

Akkadian Console User Guide

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Akkadian Labs

Table of Contents

1. Introduction	1
2. 1. Akkadian Console Overview	2
2.1. 1.1 Starting Akkadian Console	3
2.2. 1.2 Akkadian Console Icons	4
2.3. 1.3 Akkadian Console Interface	6
3. 2. Akkadian Console Call Control.....	7
4. 3. Customizing Akkadian Console.....	13
4.1. 3.1 Rearrange Panels Using Drag and Drop.....	14
4.2. 3.2 Managing Panels Using the Toolbar	15
4.3. 3.3 Managing the Console Using the Application Control Menu	16
4.3.1. 3.3.1 Configuring Preferences	17
4.3.2. 3.3.2 Configuring Views	18
4.3.2.1. 3.3.2.1 Changing the Layout	19
4.3.2.2. 3.3.2.2 Restoring Panels.....	20
4.3.2.3. 3.3.2.3 Resetting the Console Window	21
4.4. 3.4 Configuring Lines	22
4.4.1. 3.4.1 Labeling a Line.....	23
4.4.2. 3.4.2 Silencing a Line.....	24
4.4.3. 3.4.3 Changing a Line Color.....	25
5. 4. Managing Speed Dials	26
5.1. 4.1 Adding Speed Dials	27
5.2. 4.2 Editing Speed Dials	28
5.3. 4.3 Deleting Speed Dials	29
5.4. 4.4 Adding Speed Dial Groups	30
5.5. 4.5 Renaming Speed Dial Groups	31
5.6. 4.5 Deleting Speed Dial Groups	32
5.7. 4.6 Search for Speed Dials.....	33
5.8. 4.7 Add/Remove Speed Dial Column Headers	34
5.9. 4.8 Importing Speed Dials	35
5.10. 4.9 Exporting a Speed Dials	36
6. 5. Using Notes in Akkadian Console	37
6.1. 5.1 Adding a Note	38
6.2. 5.2 View and Edit Notes	39
7. 6. Emergency Calls.....	40
8. 6. Help	42

1. Introduction

Akkadian Console™ provides a complete, stable solution for companies of any size across all industries. This flexible console is available in three deployment types: an unmanaged client, managed deployment, or web-based deployment.

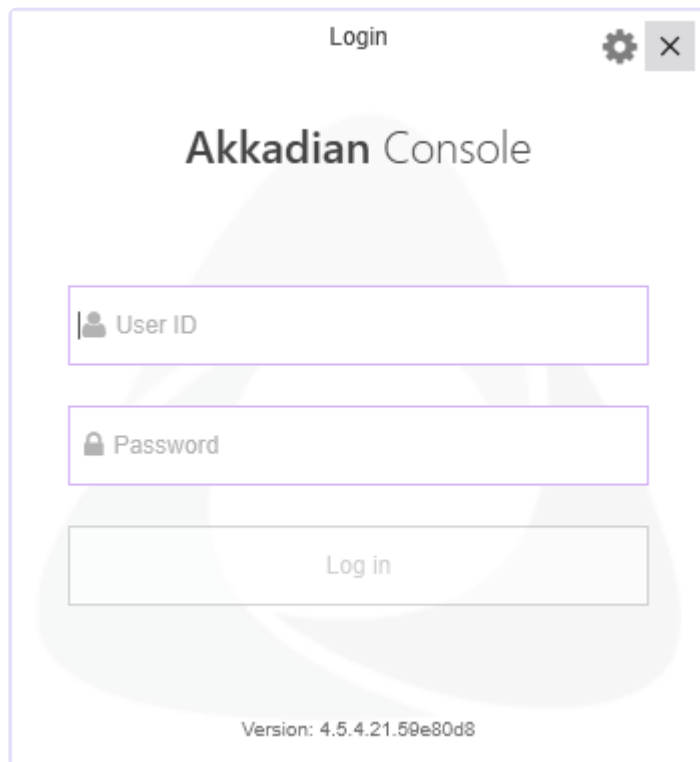
2. 1. Akkadian Console Overview

Busy operators and office admins at hundreds of companies already use Akkadian Console™ to handle incoming calls. Users love Akkadian Console because it is ready when they need it, easy to learn, and simple to use.

2.1. 1.1 Starting Akkadian Console














To start Akkadian Console:










1. **Double-click** the desktop icon.
2. The login window will appear. If the login window does not appear, Akkadian Console has not been configured. Please contact your administrator for further assistance.
3. Enter your **User ID**, **Password**, and click **Log in**

A screenshot of the Akkadian Console login window. The window has a title bar with the text "Login" and a close button (X). The main content area features the "Akkadian Console" logo at the top. Below the logo are two input fields: the first is labeled "User ID" with a person icon, and the second is labeled "Password" with a lock icon. A "Log in" button is positioned below these fields. At the bottom of the window, the version number "Version: 4.5.4.21.50e80d8" is displayed. The background of the window shows a faint Akkadian logo.

