



RINGNINE

**WEBPORTAL VOICE ASSISTANT**


**MODULE**

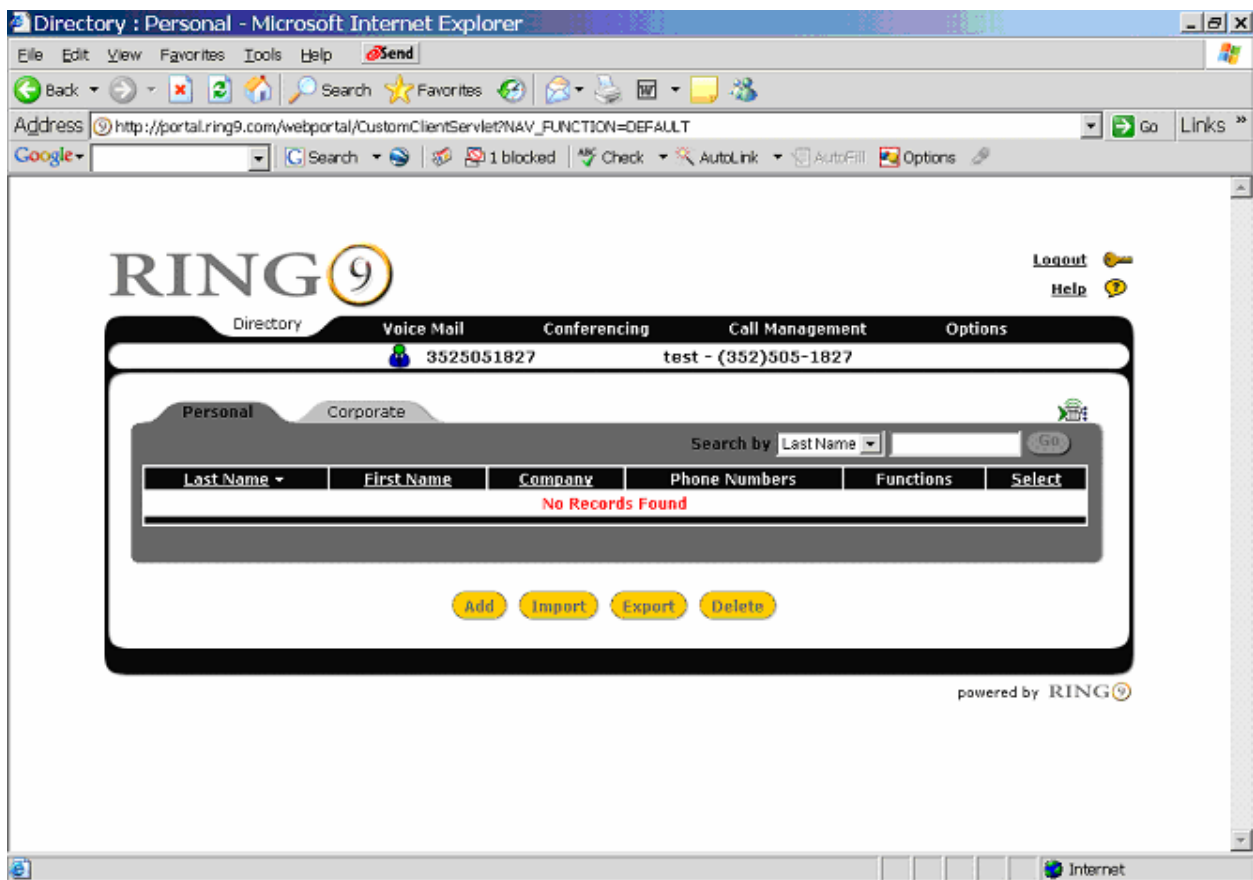
**Version 1.020906**

### **Module 3**


*The purpose of this module is to familiarize you with the basic Voice Assistant functionality and navigation available in the Ring 9 Web Portal. Some of the basic functions using the Voice Assistant in conjunction with your phone are: make, pick-up, transfer, park, multi-park, ad-hoc conference or forward a call; as well as make outgoing calls.*

