

# Akkadian Console

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Akkadian Labs

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# 1. User Guide

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# 1.1. Section 1- Akkadian Console Operator Overview

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## 1.1.1. Starting Console Operator












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To start Console Operator:

1. Double-click the desktop icon.
2. The Login Window will appear. If the Login Windows does not appear, aCO has not been configured. Please contact your administrator for further assistance.
3. Enter your User Id and Password and click **OK**.

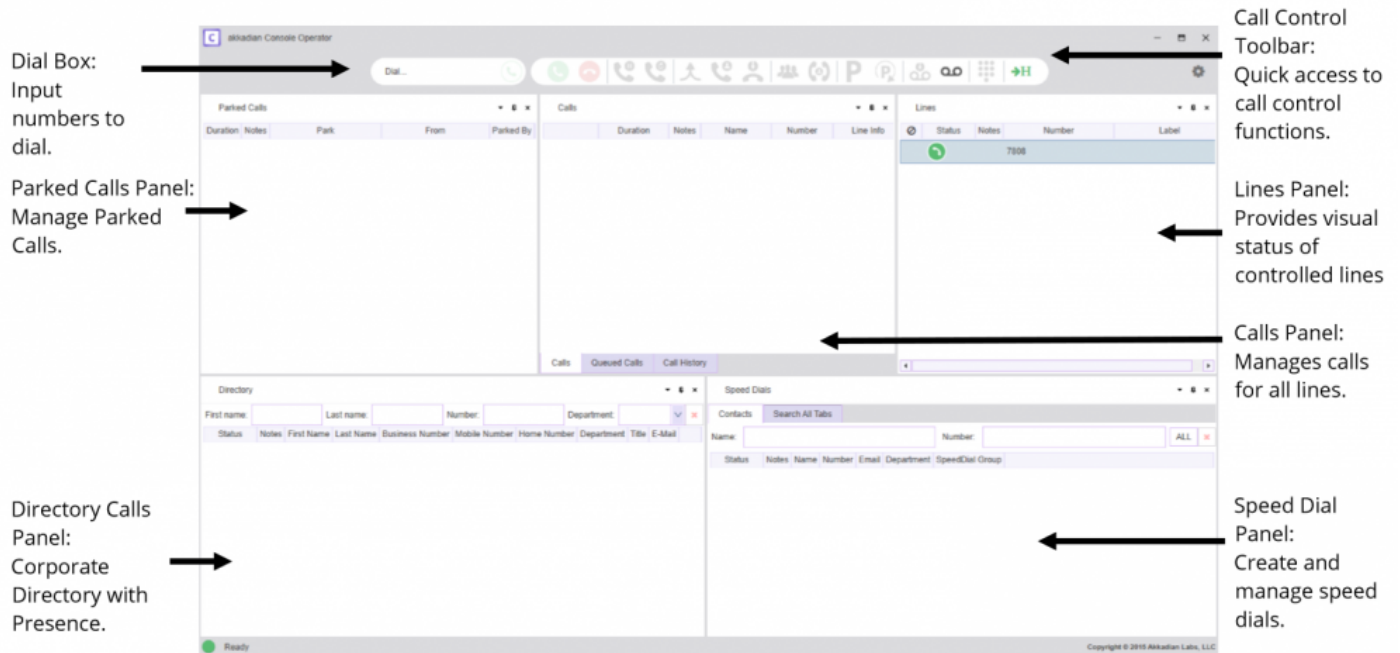
## 1.1.2. Console Operator Icons

This icon chart is designed to help guide you through Akkadian Console.

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 <b>yellow</b> when on hold for <b>60 seconds</b>
	N/A	The highlighted call will turn <b>red</b> when on hold for <b>120 seconds</b>
	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

## 1.1.3. Console Operator Interface










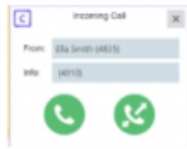










## 1.2. Section 2 – Akkadian Console Operator Call Control







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This section describes the various methods available to make and control calls.