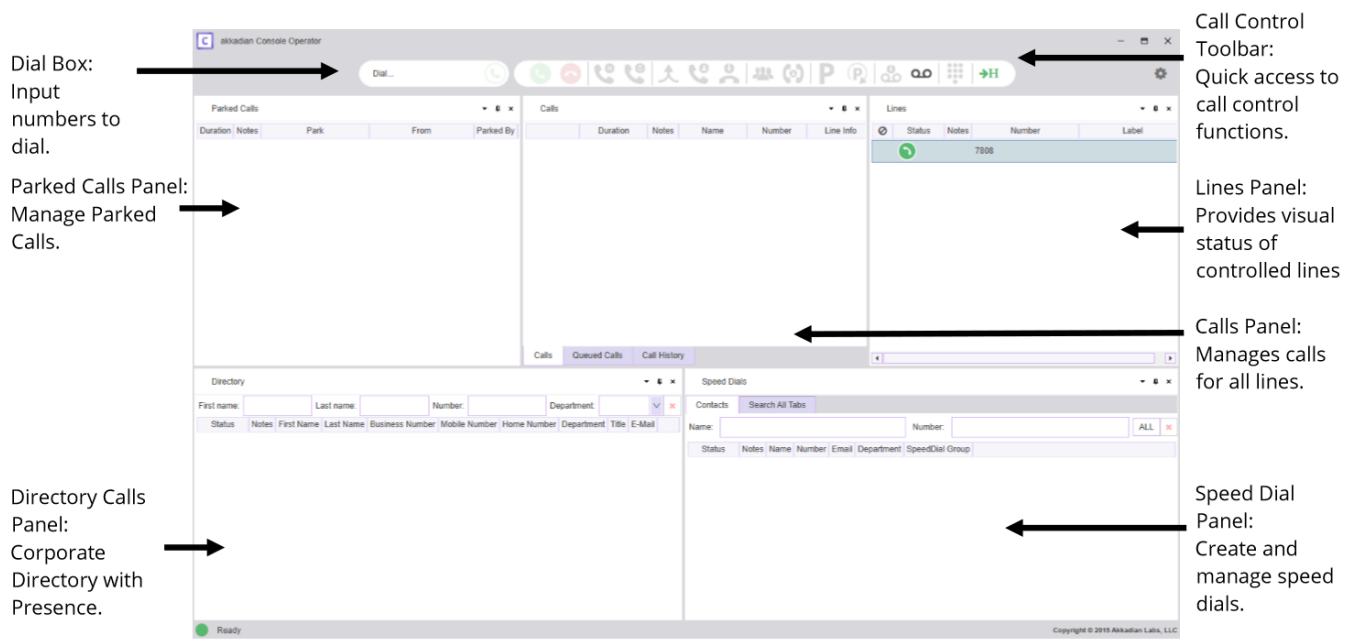
2.2. 1.2 Akkadian Console Icons

The image below will help you identify the different icons located in the Akkadian Console application

Status Icons	Shortcut Key	What It Means
	N/A	The line is idle/open
	N/A	There is an incoming call
	N/A	The line is in use
	N/A	Delete the number in the dial box
	c	Answers the call
	Ctrl + H	Hangs up the call
	N/A	Calls the number input in the dial box
	Ctrl + L	Puts the highlighted call on Hold
	N/A	The highlighted call will turn yellow when on hold for 60 seconds
	N/A	The highlighted call will turn red when on hold for 120 seconds
	Ctrl + L	Resume the highlighted call
	Ctrl + X	Conduct a Blind Transfer
	Ctrl + T	Conduct a Consult Transfer








	Ctrl + R	Directly Transfer two lines together
	Ctrl + C	Initiate a Conference Call
	Ctrl + J	Join two calls to create a conference call
	Ctrl + P	Park an active call
	N/A	Revert a call in Park
	Ctrl + O	Transfer to Voicemail
	N/A	Call Voicemail
	N/A	Open the Dial Pad
	N/A	HLOG

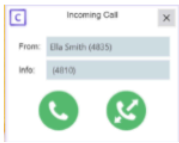








2.3. 1.3 Akkadian Console Interface













3. 2. Akkadian Console Call Control









Below are the various ways to make and control calls using Akkadian Console.

To....	Do this with the mouse....	Call Control Toolbar	Keyboard Shortcut
Place a call	Either: <ul style="list-style-type: none"> Enter the number in the Dial Box and press enter or click the  icon In the Directory panel, double-click the contact to dial Business Number, or right-click on the contacts, Business, Mobile or Home Number, and click Dial. In the Speed Dials Panel, double-click the contact, or right-click and select Dial. 	N/A	N/A
End a Call	Either: <ul style="list-style-type: none"> Right-click on the active call and select End Call In the Calls Panel, click the  With the active call selected, click the  icon in the Call Control Toolbar. 		CRTL + H
Answer a Call	Either: <ul style="list-style-type: none"> Double-click on the ringing call. Right-click on the ringing call and select Answer. Click the  icon in the Call Control Toolbar to answer the most recent ringing call. In the Calls Panel, click the  icon to the left of the desired call. 		CRTL + A