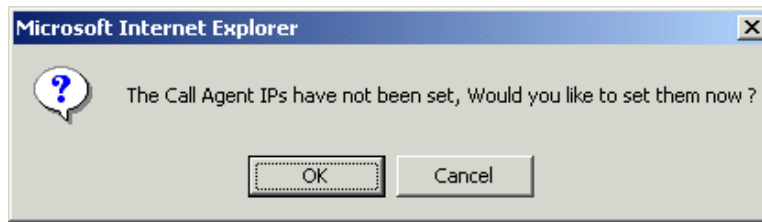
#### **Ring 9, Inc.- Voice Assistant**

The Voice Assistant is an optional call control functionality. To add this feature <Click> on the Call Control button (  ) on the Web Portal as below.



**Figure 1 – Ring 9 Web Portal Tabs – Personal View**

The first time you <Click> on the Call Control button (  ) for the Voice Assistant you may be prompted to enter the Call Agent IP address (See Figure 2). The Call Agent (CA) IP Address is the same for CA 1 and CA 2 and is 4.71.8.52 (see in Figure 3 below).

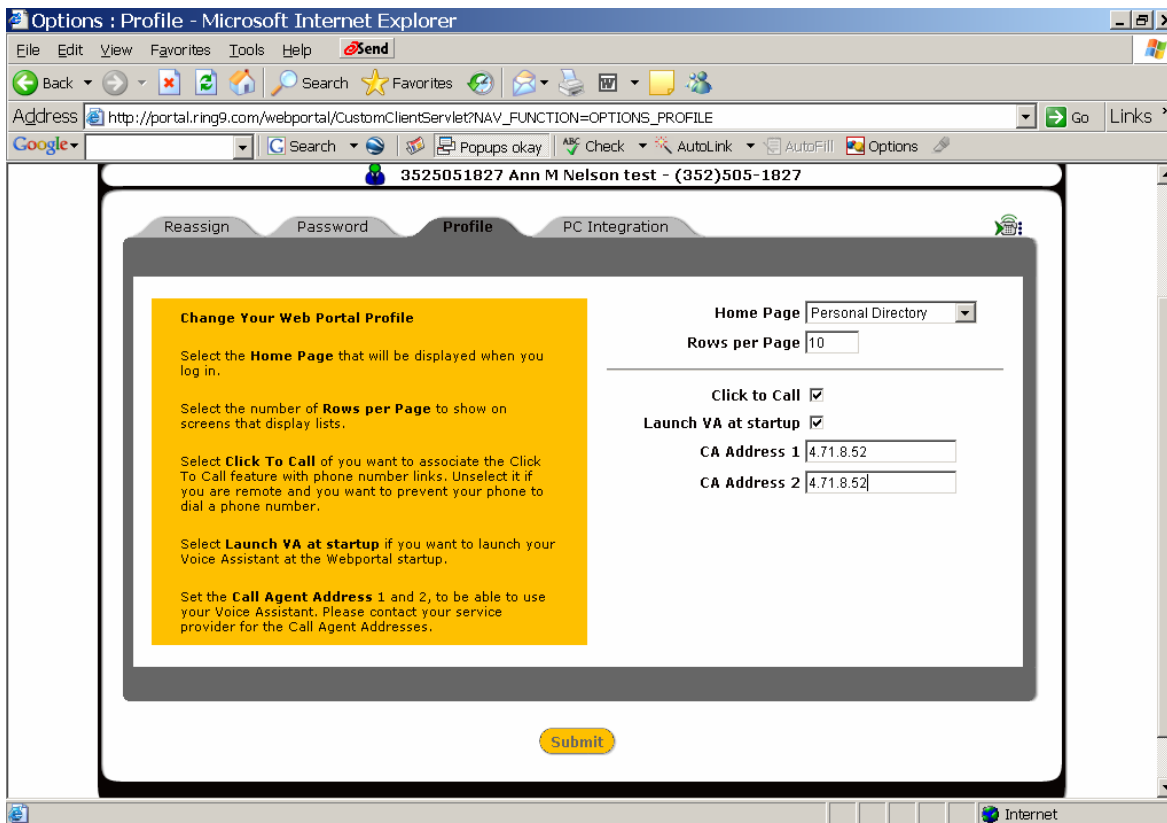


**Figure 2 – Call Agent IPs Address Prompt**

**<Click>** OK; you will be redirected to the *Options > Profile* screen (Figure 3) where you can enter the Call Agent IP addresses.

