SelectVoice



SelectVoice Desktop V2.2

2.2.0.15 December 2026

Introduction

SelectVoice Desktop builds on SelectVoice Desktop's Softphone and Phone Partner feature set by offering an all-new User Interface. Based on the iPCS2 look and feel and developed heavily with field feedback from both customers' and resellers in mind, SelectVoice Desktop delivers all aspects of the Windows client app within a single window - Phone Interface, Call History, Contacts and Favourites - providing a much-improved user experience.

This manual contains the information you need to know to operate SelectVoice Desktop in conjunction with a Splicecom system running SelectVoice software[1]. This manual assumes that the SelectVoice Desktop software has been installed on your PC by your system Administrator or system supplier.

SelectVoice Desktop

Available as both a secure softphone and a partner to compatible phones, SelectVoice Desktop delivers advanced personal call management features for Splicecom's broad range of IP desk phones, or existing 3rd party analogue telephones via your Windows, laptop or PC. Providing point and click access to both commonly used and advanced SelectVoice features, SelectVoice Desktop provides a single intuitive interface to manage business communications for all employees across a business, irrespective of their role.

SelectVoice Desktop delivers all the benefits associated with Splicecom's top of the range IP phones. Calls can be made directly from your MS Windows laptop, or alternatively from your phone's keypad as normal. The same choice is available for call handling (answer, hold, transfer, park, pick-up, conference, etc.) as well.

SelectVoice Desktop software can be configured to run as a secure IP soft phone or as a partner to your PCS or Yealink telephone, this allows your telephone conversations to be made via the handset however SelectVoice Desktop will assist you to handle calls quickly and efficiently. If you are using your telephone with a headset your conversations will be via your headset, and you can use SelectVoice Desktop solely to handle the calls.

If SelectVoice Desktop is running as an IP soft phone this means your PC becomes your telephone and you will require a headset and microphone connected to facilitate a telephone conversation, if you have a HID compatible headset that has been tested by Splicecom then you will also be able to answer calls via the headset[2].

When the application is running, a SelectVoice Desktop icon will be displayed in the Notification Area of your Taskbar. This will display applicable information when you make and receive calls as described in the relevant section in this manual.

Trademarks

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Notes:

[1] SelectVoice Desktop will partner to Splicecom PCS phones and will also run as a softphone if not using SelectVoice software, However SelectVoice Desktop will not be able to use all the available SelectVoice features.

[2] Headsets must be HID compatible and have been previously tested by Splicecom.

Supporting Documents and Licence Information

The following documents should be referred to in-order to get the best experience from SelectVoice Desktop.

1) SelectVoice AdminPortal User Guide.
2) Splicecom PCS user guide for your model of phone in partner mode operation.
3) Splicecom Yealink Quick Reference guide for your model of phone.
4) This manual.

Licences (Non-Vision call centre working)

The following licences are required to unlock the extra functionality of SelectVoice Desktop.

SelectVoice Desktop Data Capture

SelectVoice Desktop for operational reasons passes the following information to Splicecom's secure licensing server.

- Date of entry.
- Supplier.
- System Name.
- Previous NP version.
- Current SelectVoice Desktop version.
- SV Software version.
- Vision Version (If available).
- SelectVoice Desktop Mode (Softphone, Partner or Hotdesk).
- Auto-update status (Enabled or Disabled).
- Controlled updated status (Enabled or Disabled).
- Unique GUID identifier.

No Personal data, Call Details (Inbound or Outbound) or Voicemail information is collected, stored or given out to the third parties; all Telemetry data is purely used for licence verification and structured analysis.

Navigate Outlook Licence

This licence allows for the integration of Outlook contacts and calendar lookup.

Navigate Softphone Licence

This licence is required for SelectVoice Desktop to be configured as a Softphone.

SelectVoice SV2 Version

For all the features of SelectVoice Desktop to work, the call server must be running SelectVoice 2.2.x or greater.
NOTE: SelectVoice Desktop Will not work on systems running SV1.5.x software or below.

Licences (Vision call centre working)

The following licences are required for a user to enable Vision call centre integration features.

Vision agent licence

This licence is required for Vision call centre agent working, SelectVoice Desktop detects this and enables its own call centre working features in line with Vision call centre.

SelectVoice

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SelectVoice Desktop Overview

This section explains the SelectVoice Desktop user interface and explains the meaning of the operational icons together with a guided tour of the main SelectVoice Desktop windows.

Operational Icons

SelectVoice Desktop has many features, these features are accessed by either clicking on an icon or by an icon being displayed when a feature is enabled, or a condition is met.

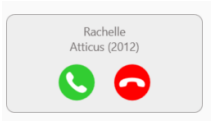
The following tables show the SelectVoice Desktop icons and there meaning.

Call Panel

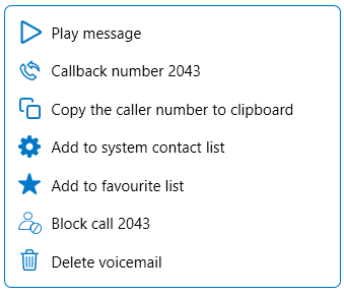


Answer an incoming call.

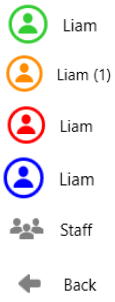
Leave the current call or reject an incoming call.



Voicemail icons



Favourites Window



Favourite is Idle.

Favourite is ringing.

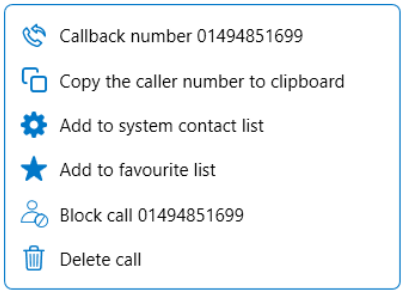
Favourite is on a call.

Favourite in DND.

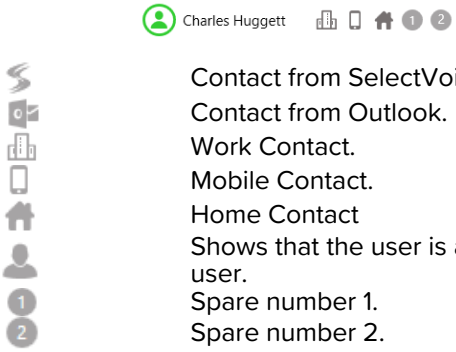
Group Icon.

Leave a group to get back to the main favourite screen.

Call History Window



Contact Search



Contact from SelectVoice database.

Contact from Outlook.

Work Contact.

Mobile Contact.

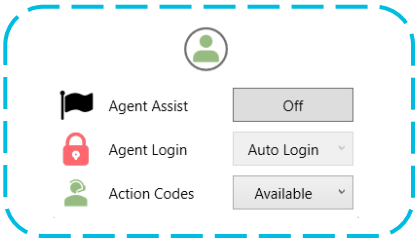
Home Contact

Shows that the user is a system user.

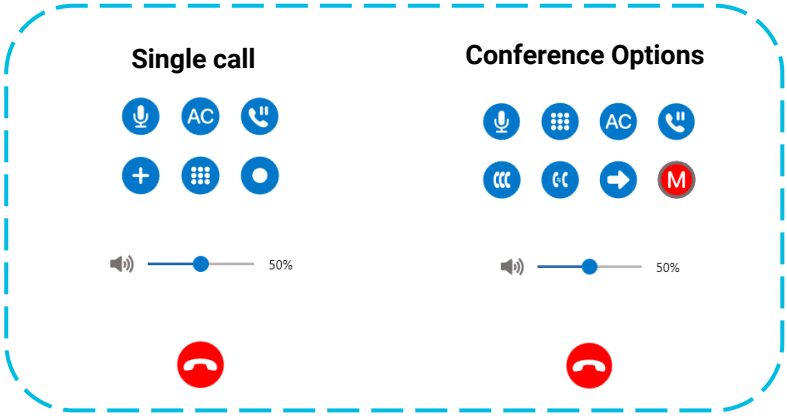
Spare number 1.

Spare number 2.

Call centre working
(Requires Vision agent licence)



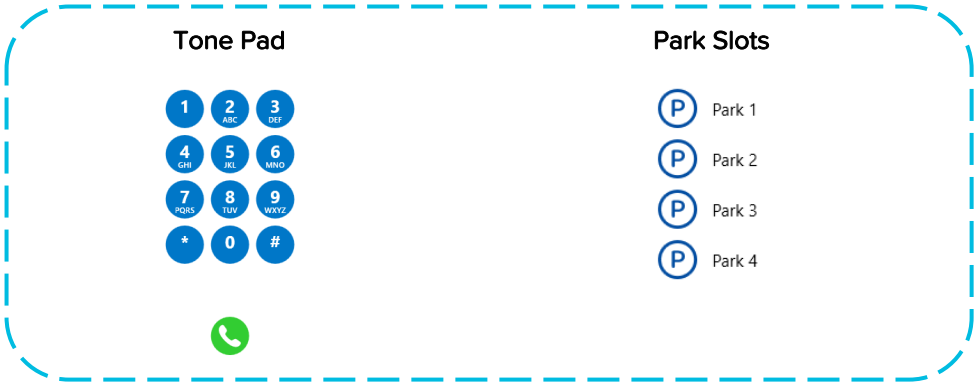
In Call Action Buttons



In call icons

Mute the call.	Enter an Account code.
Pause call.	Add a caller.
Show tone pad.	Record call.
Conference call.	Swap conferee's
Transfer call.	Mask call.
Hang-up call.	

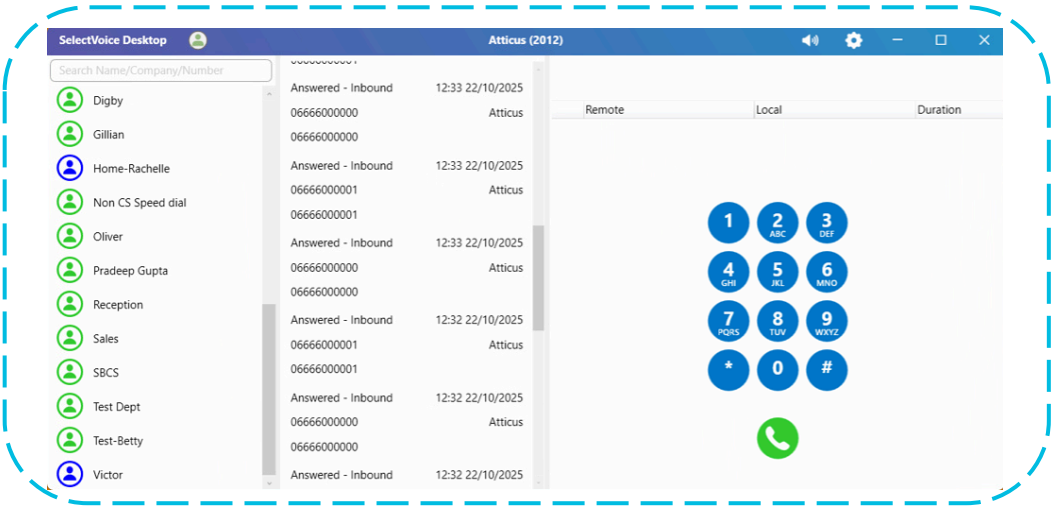
Miscellaneous



SelectVoice Desktop Guided Tour

SelectVoice Desktop has several windows that are displayed at various times when making and receiving calls, the main operational windows are described in the following pages.

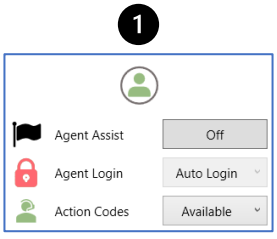
SelectVoice Desktop Main window

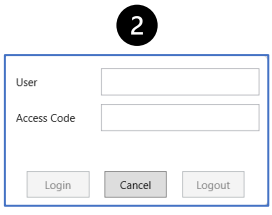


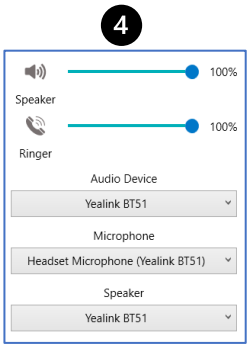
Top Panel

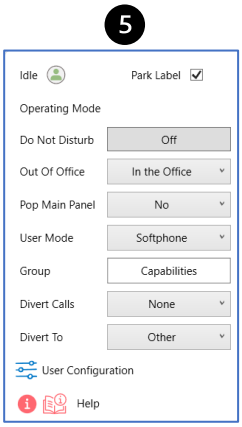


1. Agent User options.
2. Hot Desk Login.
3. User Details (Name and number).
4. Audio selections.
5. User settings.

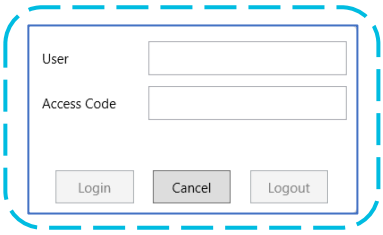








Hot Desk Login/Out.



If you are a hot desking User, in other words a User who has been given the ability to log in to any phone on the system because, for example, you need to move around the building or you are rarely in the office and do not need a permanent telephone or you share a desk with a colleague(s), you can log in via SelectVoice Desktop.

The benefit of logging in as yourself rather than using someone else's phone is that all your User settings follow you. This means that all your calls will reach you wherever you are, when you make a call the recipient will know the call is from you; you will have access to your User configuration and can set features such as DND, Follow Me etc; all your Favourites will be available to you; you will be informed when you receive a new voicemail message and you will be able to easily listen to these messages.

You will need to know your extension number and Login Access Code, please refer to your system administrator for these details.

if the PC running SelectVoice Desktop is used by yourself, and other colleagues use the log in procedures described below to log in with your user account whenever you sit at this PC.

Log In

From the Tool bar, select the Hot Desk icon.
In the User field enter your extension number, eg 2012.
In the Access Code field enter your Login Access Code, eg 7231.
Select the Login button.
Wait for SelectVoice Desktop to communicate with the telephone system.
When the log in is complete the welcome message will be
displayed.

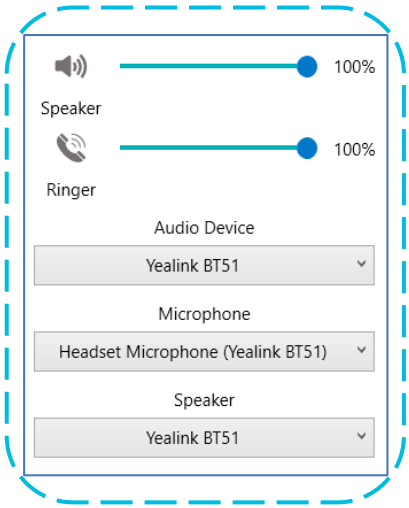
Log off

If you have finished using the handset (partner mode) or
SelectVoice Desktop you are currently logged on to, you can log yourself out.
Unless you log on to another handset or SelectVoice Desktop.
Your extension will then be unavailable, unless you have a desk
Phone assigned to you, where depending on how the system
has been configured will log you back in on that device.

Audio Settings.

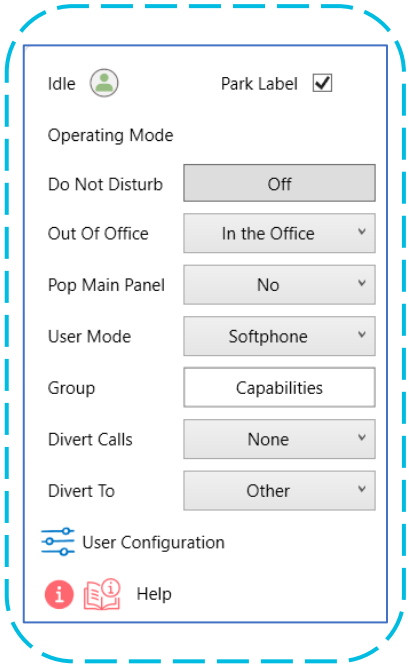
Clicking the Audio Settings icon allows you to change the Speaker (Or headset) volume and the ringing volume for a new call.

If you have multiple devices (Headsets etc) attached to your PC you can select the device to use along with the device to use for the Microphone or Speaker.



General SelectVoice Desktop Settings.

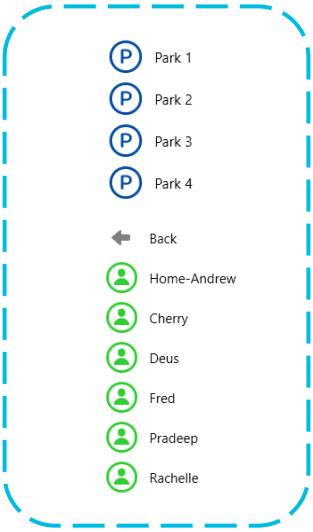
Clicking General settings allows you to change your users state and other general settings.



Left Panel Right Panel

Park Slots

Your system has a default of 4 park slots, these are used to park a call and free up your phone, or to Park a call for someone else who is busy to pick up when free.



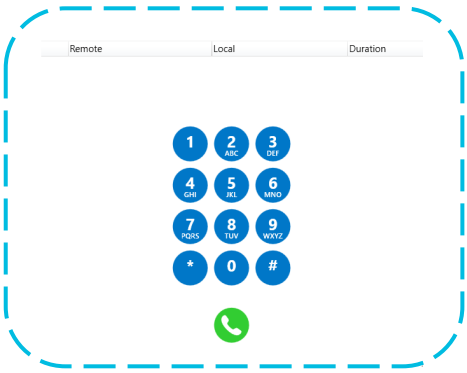
Favourites and Groups.

Staff

You can group your favourites to make it easier to find people within your organisation.