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

	<ul style="list-style-type: none"> <li>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.</li> </ul> 		
Hold a Call	<p>Either:</p> <ul style="list-style-type: none"> <li>Right-click on the active call and select <b>Hold</b>.</li> <li>Select the active call and click the  icon in the Call Control Toolbar.</li> <li>In the Calls Panel, click the  icon to the left of the active call.</li> </ul>		CRTL + L
Resume a Call	<p>Either:</p> <ul style="list-style-type: none"> <li>Right-click on the Held call and select <b>Resume</b>.</li> <li>Select the active call and click the  icon in the Call Control Toolbar.</li> <li>In the Calls Panel, click the  icon to the left of the active call.</li> </ul>		CRTL + L
Park a Call	<p>Either:</p> <ul style="list-style-type: none"> <li>Drag the call from the Calls Panel to the Parked Calls Panel.</li> <li>Right-click on the active call and select <b>Park</b>.</li> <li>Select the active call and click the  icon in the Call Control Toolbar.</li> </ul>		CRTL + P











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



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





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

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

## 1.3. Section 3 – Customizing Akkadian Console Operator

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The Console Operator interface is very customizable. This sections provides details on the different options available to customize interface.

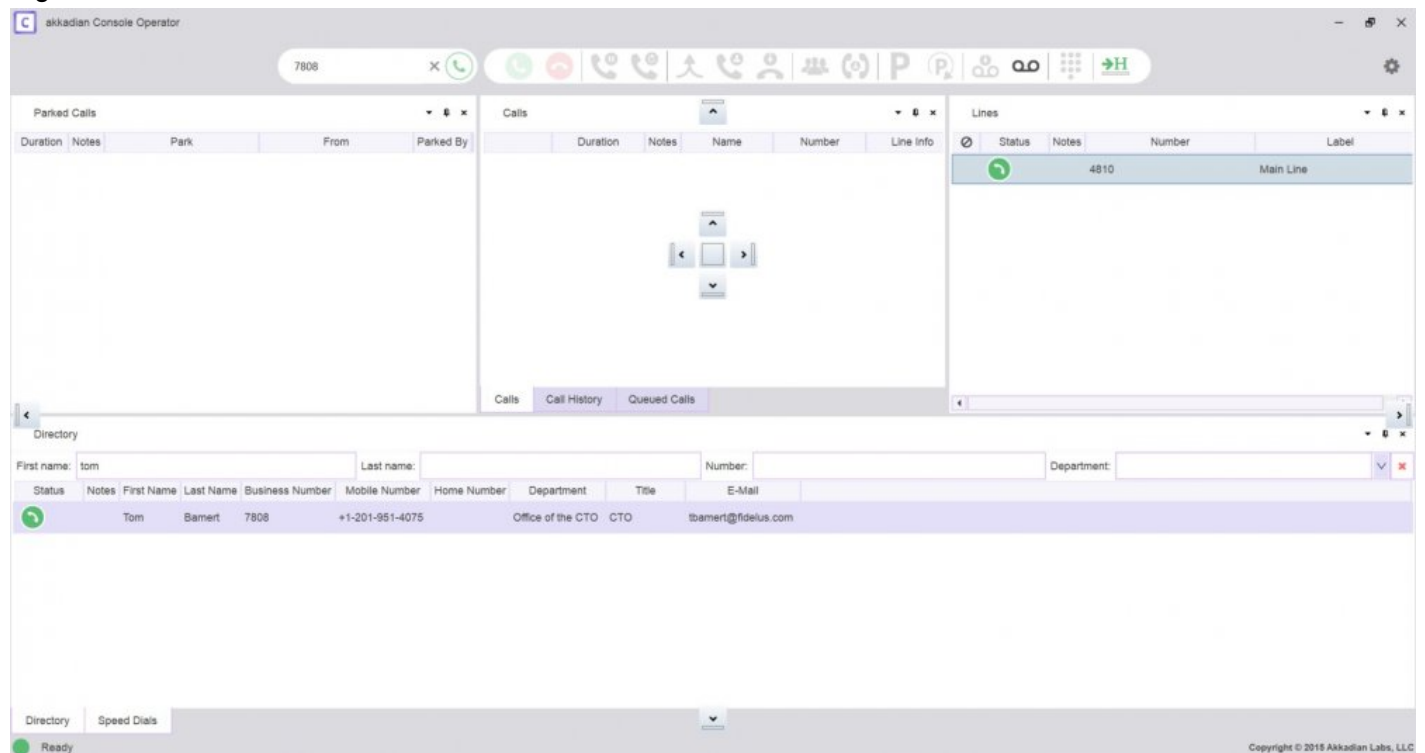
## 1.3.1. Rearranging Console Operator Panels Using Drag-and-Drop

Console Operator provides the ability to rearrange the panels 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






## 1.3.2. Managing Panels Using the Toolbar

---

Console Operator provides the ability to managed 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 as one-click method to activate the sliding panel feature.
3.  – The Make Hidden icons provides a one-click method to remove the panel from the application.