	<ul style="list-style-type: none"> When the application is minimized and a call rings in you will receive Incoming Call notification containing the From info: Line info: and the option to Answer or Answer and Open aCO. The notification will be at the bottom right-hand side of computer screen. 		
Hold a Call	<p>Either:</p> <ul style="list-style-type: none"> Right-click on the active call and select Hold. Select the active call and click the  icon in the Call Control Toolbar. In the Calls Panel, click the  icon to the left of the active call. 		CRTL + L
Resume a Call	<p>Either:</p> <ul style="list-style-type: none"> Right-click on the Held call and select Resume. Select the active call and click the  icon in the Call Control Toolbar. In the Calls Panel, click the  icon to the left of the active call. 		CRTL + L
Park a Call	<p>Either:</p> <ul style="list-style-type: none"> Drag the call from the Calls Panel to the Parked Calls Panel. Right-click on the active call and select Park. Select the active call and click the  icon in the Call Control Toolbar. 		CTRL + P

Retrieve a Parked Call	<p>Either:</p> <ul style="list-style-type: none"> • Drag the call from the Parked Calls Panel to the Calls Panel. • Right-click on the parked call and select Revert. • Select the parked call and click the  icon in the Call Control Toolbar. 		N/A
Blind Transfer	<p>Either:</p> <ul style="list-style-type: none"> • Drag the call from the Calls Panel to the Directory panel, and then drop it on the desired recipient contact number. (Business number is default) • Drag the call from the Calls Panel to the Speed Dial panel, and then drop it on the recipient. • Enter the destination number in the Dial Box and click the  icon in the Call Control Toolbar. • Right-click on the selected call and choose Transfer. Enter the transfer destination number in the dial pad and press the Transfer button. 		CTRL + X
Consult Transfer	<ul style="list-style-type: none"> • Right-click on the selected call and choose Consult Transfer. Use the Dial pad to enter the transfer destination number. Press the Consult Transfer button to initiate the call. After consulting with the transfer recipient, press the Transfer button to complete the transfer. • Select the call you want to transfer. Enter a transfer destination number in the Dial Box using the keyboard and click on the  icon to have the number dialed. After consulting with the transfer 		CTRL + T

	<p>recipient, press the Transfer button to complete the transfer.</p> <ul style="list-style-type: none"> Select the call you want to transfer. Right-click a Speed Dial or Directory entry and choose Consult Transfer. After consulting with the transfer recipient, press the Transfer button to complete the transfer. <p>Note: If the transfer recipient cannot take the call, click the Cancel button; the dial pad will then close. Use the End Call option to end the call with the recipient and Resume with the original held party.</p>		
Direct Transfer	<ul style="list-style-type: none"> Select the calls you want to directly transfer by holding down the Ctrl key and clicking the calls. Right-click and choose Direct Transfer. Select the calls you want to directly transfer by holding down the Ctrl key and clicking the calls. Press the  icon. 		CTRL + R
Transfer a call to voicemail	<ul style="list-style-type: none"> Select the call you would like to transfer to voicemail, right-click and choose Transfer to Voicemail. Enter the transfer destination number using the dial pad or keyboard and press the Transfer button to complete the transfer to voicemail. Select the call you would like to transfer to voicemail. Enter a phone number in the Dial Box and click on the  icon to complete the transfer to voicemail. Select the call you would like to transfer to voicemail. Search for the contact using the Directory or Speed Dials panel. Right-click on the name and select Transfer to Voicemail. 		Ctrl + O

	Note: You can only use internal numbers to transfer to voicemail.		
Conferencing Calls	<ul style="list-style-type: none"> Right-click on the selected call and choose Conference. Use the Dial pad or keyboard to enter the number for the conference participant. Press the Conference button to initiate the call. After confirming with the recipient, press the Conference button again to join all parties together into a conference call. Select the call you want to start a conference with from the Calls panel. Enter the desired number in the Dial Box using the keyboard and click on the  icon to have the number dialed. After consulting with the conference recipient, press the Conference button on the dial pad to join all parties together into a conference call. 		Ctrl + C
Joining Calls	<ul style="list-style-type: none"> Select the calls you want to join by holding down the Ctrl key and clicking the calls. Right-click and choose Join. Select the calls you want to join by holding down the Ctrl key and clicking the calls. Press the  icon. 		Ctrl + J
Voicemail	<ul style="list-style-type: none"> Select the line you would like to use to call into voicemail. Press the  icon located on the Call Control Toolbar and follow the prompts. When an automated voice prompt requires you to enter information, use the  icon located on the toolbar. 		
Add Notes	<ul style="list-style-type: none"> Notes can be added to lines, active calls, parked calls, directory and speed dial entries using the Note field. Right-click on the Note field next to the name or number. A text box will appear where you can type in your note. Click Save to 		

	activate it. Click Delete to remove the selected note. Use your mouse to hover over a Note icon to quickly read the message.		
Send Email	<ul style="list-style-type: none"> From the Directory or Speed Dial panel, right-click on the desired contact's email address and select Send Email. A new email window will open with the selected contact's email address populated in the To field. 		
Send Phone Message	<ul style="list-style-type: none"> The Akkadian Console Operator can send a text message to another user's Cisco IP Phone LCD screen. From the Directory or Speed Dial panel, right-click on the desired contact and select Send Phone Message. In the information window, add a title and message to send to the user's IP Phone screen. Press the Send button to send the message or Cancel to close without sending. You will receive a confirmation that your message has been sent, press OK to clear from your screen. <p>Note: Once the user presses Exit on phone, the message is gone permanently. The screen returns to the devices homepage.</p>		
Hunt Group		→H	

4. 3. Customizing Akkadian Console

The Akkadian Console interface is very customizable. This section provides details on the different ways to customize the interface.