On the *Profile* screen shown in Figure 3 there is a check box to "**Launch VA at startup**", by checking this box you can automatically start the Voice Assistant the next time you login to the Web Portal.


**<Check>** Click to Call & then **<Click>** Submit



**Figure 3 - Setting Call Agent IP Address on Options > Profile Screen**

The voice assistant is now active for future calls.

## **Navigating Voice Assistant Windows:**



The Voice Assistant window can be minimized; **<Click>** the upper left corner of the top of the window or select the  (minimize arrow) to hide the Voice Assistant.

To re-display Voice Assistant **<Double Click>** on the  icon (Figure 5) in the system tray (bottom right corner of your screen) or;

**<Click>** on the Call Control button (  ) on the Web Portal. Once displayed the Voice Assistant Main Window will appear as Figure 4 below.

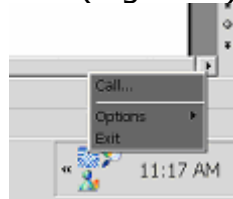


**Figure 4 – Voice Assistant Main Window**

To exit or close the Voice Assistant application **<Click>** the  (close) button to the right of the  (minimize) button or;

**<Right Click>** on the  icon (Figure 5) in the system tray (at the bottom right corner of your screen) and **<Click>** Exit.

Notice there are two other options to choose from the system tray if you are not terminating the Voice Assistant (Figure 5).



**Figure 5 – System tray  icon <Right Click> example**

Whichever method you choose to terminate the Voice Assistant the following screen will appear:



**Figure 6 - <Click> Yes to exit Voice Assistant**

To confirm that you want to exit/close the Voice Assistant application **<Click>** YES. This only terminates Voice Assistant not the Web Portal.


To re-display the voice assistant **<Click>** on the Call Control button (  ) or **<Click>** on a phone number to dial out and the Voice Assistant will display.

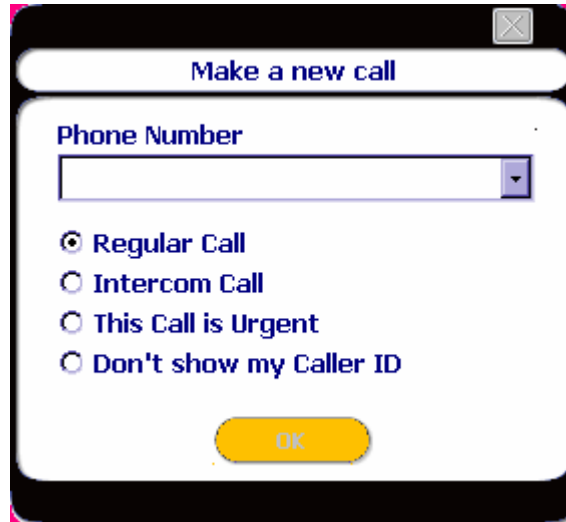
The Voice Assistant provides the following functionality when you are ***NOT*** on an active call! Click on any of the following links below to find out more detailed information.

- [Answer and manage incoming calls](#)
- [Make a new call](#)
- [Pick up a ringing call](#)
- [Pick up a parked call](#)
- [Listen to Voice Mail](#)
- [Turn on Do Not Disturb](#)
- [Forward to another number](#)
- [Create Call Later List](#)
- [Create Redirect \(Forward\) List](#)
- [Using Speed Dials](#)
- [Updating Speed Dials](#)

There are five functions on the Main Voice Assistant Window (as seen in Figure 4). They are briefly addressed below, if you need further detailed information please see the above links.

I want to...

1.  Make a new call...




**Figure 7 – Make a new call**

**Regular Call** – connects you to the number you indicate after OK is clicked.

**Intercom Call** – connects you to the number with a notification beep introduction.



**This Call is Urgent** - phone rings number with a distinctive ring tone.

**Don't Show my Caller ID** – the phone call comes in labeled as "Private" instead of the name of the person who is calling.

