



BOC USER MANUAL

Bridge Communications
+17012124797 www.bridgeoc.com

BOC User Manual Table of Contents

Main Screen Layout 2

Call Control 3-6

Blind Transfer | Supervised Transfer | Voicemail Transfer | Free Form Transfer | Answering a Call | Hanging up a Call | Hold Call | Resume Call | Park | Park For

Searching 7

Directory (Extension) Groups 7

Location Objects 7

Parking Lot 7

Status 8

Forwarding 8

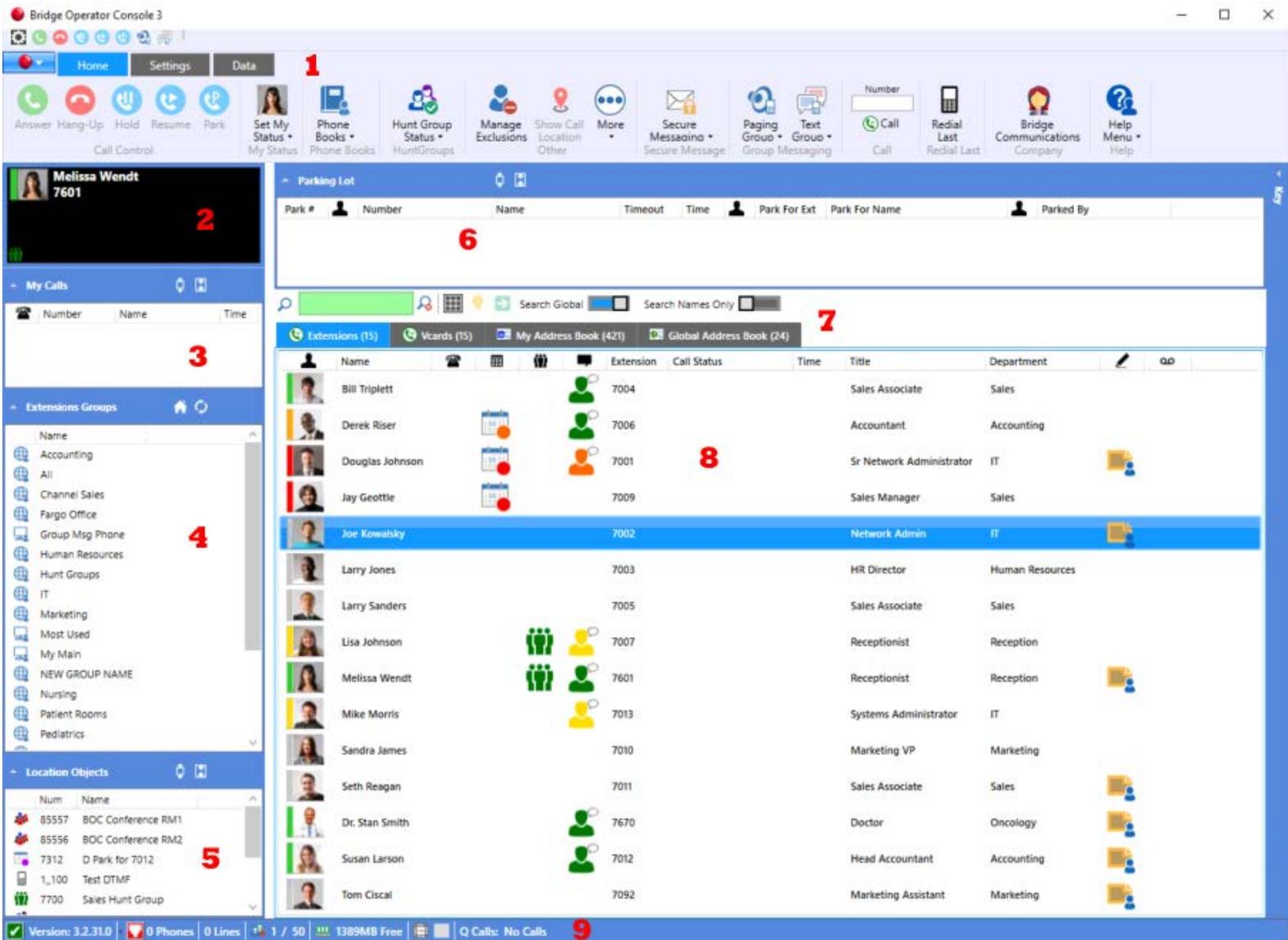
Excluding Objects 8

Phonebooks 8

Messaging and Paging 8

Other Screens 9

Settings 9



Main Screen Layout

1. **The Ribbon** – The ribbon is the menu on the top of the window, and should look familiar to Microsoft Office users. The ribbon contains sections for call control, status, phone books, hunt groups, other, group messaging, quick call, company information and logo, font and color settings, and some data tasks. The ribbon will size and scale itself as needed depending on where you position the BOC client. The ribbon can be minimized by right clicking on it, or by selecting the option in the BOC settings page.
2. **The HUD (heads up display)** – The HUD shows information about the current call you have selected. This is your way of telling BOC which call you intend to hang up, transfer, answer, hold, resume, park, etc. If there is more than one call on your phone, you can change the call selected in the HUD by clicking on the desired call in the My Calls Section. The HUD will show your information in the top left, a caller id picture if assigned in the top right, and the call detail below. Call detail will include from left to right; the line on which the call is active in this case,

the state of the call, the duration of the call, the caller id number, the caller id name, and the call reason. The call reason will explain why the call was received, in this case direct means someone called and it rang the user's phone. If a call rings back to a user who had parked the call in the parking lot, it will have a reason code of [Reminder]. If the call was transferred to a user, the reason code will be [Transfer]. If you unparked a call, the code will read [Unpark]. If the call was the result of a forward from another phone, the code will be [UnconditionalForward].

3. My Calls – The My Calls section will give you visibility of the calls on your phone. You can sort by clicking on any column. You can perform drag and drop functions on any call, as well as right click for call control options.
4. Extension Groups – the Extension Groups section allows you to select and view the status of a particular group of extensions. Right click options are available here for modification options.
5. Location Objects – Location of objects allow you to call or transfer a call to an object that is not a line or someone's phone. These are defined by your system administrator.