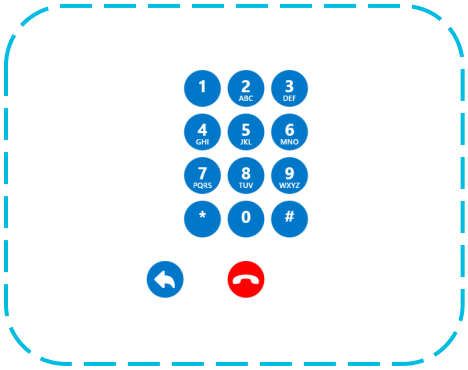
Keypad

Use the keypad to dial a number or use your keyboard keypad.



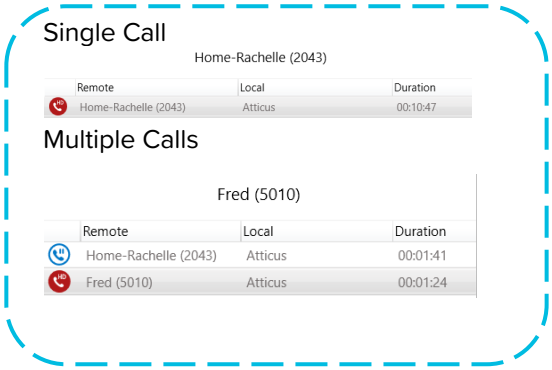
Tone Keypad

When on a call you can use the tone pad to select options from an Auto-Attendant



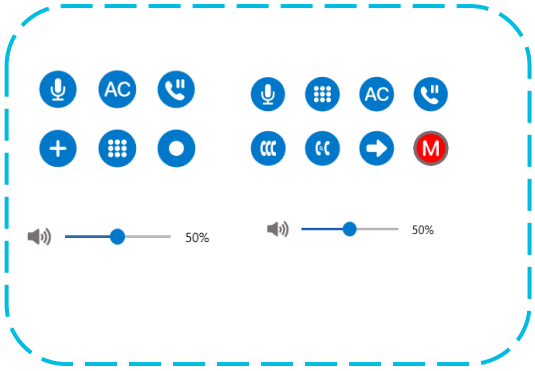
Call Details

The top of the Centre Panel shows call details and call state.



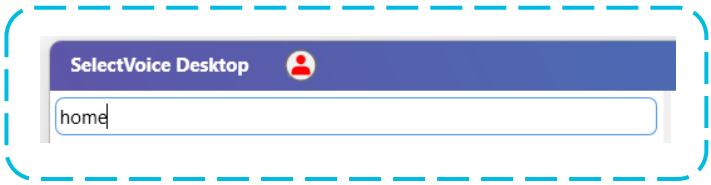
Call Action Buttons

Allows you to make/receive/transfer and reject calls



Right Panel (Favourites and Search results)

The contacts window shows the searched contacts from the search bar, their state at the time of searching, together with the assigned numbers for the found contacts.



Search Results

In the example results are showed for searching for Home, results are shown in alphabetical order together with the state of user at the time of searching.

User is free and able to take calls.

Home-Arther

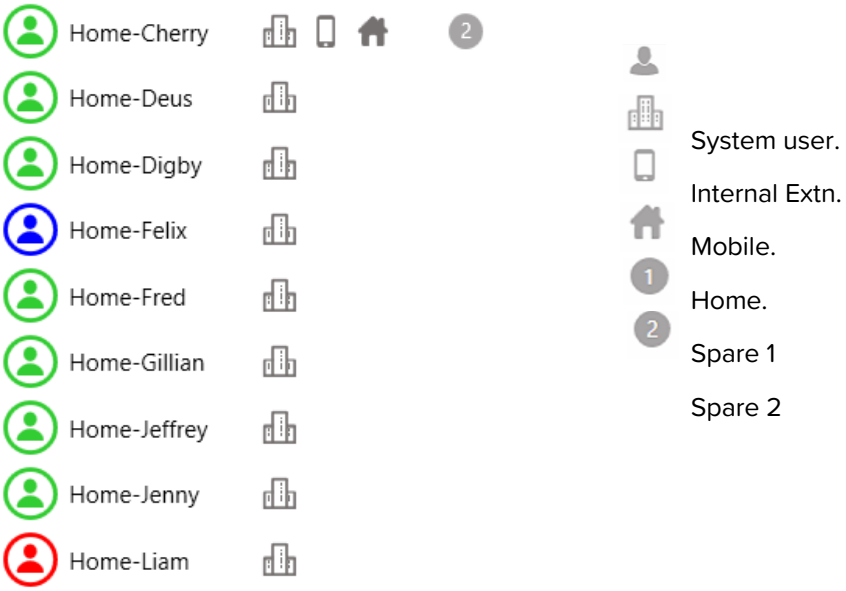
User is in Do Not Disturb (DND) and unable to take calls.

Home-Felix

User is currently on a call.

Home-Liam

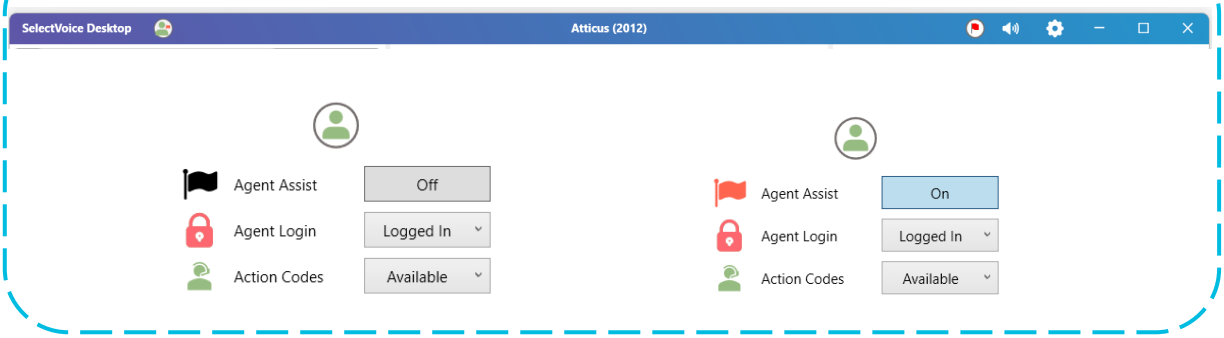
Home-Cherry is shown with extra icons as this person has multiple phone numbers.



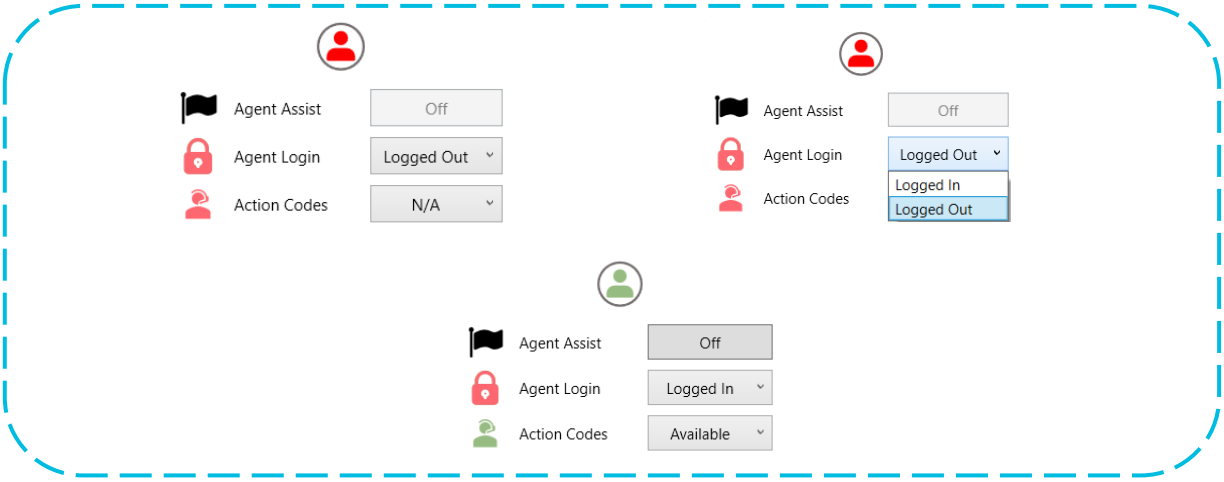
Agent Options

The Agent option allows Vision Call Centre agents to login/out call for help and change their working state, see page xx for further details.

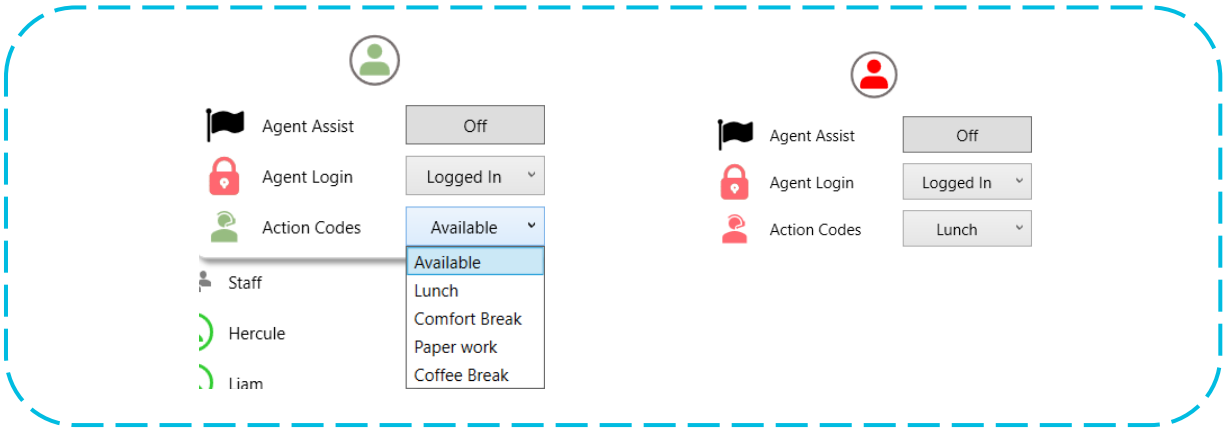
Agent Help



Agent Login Selections



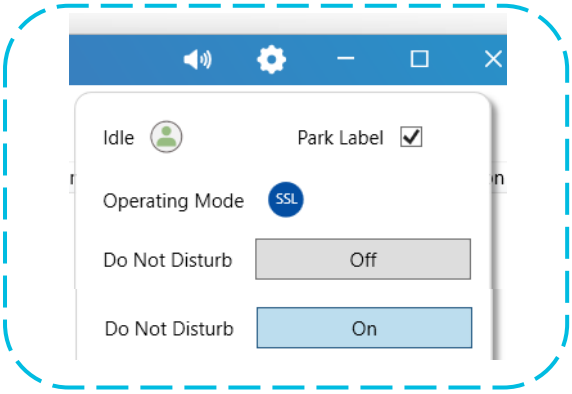
Agent Code Selections



DND (Do Not Disturb)

The Do Not Disturb facility allows you to set your extension as permanently busy. This is useful if, for example, you are holding a meeting in your office and do not wish to receive any calls.

To set DND against your user status and then click on the DND button to either Set or Unset DND.



When DND has been set SelectVoice Desktop will show the DND icon in the status bar and the user menu.



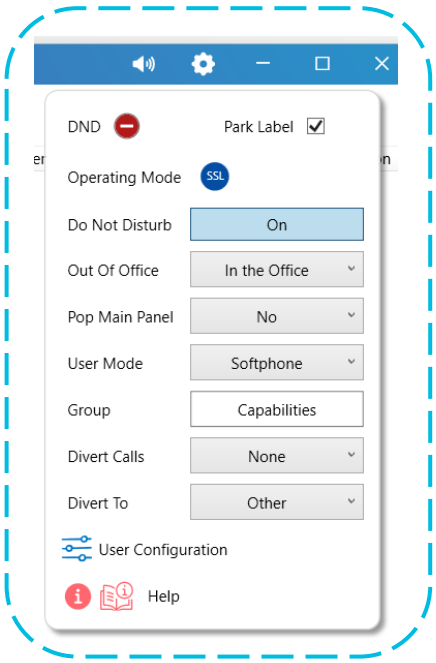
Your calls will be automatically passed to your Forward on Busy number (if configured) or to voicemail (if enabled) or the caller will receive busy tone. Any calls you received whilst you are in DND will be logged in your Missed Calls list.

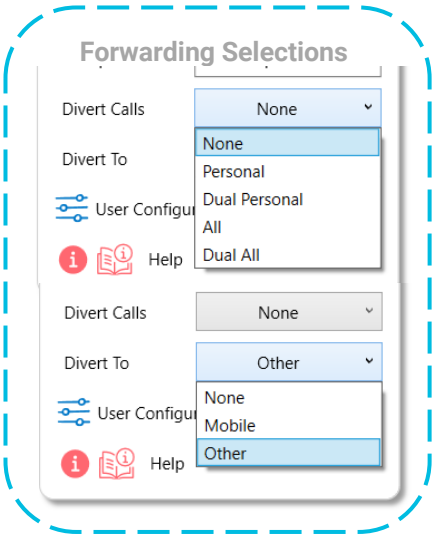
Other users using SelectVoice Desktop will see that you ae in DND if they have you as a favourite.



Forwarding and Type

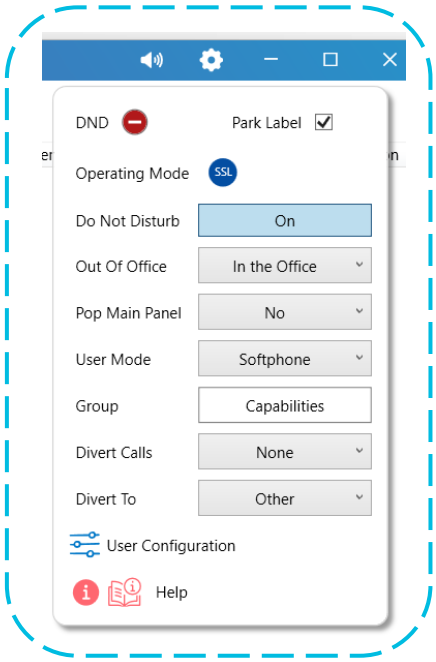
The symbol within the user state window shows if you have any call forwarding enabled, it also shows the type of forward and allows you to quickly disable forwarding by clicking on the tick box.

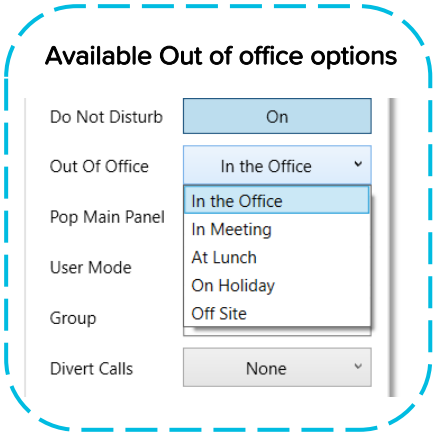




Out of office

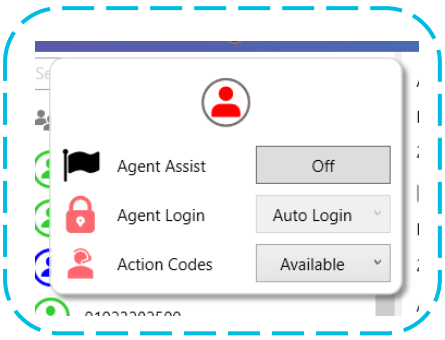
As a user you have a selection of put of office options available you can use to let others know your state, you can select these from the out of office menu under settings. You can also quickly disable your Out of office state by clicking the tick box.

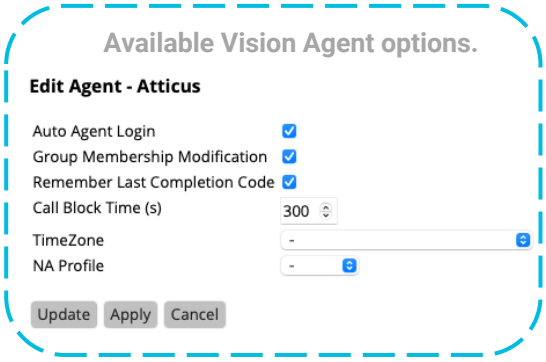




Auto Login

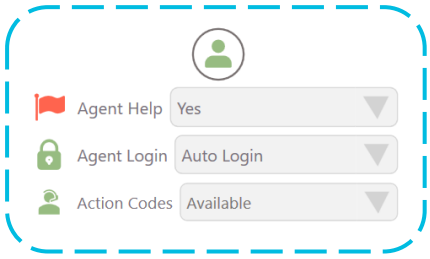
Auto login shows you your state as a Vision Call Centre Agent, your Vison login is determined by the setting against you in the Vision Agent settings, please see your supervisor for further details.





Agent Assist

If you are a Vision Call Centre agent and have requested help from your supervisor, the Agent Assist option allows you to clear the assist flag, see page xxx for further details.



Main Window

The main window can be minimised and closed by using the following icons.