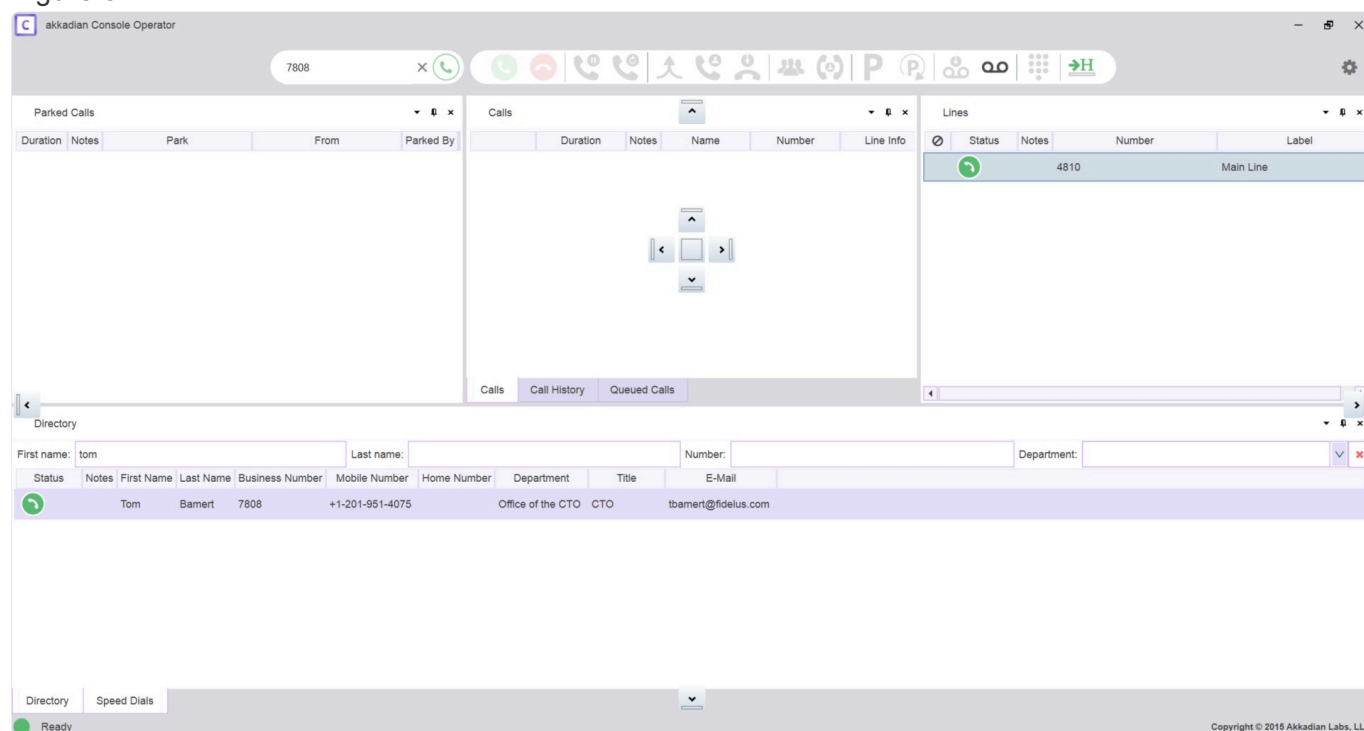
4.1. 3.1 Rearrange Panels Using Drag and Drop

The Akkadian Console has the ability to rearrange panels via drag and drop using your mouse:

1. **Click and Hold** the window you would like to move as demonstrated in **figure 3.1**
2. Use the **Guide Arrows** to drag and drop the window to a new location

Note: If you drop the window into the middle section of the guide arrows, the selected window will now become a tab.

Figure 3.1






4.2. 3.2 Managing Panels Using the Toolbar

The Akkadian Console has the ability to manage panels using the panel toolbar. Each panel has three icons as shown in **figure 3.2.1**.

Figure 3.2.1



1.  – The **Menu** icon provides four options:
 - **Floating**: Undocks the panel allowing it to float outside the main application
 - **Docked**: Default setting where the panel is docked in the main application
 - **Sliding**: Enables the panel to slide out from the left side of the application
 - **Hidden**: Removes the panel from the application
2.  – The **Make Sliding** icon provides a one-click method to activate the sliding panel feature.
3.  – The **Make Hidden** icon provides a one-click method to remove the panel from the application.

Note: To restore hidden panels, see [Section 3.3](#).

4.3. 3.3 Managing the Console Using the Application Control Menu

The Akkadian Console **Application Control Menu** provides additional methods to customize the interface.

