Number	Group Name (20 characters)	Extension No Answer Redirection Time	No. of Unanswered Calls for Automatic Log-out	Maximum No. of Busy Extensions	Status of FWD for Virtual PS	Last Extension Log-out	VIP Call Mode	Supervisor Extension Number
			ALL ▾	ALL ▾	ALL ▾	ALL ▾	ALL ▾	ALL ▾	
1	601	ABC Ltd	None	None	Max.	Idle	Enable	Disable	
2	602	DEF Co	None	None	Max.	Idle	Enable	Disable	104
3	603	GHI Trading	None	None	Max.	Idle	Enable	Disable	

## Remote Log-In/out

Call phone (Office): 105
Call phone (Cellular):
Call phone (Home):
Redirect the incoming call
Log-in to the group
Log-out from the group
Listen in the talking
Override the talking (Conference)
Take over the talking
Add Member To Conference
View and modify this contact
Delete this contact
Add new contact
Add contact list from PBX extension
Copy contact list from ▶
Save contact list to ▶
Call phone (Secretary):
Leave voice message
Send E-mail 1:
Send E-mail 2:
Access Web
Chat call back

Log-in to the group  
Log-out from the group

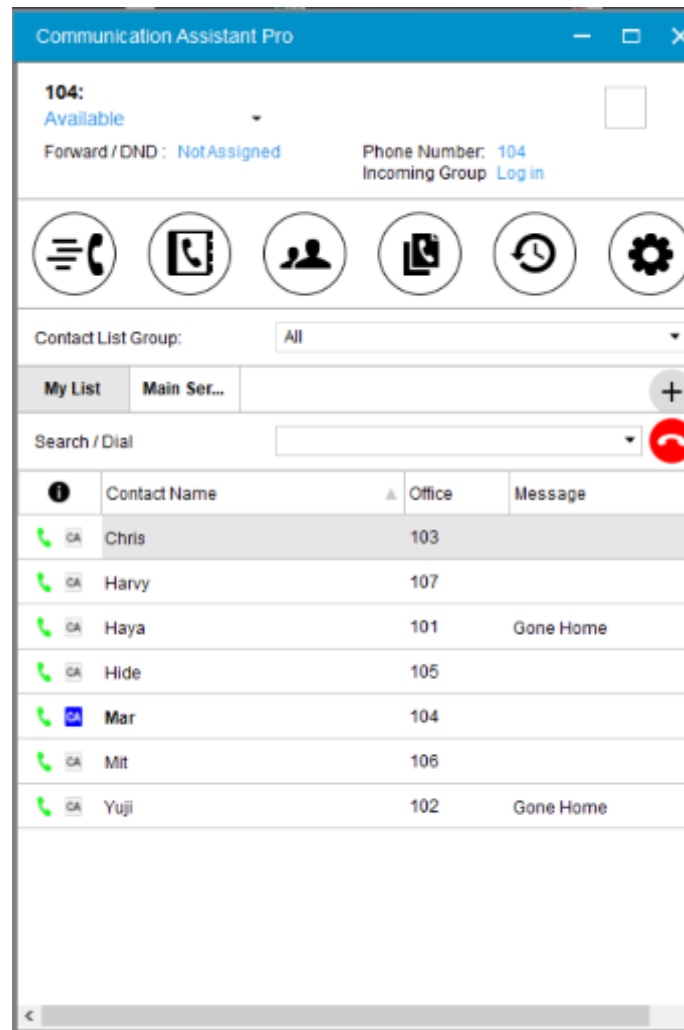
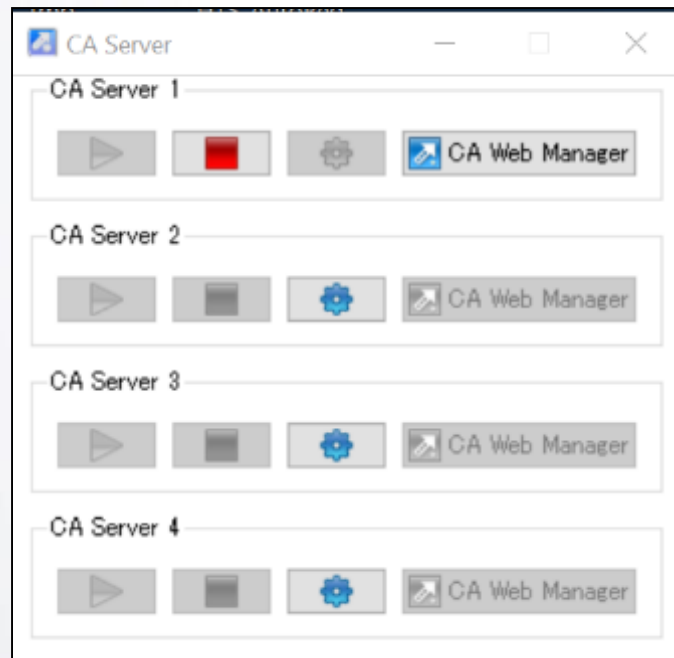
Log-in/out can be controlled remotely.