6. The Parking Lot – The parking lot will show information about the parked calls on your system. If they are parked using BOC, they will have more status information than if they are parked with the telephone handset. In settings you can define after how much time the calls in park can be color coded to yellow, orange, or red, to provide an added visibility into active call time. To get a call out of park, you can double click it.
7. The Search Toolbar – The search toolbar is used for finding objects. It can search globally or in a particular extension group by toggling the Search Global check box. It will also search for Extensions, My Address Book entries, and Global Address Book entries simultaneously. You can also enable an option in the settings to have it search and filter location objects.
8. The Extensions List – The extensions list will show the extensions in either the selected extension group, or the search you have done. You can customize the look and feel in the settings screens, change column sizes, sort by clicking on any column, and hover over a graphic for more details. For more information on what a particular status icon means, you can click the key to the very right edge of the program.
9. The Status Bar – The status bar on the bottom will show you information about the version you are running, what mode it is currently in, whether your database is reachable or unreachable, HA failover has occurred, how many licenses you have and how many are currently in use, and some basic machine performance details

Call Control

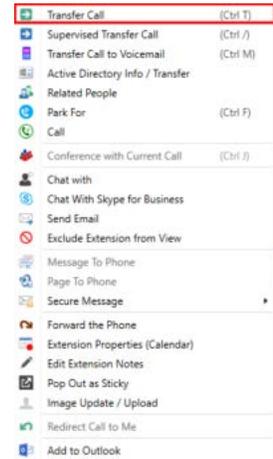
Call Control allows you to perform an operation on the selected call in your HUD using the computer rather than the phone. There are different types of operations and methods for accessing each call control function detailed below.

*Blind Transfer | Supervised Transfer | Voicemail Transfer | Free Form Transfer | Answering a Call
Hanging up a Call | Hold Call | Resume Call | Park | Park For*

Blind Transfer

Drag and Drop – Click and hold the mouse on either HUD, or a particular call in the My Calls box. Now drag that call to an item in the Locations Objects, Extensions, My Address Book, or Global Address Book and release the mouse. The first time you do this you will be presented with a popup asking what you want to do. Select Transfer at the top to complete a blind transfer operation. The call should leave your phone and you should be able to see it's process in the transfer follow pop up window (if enabled).

Double Click – if you are on a call, you can double click an item in the Locations Objects, Extensions, My Address Book, or Global Address Book to perform a blind transfer. You will receive the same popup you did in the drag and drop shown above, simply select the Transfer button to complete the transfer.