The Application Control Menu consists of the following components for user modification:

1. **Preferences**
2. **View**


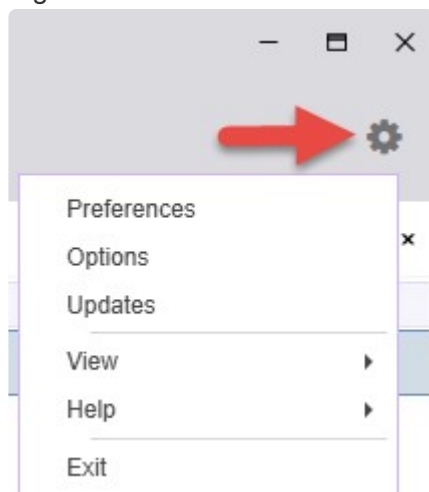
The Application Control Menu can be accessed by clicking on the  icon located in the upper right-hand corner of the application as shown in **figure 3.3.1**.

Figure 3.3.1




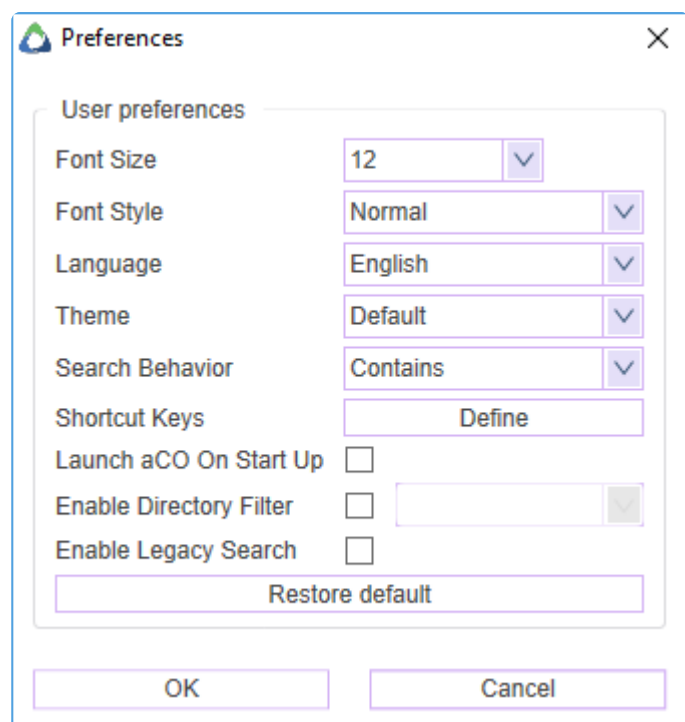
4.3.1. 3.3.1 Configuring Preferences

Preferences can be used to modify the following settings:

Font Size	Use the drop-down arrow to choose between sizes 10-18 font.
Font Style	Use the drop-down arrow to choose between Normal and Bold.
Language	Use the drop-down arrow to choose between English, Spanish and French.
Theme	Use the drop-down arrow to choose between Default, Expression Dark, or High Contrast.
Search Behavior	Use the drop-down arrow to choose between Start with and Contains.
Shortcut Keys	Define the keyboard shortcuts aCO will use to perform call control tasks
Launch on Startup	Launch the console after logging into the machine
Enable Directory Filter	Select a default department for directory search
Enable Legacy Search	Changes the directory to search by First Name, Last Name, and Number

To access Preferences:

1. Click the  icon and go to **Preferences**.
2. Adjust the desired setting.
3. Press the **OK** button to confirm changes or press the **Cancel** button to close the preferences window.
4. To reset all changes to default, click the **Restore default** button.



4.3.2. 3.3.2 Configuring Views


The **View** menu allows you to quickly toggle the application between different layouts as well as restore hidden panels.

The View menu provides three different options:

1. Layout – change the application panel layout
2. Panels – Used to restore hidden panels
3. Window – Reset the application Window to the default size


4.3.2.1. 3.3.2.1 Changing the Layout

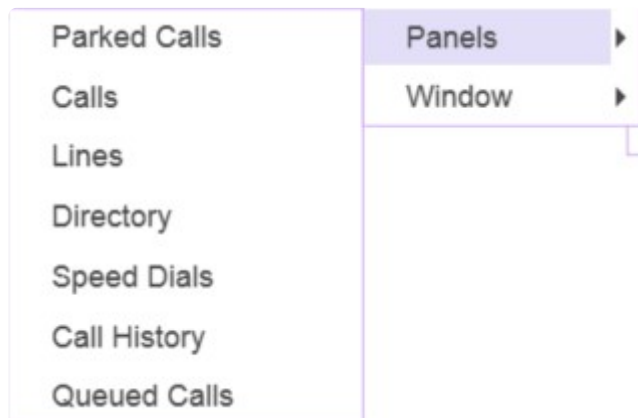
To change the layout:

1. Click the  icon and go to **View**.
2. Select **Layout**.
3. Select the desired Layout.
 - **Vertical** – Organizes the panels in a vertical format.
 - **Normal** – Resets the panels back to default, but does not update tabs within the panels.
 - **Reset to Default** – Resets all panels and tabs back to the default layout.