2.  Pickup a ringing call...



**Figure 8 – Pickup Ringing Call**

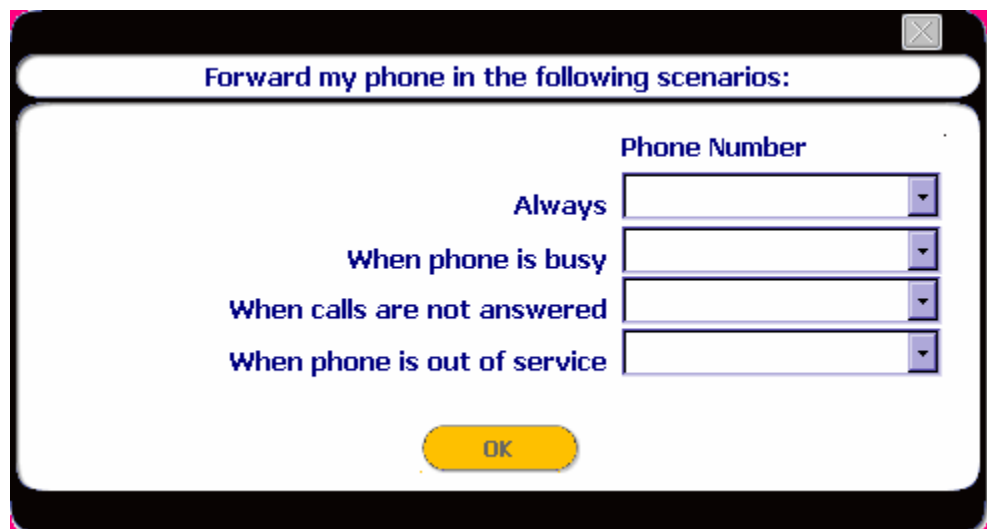
3.  Listen to Voice Mail connects you to your voice mail.
4.  Turn on Do Not Disturb



**Figure 9 – Do Not Disturb Mode**

Your Do Not Disturb now says Turn off Do Not Disturb and there is now a red box at the bottom of your Voice Assistant main window that indicates you are in DND (Do Not Disturb) Mode.

5.  Forward to...



**Figure 10 – Forwarding scenarios**

You have multiple options to forward in four scenarios, see Figure 10 above.

## **Voice Assistant Active Call Window**

The following examples are Call Functions using the Voice Assistant that you **CAN** perform during an active call:

- [Hold the call](#)
- [End the call](#)
- [Transfer the call](#)
- [Start a conference](#)
- [Park the call](#)
- [Make a new call](#)



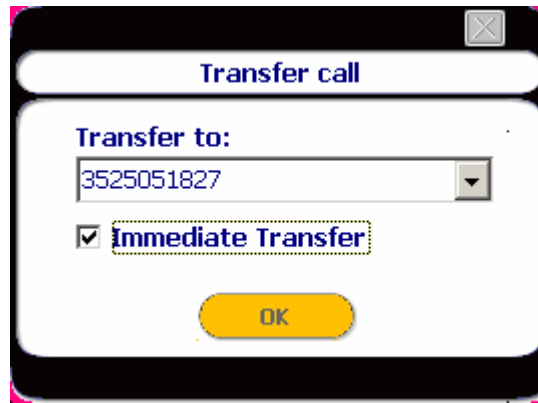
**Figure 11 – Voice Assistant Active Call Window**

## **Voice Assistant Active Call Window Options**

**Hold the call** - automatically puts your incoming call on hold. A friendly system ring will sound every minute the incoming call sits on hold to remind you that the party is holding.

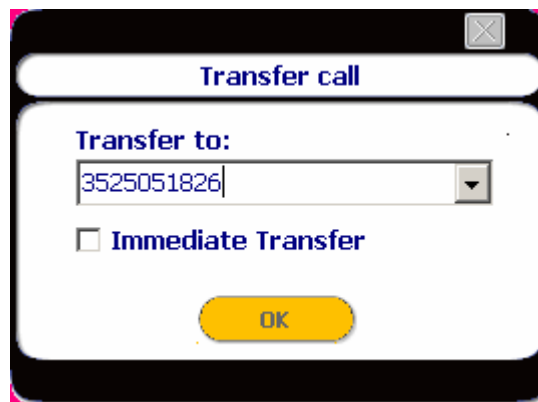
**End the call** - disconnects the call.