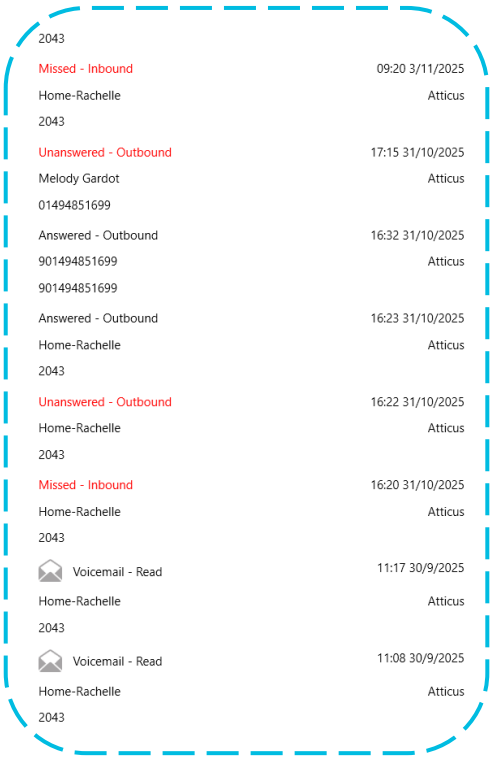
— Minimise window

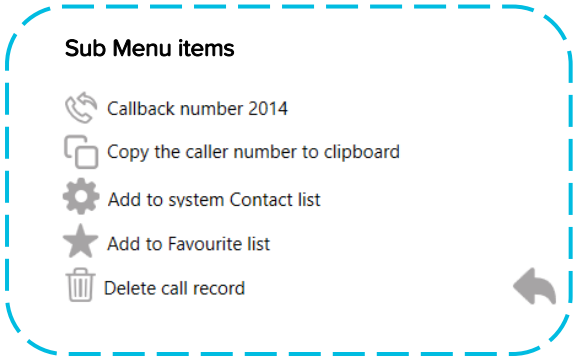
× Exit SelectVoice Desktop

Call History

Call history shows you your missed, incoming, and outgoing calls with any voice messages that have been left for you. You are also shown the time and date of the call.

Hover over the call history record and clicking gives you a sub menu of items





- Allows you to call back the number that called you.
- Copies the number to your computers clipboard so you can paste it into another application.
- Allows you to add the call record to the system contacts database.
- Allows you to add the call record to your favourites.
- Deletes the record from your call history (Note this is not removed from any call logging).
- Close the Sub Menu.

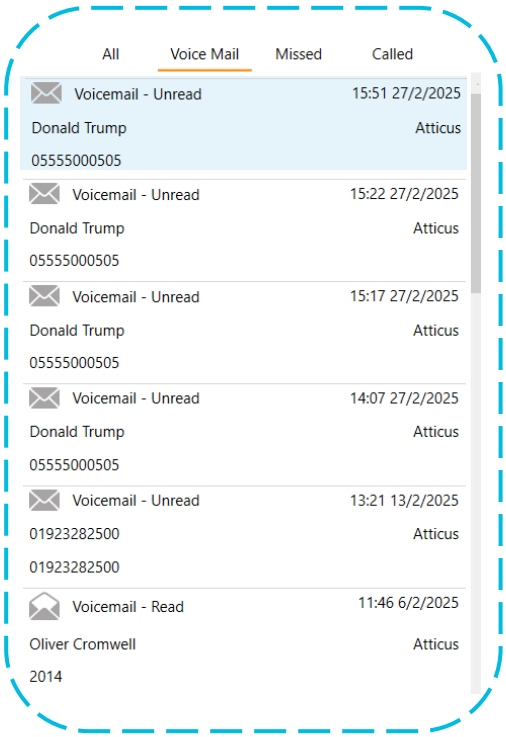
Call History Window descriptions

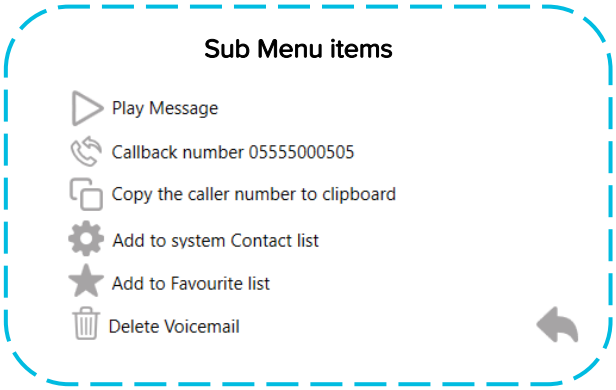
Missed inbound	Signifies an unanswered (or missed) incoming call
Answered outbound	Signifies an answered outgoing call
Unanswered Outbound	Signifies an unanswered outgoing call
Answered inbound	Signifies an answered incoming call
Voicemail read	Unread Message
Voicemail unread	Old or Read Message

Voicemail

The Voicemail pain shows both read and unread messages together with the time and date of the message.

Hovering over the voicemail and clicking brings up a sub menu of further actions.



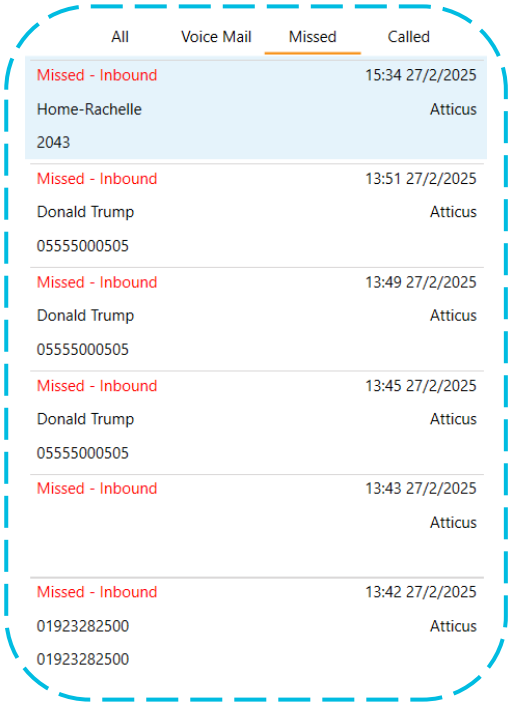


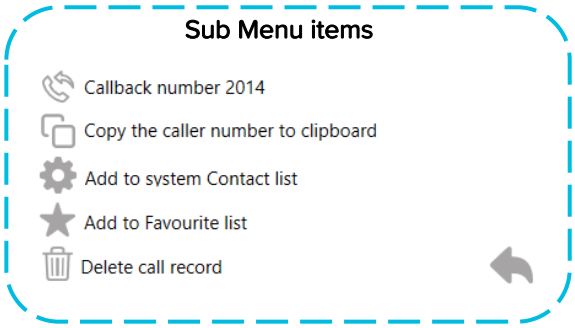
Sub Menu Items Descriptions

- Play the selected message.
- Allows you to call back the number that called you.
- Copies the number to your computers clipboard so you can paste it into another application.
- Allows you to add the call record to the system contacts database.
- Allows you to add the call record to your favourites.
- Deletes the record from your call history (Note this is not removed from any call logging).
- Close the Sub menu.

Missed Calls

The missed calls pain shows inbound calls that have been missed, hovering over a missed call record and clicking, brings up a Sub Menu of options.





Sub Menu Items Descriptions

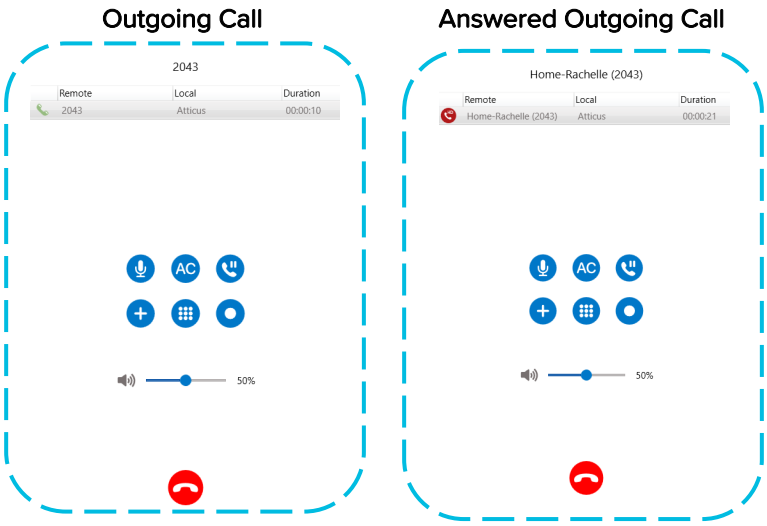
- Allows you to call back the number that called you.
- Copies the number to your computers clipboard so you can paste it into another application.
- Allows you to add the call record to the system contacts database.
- Allows you to add the call record to your favourites.
- Deletes the record from your call history (Note this is not removed from any call logging).
- Close the Sub Menu.

Using SelectVoice Desktop

This section covers the day-to-day use of SelectVoice Desktop, any changes where SelectVoice Desktop is used in a different operational mode either SSL (Secure Socket Layer) or Centralised Partner will be highlighted.

SelectVoice Desktop Call Panel

When making or receiving a call SelectVoice Desktop will display the call panel at the configured position, the call panel is a dynamic window which changes depending on the progress of the call.

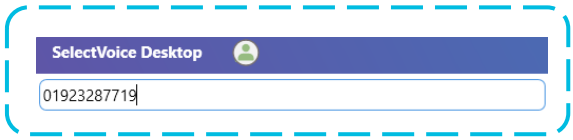


Making an Outgoing call

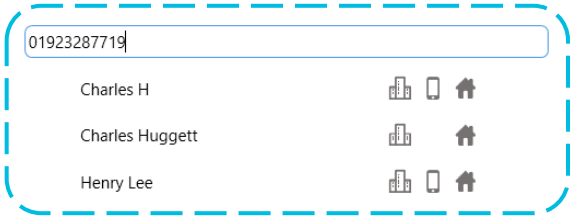
Dial the extension or ISDN number by entering it in the Number Entry Field in the main SelectVoice Desktop window.

If your user has been given restricted contact status, then the Number entry field will show orange. This means that when entering a number, only internal numbers will be shown.

(You can also use your handset if in Partner mode)[1]

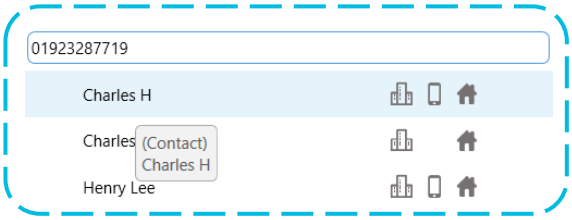


As you enter the number or name the Contacts window will be displayed showing you matches against the number or name you are calling.

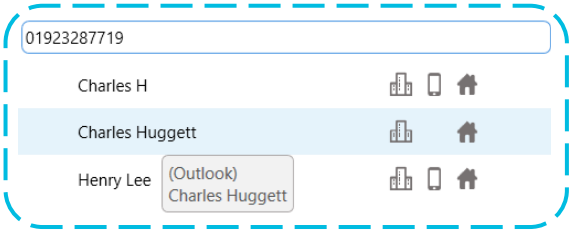


Press the enter key to make the call (Or use your phone to make the call if in partner mode)

SelectVoice Desktop by default integrates with SelectVoice's comprehensive contact database.



But it also can integrate with Microsoft Outlook so if the person you are looking for is in Outlook, they will also be displayed in the contact's window.



In each case the Work, Mobile and Home numbers are shown if populated in their respective contact database.



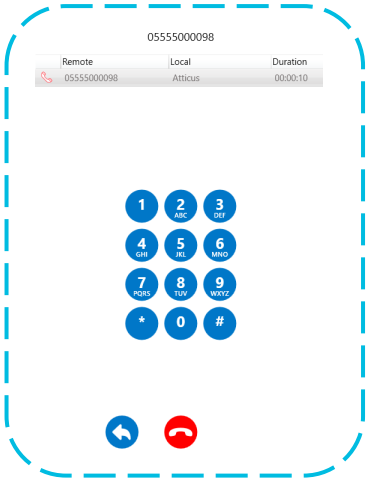
To call that person click on the appropriate icon or press return to call the number entered in the number entry field.

Notes:

[1] If you are calling an extension and it is busy or not answered within 20 seconds (default) you will be passed to voicemail, if enabled.

[2] Additional licenses' will be required if you wish to use Outlook integration.

Entering additional digits whilst on a call



You may be required to enter further digits once a call has been made, for example when presented with an auto attendant or you need to enter a credit card number.

Clicking the icon enables the Tone Keypad so you can enter any further digits.

Click to return to the call options.

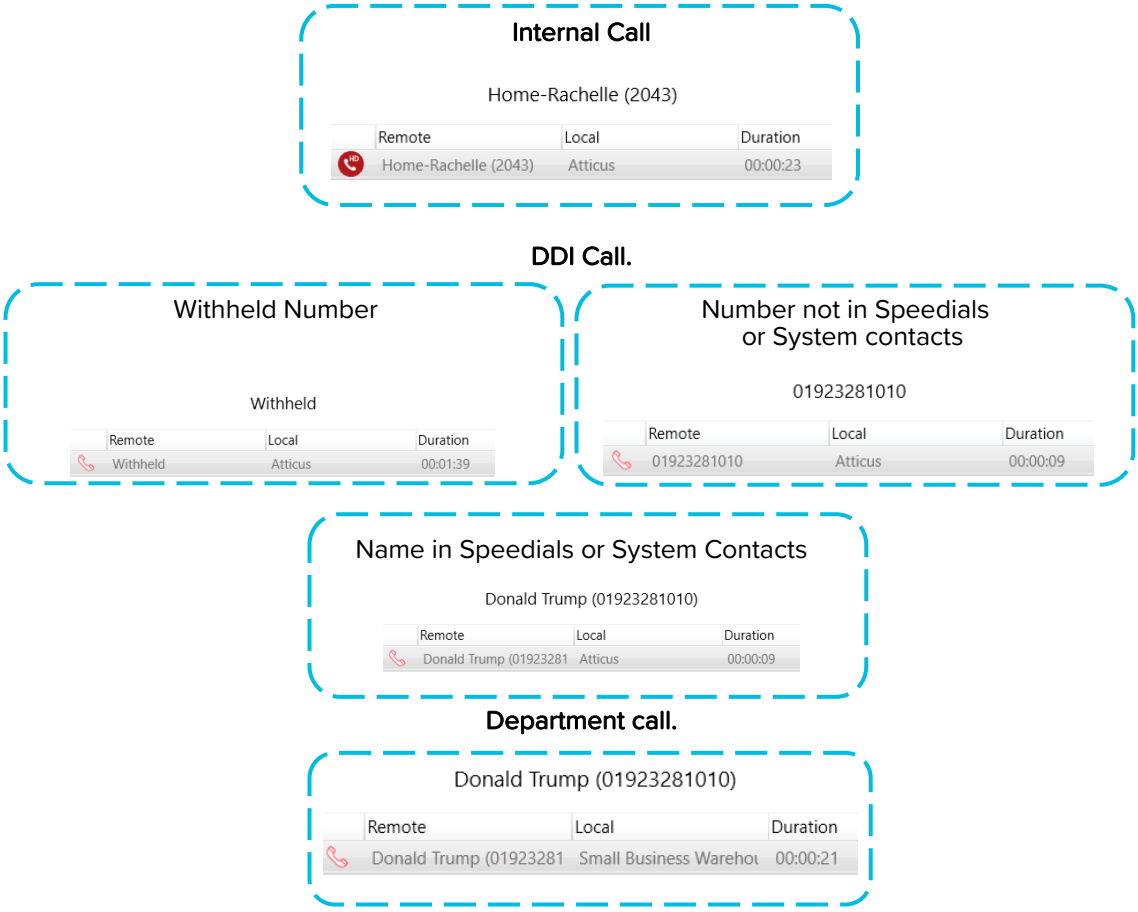
Mute a call

The Mute facility will allow you to prevent a caller from hearing, for example, your conversation with another colleague. You will be able to hear the caller, but they will not be able to hear you.

To mute the call press the icon, it will change to , to show that mute is enabled, click again to un-mute the call.

Receiving and incoming call

When you receive an incoming call either from another person in the office, or from an external caller direct to extension or via a department SelectVoice Desktop will pop the call panel to give you the callers details:



Click to answer the call or to reject the call click the call will be passed to your Forward on Busy number (If set), or to Voicemail (If enabled), or cancelled.

If your phone is busy or not answered withing 20 seconds (Default) the caller will be passed to Voicemail (If enabled).

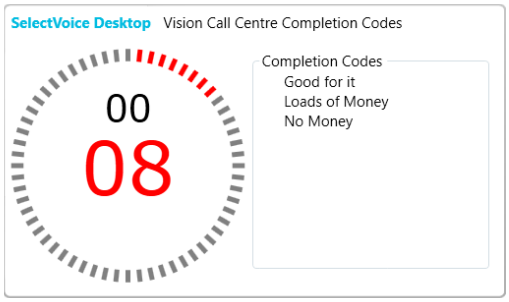


Ending a Call

To end a call, click on the Leave icon in the call panel or hang-up the call on the phone if SelectVoice Desktop is in partner mode.



If you have ended a department call, you may see a Wrap up timer, this allows you to finish any paperwork you may need to complete. You can cancel the wrap timer by clicking on the cancel wrap button.



Placing a Call on Hold:

Click the Call Hold Key to place the call on hold. To retrieve the call, click the Call Hold Key again.

If SelectVoice Desktop is in Partner mode, you can also use your phone place the cal on hold.

Please refer to your phones manual on how to do this.



Using Park Slots.

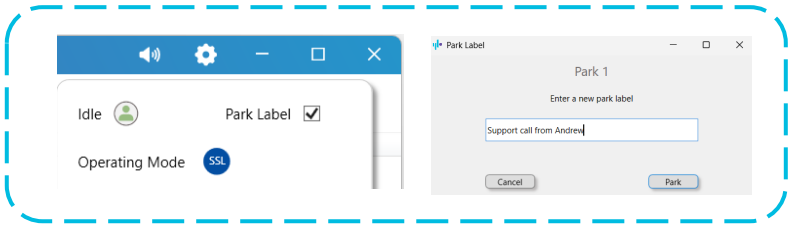
The SelectVoice system has configurable park slots and uses 4 as standard.
Park slots give an alternative method of dealing with a call instead of Using a transfer.

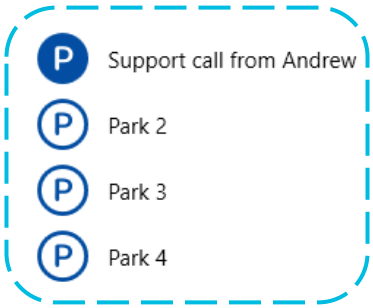


Details of the caller are shown against the relevant park-slot and they are held until they are picked up.