4.3.2.2. 3.3.2.2 Restoring Panels


To access the **Panels** menu:

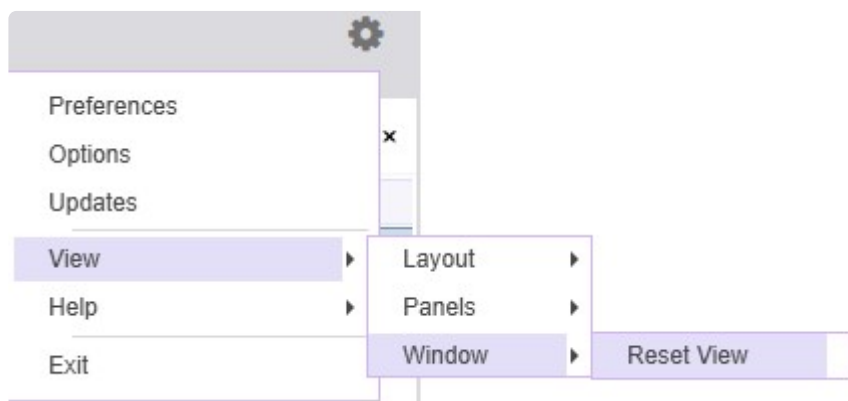
1. Click the  icon and go to **View**.
2. Select **Panels**.
3. Select the Panel to restore from the list.



4.3.2.3. 3.3.2.3 Resetting the Console Window

To reset the Window view:

1. Click the  icon and go to **View**.
2. Select **Window**.
3. Select **Reset View**.



4.4. 3.4 Configuring Lines

The Akkadian Console automatically displays all lines on the phone associated with the console. To improve the call handling experience, Akkadian Console provides several options to customize each line in the console.

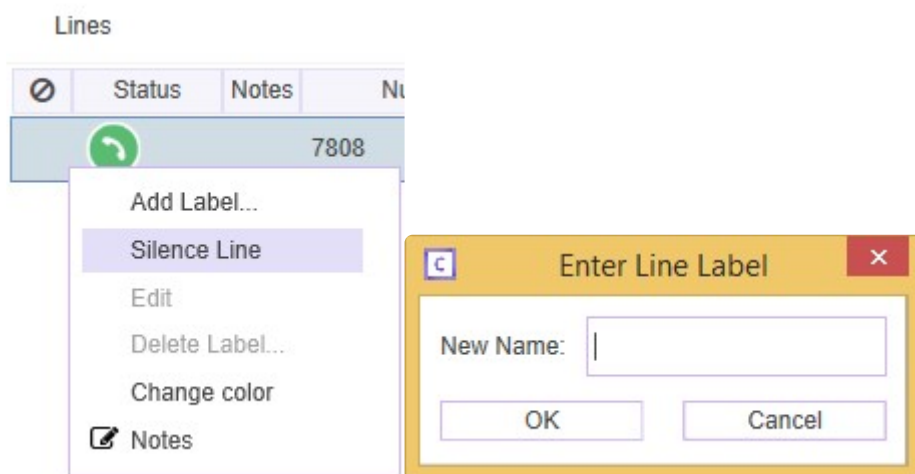
Feature	Description
Add Label	Add an alphanumeric label to a line to better identify the line.
Silence Line	Prevent the console from displaying any call activity for a line.
Change Color	Assign a color to a line which is applied to all calls for that line.
Notes	Assign a note to a line.

4.4.1. 3.4.1 Labeling a Line

In the Akkadian Console, you can add labels to identify lines

To Label a line:


1. Right-click on the line.
2. Select **Add Label**.
3. In the **New Name:** field, enter the desired label.
4. Click **OK** to save your changes.

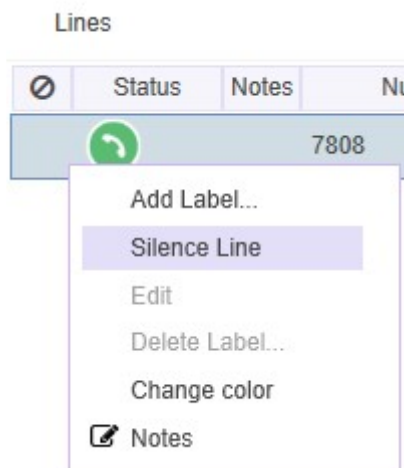


4.4.2. 3.4.2 Silencing a Line

Silencing a line prevents the console from displaying any call activity for that line in the **Calls Panel**.