**CA Server**

## CA Server



## CA Server

CA Server is required for:

1) More than 240 CA users

CA Client Login Mode	No. of Users PBX Only (Up to 240 total users)	No. of Users with CA Server (Up to 1022 total users)
Basic Express	240	1022
Pro		
Operator Console	128	128
Supervisor	4	

2) To support multiple PBXs connect by QSIG (CA Networking)

3) CA Thin Client mode support

4) Outlook Calendar Presence integration through MS Exchange Scheduler

5) Missed Call history when CA client is logged out.



# Enhancement History

# CA V2.0 Feature List - 1

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
Presence	Yes (click to view “snap-shot”)	Yes	Yes	Yes
Call History	10	1,000	1,000	1,000
Contact	10	1,000	1,000	1,000
System Speed Dial	1,000	1,000	1,000	1,000
Chat	Yes	Yes	Yes	Yes
VMA	Yes	Yes	Yes	Yes
Outlook Tool Bar	Yes	Yes	Yes	Yes
1st Party TAPI (CRM Integration)	No	Yes	Yes	Yes
IP Softphone (*)	Yes	Yes	Yes	Yes
Manual Dialing from CA	Yes	Yes	Yes	Yes

(\*) IP Softphone license is required.

# CA V2.0 Feature List - 2

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
ICD group login/logout	No	Yes	Yes	Yes
Flexible Call Handling (Arriving Screen)	No	No	Yes	No
Visible Call Park List (Call Park Screen)	No	No	Yes	No
Extension Setting	No	No	Yes	No
Monitor/Seize CO line (Outside Line Group Screen)	No	No	Yes	No
Listen-in	No	No	Yes	Yes
Busy override	No	No	Yes	Yes
Take over	No	No	Yes	Yes
ICD-G Supervisor - ICD-G Member log-In/Out - Call Monitor	No	No	No	Yes



# CA V2.0 Feature List - 3

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
Ability to search by Group	Yes	Yes	Yes	Yes
Automatic Presence Change (when log-in/log-out)	Yes	Yes	Yes	Yes
Basic LDAP Integration (make outbound calls – click to dial) (*)	Yes	Yes	Yes	Yes
Chat Call Back	Yes	Yes	Yes	Yes
Dock-able 12 Function Keys toolbar for easy operation	Yes	Yes	Yes	Yes

(\*) No Popup for incoming call, no integration / Sync. of LDAP contacts

# CA V2.0 Feature List - 4

 : With CA Server

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
Presence icons with ability to change icons	Yes	Yes	Yes	Yes
Chat Proceeding Indication	Yes	Yes	Yes	Yes
Ability to collapse / expand left hand screen	-	-	Yes	Yes
Missed Call Log (when log-out)	-	-	-	-
Monitoring the person whom the extension is talking with.	No	No	No	Yes
Refer to Common Contact managed in CA Server	Yes	Yes	Yes	Yes
Indication of available communication type based on presence	Yes	Yes	Yes	Yes