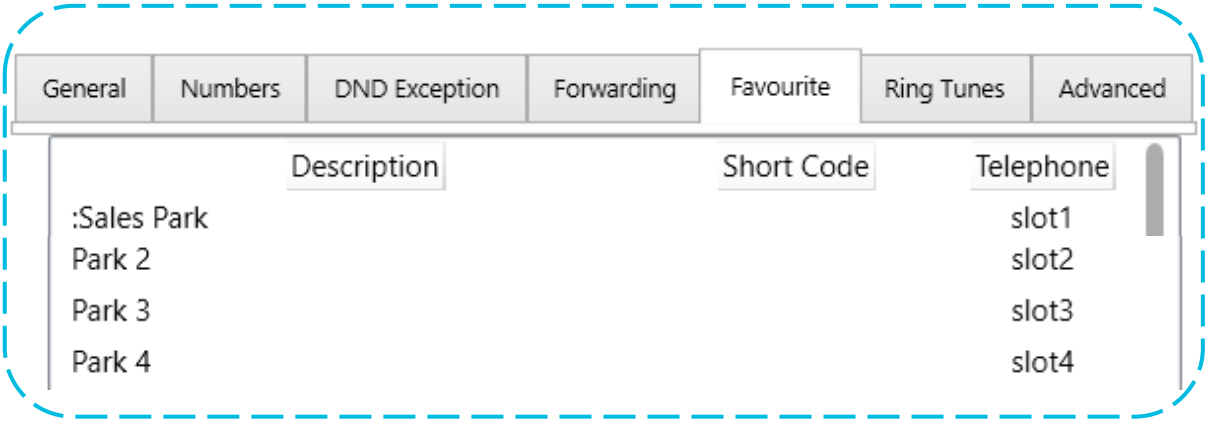


You also have the option to temporarily name the park slot to others Can see who or what type of call is parked.





Park slots can also be named by editing the description in the favourites tab, please see the SV2 user guide for details on how to do change this



Redial and Quick Search.

To make a call enter the Ext/ISDN number to be called in the Quick Search area of the main SelectVoice Desktop window, as you type the contacts window will appear showing you all found items so far. If you are searching for a user the search window will also show the status of that user in the first column, for example if they are already on a call. Hovering over the contact will give you details

Each entry displayed shows all the possible numbers assigned to that contact in the Telephone column.



Picking up a Call:

There are several ways that you could pick up a call:

Favourites.

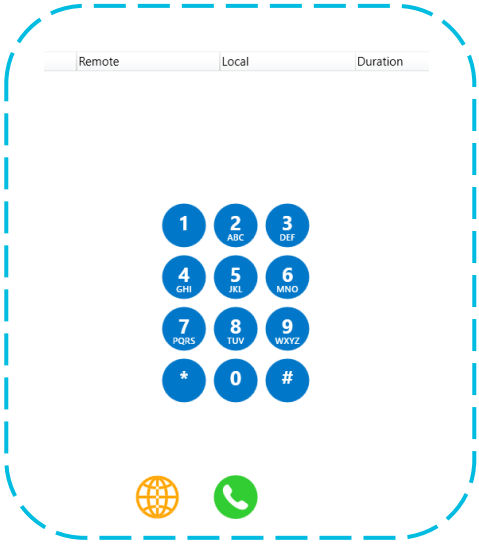
When a call is ringing on a user of a department, and you have that user or department set as a favourite you will see the colour change from green to orange. Clicking on the favourite will pick-up the call that is ringing.

Your system administrator may also have setup a global pick-up where you can pick up any ringing call.



Call Select.

The Call Select feature[1] allows a user to be logged into 3 devices at the same time (Desk phone, iPCS and softphone) if you answer a call on your desk phone and want to pick the call up on SelectVoice Desktop then by pressing the Orange Globe you can move the call from the current device to SelectVoice Desktop.



Notes:

[1] Call Select is only available for users who are not part of a department or are a Vision call centre agent.
[2] The globe will only appear if call select is enabled for a user (Please see your system Administrator for details)

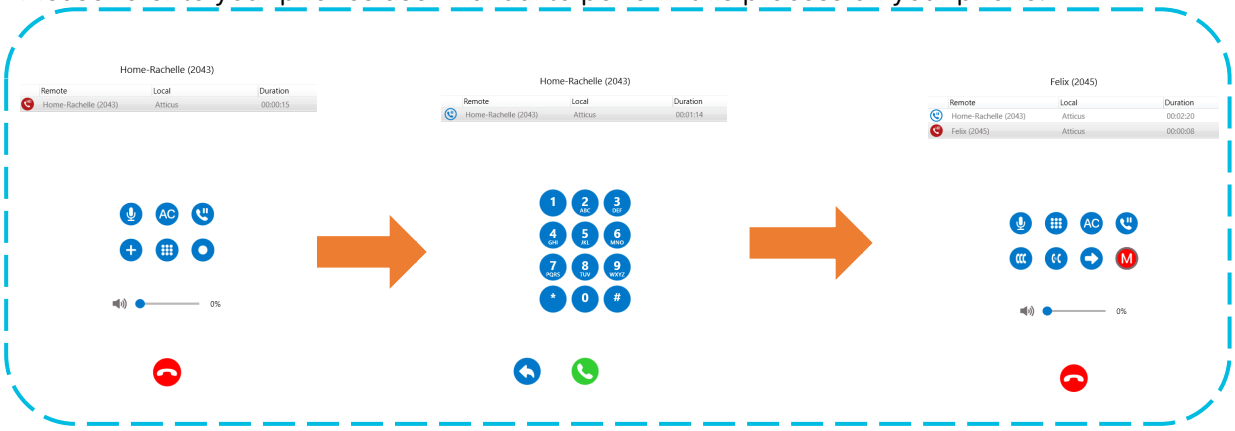
Transferring a call.

When you are on a call you may need to transfer that call to another person, SelectVoice Desktop allows you to either do an Announced Transfer (You speak to the caller the call is being transferred to first) or a Blind Transfer (You transfer the call direct without talking to the person you are transferring the call to). Calls can be transferred to External as well as internal numbers.

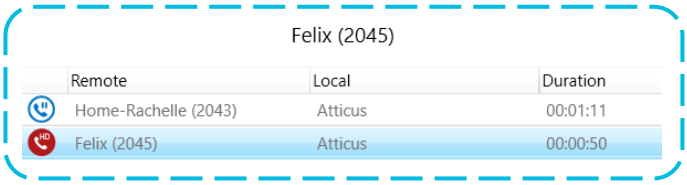
Announced Transfer.

Enter the number you wish to transfer the call to in the Number Entry Field and then pressing return or selecting a number from search results.
The call you were on will automatically be placed on hold, you can then talk to the second person you have called before pressing the Transfer key to complete the transfer.

Please refer to your phones user manual to perform this process on your phone.

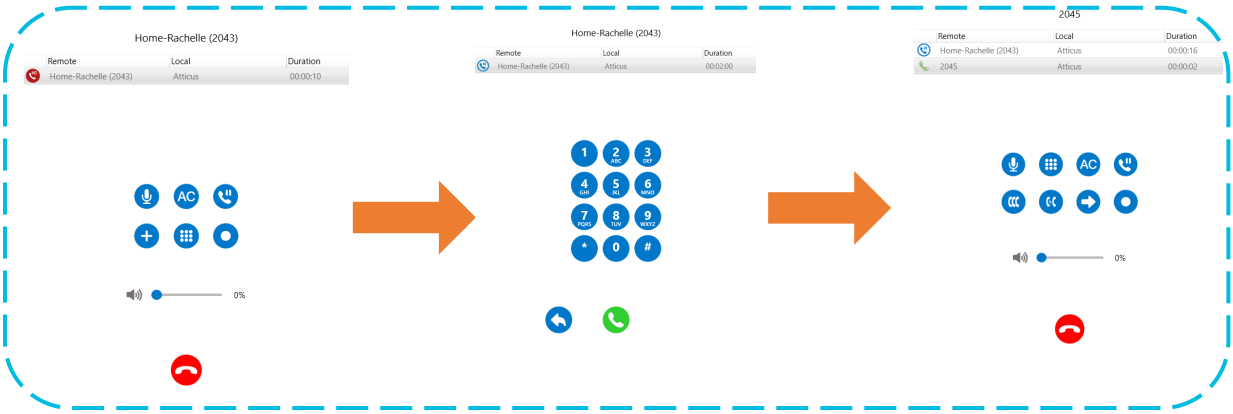


To return to the original call, make sure the current call is highlighted in the Call Panel and then click on the Hang-up Icon.



Blind Transfer (un-announced transfer)

To Blind transfer a call to another user without talking to them, enter the number you wish to call into the Number entry field.



Wait for the called parties phone to ring and then click the Transfer Button.

Transferring a Call Directly to a Colleague's voicemail

If you know the person you wish to transfer the call to is away or in a meeting, you can transfer a call directly to that person's voicemail.

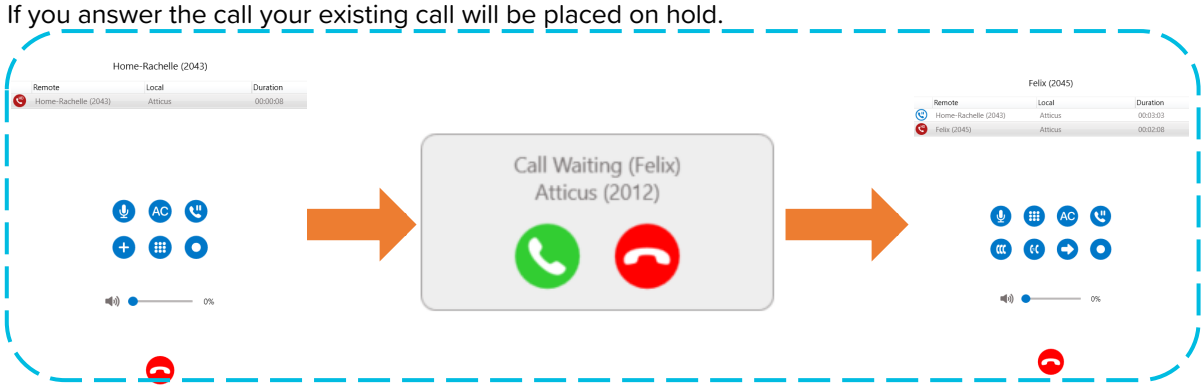
Dial the internal number prefixed with a #[1] i.e. #10080 if you wanted to transfer the call to Extn 10080's voicemail.

Press the Transfer key again to complete the transfer.

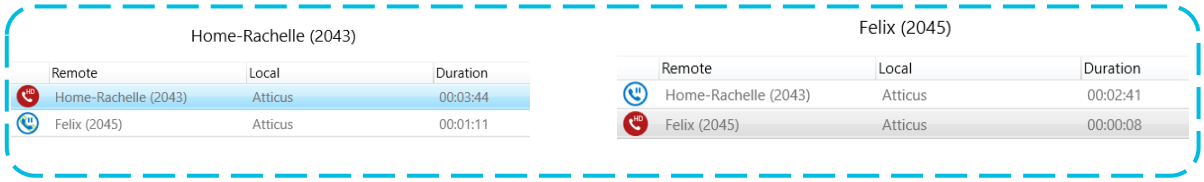
Call Waiting

When a second call is received you will hear an intermittent beep via your telephone handset (partner mode) or SelectVoice Desktop software, and the Call Waiting message will appear on the SelectVoice Desktop call panel and the Home icon will flash.

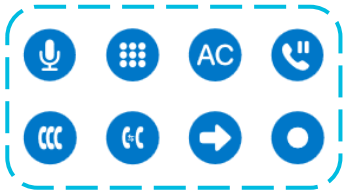
If you answer the call your existing call will be placed on hold.



You can go back to your original call by clicking on the held call the new call will then be placed on hold.



Or to switch between calls you can use the switch icon:

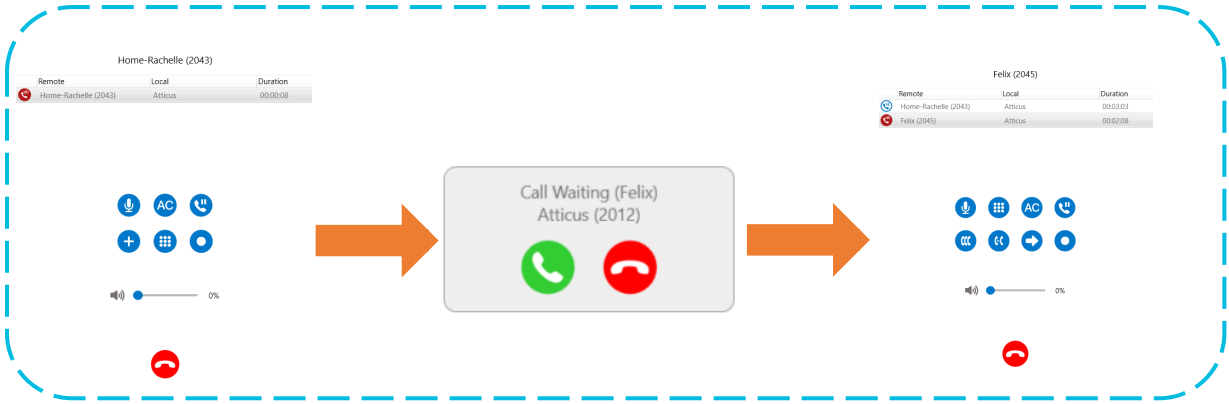


To hang either of the calls up highlight the call you wish to end and click Leave, you will be automatically connected to the caller that has been held.

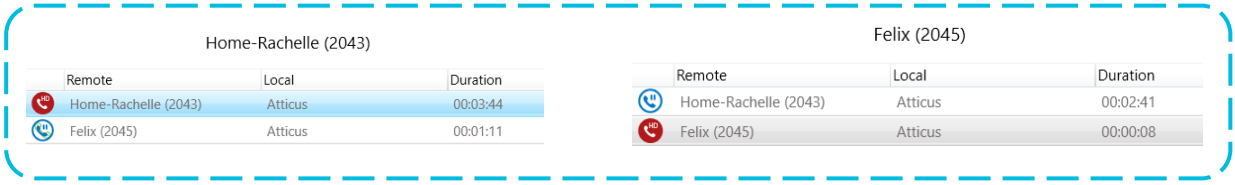
Note:
[1] Your SelectVoice system could be setup differently, please refer to your system Administrator for details.

Conferencing a call

If you are on a call and wish to conference another person into that call, enter the Ext of the person you wish to join and press enter, your existing call will be placed on hold whilst the new call is ringing.



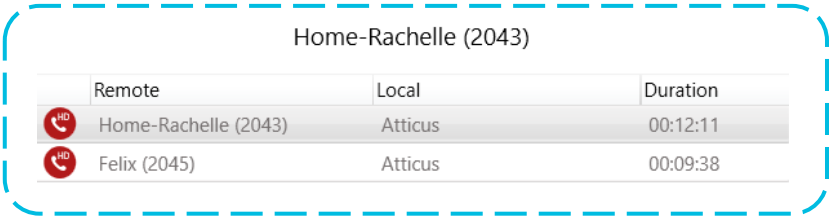
You can switch between the calls by clicking the switch icon in the call panel the switched call will be placed on hold.



To join all parties into a conference, click on the Conference icon.



The call panel will show both calls in a conference.



Cancel a conference call

You may wish to cancel the conference and return to a 2-way conversation with your calls by pressing the switch icon.

You can return to a conference with your two calls at any time by selecting the Conference icon.

If you select either of the calls while on a conference and click Leave, you will hang up the caller you have selected and return to a 2-way conversation with the other call.

It is best to cancel the conference and return to a 2-way conversation first before attempting to hang up a caller.

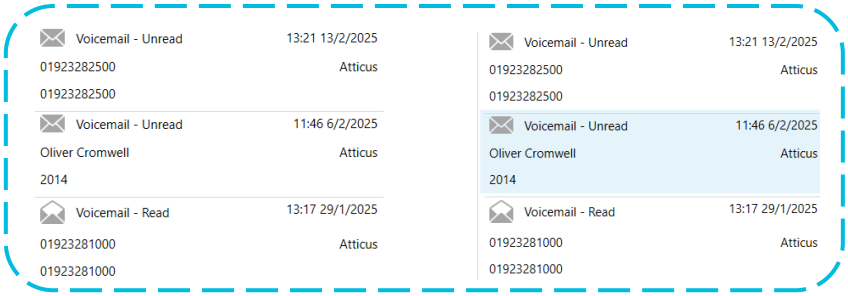
If one of the conference members hangs up, you will return to a 2-way conversation with the other caller.

Using Voicemail

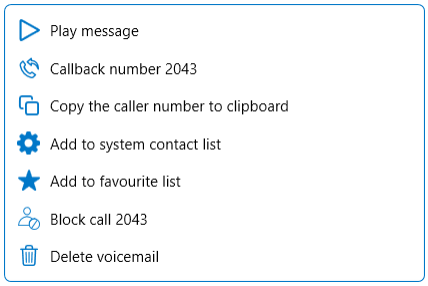
SelectVoice Desktop allows you to access your voicemail by clicking the Message/Missed calls icon to show your call history and missed calls.



To play a new message or an existing read



a sub menu will appear allowing you to:



Whilst playing the message you will also have the following options to use whilst playing the message.

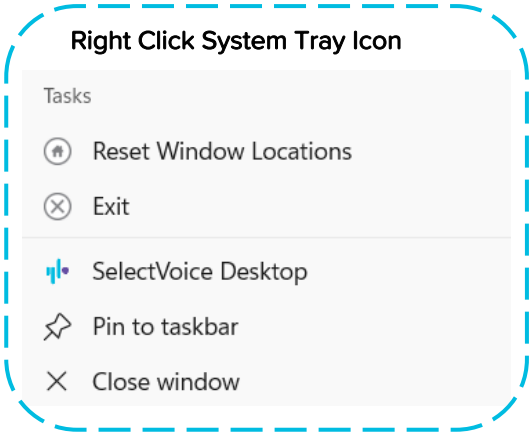
- Click to skip forward 2 seconds.
- Click to skip backwards 2 seconds.
- Click to play the next message.
- Click to play the previous message.
- Click to delete the message.
- Click to forward the message[1]
- Click to save the message.
- Click to play/replay the message.