**Note:** To restore hidden panels, see Section 3.3.

## 1.3.3. Managing the Console Using the Application Control Menu

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

1. Preferences
2. View


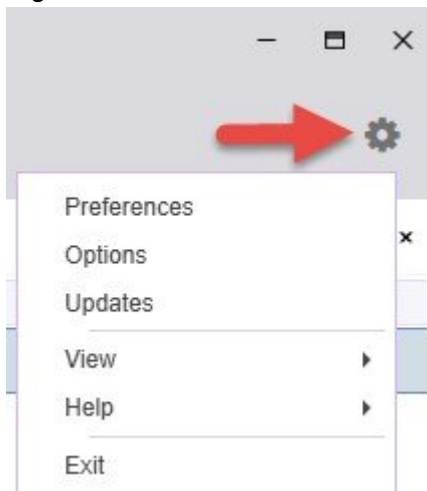
The Application Control Menu can be accessed by clicking on the  icon located in the upper right-hand corner of the application as shown in **figure 3.3.1**.

Figure 3.3.1




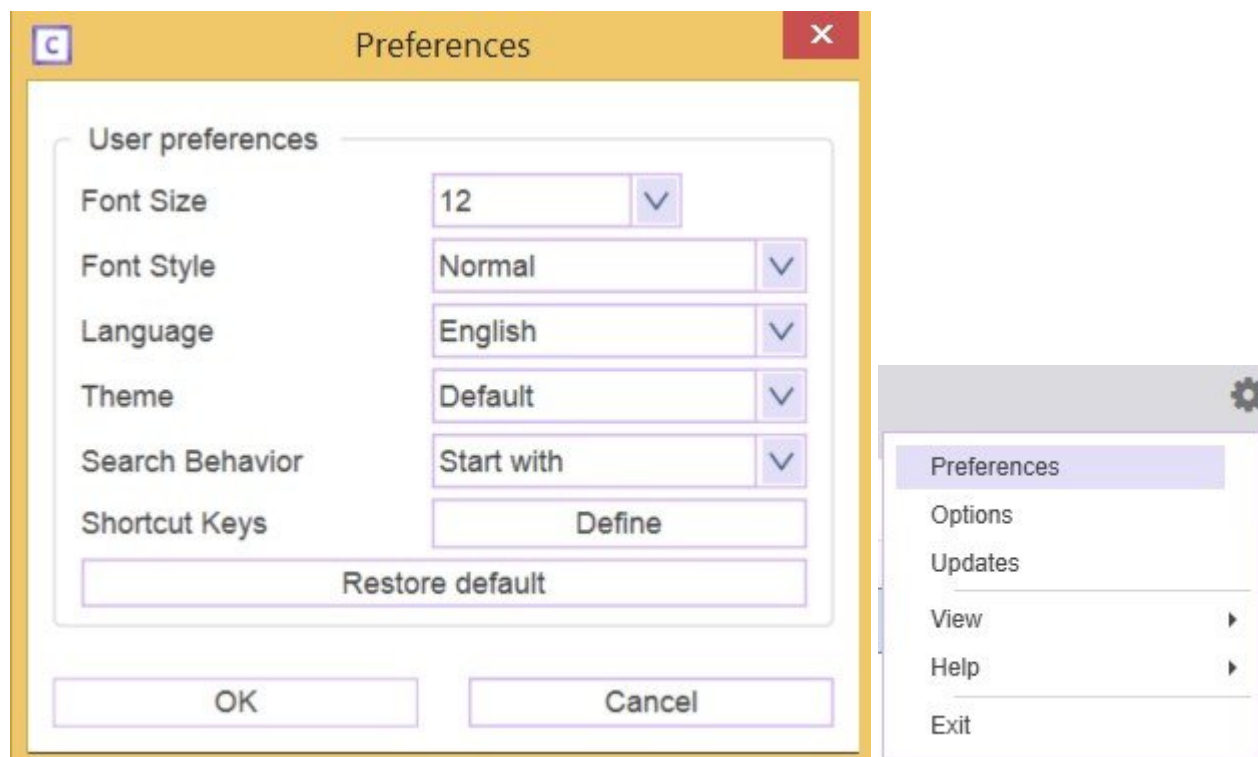
## 1.3.3.1. Configuring Preferences

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

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.