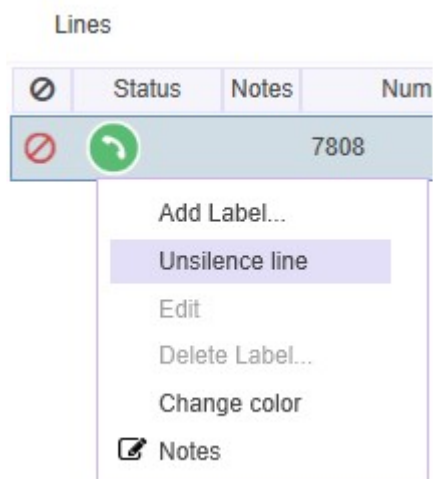
To Silence a line:

1. Right-click on the line.
2. Select **Silence Line**.
3.  icon will appear next to the Line.



To Unsilence a line:

1. Right-click on the line.
2. Select **Silence Line**.

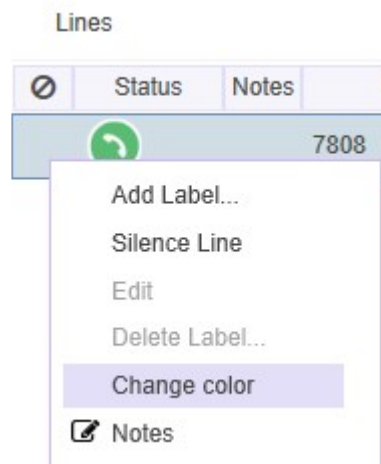


4.4.3. 3.4.3 Changing a Line Color

Changing the line color can help better identify calls. When a color is assigned to a line, it automatically displays from all call activity on that line in the **Calls Panel**.

To change the line color:

1. Right-click on the line.
2. Select **Change Color**.



5. 4. Managing Speed Dials

Akkadian Console allows unlimited speed dials. Speed dials can be organized into groups with the ability to search across a single or all groups. This section will cover the steps necessary to manage speed dials including, adding, editing deleting and importing.

5.1. 4.1 Adding Speed Dials

To add Speed Dials:

Using Method 1:

1. Right-click anywhere in the speed dial group.
2. From the menu, select **Add**.
3. Enter the speed dial information in the Add Speed Dials window.

Name	Speed Dial Name (Required)
Number	Speed Dial Number (Required)
Email	Email (Optional)

4. Click **OK** to save the changes.

Using Method 2:

1. Search for a contact in Directories.
2. Using the mouse, drag and drop the Directory entry into a Speed Dial Group.

5.2. 4.2 Editing Speed Dials

To Edit a Speed Dial:

1. Right-click on the speed dial.
2. From the menu, select **Edit**.
3. Update the speed dial information.
4. Click **OK** to save the changes.

5.3. 4.3 Deleting Speed Dials

1. Right-click on the speed dial.
2. From the menu, select **Delete**.

5.4. 4.4 Adding Speed Dial Groups

Speed Dial Groups allow you to organize speed dials in to groups. Speed Dial Groups can contain an unlimited number of speed dials and can be individually searched. By default, the Console Operator is configured with a single Speed Dial Group named “Contacts”. This group can be renamed or deleted.

To Add a Speed Dial Group:

1. Right-click on an existing Speed Dial Group
2. From the menu, click **New**.
3. Enter the Speed Dial Group name in the **Name** field.
4. Click OK to save the new Speed Dial Group.

5.5. 4.5 Renaming Speed Dial Groups

To Rename a Speed Dial Group:

1. Right-click on the Speed Dial Group
2. From the menu, click **Rename**.
3. Enter the new Speed Dial Group name.
4. Click **OK** to save the changes.

5.6. 4.5 Deleting Speed Dial Groups

To Delete a Speed Dial Group:

5. Right-click on the Speed Dial Group
6. From the menu, click **Delete**.

5.7. 4.6 Search for Speed Dials

Console Operator provides the ability to search Speed Dials using the Name and or Number fields. You can search within a Speed Dial Group or across all Speed Dial Groups using **Search All Tabs**.