[1]Voicemail forwarding must be enabled for this to work.

SelectVoice Desktop Task Bar Working

The SelectVoice Desktop System Tray/Task bar icon will change reflecting the current action, (On call, conferencing etc). If you right click on the SelectVoice Desktop icon you will see a quick menu, from here you can quickly display SelectVoice Desktop's various windows.



If your SelectVoice Desktop Windows are not appearing as expected, use reset windows location to bring them back.

Click to display the main SelectVoice Desktop window

Click to close the menu



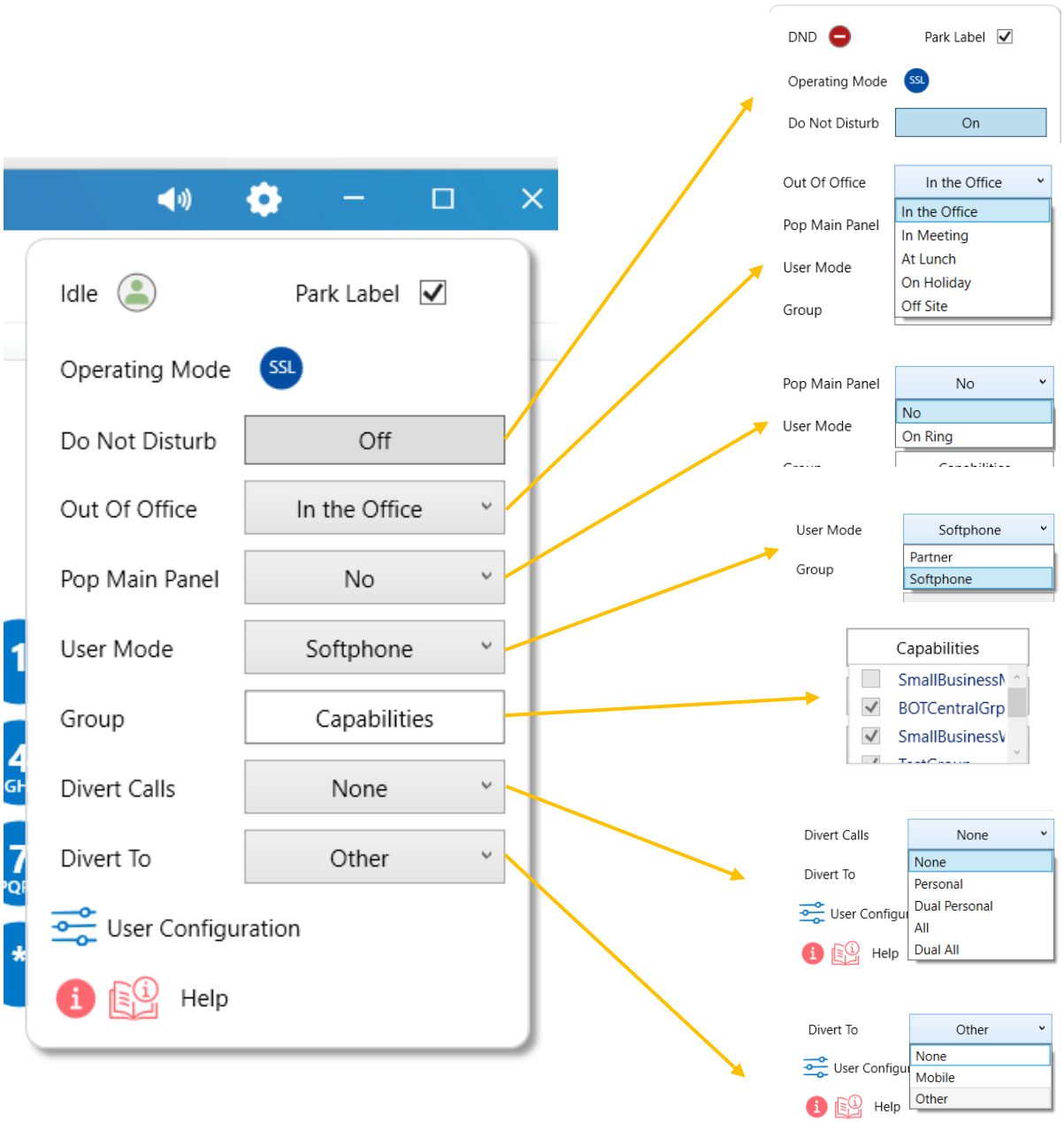
Set DND

Jump to audio settings for a softphone

Jump to settings

Quick Settings

The settings option allows you configure common user settings such as set your forwarding, DND state, Out of Office status and make changes to your user configuration.
As well as some more advanced option (These should have been previously configured by your installer or system administrator). The following section describes each option and how to use it.

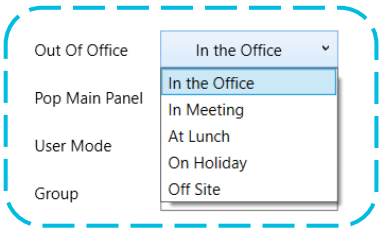


Out of Office

When you are unable to answer your phone, you may wish to inform your colleagues of your whereabouts and when you will be available. An Out of Office Message can be configured, and this will be displayed on your colleagues' Navigate or PCS Device.

There are five Out of Office states to choose from:

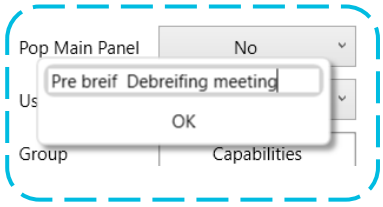
- **In the Office**
- **In Meeting**
- **At Lunch**
- **On Holiday**
- **Off Site**



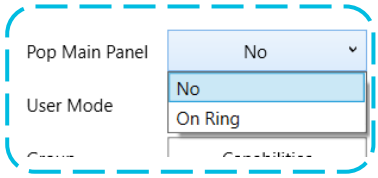
To set an out of office message click on the appropriate option in the drop-down list.

You can also create your own Out of Office Message, e.g. "On Holiday until Tuesday, 6th Feb"

Internal callers will then see this message when they try and call you.



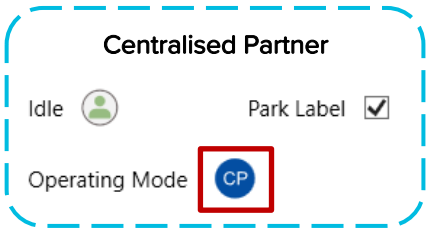
If you wish to hide SelectVoice Desktop and have the main SelectVoice Desktop window appear when a new call arrives select 'On Ring' from the drop-down list.



User Mode

SelectVoice Desktop can work in two modes, Softphone and Partner mode, when running in Softphone mode SelectVoice Desktop acts like a desk phone but on your computer, allowing you to have all the functionality of real phone on your desk. In Partner mode SelectVoice Desktop will partner to your PCS desk phone or Yealink SIP Phone and allow you to control it from your desktop, to select your way of working select Partner or Softphone from the drop-down list.





Softphone SSL

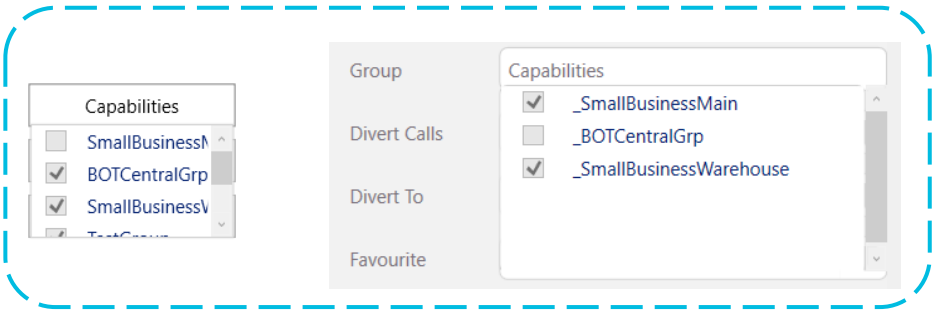
This mode is typically used when you are away from the office or a remote worker, it allows connection to the office telephone system using a secure connection.

Centralised Partner

Used for partnering to a Yealink or PCS Phone.
If your SelectVoice Desktop is running as an IP soft phone this means your PC becomes your telephone and you will require a headset and microphone connected to facilitate a telephone conversation.

Group Capabilities

As a user you might have been assigned multiple Departments to answer calls from, these are based on Capabilities (See SV2 User guid for more details) at any time you may need to either leave or join a group to do this select the Group Capabilities from the drop-down menu if the Capability is ticked then this means you are a member and can take phone calls.

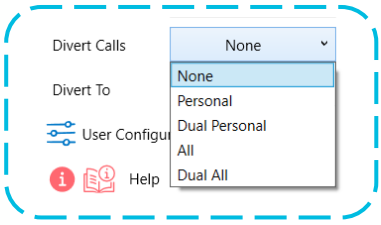


Divert Calls

This facility allows you to configure your extension so that your calls follow you to an internal extension or to an external number so that when you are, for example, working at another desk, working at home, or using your mobile etc, your calls will still reach you. You could also use this feature when you are, for example, on holiday and wish all your calls to be diverted to your assistant or another colleague.

To set a Divert click the settings icon and select Divert Calls, you will see a sub menu with several selections.

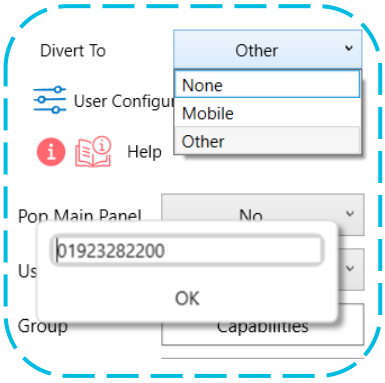
- **Personal** – all calls to your extension and direct line number will be diverted.
- **Dual Personal**[1] – all calls to your extension and direct line number will be forwarded, however, your extension will also ring. This will ensure that you can pick up the call wherever you are.
- **All** – all calls to your extension, direct line number and any Department calls will be diverted.
- **Dual All**[1] – All calls to your extension, direct line number and any Department calls will be forwarded, however your extension will also ring. This will ensure that you can pick up the call, wherever you are.



Divert To

Select which number to divert your calls to from your Personal Numbers (Mobile, Home, Spare1 Spare2 or Assistant) These can be set separately.

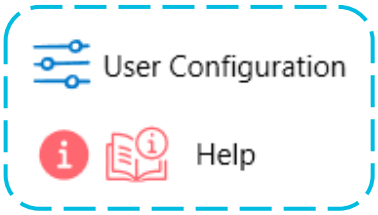
- Divert calls to your mobile.
- Divert calls to your home number.
- Divert calls to one of two spare numbers.
- Other.



Note:
Capabilities have been setup by your supervisor and cannot be changed.
The Dual Personal and Dual All options are useful if you are in role where you are constantly moving away from your desk. You could set your Divert to your mobile, for example, so that you can answer calls wherever you are, and when you are back at your desk you do not need to turn off Divert to answer the calls at your desk.

User Configuration and Help options

At the bottom of 'My Settings' are 2 options, 'User Configuration' (Explained in the next section) and 'Help'.





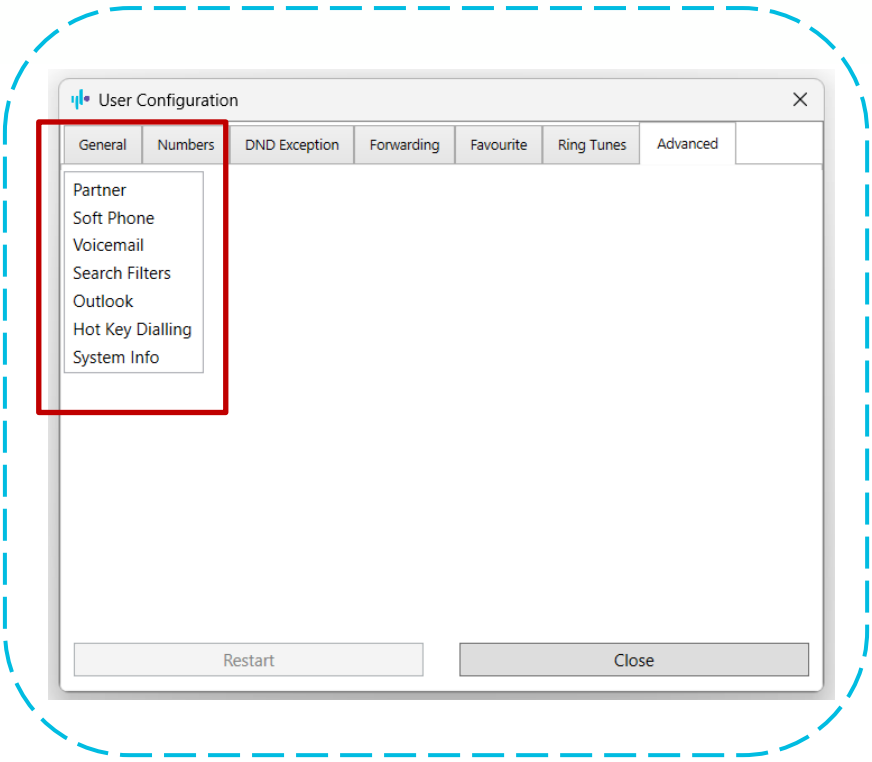
Click to see the SelectVoice Desktop Quick Reference guide.

Click to see the Full User Manal (This Guide).

User Configuration Advanced Tab

The Advanced tab allows you configure SelectVoice Desktop more and has a number of Sub selections which will allow you to enable/disable more advanced options, the follow section will go through each of the options in turn.

Partner	Sets up PCS and Centralised Partner configuration.
Soft Phone	Sets up Softphone operation for Local and SSL.
Voicemail	Allows you record your Voicemail greetings.
Search Filters	Set what categories you can search.
Outlook	Setup Outlook Integration.
Call Alert	Personalise the Call Panel.
Hot Key Dialling	Configure Hot Key Dialling.
System Info	Shows SelectVoice Desktop version information.



User Configuration Advanced (Partner)

If SelectVoice Desktop is going to be configured to be a partner to your handset there are several settings that need to be configured for this to work, in most cases these options will have been configured for you and must not be changed, however here is a brief description of each field for your information. Please refer to your system administrator for further details if required.

IP Address

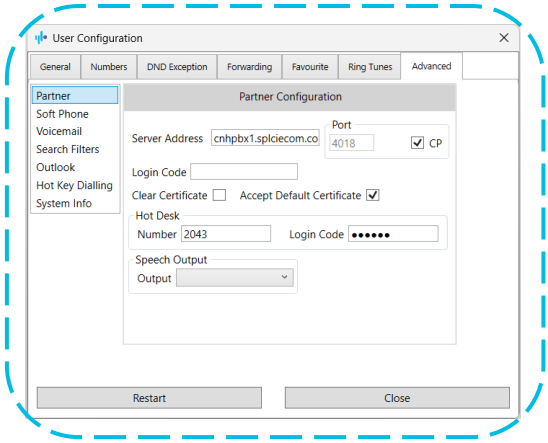
The IP address of the module or PCS IP Phone that the Navigate application will connect to[1] If you are using Centralised Partner, then this becomes the IP address (Internal or External) of the call server the Yealink phone is homed to.

Port

The number corresponding to the port on the module entered in the IP Address field that Navigate will be partnering. This will always be 5001 if partnering a PCS IP phone.

CP (Centralised Partner)

Ticking CP enables centralised partner mode, this allows SelectVoice Desktop to control a Yealink phone, just like Partner mode for PCS devices. When you tick CP it automatically changes the port to 4018.



Login Code

The digits entered in the handset's Partner Login Code field on the system configuration, this is used when you are partnering a PCS Phone device.

Hot Desk

These fields, in conjunction with the Port and Partner Login Code fields, can be used to assist you if you are a hot desking User. These fields can be configured to allow you to log on to more than one choice of handset and your Navigate will automatically partner any of these handsets. This is useful if, for example, you are a laptop user and when you come into the office you log on to any available phone at any available desk. Navigate can be configured once to partner any of these handsets.
If you are using Centralised Partner, then you must enter in the Hot-desk Number field your user's extension number and your login code in the login Code field.

Speech output

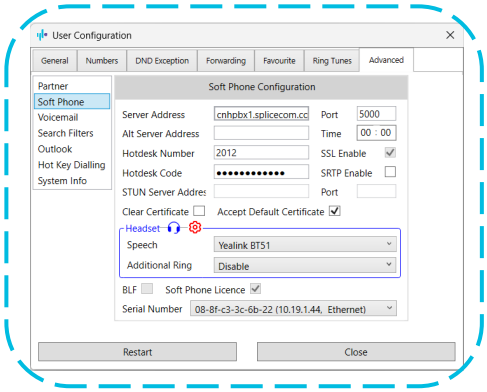
This will be taken from the setting on your PC, otherwise use the drop-down list to select the Speakers or any HID devices you would like to use for playing ringing etc.

Advanced (Soft Phone)

If SelectVoice Desktop is going to be configured as a Soft Phone there are several settings that need to be configured for this to work in most cases these options will be configured for you and must not be changed, however here is a brief description of each field for your information. Please refer to your system administrator for further details if required.

Gatekeeper

The IP address or Domain name of the Call Server or SSL Gateway that the SelectVoice Desktop application will connect to.



