**Windows Version 3 Documentation**

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**Main Screen Layout**

The above image shows the various sections of Bridge Lync Operator Console. They can be broken down as follows:

1. The Ribbon - The ribbon is the menu on the top of the window, it should be familiar to Microsoft Office users. The ribbon contains sections for call control, status, phone books,
2. The HUD (heads up display) - The HUD shows you information about the current call you have selected. This is your way of telling BLOC 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 (3). 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 (7601) in this case, the state of the call (TALK), the duration of the call (51 seconds), the caller id number (4494894329), the caller id name (Capital One), and the call reason (Direct). The call reason will explain why the call was received, in this case direct means someone called and it rang your phone. If a call rings back you parked in the parking lot, it will have a reason code of [Reminder]. If the call was transferred to you [Transfer], if you unparked a call [UnPark], if the call was the result of a forward from another phone [Unconditional Forward].

3. My Conversations - The My Conversations section will give you visibility of the calls on your phone. You can sort it by clicking on any column. You can perform drag and drop functions on any conversation, as well as right-click for call control options.

4. Directory Groups - The Directory Groups section allows you to select and view the status of a particular group of directories. Right-click options are available here for modification options.

5. Location Objects - Location of objects allow you to call or transfer call to an object that is not a line on 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 BLOC they will have more status information than if they are parked with the telephone handset. In settings you can define after how much the calls in park can be color coded to yellow, orange, or red. To get a call out of park, you can double click it.

7. The Search Toolbar - The search tool bar is used for finding objects. It can search globally or in a particular directory group by toggling the search Global check box. It will also search for Directory, My Address Book entries, and Global Address Book entries simultaneously. You can also enable an option in settings to have it search and filter location objects.

8. The Directory List - The directory list will show the extensions in either the selected directory 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 about 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’s in, whether your database is unreachable, HA failover has occurred, how many licenses you have and how many are in use, and some basic machine performance details.

Call Control

Call control allows you 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 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 the HUD, or a particular call in the My Calls box. Now drag that call to an item in the Locations Objects, Directory, 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.
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 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, Directory, 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 hub.
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, Directory, 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 dial out to the selected destination. You will be presented with a pop up window with 2 choices at that point. Click yes to complete the supervised transfer, no to hang up and resume the original call.

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 dial out to the selected destination. You will be presented with a pop up window with 2 choices at that point. Click yes to complete the supervised transfer, or no to hang up and resume the original call.

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 those actions is completed, you may start a supervised transfer by clicking [CTRL /] at the same time. At this point your phone will dial out to the selected destination. You will be presented with a pop up window with 2 choices at that point. Click yes to complete the supervised transfer, or no to hang up and resume the original call.

Right Click - When you right click on an item in the Locations Objects, Directory, My Address Book, or Global Address Book you will receive a menu popup, select Supervised Transfer to start a supervised transfer of the call you have selected in the hud. At this point your phone will dial out to the selected destination. You will be presented with a pop up window with 2 choices at that point. Click yes to complete the supervised transfer, or no to hang up and resume the original call.

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 those actions is completed, 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 will receive a menu popup, select Transfer Call to Voicemail to complete a voicemail transfer of the call you have selected 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 you would on the phone. It is a checkbox that will remember if you prefer and blind or supervised transfer. To open the free form transfer box, you can either click the blue icon shown below, or hit [CTRL ..] on your keyboard. When it pops up simply put in the number and press enter.

Answering a Call

To answer a call in BOC choose one of these 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 BLOC 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 answer the selected call in the HUD. Use the ribbon call control section to answer the call.

Ribbon

Hold Call

To hold a call in BLOC 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 answer the selected call in the HUD. Use the ribbon call control section to hold the call.

Resume Call

To hold a call in BLOC 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 answer the selected call in the HUD. Use the ribbon call control section to resume the call.

Park

To park a call for no one in particular like the 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 select call 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.

Park For

To park a call for a particular use and have the BLOC Server alert them via Lync, use the Park For function. There are several methods available including, right click on a user in the Directory list and select Park For, or search until 1 user is visible and hit [CTRL F] on the keyboard. If the user is running BLOC they will also get a notification popup.

Right Click
Searching

Bridge Lync Operator Console provides a robust search engine. It is located above the directory area on the main screen. You may search for any part of a users first name, last name, phone number, title, department, or personal address book category.

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 is appended to each of the 3 tabs shown above.

Directory Groups

The Directory Groups section allows you to select and view the status of a particular group of directories. Right click options are available here for modification options. You can create a new directory group by selecting New Directory 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 and remove group members. If the group has 0 members it will not be visible.
To edit an existing group, simply right-click on the group and select Modify Directory Group. Add or remove members and close the window to save the changes.

To delete a group, right-click on the group and select Delete Directory Group.
Location Objects

Location of objects allow you to call or transfer 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 BLOC 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 visible, and you can hide from view with the toggle button in the 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 Lync 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 BLOC by right mouse clicking on a user in the Directory. Once you do, the Lync chat window will appear.

Excluding Objects

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

To manage exclusions later, click the more menu in the Ribbon and select Manage Excluded Objects.
Phonebooks

Bridge Lync Operator Console provides 3 phone books for numbers that aren't part of the phone system.

1. My Address Book - These are visible only to you. You can call, transfer, email, 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 BLCC server is configured to get its name, department, and title information from Active directory.
A feature rich, reliable, affordable Attendant Console for Microsoft Lync.

Your Attendant Console has never been this easy, or this powerful!
We have a number of videos to show Bridge Lync Operator Console in action.

About BLOC
Bridge Lync Operator Console supports Microsoft Lync 2013 in client/server or standalone installation mode.

Contact
You can request support via email or web. Feel free to look into our knowledgebase as well.

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