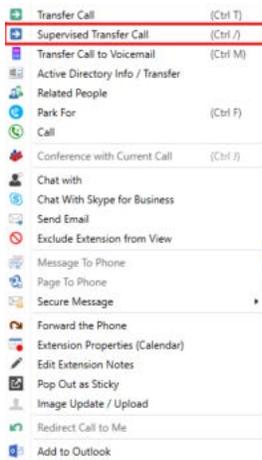
Keyboard – To perform a blind transfer with the keyboard, you must do one of two things. 1. Search until only that user is visible in the extensions section. 2. Highlight that user with the mouse. Once one of those conditions exists, you may complete a blind transfer by clicking [CTRL T] at the same time.

Right Click – When you right click on an item in the Locations Objects, Extensions, My Address Book, or Global Address Book you'll receive a menu popup, select Transfer to complete a blind transfer of the call you have selected in the HUD.

Supervised Transfer

Drag and Drop – Click and hold the mouse on either the HUD, or a particular call in the My Calls box. Now drag that call to an item in the Locations Objects, Extensions, My Address Book, or Global Address Book and release the mouse. The first time you do this you will be presented with a popup asking what you want to do. Select Supervised Transfer at the top to start a supervised transfer operation. At this point your phone will out dial to the selected destination. You will be presented with a pop up window with 5 choices at that point. Complete Transfer, Abort Transfer, Voicemail, Park Call, and Park For.

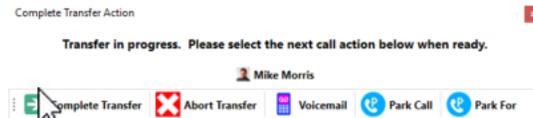
Double Click - If you are on a call you can double click an item in the Locations Objects, Directory, My Address Book, or Global Address Book to perform a supervised transfer. You will receive the



same popup you did in the drag and drop shown above, simply select the Supervised Transfer button to start the transfer. At this point, your phone will out dial to the selected destination. You will be presented with a pop up window with 5 choices at that point. Complete Transfer, Abort Transfer, Voicemail, Park Call, and Park For.

Keyboard – To perform a supervised transfer with the keyboard, you must do one of two things. 1. Search until only that user is visible in the directory section. 2. Highlight that user with the mouse. Once one of these conditions is met, you may start a supervised transfer by clicking [CTRL \] at the same time. At this point your phone will out dial to the selected destination. You will be presented with a pop up window with 5 choices at that point. Complete Transfer, Abort Transfer, Voicemail, Park Call, and Park For.

Right Click – When you right click on an item in the Locations Objects, Directory, My Address Book, or Global Address Book you'll receive a menu popup, select Supervised Transfer to start the transfer of the call you have selected in the HUD. At this point your phone will out dial to the selected destination. You will be presented with a pop up window with 5 choices at that point. Complete Transfer, Abort Transfer, Voicemail, Park Call, and Park For.



VoiceMail Transfer

Drag and Drop – Click and hold the mouse on either the HUD, or a particular call in the My Calls box. Now drag that call to an item in the Directory and release the mouse. The first time you do this you will be presented with a popup asking what you want to do. Simply select the Transfer Call to Voicemail button to complete the transfer

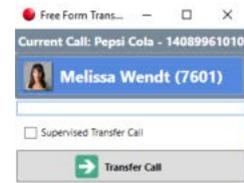
Double Click – if you are on a call you can double click an item in the Directory to perform a voicemail transfer. You will receive the same popup you did in the drag and drop shown above, simply select the Transfer Call to Voicemail button to complete the transfer.

Keyboard – To perform a voicemail transfer with the keyboard, you must do one of two things. 1. Search until only that user is visible in the directory section. 2. Highlight that user with the mouse. Once one of these 2 conditions has been met, you may complete a voicemail transfer by clicking [CTRL M] at the same time.

Right Click – When you right click on an item in the Directory you'll receive a menu popup, select Transfer Call to Voicemail to complete the voicemail transfer. Remember to select the call in the HUD.