Alt Gatekeeper

The IP address or Domain name of the Call Server or SSL Gateway that the SelectVoice Desktop application will connect to if the Main Gatekeeper fails.

Port

Port number used by the SSL Gateway. SSL Enable: to enable the SSL connection for this application.

Time

Time in Hours and Minutes that NP will fall back to the original gatekeeper if the Alt Gatekeeper has been invoked.

Hot Desk Number and Hot Desk Code

These fields, in conjunction with the Port and Partner Login Code fields, can be used to you if you are a hot desking User. These fields can be configured to allow you to log on to more than one choice of handset and your SelectVoice Desktop will automatically partner any of these handsets. Please refer to your system administrator for further information.

STUN Server and Port

If you intend to user SRTP you will need to enter a STUN server (Domain name or IP address) together with a STUN Port number, normally 3478 or 5060 if using a Splicecom Container.

SSL Enable

Check to enable the SSL (Secure Socket Layer) connection for this user.

SRTP Enable

Check to enable SRTP (Secure Real-time Transport Protocol) audio for this user.

Clear Certificate/Accept Default Certificate

These items should not be changed unless advised by your reseller.

NOTE:

If the SelectVoice Desktop user is configured as a Vision agent and the Alt Gatekeeper is used, then all Vision Agent functionality is removed from SelectVoice Desktop by greying out and disabling the all the agent options.

Audio Speech and HID

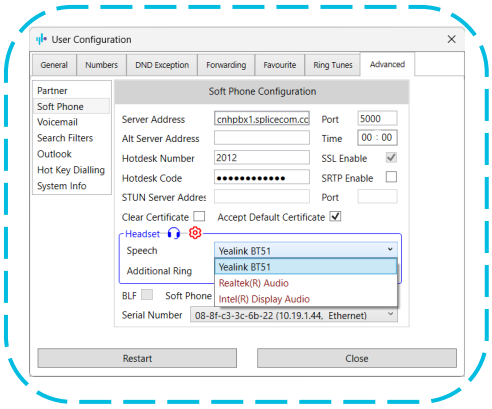
There are two audio selections available.

Clicking on the headset icon allows you to change the speech device, it is assumed that the selected device is a headset and has both input (Mic) and output built in.

Clicking the cog allows you to choose both input and output devices.

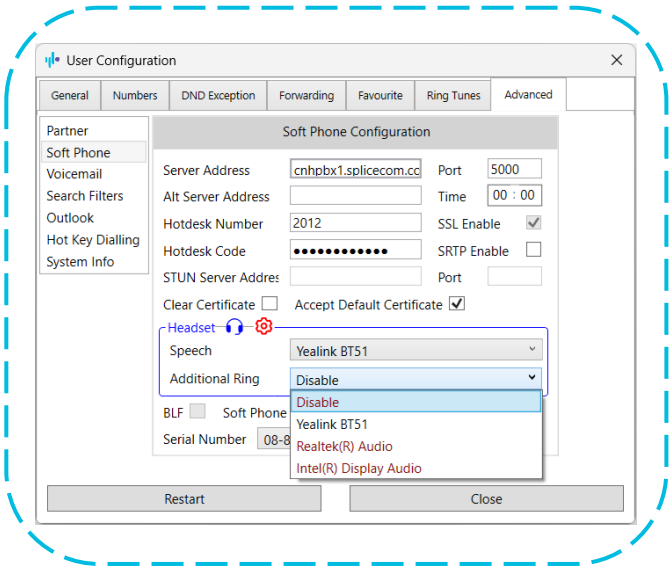
To select the audio device, you want to use for receiving and making calls use the Speech drop down list.

You will see two types of device shown in either red or black, a device shown in red is a device that does not support the HID (Human Interface Device) options for Answering, Releasing, Muting and changing the volume, Devices shown in black are valid HID devices.



Additional Ring

If you want to hear a call ringing when you have your headset removed, then use the Additional Ring drop down list to select a device to hear the ringing (Note the call will ring on both the selected Speech device as well as the Additional Ring device)

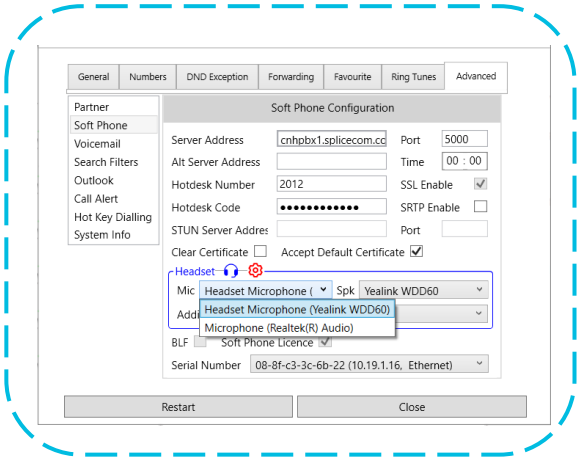


Using the Advanced audio option

If you want to use separate devices for input and output, then clicking on the red cog allows, you to manually select your Mic and Speaker devices.

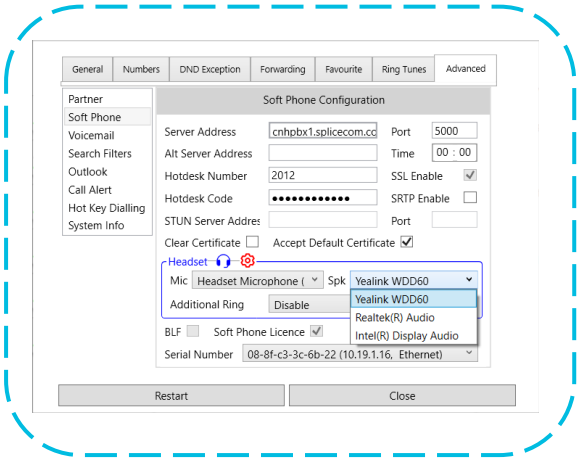
Selecting a microphone device

Click on the drop-down list and select the microphone you wish to use.



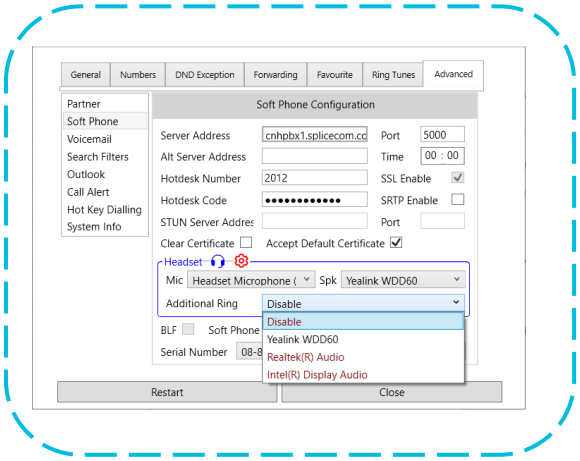
Selecting a speaker device

Click on the drop-down list and select the speaker you wish to use.



Selecting an addition ring device

Click on the drop-down list and select the speaker you wish to use.



Supported Headsets

Currently NavigatePro supports:

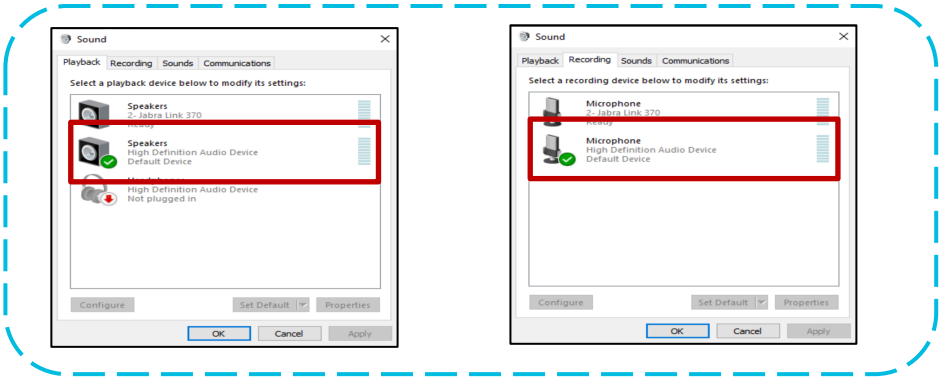
- Yealink
- Plantronics
- Jabra

Serial Number

Typically, the serial number is a mac address on your laptop, however this is just a reference, once SelectVoice Desktop has been entered onto the SelectVoice system, the initially selected reference will be used from then on, regardless of interface is being used on the PC.

Windows Sound settings

It is important that the Windows sound settings are setup correctly as SelectVoice Desktop will always attempt to use the default sound devices for Playback and Recording.
It is therefore recommended that the PC's Speakers and Microphone are set as default, these settings can be found under Advanced Sound Options.



Advanced (Voicemail)

If you have voicemail enabled, you can record two voicemail greetings. The first is a daily greeting that you would normally update daily, typically giving the date and your whereabouts/availability. The second is a permanent greeting that can be used on any day. If you choose to record a permanent greeting your daily greeting will be deleted at midnight and the permanent greeting will then be used until you record a new daily greeting.

Changing your daily Greeting

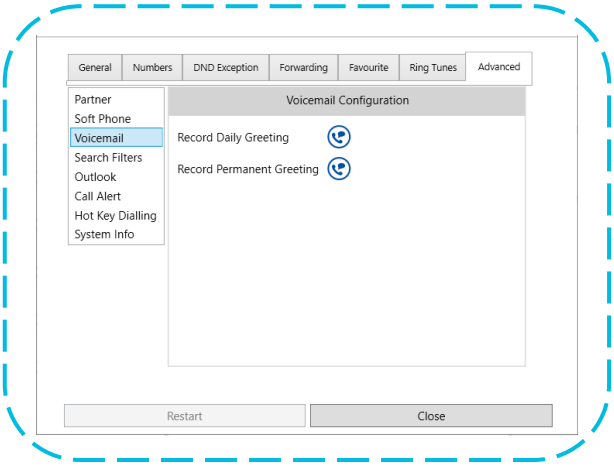
Click on the Record Daily Greeting Icon

Your existing Daily Greeting will be played back to you, if you want to re-record your greeting you will be prompted to record your new greeting, after you have recorded your greeting click the Hang up icon.

Changing your permanent Greeting

Click on the Record Permanent Greeting Icon

Your existing Permanent Greeting will be played back to you, if you want to re-record your greeting you will be prompted to record your new greeting, after you have recorded your greeting click the Hang up icon



Advanced (Search Filters)

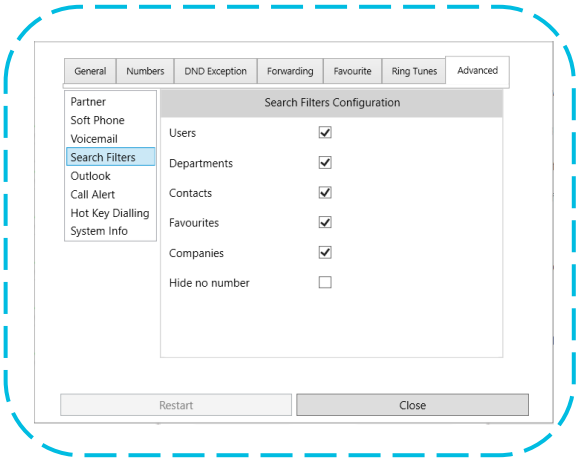
The Directory provides access to a database of contact information that is stored centrally on your SelectVoice system. Your system administrator is responsible for the maintenance of this database and will be able to assist you with your queries.
The type of records displayed are determined by the selected filters select or de-select the options as required.

Users Filter

If checked this will display a list of the User accounts on your SelectVoice system allowing you to quickly and easily call a colleague. The search will be made within the User's Display Name field. If the User's First Name and Last Name fields have been populated the search will also be made within the Last Name field enabling, you to search on someone's surname

Departments Filter

This will give access to the list of Departments configured on your SelectVoice system that will allow your call to be routed efficiently to a group of Users.



Contacts Filter

This will display the list of external contacts entered on your SelectVoice system allowing you to quickly and easily make calls to customers, suppliers, etc. The search will be made within the Contact's Name field. If the Contact's First and Last Name fields have been populated the search will also be made within the Last Name field enabling, you to search on someone's surname.

Favourites Filter

Will give access to the Speed Dials stored within your user account.

Companies Filter

This will display the list of external contacts entered on your telephone system allowing you to quickly and easily make calls to customers, suppliers, etc. The search will be made within the Contact's Company field, if populated.

Hide no number

If 'Hide no number' is ticked, any contacts without a telephone number assigned to them will not be shown in any of the contact searches.

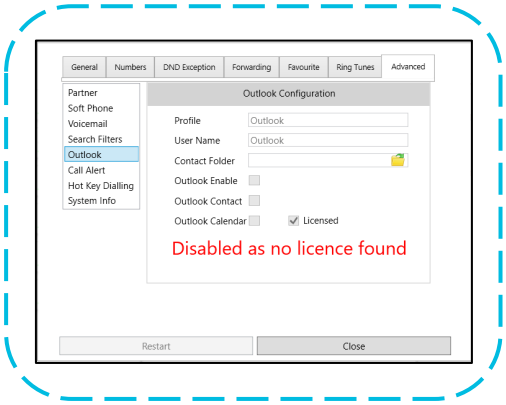
Advanced (Outlook)

If you use Microsoft Outlook for your calendar and storing your contacts, your user account can be configured to enable you to turn on Outlook Contact Lookup and Outlook Calendar Lookup in Navigate. Outlook Contact Lookup will enable SelectVoice Desktop to search within your Contacts[1] so that you can easily and quickly dial numbers stored in your Outlook Contacts. To enable this feature, you will have to setup your Outlook Profile and select the contact folder to use.

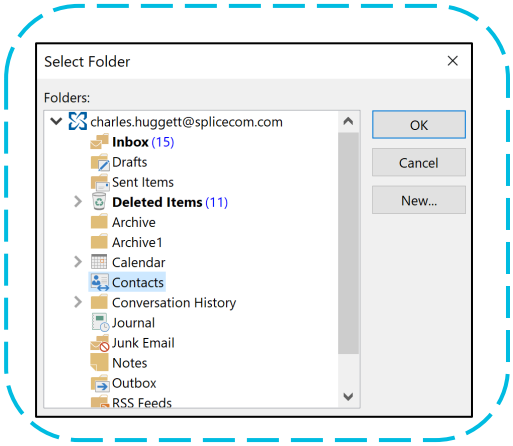
Outlook Enable.

If your user has the appropriate licence then Outlook Contact and Calendar will automatically be ticked, the licence tick box will also be checked.

If your user does not have a valid licence, then you will see a warning telling you that Outlook functionality is disabled.



So that you can use Outlook Contacts you first have to enable this feature by clicking the Outlook Enable check box.
Then select your Contact folder by clicking in the Contact Folder field and selecting the folder to use from the directory search window.
Click on the contacts folder, the username will be automatically filled out.



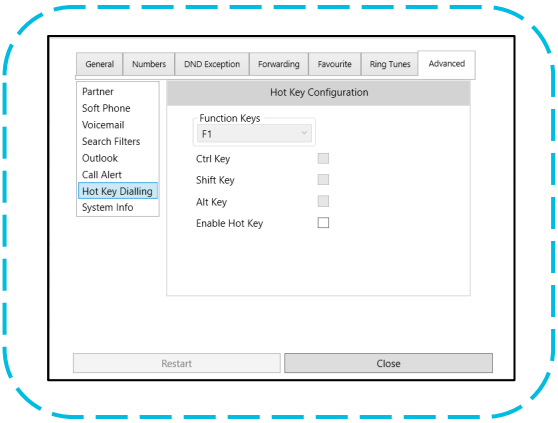
Advanced (Hot Key Dialling)

You can set a Dial Hot key which will enable you to dial numbers stored within a Microsoft document or within a website viewed via Internet Explorer.

Hot Keys

Select the Key combination you wish to use by selecting the function key from the drop-down menu followed by any other sequence of Ctrl, Shift or Alt.

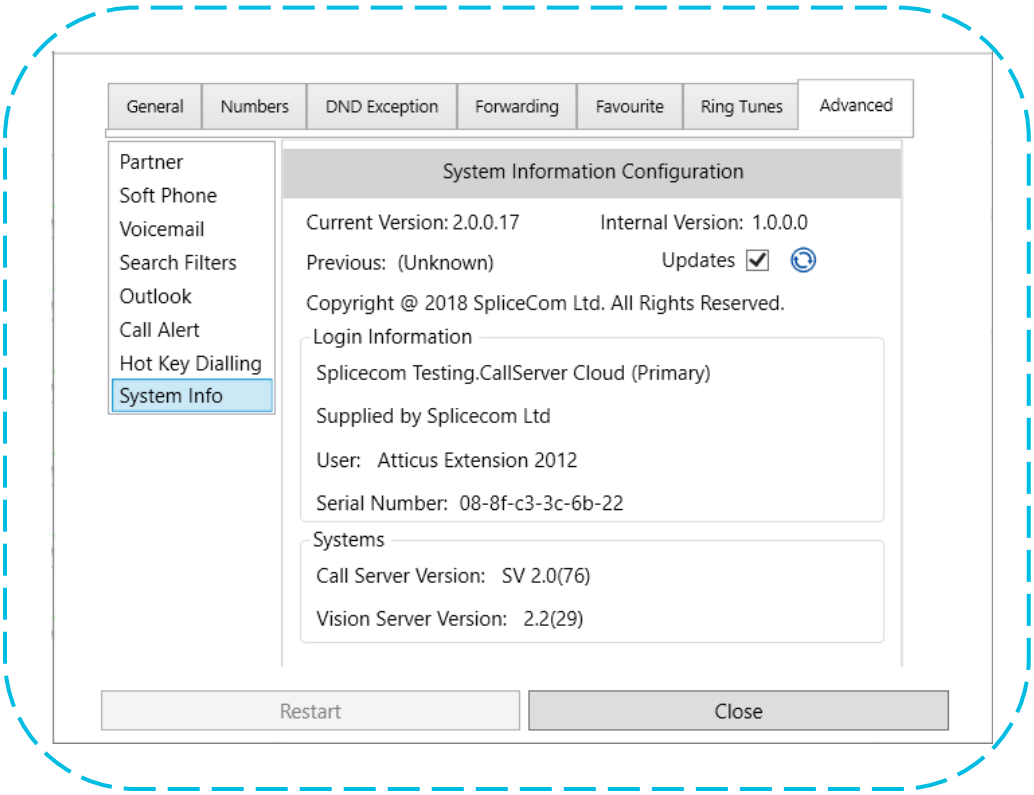
Once you have selected your key sequence tick Enable.