# CA V2.0 Feature List - 5

 : With CA Server

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
<b>Thin Client (*1)</b>	Yes	Yes	Yes	Yes
<b>Networking Feature (*2)</b>	No	Yes	Yes	Yes
GUI of Call Control window - Compact mode - Small icon mode - Auto-resizable width	Yes	Yes	No	Yes
New icon - Door phone / Sensor	Yes	Yes	Yes	Yes
Used history - Account code, Login Extension No.	10	10	10	10

(\*1) Activation Key for CA Thin Client Server Connection (KX-NCS2010 / KX-NSA010) is required.

(\*2) Activation Keys for Networking Users (KX-NCS29xx / KX-NSA9xx) are required.

# CA V2.0 Feature List - 6

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
Combined Search/Dial field	Yes	Yes	Yes	Yes
New Call Control window (Door phone/ Sensor)	Yes	Yes	Yes	Yes
Transfer the call by "Drag & Drop"	No	No	Yes	No
Park the call by "Drag & Drop"	No	No	Yes	No
Automatic unscreened transfer	No	No	Yes	No
Transfer by the short cut key - [T] : Transfer - [Ctrl]+[T] : Transfer	No	No	Yes	No

# CA V3.0 Feature List

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
Easy Conference	No	Yes	Yes	Yes
Supporting 2nd E-mail	Yes	Yes	Yes	Yes
Output of Caller Information	Yes	Yes	Yes	Yes
Selecting Multi contacts	Yes	Yes	Yes	Yes
New short cut keys	Yes	Yes	Yes	Yes
Restriction of Chat function	Yes	Yes	Yes	Yes
Permission of ICD Group Agent feature	No	Yes	Yes	Yes
Permission of Extension Setting feature	No	No	Yes	No
Improvement of Outlook Tool-bar	Yes	Yes	Yes	Yes
Auto update of the contact name	No	No	Yes	No
Auto Absent Message	Yes	Yes	Yes	Yes

# Enhance Points of CA V4.0

 : KX-NS1000

 : With CA Server

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
KX-UT Series SIP Telephone	Yes	Yes	Yes	Yes
16 Sites Support (Up to 1,022 clients)	Yes (*1)	Yes (*1)	Yes (*1)	Yes (*1)
	Yes	Yes	Yes	Yes
UM (Unified Message)	Yes	Yes	Yes	Yes
Outlook Tool-bar Enhancement	Yes (*2)	Yes	Yes	Yes
CRM Integration (i-Link) (*3)	No	Yes	Yes	Yes
MS Exchange Scheduler Integration (*4)	No	Yes	Yes	Yes
Missed Call Log	No	Yes	Yes	Yes

(\*1) Up to 240 clients (PBX mode)

(\*2) History and Presence features are not available.

(\*3) CRM Integration module from PSDN Software partner.

(\*4) VM greeting message is not changed in case of KX-TDE/NCP series.



# One touch access to VM

## One touch access to VM (Built-in UM)

Message key works as VM key. (Default)

It is switchable “Message key” and “VM Key” by system programming.

VM key is useful for business office. Message key is useful for hotel guest room.

During	When you press the VM key,
Idle	VM is called even if zero new message.
Ringling by incoming call	Your mail box in VM answers.
Calling other extension Ring back tone Busy tone DND tone	Mail box of other extension in VM answers.
Talking	It works as VM transfer key.

### System Options

#### Use Message key as VM key

☒ Enable

☐ Disable

### <Technical Tips>

Message key set at flexible key works as original message key behavior. And dialing \*702 works for message reply. In case assign this key on FF then remove “4” to avoid leaving a message by mistake.



Message Waiting Set : 4  
Call Monitor : 5  
Automatic Callback Busy : 6