## 1.3.3.2. Configuring Views

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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



## 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.

## 1.3.3.2.2. 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.




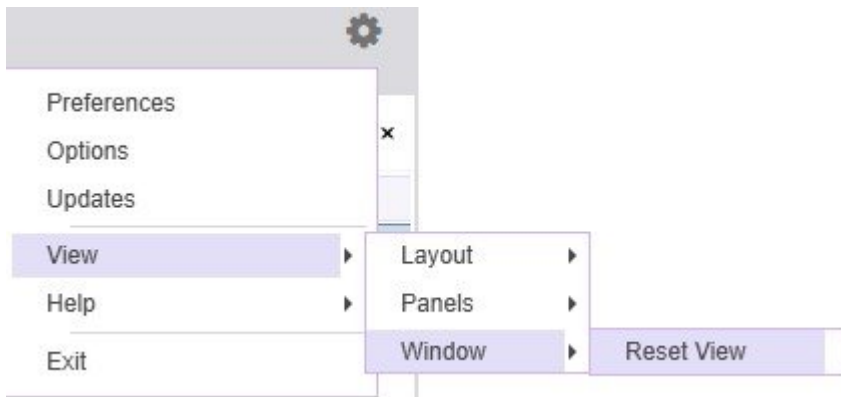
4. To reset all changes to default, click the **Restore default** button.

## 1.3.3.2.3. Resetting the Console Window

---

To reset the Window view:

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



## 1.3.4. Configuring Lines

---

Console Operator automatically display all lines on the phone associated with the console. To improve the call handling experience, Console Operator 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.

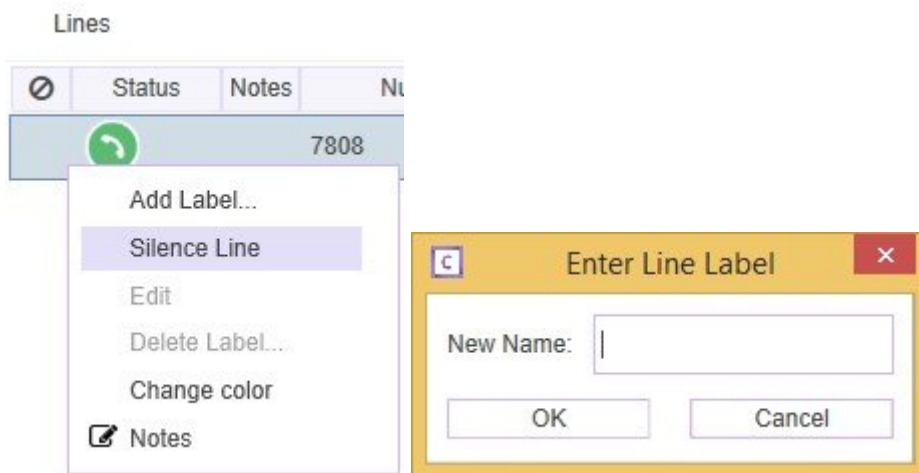
## 1.3.4.1. Labeling a Line

---

In Console Operator, to better identify lines, you can add a label.

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.




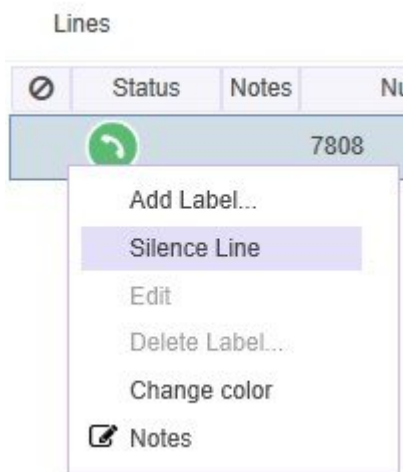
## 1.3.4.2. Silencing a Line

---

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**.