**Transfer the call** - with immediate transfer- this will connect the held call to the party you dialed and will disconnect from the held call once you click OK.



**Figure 12 –Immediate Transfer**

If you do not select immediate transfer and **<Click> OK** the party you are transferring will be placed on hold.



**Figure 13 – Transfer Call – Announce who is calling**

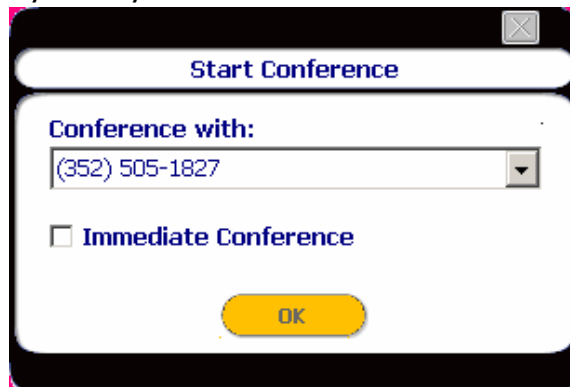
You will be connected to the number you are transferring to, you can announce the call; simultaneously you will be presented with the following window **<Click> Complete transfer** as seen in Figure 14 below.



**Figure 14 – Voice Assistant Active Call Transfer Window**

**Start a conference...** - You can create an unscheduled or "ad hoc" conference using the Voice Assistant window. While you are in an active call, you can **<Click>** the Start a conference to add another person to the call **<Click> OK** (Figure 14).

**Note:** Your phone must be configured by your system administrator to allow Ad-Hoc Conferencing and the ad hoc conference limit cannot be exceeded. The default limit is 3 callers that can be added ad hoc to a conference call, unless your system administrator has changed the limit for your phone.



**Figure 15 – Start Ad Hoc Conference**

The window will change and give the option to complete the conference. **<Click>** Complete Conference



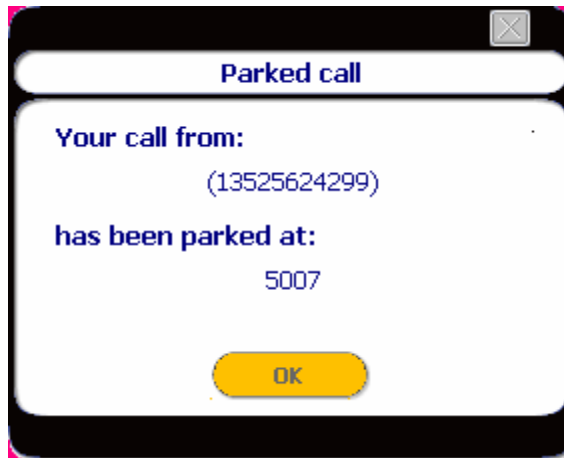
**Figure 16 – Voice Assistant Active Call Complete Conference Window**

After the conference begins your Voice Assistant window changes; you now see 2 people are on the conference. For more information about conferencing please see the Meet-Me Module 7 or Meet-Me Moderator Module 8.



**Figure 17 – Ad Hoc Conference window and additional options**

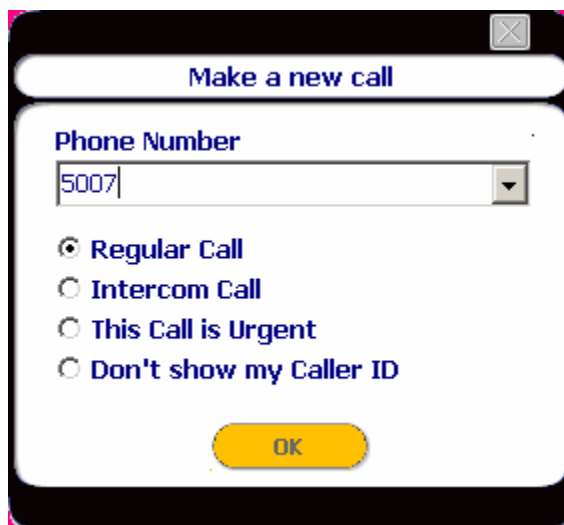
**Park the call** - is similar to placing a call on hold, except that when a call is parked, you can pick up the parked call from anywhere in the system and the line is free again. The call is put on hold and a pop-up dialog displays the extension where the call is parked.