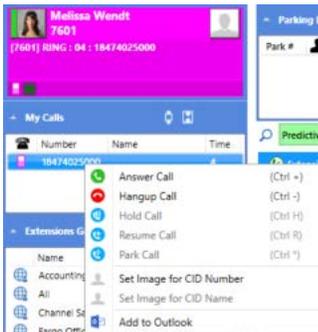
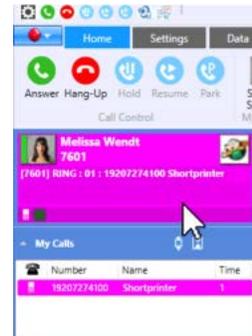
Free Form Transfer

Free Form Transfer allows you to type any number into a box and have the call transferred to that number, just as one would on a phone. A checkbox will remember if you prefer blind or supervised transfer if preferred. To open the Free Form Transfer box, you can either select the blue icon shown below, or hit [CTRL .] on your keyboard. When the Free Form Transfer window appears, simply enter a number, and select Transfer Call.



Answering a Call

To answer a call in BOC, choose one of the following methods. Double click the HUD area when a ringing call is selected. Double click the call you wish to answer in the My Conversations area. Right click the call in the My Conversations area and select Answer Call. Use [CTRL +] on your keyboard to answer the selected call in the HUD. Use the ribbon call control section to answer the call.



Hanging up a Call

To hang-up a call in BOC choose one of these methods. Right click the call in the My Conversations area and select Hang Up Call. Use [CTRL -] on your keyboard to hang-up the selected call in the HUD. Use the ribbon call control section to answer the call.

Hold Call

To hold a call in BOC, choose one of these methods. Right Click the call in the My Calls area and select Hold Call. Use [CTRL H] on your keyboard to put the selected call in the HUD on hold. Use the ribbon call control section to hold the call.

Resume Call

To resume a call in BOC, choose one of these methods. Right click the call in the My Conversations area and select Resume Call. Use [CTRL R] on your keyboard to resume the selected call. Use the ribbon call control section to resume the call.

Park

To Park a Call for no one in particular, as a telephone handset does, use one of the following methods. Drag and drop from either My Conversations, or the HUD directly into the parking lot. Use [CTRL *] to put the call selected in the HUD in park. Right click on a call in My Conversations and select Park Call. Use the Park button in the Call Control section of the ribbon to put the selected call in the HUD into park. The call will be highlighted with a time-sensitive color hue in the Parking Lot, changing as the call remains in park. The call turns from yellow to orange, to red as the time increases.

Park For

To park a call for a particular use and have the BOC Server alert them via Skype for Business, use the Park For function. There are several methods available for doing this, including right clicking on a user in the Directory list and selecting Park For, or searching until the user you desire is visible, selecting them, and hitting [CTRL F] on the Keyboard. If the user is running BOC, they will also get a notification popup.

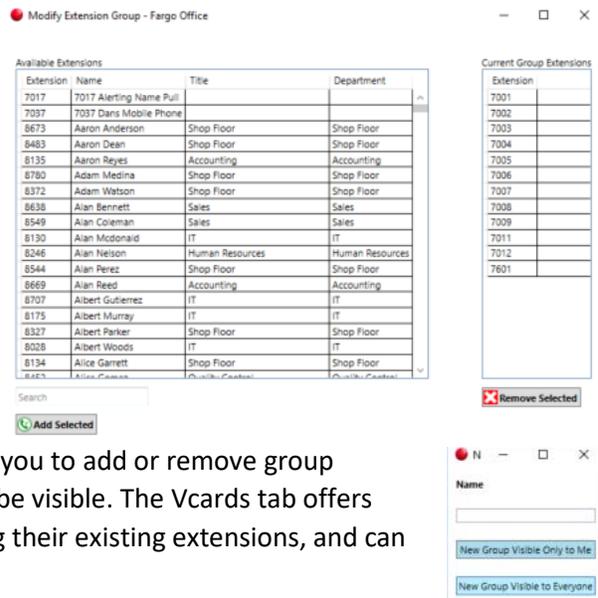
Searching

Bridge Operator Console provides a robust searching engine. It is located above the directory area on the main screen. You may search for any part of a user's first name, last name, phone number, title, department, or personal address book categories. You may also toggle the Search Global option to search only the selected Directory Group, as well as the Name Only search option. When matches are found, the number of matches are appended to each of the 3 tabs shown above.



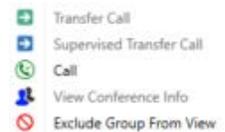
Extension (Directory) Groups

The Extension (Directory) Groups section allows you to select and view the status of a particular group of extensions. Right click options are available here for modification options. You can create a new extension group by selecting New Extension Group. When prompted give the group a unique name, as select whether you would like it visible to only you, or to everyone. If you select everyone, all users will be able to modify this group as well. Once you pick an option you'll be presented with a screen allowing you to add or remove group members. If the group has 0 members, it will not be visible. The Vcards tab offers users a different method for graphically displaying their existing extensions, and can be utilized if so desired.