Lines

⊘	Status	Notes	Num
⊘			7808
<div><div>Add Label...</div><div>Unsilence line</div><div>Edit</div><div>Delete Label...</div><div>Change color</div><div> Notes</div></div>			

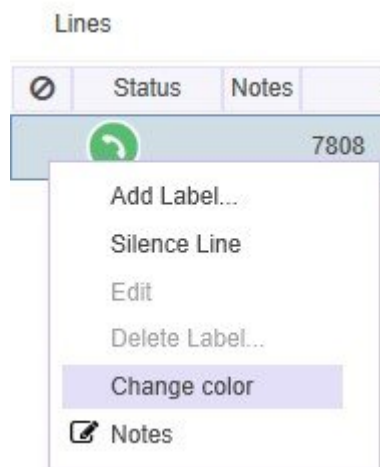
## 1.3.4.3. Changing a Line Color

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Changing the line color can help better identify calls. When a color is assigned to a line, it automatically display 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**.





## 1.4. Section 4 – Managing Speed Dials

---

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

## 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.

## 1.4.2. 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.

## 1.4.3. Deleting Speed Dials

---

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

## 1.4.4. 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.

## 1.4.5. 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.

## 1.4.6. Deleting Speed Dial Groups

---

To Delete a Speed Dial Group:

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

## 1.4.7. 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.

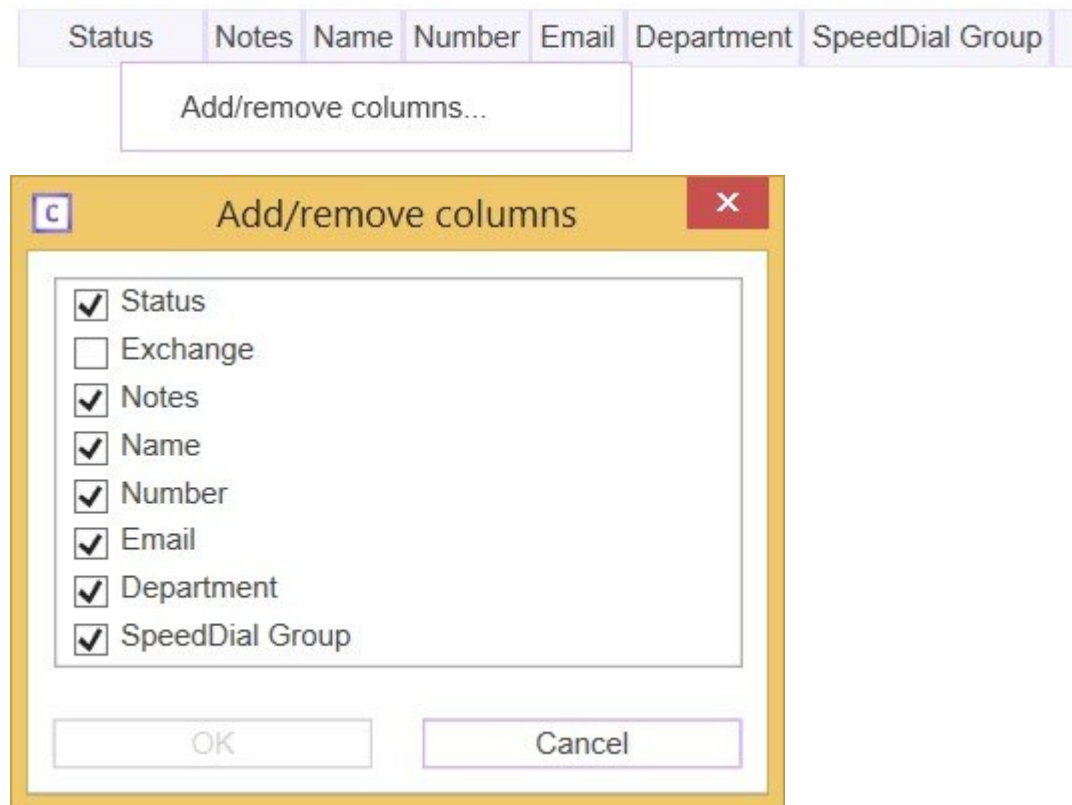


## 1.4.8. Add/Remove Speed Dial Column Headers

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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.



## 1.4.9. 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.

## 1.4.10. Exporting a Speed Dials

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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.

## 1.5. Section 5 – Using Notes in Akkadian Operator Console

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

## 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.

## 1.5.2. Viewing and Editting 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.

## 1.6. Section 6 – Help Menu

---

The Operator 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.