



SmartVOIX User Guide

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1. Introduction

SmartMove is a state of the art dispatching system. It combines the power of the internet with the reach of the mobile phone network to provide what is arguably the most sophisticated dispatching system available today.

SmartVOIX is a phone system that can be fully integrated with SmartMove to provide fleets with an efficient way to take bookings over the phone. If the caller's phone number (callerid) is available the booking form will be populated with information about the caller including previously used addresses for the operator to select from which saves time, improves accuracy and provides superior customer service.

Other features of SmartVOIX include:

- Automated bookings using Interactive Voice Response (IVR) meaning the caller does not need to wait to talk to the operator.
- Calls are recorded and linked to bookings. The operator can rapidly replay the call(s) linked to any booking.
- Calls can be forwarded to another SmartVOIX system over the Internet. This allows one call centre to hand over to another one whenever required without paying a redirection fee.
- Calls can be taken anywhere on the internet. This allows operators to work from home.
- Some control over the ordering of calls is provided.

This document explains how to use the SmartVOIX phone hardware and dashboard software.

The separate Quick Reference Guide contains specific details for your SmartVOIX system.

2. User Guide

2.1. Linksys/Cisco IP Phone



1. Handset.
2. LCD screen which displays time, date, your phone number, caller ID, call status, and soft key tabs.
3. Voice Mail indicator light, blinks when the phone is ringing and remains lit to indicate new voice messages.
4. Lines – Shows the lines available to dial from.
5. Soft keys: Enables you to activate any functions displayed along the bottom of the LCD. Keys change depending on status of phone.
6. Navigation button.
7. Mailbox button – Allows you to check your voice messages.
8. Hold button: Places the active call on hold, resumes a call on hold, and switches between an active call and an incoming call or an active call and a call on hold.
9. Setup button: Displays a menu that provides access to phone logs, directories, settings, and services.
10. Volume button: Increases or decreases volume for the handset and speaker. Also controls the ringer volume (if on-hook).
11. Headset button – allows for the use of a headset.
12. Speaker button – activates speakerphone.
13. Mute button – mutes the microphone on your phone so the receiving party cannot hear you.
14. Keypad: Works exactly like the keypad on a traditional telephone

2.2. Making External Calls

There are 2 options available to make a call:

- Lift the handset and dial the number.
- Dial the number and press “**dial**” soft key.

Note: This will use the booking line by default, stopping booking calls from ringing the phone.

2.3. Making Internal calls

Same as external calls, using the 3 digit extension number for the phone that you want to call.

2.4. Transferring calls

This allows you to speak to the person you are transferring to prior to transferring the call.

- While on the call, press the “**xfer**” soft key (this will place the caller on hold).
- Dial the 3 digit extension number to which you want to transfer the call.
- When the second line rings, wait for the party to answer the call, announce the caller press “**xfer**” soft key again to connect the two parties.
- Hang up or end the call.

Note: if the extension does not answer, press the flashing line to get back the caller.

2.5. Voicemail

To access voicemail:

- Dial the feature code *98, then follow the prompts OR
- Dial the feature code *97 from the extension whose voicemail is wanted (press the green button for the line, then dial).

Note: voicemail should be set up so that a voicemail recording is email the fleet.

2.6. Saving Numbers

2.6.1. Creating a saved number


- Press the “**dir**” soft key.
- Press the “**add**” soft key to create an entry.

2.6.2. Dialling a saved number

- Press the “**dir**” soft key.
- Scroll to an entry and press “dial” button to call.

2.7. Speed dial

2.7.1. Creating a speed dial


- Press the **Setup** button .
- Scroll down to the **Speed Dial** option, and press the “**select**” soft key (or, press 2).
- Scroll to the number you wish to use for the speed dial and press the “**edit**” soft key.
- Enter the number, then press the “**ok**” soft key.
- Exit out of the menus by pressing the “**cancel**” soft key.

2.7.2. Dialling a speed dial

Use the speed dial in the same way that a normal call is made, simply dialling only one number.

2.8. Using Call History

To access your Call History:

- Press the **Setup** button .
- Select option 3 or “**Call History**” and press the “**select**” soft key
- You will have the option to view the following call histories:
 - Missed Calls
 - Received Calls
 - Made calls
- Select the Call History you would like to view by highlighting it (using the up and down arrow keys below the LCD display) and pressing “**Select**” at the bottom of the LCD display. By highlighting a specific call in the history you have the option of:
 - Dialing
 - Exiting the current menu

2.9. Do Not Disturb (DND)

Admin/managers can use DND button to not receive calls.

- To enable DND press the “**dnd**” soft key
- To disable DND press the “**-dnd**” soft key

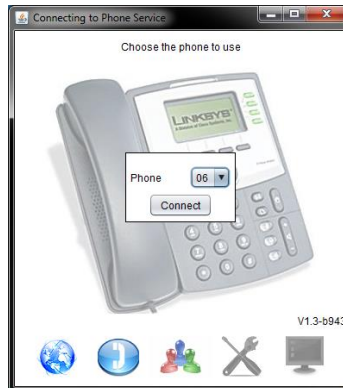
Note: Operators **should not use** this feature. If an operator does not want to receive calls for some reason, they should un-tick queues on the Dashboard to leave them.

3. Dashboard

The dashboard is used to select the queue from which the user would like to answer calls.

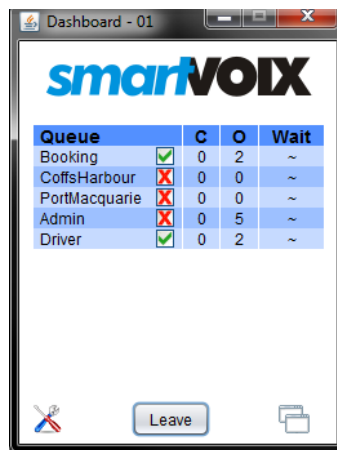
3.1. Starting up

Select the phone that you will be using from the drop down menu, then press **Connect**.



3.2. Queue usage

Select the queues that you want to answer calls from. For operators, this should normally only be the **Booking** and **Driver** queues.



Notes:

- A green tick next to a queue name indicates the user will get calls for that queue.
- A green tick with a grey background indicates the phone will get calls for that queue, and can't leave the queue. For example, the fleet may want a particular phone to always ring when a Driver call comes in.
- A red cross means the user will not get calls for that queue.

- Fleet specific booking queues (e.g. CoffsHarbour and PortMacquarie in the above image) allow for dedicated operators for that fleet.
- Operators **must not** join more than one fleet specific booking queue.
- If any operator is in a fleet specific booking queue then the calls for that fleet will not go to the Booking queue and other operators will not be able to answer calls for that fleet.
- An operator can be in a fleet specific booking queue and the general Booking queue. In this case the fleet specific queue will have higher priority over the general Booking queue.
- Admins should simply join the Admin queue.
- The “**O**” column shows the number of operators in a queue.
- The button in the bottom right will make dashboard always show on top of other windows.

3.2.1. Leaving your Desk

Click on “**Leave**” if leaving the desk (e.g. for a break) so that calls will not be sent to that phone. Do not use DND.

3.2.2. Returning to your Desk

Click on “**Return**” to start receiving calls again.