

Call Control Tips

Enclosed are general xT911 tips for adjusting the audio, answering calls, using Hold, using Park, and dialing out using the Dial Pad.

xT911

Remember if you see **RED** anywhere in the application it means pay attention.

- A **red slash** through the Microphone on the Home tab or the Mute button in the Call Manager means the station is muted
- **Busy** button that is red means the station will not receive calls.
- **ACD Status: Logged Out** highlighted in red means you are not logged into the queue(s).

Adjusting audio settings

Before logging in to the queue(s) set your baseline audio preferences by using the Audio Tester.

- Put on your headset
- Open Audio Tester from the Help drop down menu
- Press the Record icon (red circle) to create a recording so you can hear the level of your voice based on where the slider is set. Adjust the microphone levels using the slider and repeat recording and playback until the desired volume is achieved
- Press the Play button next to the Speaker slider bar to hear a pre-recorded voice say Welcome. Adjust the slider to the desired volume for your hearing.
- Press the Play button next to the Ringer/Notification slider to hear a pre-recorded ring tone through the speaker bar on the monitor. Adjust the slider to the desired volume for the ringer notification.

Adjusting the volume and microphone through the **Volume** and **Microphone** sliders on the Ribbon's **Home** tab while on an active call only adjusts the levels for the current call.

To adjust the volume and microphone for all calls after you have logged into the queue(s), use the **Volume** and **Microphone** sliders on the Ribbon's **Home** tab while not on a call.

Answer a Call

911 and Admin (non-emergency) calls can be answered through any of the following methods:

- Select **Answer** using the mouse in the incoming call pop up
- Click anywhere on the **9-1-1 Globe** using the mouse
- Press the **Space Bar** on the keyboard
- Press the **Enter Key** on the keyboard
- Press the **F1 Function** key on the keyboard
- Press the **Answer** button on the Genovation keypad if provided

Station to station calls cannot be answered with short cut keys and instead must be answered by selecting either **Answer** or clicking anywhere on the ringing **Station to Station** dialog box.

Hold and Park

Place a call on **Hold** by any of the following options:

- Press the **Hold** button on the Home tab
- Press the **Hold** button in the Call Manager
- Press the **Hold** button on the Genovation keypad if provided
- Press the pre-programmed **Function** key on the keyboard

Place a call on **Park** by any of the following options:

- Press the **Park** button on the Home tab
- Press the **Park** button in the Call Manager
- Press the **Park** button on the Genovation keypad if provided
- Press the pre-programmed **Function** key on the keyboard

Answering a **Held** call: *Held calls can only be picked up at the station where the call was placed on hold*

- Highlighting the call you want to take action on
 - Click the **Pick Up Holding Call** icon in the Call Manager window
 - Or Click the **Hold** button on the Genovation Keypad if provided
 - Or Click the **Hold** button on the Home Tab of xT911

Answering a **Parked** call: *Parked calls can be picked up at any station by any user*

- Highlighting the call you want to take action on
 - Click the **Answer Call** button in the Active Calls window
 - Or right click on the call in the Active Calls window and choose **Answer Call**

When on an active call, placing the caller on **Hold** or **Park** will allow the ringer popup to display and second call to be answered.

Choosing **Answer Ringing Call** in the Ring All Calls window places the first call on **Hold**.

Dial a Call using the Dial Pad

Mute tones from caller will mute the DTMF tones. If you need to manipulate through an IVR or type an extension, this box must be unchecked.

To manually dial a call:

- On the Home tab, in the Call Control group, click the Dial button. xT911's Dial Pad will open.
- Enter the number you want to dial and then click Dial or if your cursor is still in the number field, press ENTER. You can click the buttons on the Dial Pad, or use a computer keyboard.