Advanced (System Info)

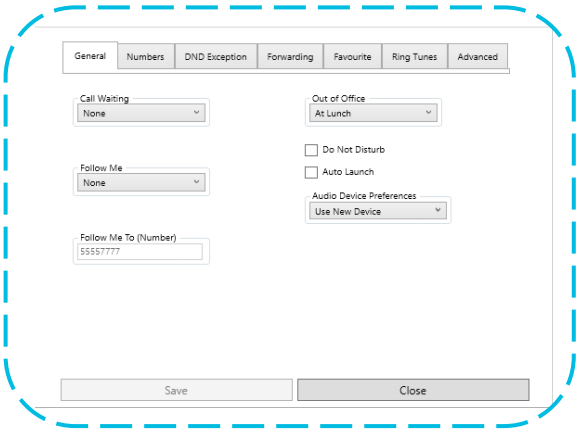
The System information window shows the current version of SelectVoice Desktop and any previous version information. SelectVoice Desktop 1.1.2.13 and above also gives you the option to auto update Navigate and to also restore to a previous version.

Your current login and licencing information are also shown, as well as the Select Voice and Vision versions as these may be needed by your reseller if you are experiencing any issues.



Settings (General)

The SelectVoice system gives you the ability to configure features such as call waiting, forwarding, do not disturb. SelectVoice Desktop enables you to configure these settings via the General Tab.



Please note that these settings are stored in your user account and therefore will follow you when you log on to another handset or PC running SelectVoice Desktop.

Call Waiting

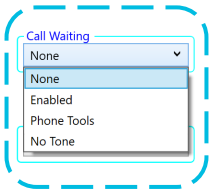
Call waiting allows you to handle a second call whilst being connected to another call, there are 4 selectable states that can be chosen: -

None Call waiting is disabled, subsequent calls will get busy or Go to voicemail (If enabled).

Enabled When you get a second call SelectVoice Desktop will alert you that you have a second call and you will also get an audible alert in your headset or handset.

Phone Tools Currently not supported.

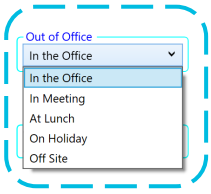
No Tone When you get a second call SelectVoice Desktop will alert you that you have a second call but you will not get an audible alert.



Select the type of Call Waiting you require and then click save.

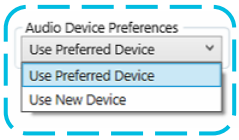
Out of Office

Users may wish to inform internal callers when they are unavailable. The message selected will be displayed on the caller's pcs56x/57x Phones and on SelectVoice Desktop when you pre-dial a number or perform a directory look up.



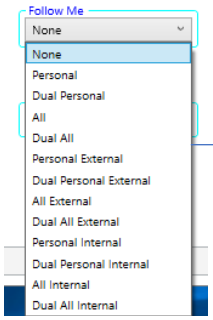
Audio Device Preference

You can tell SelectVoice Desktop to always use your preferred audio device, or immediately use a new device when its plugged in.



Follow Me

The Follow Me feature will allow you to take calls, for example, on your mobile or at home, when you are out of the office or at another extension if, for example, you are spending the day in another part of the building or in another office.



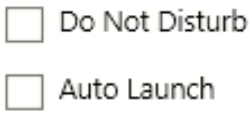
Follow Me	Icon	Description
None		Calls will not be forwarded.
Personal		All calls to your extension and personal DDI will be forwarded.
Dual Personal		All calls to your extension and personal DDI will be forwarded, and your phone will ring.
All		All calls to your extension will be forwarded including any calls to a department that you might be a member of.
Dual All		All calls to your extension will be forwarded including any calls to a department that you might be a member off, and your phone will also ring.
Personal External		All external calls to your extension and DDI will be forwarded
Dual Personal External		All external calls to your extension and DDI will be forwarded, and your phone will also ring.
All External		All external calls to your extension and DDI will be forwarded including any calls to a department that you might be a member of.
Dual All External		All external calls to your extension and DDI will be forwarded including any calls to a department that you might be a member of, and your phone will also ring.
Personal Internal		All internal calls to your extension will be forwarded.
Dual Personal Internal		All internal calls to your extension will be forwarded and your phone will also ring. Any calls to a department that you may be a member of, will also ring on your extension.
All Internal		All internal calls to your extension will be forwarded including any calls to departments you may be a member of.
Dual All Internal		All internal calls to your extension will be forwarded including any calls to departments you may be a member of, and you phone will also ring.

Do Not Disturb

When ticked places your user into DND.

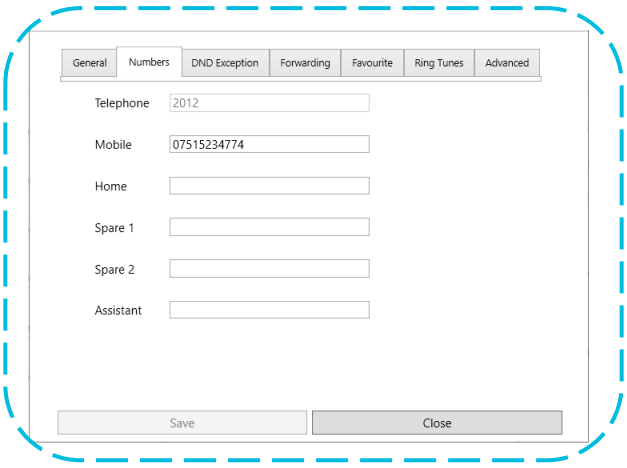
Auto launch

When ticked SelectVoice Desktop will auto start when you start windows™



Settings (Numbers)

You can add your Home and Mobile telephone numbers entered via the Settings, Numbers tab. You can also use the Spare1 and Spare2 Telephone Number fields to enter two additional numbers if required. Please note: If the Ex-Directory option is ticked your number's will not appear in a Directory search made by another user.
These numbers will also be matched against incoming CLI and display the User's name in Caller Display. It is therefore very important that extension numbers are not entered into these fields.



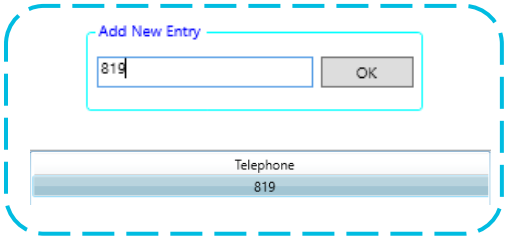
Settings (DND Exception)

You may wish to turn on Do Not Disturb but still receive a call from a colleague or an external number. This is useful if you are expecting an urgent or important call but do not wish to be disturbed by other calls. The relevant number can be set as a Do Not Disturb exception as follows.



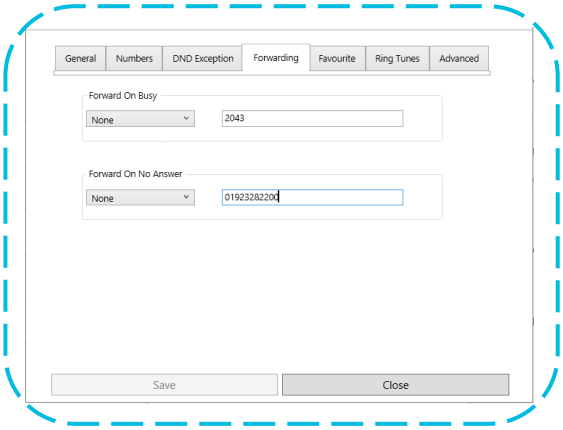
To add a number exception, enter the extension number or ISDN number into the Add New Entry Field, then click OK to add the new number.

To remove a number, highlight the number you wish to delete And then click the Del button. Del



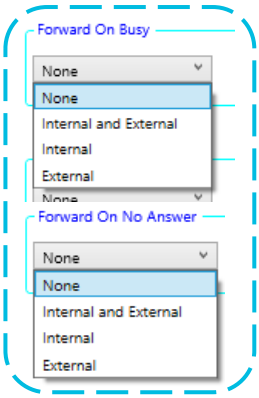
Settings (Forwarding)

The Forward on Busy feature will redirect your calls to either an internal or external number when you are on an existing call or have Do Not Disturb set. This is useful if you wish to ensure your calls are answered by your assistant or another member of your team.



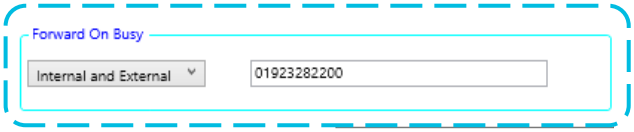
To have your calls forwarded to another extension or ISDN number first select the forwarding type from the drop-down box.

Forward Type	Description
None	Forwarding is disabled no calls will be forwarded.
Internal and External	All internal and External calls to you will be forwarded
Internal	Only internal calls will be forwarded
External	Only External calls will be forwarded



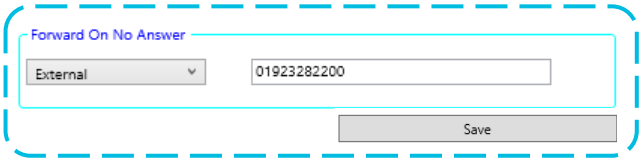
Forward on Busy

After selecting the type of forward enter the number you wish to forward your calls to into the number field.
Then click save to activate your forward.



Forward on No Answer

After selecting the type of forward enter the number you wish to forward your calls to into the number field.
Then click save to activate your forward.



Settings (Favourite)

The Favourites section of your User Configuration form allows you to set up your own personal list of regularly used telephone numbers (internal or external). These are displayed and accessed within the Favourites window by click on the Favourites icon . Favourites set up for internal extensions will also act as Busy Lamp Fields (BLF) in other words they will indicate when that user is on the phone.



Adding a new Favourite

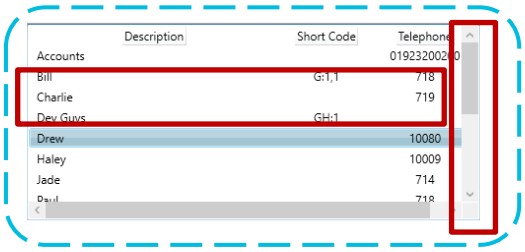
To add a new Favourite first enter the description.
Followed by a short code
Finally, enter the Internal or External number to be. dialled

Click Add to save your new entry.



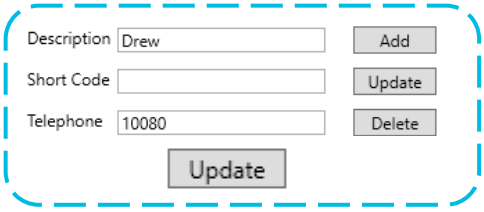
Editing an existing Favourite

To change an existing Favourite entry, find the favourite by using the scroll bar to move up and down the list and then select the Favourite. to edit by clicking on it, this will then Hi-lighting the entry you wish to edit.



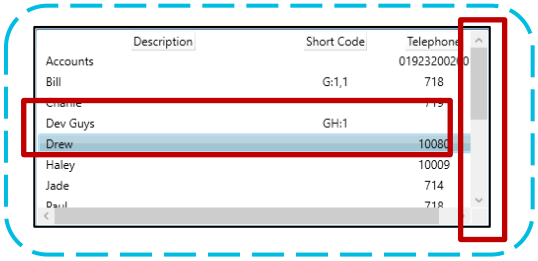
The information for the selected Favourite will appear in the edit fields, make the changes to the description, short code or telephone number.

And then click Update to commit your changes.

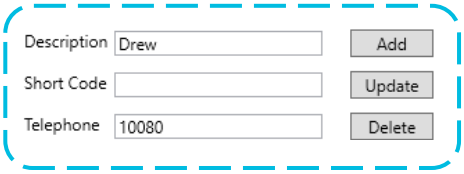


Deleting a Favourite

To delete an existing favourite entry, find the first find the favourite by using the scroll bar to move up and down the list and then select the Favourite to edit by clicking on it, this will then Hi-lighting the entry you wish to edit.

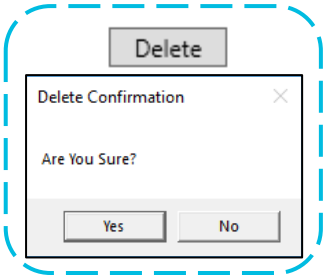


The information for the selected Favourite will appear in the edit fields,



And then click Delete to remove the entry.

You will be prompted with a delete confirmation Click Yes to delete your favourite or no to cancel



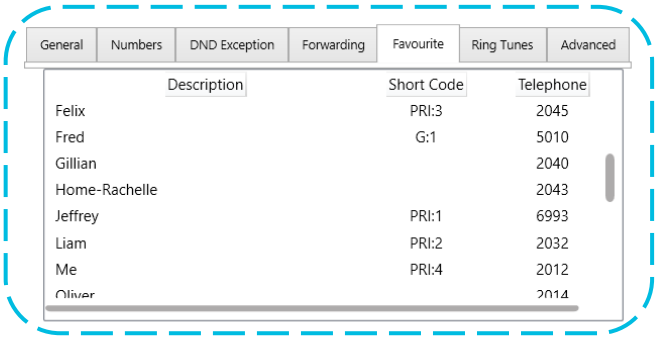
Notes:

1) If a telephone number entered in your Favourites is also stored in the Contacts or Users directory, when a call is made to or received from this number, the text entered in the Description field of the Favourite will be displayed in Call Status in preference to the name used in the corresponding Contact or User directory entry.
2) For numbers that you dial regularly you may prefer to assign a short code to a Favourite so, for example, you could dial just 33 to ring 01632953492. (Please note that the short code you use must not be the same as a short code you are already using for other system functionality, please refer to your System Administrator for further assistance.)

Prioritising Favourites

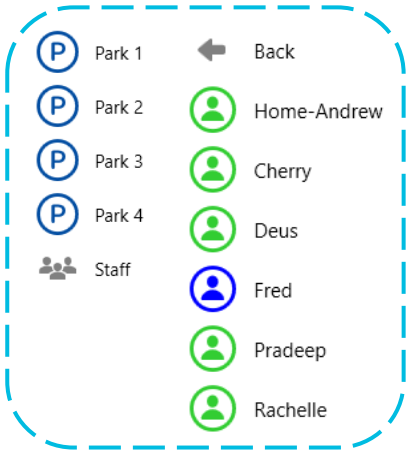
All Favourites and Favourite Groups will be displayed in alphabetical order. However, if you wish to display your Favourites in a different sequence a display order number can be assigned using the following methods.

If you wish to specify where a Favourite will be displayed in your Favourites window, in the Short Code field enter the characters PRI: followed by a number for the priority, e.g. PRI:1.



You can also group your Favourites in their own folders, to do this first create a group header by using the following characters in the Short Code field GH:1 where the number represents the group number.

Telephone Number	Short Code	Description
2032	PRI:2	Liam
2045	PRI:3	Felix
8600		CC Main
5010	G:1	Fred
2041		Digby
2040		Gillian
2008		Test-Betty
2043	G:1	Rachelle
2033		Victor
2013	PRI:1	Hercule
2042	G:1	Deus
2017	G:1,4	Home-Andrew
1234	G:1	Cherry
8601		Back Office
8602		Reception
8604		Sales
6998		Adele Vance was ear
7014		Pradeep Gupta
any	GH:1	Staff

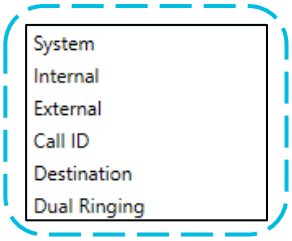


Settings (Ring Tunes)

The Ring Tunes section of the User Configuration form allows you to use ring tunes played by your SelectVoice Desktop application to distinguish between the different types of incoming calls, for example, between a Department call and a call to your User account. Your PC must have a sound card to use the Ring Tunes facility, and the selected ring tune will be played over your PC's speakers. If you are using SelectVoice Desktop application to partner a PCS IP phone this configuration will also affect the ring tune used by these handsets. Any other telephone handset will continue to use one of its pre-set ringing cadences.

Ring tune types

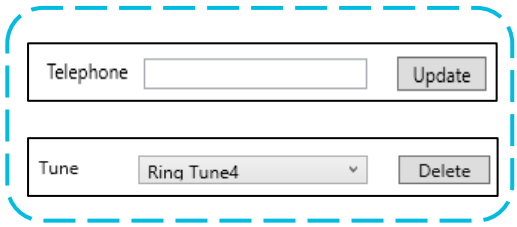
There are 6 ways in which you can customise your ring tune, these can be selected from the type drop down list in the Ring Tunes window.