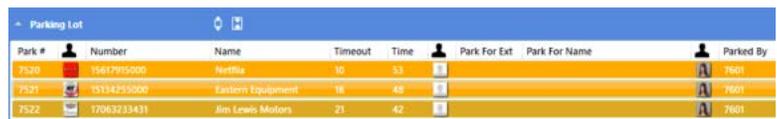
Location Objects

Location Objects allow you to call or transfer a call to an object that is not a line on someone's phone. These are defined by your system administrator. You may call or transfer calls to location objects via drag and drop, right click, or double click.



Parking Lot

The parking lot will show information about all of the calls parked on the system. It is visible to all BOC users, although certain park numbers can be excluded from view, if so desired. The expand and collapse buttons allow you to change the size of the parking lot area that is visible, and you can hide this from view with the toggle button in the



Name	Extension
Bill Triplett	7004
Derek Riser	7006
Douglas Johnson	7001
Jay Geottle	7009
Joe Kowalsky	7002
Larry Jones	7003
Larry Sanders	7005
Lisa Johnson	7007
Melissa Wendt	7601
Mike Morris	7013
Sandra James	7010

upper left corner. The parking lot provides information about the parked calls, as well as the person it was parked for, and who parked the call.

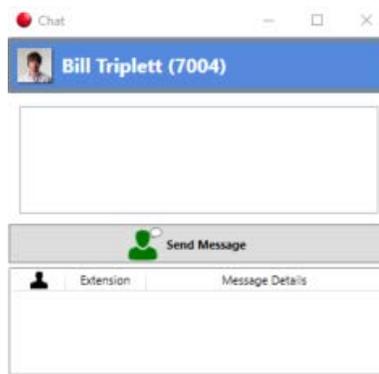
Status Information

Bridge Operator Console provides user status information from many sources. The status columns include calendar status, and call status.

Call Status – Call status information will include a ringing, talking, or hold state of a particular user’s phone. BOC will also show caller id information as well as total call time in columns to the right.

Chat

You can access the chat function in BOC by right mouse clicking on a user in the Directory. Once you do, the Lync Chat window will appear.



Forwarding

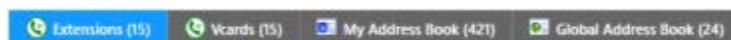
Bridge Operator Console provides the ability to forward a phone via 1 of 2 methods. The first will forward the phone, the same way the user can using the physical buttons on a telephone. This method can be accessed via a right click on a user’s extension. Once a forward is set a phone message is sent to the user’s telephone alerting them to who forwarded their phone. The second method involves using the BOC server to redirect calls bound for an extension to another destination for a specified time. This option can be accessed from the ‘more’ menu in the ribbon.

Excluding Objects

Excluding a user, location object, park position, or directory group from view is easy in Bridge Operator Console. Simply right click on the object to exclude, and select the appropriate task as shown below.

Phonebooks

Bridge Operator Console provides 3 phone books for numbers that are not a part of the existing phone system.



1. My Address Book – These are visible only to the operating user. You can call, transfer, email, add and delete users from this list. It can be accessed on the main screen via the tabs, or as a separate pop out window via the Ribbon.

2. Global Address Book – The global address book contains records visible to all users. The system administrator can decide who has rights to add / edit / and delete records in this database. All users have the rights to call and transfer calls to these records
3. Active Directory Phonebook – The active directory phonebook will show users in AD if the BOC server is configured to get its name, department, and title information from Active Directory

Messaging and Paging

Bridge Operator Console users will have menu options upon right clicking on a given extension, allowing them to send a message to that phone. Bridge Operator Console users can page another user's phone by using unicast for 1 to 1 and multicast for 1 to many, and won't use either user's phone line or interrupt an existing call.

Other Screens

The other BOC screens can be accessed by the menu, they include an actions log of your BOC activity, a BLF window, call history, call redirection rules, and the screen to import data into an address book.

Settings

Bridge Operator Console settings can be modified in the settings screen wizard. Most of the settings will take effect without having to restart the program. Screen 1 is shown below, and contains the only required information necessary to run BOC. You must provide the server information, and select your extension. The next page contains options that can affect the performance settings of BOC, these can be useful for updates, WAN connectivity, etc. The final page contains options that can affect the look and feel of BOC