**Figure 18 – Park a call**

**Picking Up a Parked Call** - You can use Voice Assistant to pick up a parked call by using Multi-Call Park. You will need to know the Park Extension where the call is parked. The person parking the call should make note of the Park a call screen, as shown in Figure 18 above, and provide the extension to whomever is picking up the call.

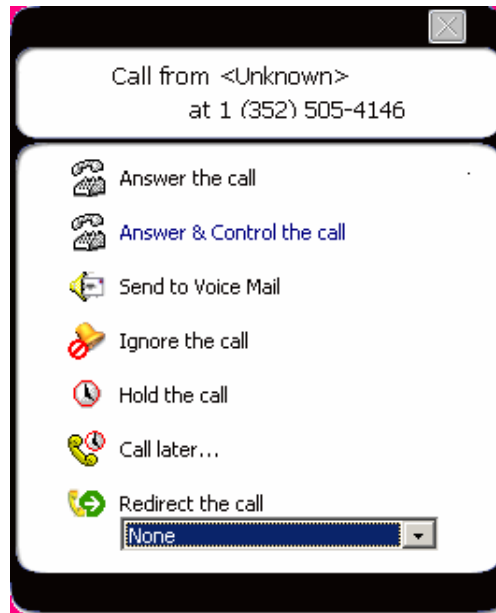
On Voice Assistant, click the **Make a new call** and enter the park extension to pick up the parked call.



**Figure 19 – Pick up a parked call**

## **Incoming call window**

When your phone rings the smaller Voice Assistant window pop-up appears (Figure 20).



**Figure 20 – Call Functions for an incoming call**

**<Click>** Answer & Control the call. This is just one of many options available:

**Answer the call** - the call will be connected and you can speak to the caller via the speaker phone (if your phone has one) or by picking up the handset.

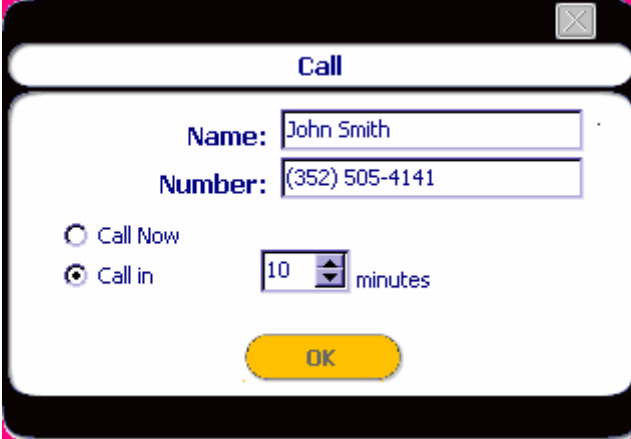
**Answer & Control the call** - in addition to being connected you will see the dialog box below (Figure 20).

**Send to Voice Mail** – this will send the call directly to your voice mail without the caller having to wait for voice mail to pick up.

**Ignore the call** – the incoming call will continue to ring until you are ready to pick it up (or the caller hangs up).

**Hold the call** - automatically puts your incoming call on hold. A friendly system ring will sound every minute the incoming call sits on hold to remind you that the party is holding.

**Call Later...** - will send your incoming call directly to voice mail and will pop up a window to notify you to either Call Now or Call in your determined specified number of minutes.



Call

Name: John Smith

Number: (352) 505-4141

Call Now

Call in 10 minutes

OK

**Figure 21- Call later...**

**Redirect the call** – is addressed in the links above on Page 6. The Voice Assistant provides the following functionality when you are **NOT** on an active call! [Create Redirect \(Forward\) List](#)