To Search for Speed Dials within a Speed Dial Group

1. Click on the Speed Dial Group.
2. In the Name and or Number fields, enter the search criteria.

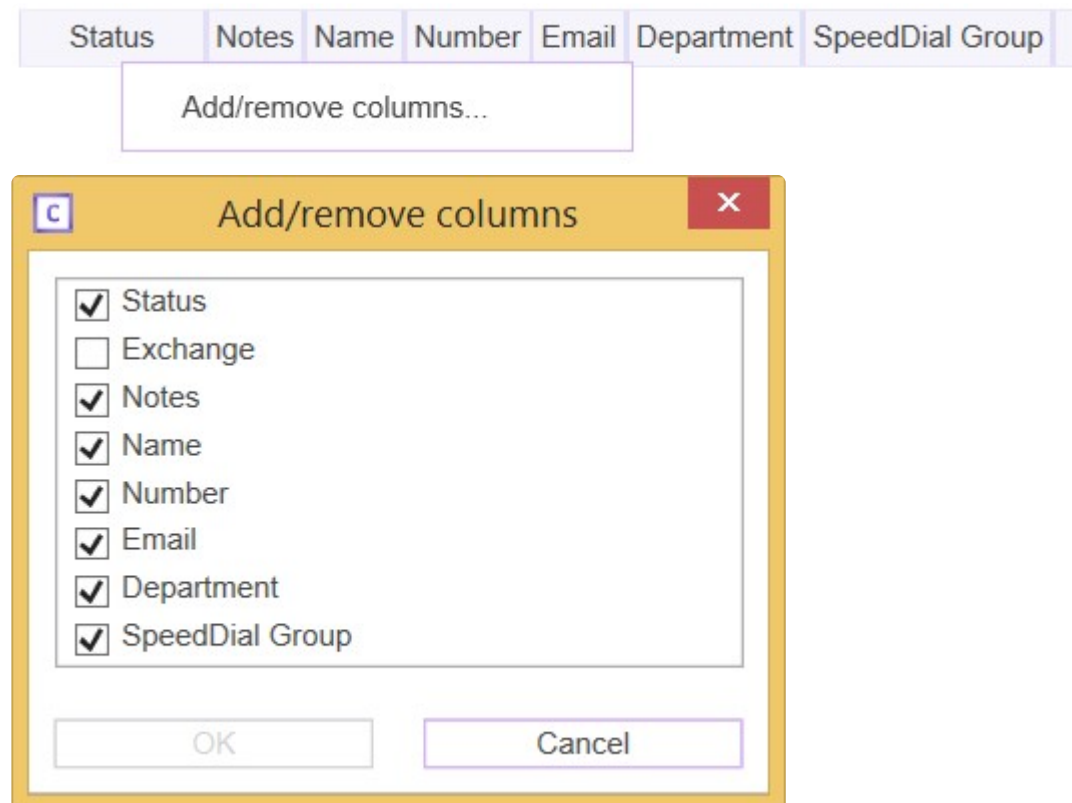
To Search for Speed Dials across all Speed Dial Groups

1. Click on the **Search All Tabs** group.
2. In the Name and or Number fields, enter the search criteria.

5.8. 4.7 Add/Remove Speed Dial Column Headers

This feature allows the column headers to be added or removed from the Speed Dial display.

1. Right click on any column header and click **Add/Remove Column**.
2. A pop-up window will appear with a list of all column.
3. To make a header visible, check the corresponding box.
4. To remove a header uncheck the corresponding box.



5.9. 4.8 Importing Speed Dials

Speed Dials can be imported using a CSV file.

To Import Speed Dials:

1. Right-click within a Speed Dial Group.
2. From the Menu, select **CSV-file Template**.
3. Enter the speed dial to import in the template and save the file.
4. Select the target Speed Dial Group for the import.
5. Right-click within the Speed Dial Group.
6. From the Menu, select Import from CSV.
7. Select Local and select the file created in step 3.

5.10. 4.9 Exporting a Speed Dials

Speed Dials can be exported from any Speed Group in Console Operator. This can be useful to copy Speed Dial Groups between Console Operators.

To Export Speed Dials:

1. Right-click within the Speed Dial Group you wish to export.
2. From the Menu, select **Export to CSV**.
3. Save the CSV file to the desired location.

6. 5. Using Notes in Akkadian Console

Operator Console provides the ability to add notes for lines, active calls, parked calls, directory entries, and speed dials.


6.1. 5.1 Adding a Note

To add a Notes for a lines, active calls, parked calls, directory entries, or speed dials:

1. Right-click on entity to which you want to add Notes
2. From the Menu, click Notes.
3. A text box will appear where you can type in your note.
4. Click Save to add the note.
5. To add additional notes, repeat steps 1-4.

6.2. 5.2 View and Edit Notes

To View or Edit existing Notes:

1. Click on the  icon
2. To edit a Note, select the Note and edit the note in the text box.
3. Click **Save**.
4. To edit additional notes, repeat steps 2 – 3.

7. 6. Emergency Calls

If Emergency service is configured in console, the operator will receive notification on emergency call.

1. Operator can make Emergency call by clicking following button



2.Operator will receive emergency call alert on any emergency call initiated.

Akkadian Console

Dial...

Parked Calls

Duration	Note	Park	From	Call By
----------	------	------	------	---------

Calls

	Duration	Note	Name
--	----------	------	------

Calls
Call History
Queued Calls
Emergency Calls

Lines

	Status	Notes	Num
			1826
			2000

Directory

Search:

Department:

Status	Notes	First Name	Last Name	Business Number	Mobile Number	Home Number	Department	Title	E-Mail
--------	-------	------------	-----------	-----------------	---------------	-------------	------------	-------	--------

Directory
Speed Dials

Ready
 Copyright © 2020 Akkadian Labs, LLC

Emergency Call Initiated

Name: **Robert Williams**

Department: **Software Engineering**

Number: **2552**

Call Time: **Thu 12:46 PM 11/5/20**


3. Viewing emergency Call history

Emergency Calls

8. 6. Help

The Akkadian Console **Help** menu provides the ability to access documentation and gather logs to assist with troubleshooting.

To access the **Help** menu:

1. Click the  icon and go to **Help**.
2. Select from the following options:
 - **Online User Guide:** Access akkadian Console Operator online user guide.
 - **Report a Bug:** This will gather all necessary log files and place them into a single .zip file on your desktop. These files can then be emailed to support@akkadianlabs.com for analysis.
 - **About:** Access Akkadian Console Operator version information, link to the Akkadian Console Operator Product Website, End User Documentation, and to send email for Akkadian Console Operator Licensing.