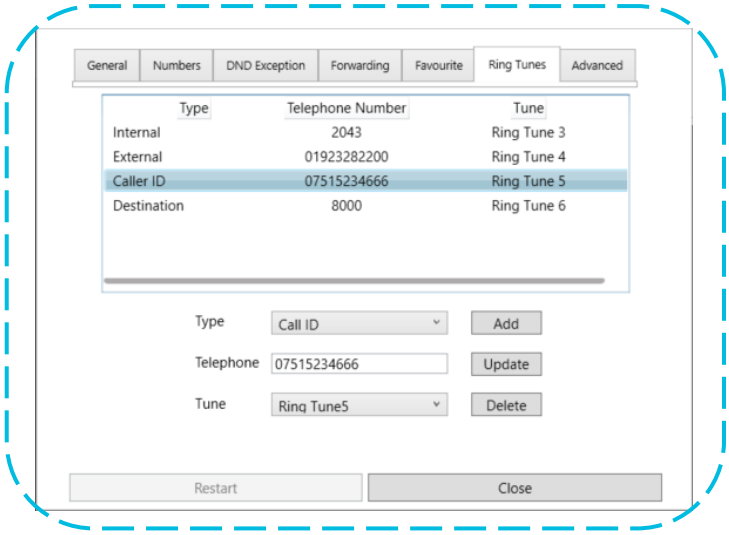


System	Use System to distinguish calls generated by the telephone system, for example voicemail call-back.
Internal	Play a specific ring-tune when receiving an internal call
External	Play a specific ring-tune when receiving an external call
Call ID	Play a ring-tune when receiving a call from a specific number
Destination	Differentiate a department call from a call to your extension
Dual Ringing	If you have Follow Me Dual Personal or Dual All set against your user, you may wish to have a different ring tune played to remind you that this feature has been set.

Enter the internal (User or Department) or external number into the Telephone number field

Select the ring-tune you wish to use from the drop Down list





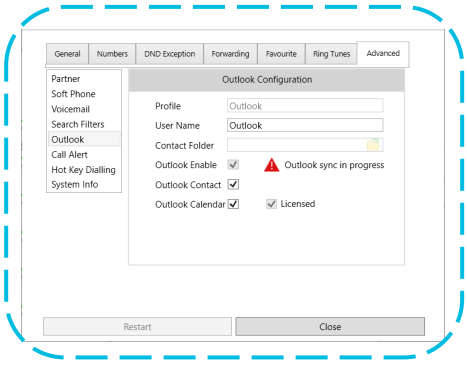
SelectVoice Desktop Outlook Integration

If you use Microsoft Outlook for your calendar and for storing your contacts, your user account can be configured to enable you to turn on Outlook Contact Lookup and Outlook Calendar Lookup in Navigate. Outlook Contact Lookup will enable Navigate to search within your Contacts so that you can easily and quickly dial numbers stored in your Outlook Contacts. You can also set a Dial Hot key which will enable you to dial numbers stored within a Microsoft document or within a website viewed via Internet Explorer.

The Outlook Calendar Lookup will enable Navigate to turn on Do Not Disturb if you have an appointment scheduled that is set as Busy or Out of Office, and if that appointment contains one of the five Out of Office Messages (In Meeting, At Lunch, On Holiday, Off Site and In the Office) in the body of the appointment this will set your Out of Office message at the relevant time.

If you have Outlook Integration enabled when you SelectVoice Desktop it will connect and synchronise your Outlook contacts.
Any changes made to the Outlook contacts will Automatically sync to SelectVoice Desktop.

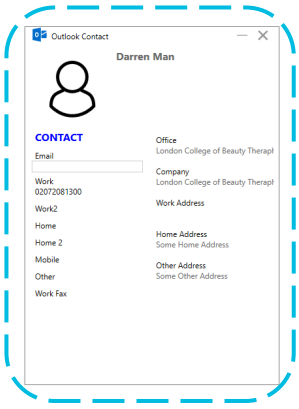
If for any reason SelectVoice Desktop loses connection with your Outlook profile you will see a red Outlook logo on the SelectVoice Desktop main window.



Searching Outlook contacts within SelectVoice Desktop

When SelectVoice Desktop is configured to search for contacts within Outlook as well, the Contacts window will show.

Clicking on this will show the contact card for that person, if there if there are other telephone numbers for that contact you can click on them to make a call as well.

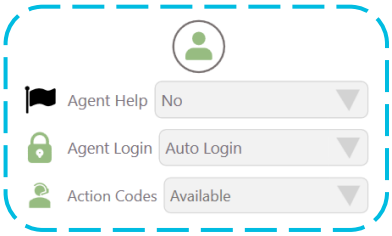


To call the selected contact click on one of the icons shown in the Telephone column.



SelectVoice Desktop Vision call centre integration

If a user has been given a Vision agent licence, then SelectVoice Desktop will detect this and automatically enable the Vision call centre features.



Agent State

This icon shows your status within the call centre.



As an agent you are available and ready to take calls.



As an agent you are not available or on a call.

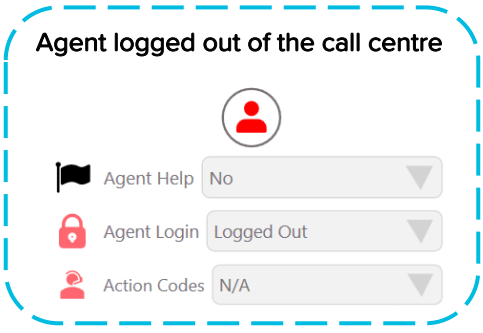


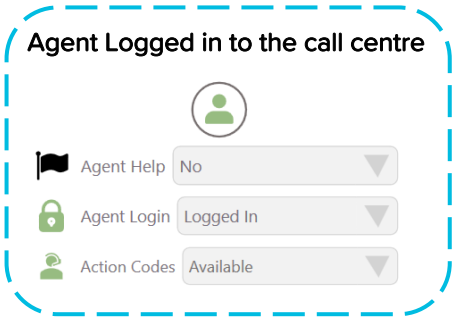
You are logged out from the call centre, no call centre calls will be presented to you, however extension, DDI and non-call-centre department calls will still be presented to your phone.

Logging in and out of the call centre

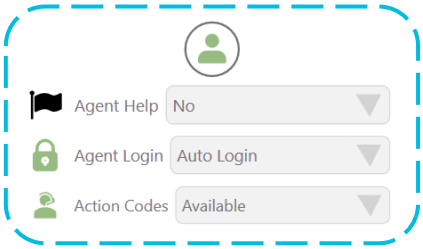
In some circumstances a user might be given the ability to Log in and Out of the call centre, an example of this might be to allow you to assist in busy periods by taking some calls. To do this you must be logged into the call centre[1] to log into the call centre:

There are 2 ways of logging into the call centre, Manually and Automatically. If you have to manually log in and out of the call centre, then access the Agent Panel and select the login action from the Agent Login selection.





If you have been set to Auto login to the call centre, then you will see Auto Login and you will not have the ability to logout of the call centre.

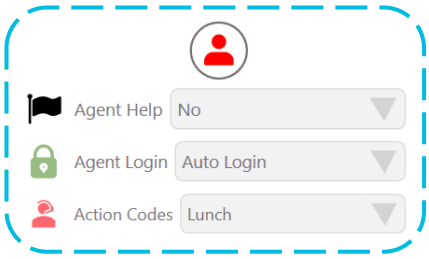


[1] Three Special speed dials are temporally created when an agent log's in ($agenthelp, $agentlogout, $login) these should not be removed.

Raising a Help Flag

If for any reason you need to summon your supervisor or require assistance, SelectVoice Desktop allows you to raise a help flag, this will be seen on the supervisor's screen. (Please refer to the Vision call centre manual for supervisor actions)

Click on this to raise the help flag.



Your supervisor will see your help flag on their Supervisor screen and can clear the help flag, if you no longer require assistance, to cancel the Help Flag:



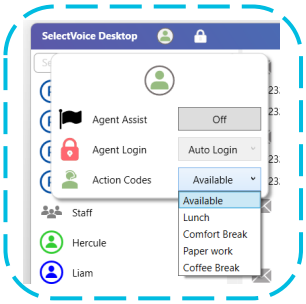
Name	Extn	State	State Dur.	On Call To	On Call For	Call Rate	Last Ans.	Login Dur.	Login Time	Ans.	Not Ans.	Help
Atticus	2012	Other Calls	00:01:40			0.00	00:46:03	00:18:06	16:06:24	0	0 (0)	
Home-Andrew	2017	Waiting	101:56:32			1.62	126:53:14	174:03:50	10:20:40	282	0 (0)	
Home-Cherry	2038	Logged Out	671:31:49					N/A	00:00:00	0	0 (0)	
Home-Deus	2042	Waiting	62:16:23			0.00		62:16:23	02:08:07	0	0 (0)	
Home-Fred	5010	Waiting	00:01:36			0.00		174:03:30	10:21:00	0	0 (0)	
Home-Liam	2032	Waiting	101:59:11			0.00		174:03:50	10:20:40	0	0 (0)	

Setting a Busy/Not Available status

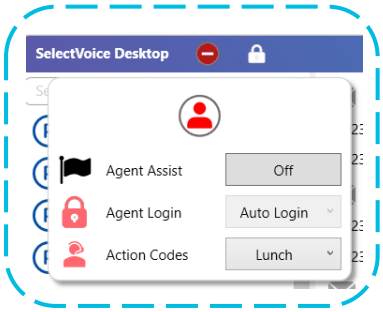
SelectVoice Desktop has the ability to set Action codes. These are codes that are used to tell the supervisor that you have stopped taking calls for a specific reason e.g. a comfort break.
Depending on how the call centre is setup there may be a few, many, or no codes for you to choose.

Please refer to your supervisor for help on this.

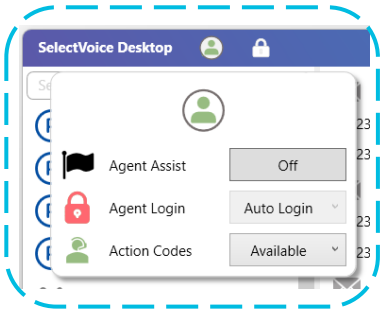
To select an Action Code click on the drop List and select the appropriate code.
Depending on how the code has been setup You may automatically be placed into DND.



In this example ‘Lunch’ has been selected, the User has been shown as unavailable within the Call Centre and also made unavailable to take Normal Calls.



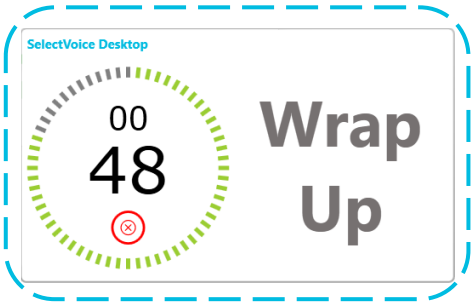
To start to take calls, make yourself available Again.



Completion Codes and Wrap Up timers

When you have completed a call, you may be given time to complete any paperwork or screen inputting required, this is known as wrap-up time. SelectVoice Desktop will show a wrap up timer if one has been configured.

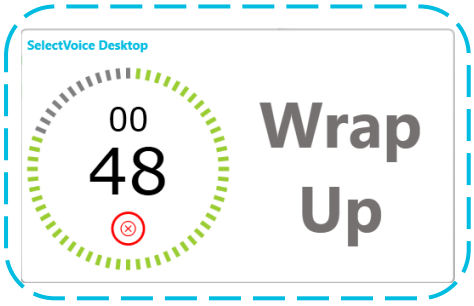
The wrap-up timer is a countdown timer showing you how long you have before you are placed in a state to answer the next call.



With 15 Seconds to go, the wrap up progress bar will change its colour to red to show its about to complete.

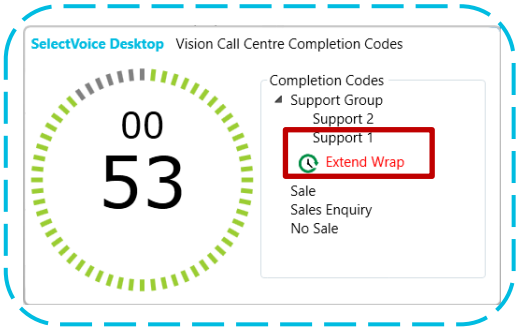


If you wish to clear the timer early you can do so by clicking on the wrap-up timer cancel icon.

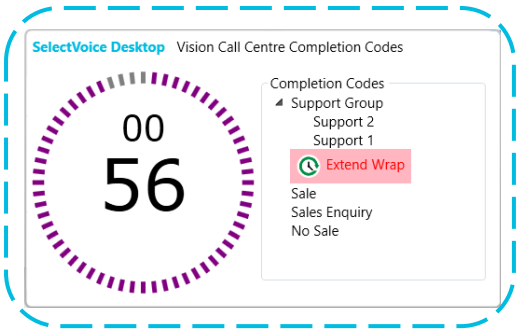


Extended wrap up and Completion codes

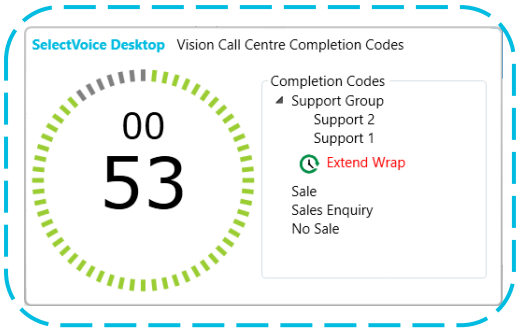
Your call centre may have a feature enabled to extend the wrap timer, these will be displayed in red with a timer icon, select this from the list on the righthand side of the wrap-up timer[1]



When selected the wrap-up progress ring will also change colour to purple to show that extended wrap-up has been selected.1



When a call is completed, you may also be given the option to select a completion code[3], this is a marker that's placed against your call that explains what type of call it was e.g. an enquiry or a new customer[2]

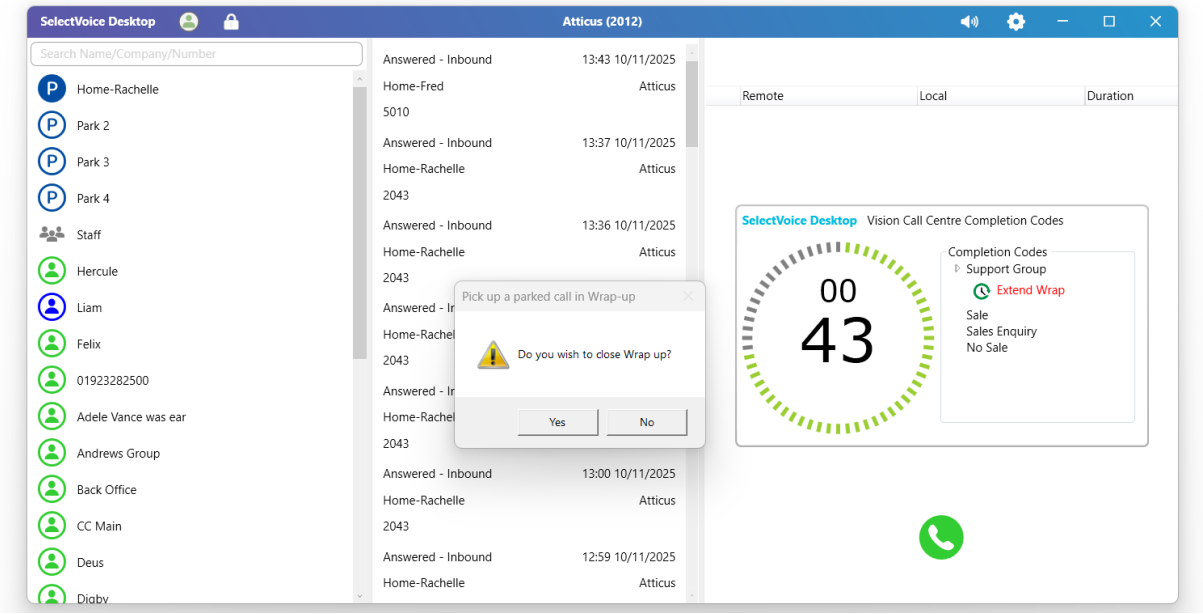


[1] This will set the timer back to the value set not add the time to the existing counter value set by the system.
[2] When a completion code is selected the wrap timer is cancelled.
[3] Completion codes can be grouped into logical sections for easy selection, please refer to the Vision Call centre setup and configuration guide for details on setting up completion code groups.

Picking up a parked call and making a new call whilst in wrap-up

Whilst you are in wrap-up it is possible to pick up a parked call or to make another call to another extension or an external number.

When you pick-up or make a call, you will first be prompted if you want clear wrap-up first; if you select yes then you will be able to continue picking up or making the call, selecting no will return you to wrap-up.



Ends Document

Appendix A

Introduction.

The SelectVoice Desktop installation program is a universal installation program designed to make the installation of SelectVoice Desktop available to many deployment environments. It will allow reseller engineers to automatically install the latest version of SelectVoice Desktop together with support packages for Plantronics headsets if required.

The installer also allows the use of command line installation so you can use a software deployment tool.

If you need to load a previous version of SelectVoice Desktop or your system does not have internet connectivity on the PC you are installing to, then please call SpliceCom support for instructions on how to do this.

Installation Prerequisites

Operating systems:

SelectVoice Desktop is designed to work on **Windows 11** and above, **Windows Server 2016** and **2019** for **partner mode only** working for remote desktop deployments.

Registry Access and Profiles:

- It is assumed that all users/profiles and permissions have been setup correctly prior to installation.
- SelectVoice Desktop will require access to the user's registry specifically:

  Computer\HKEY_CURRENT_USER\Software
  Computer\HKEY_LOCAL_MACHINE\SOFTWARE

- SelectVoice Desktop will require access to the users\%username% directory.

Installation User

It is essential that the user who installs SelectVoice Desktop has local Administrator permissions, Domain Administrators cannot install SelectVoice Desktop directly.

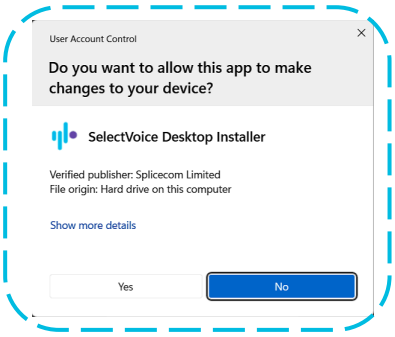
Internet

For the installer to get the latest version of the installer the PC must have a working internet connection.

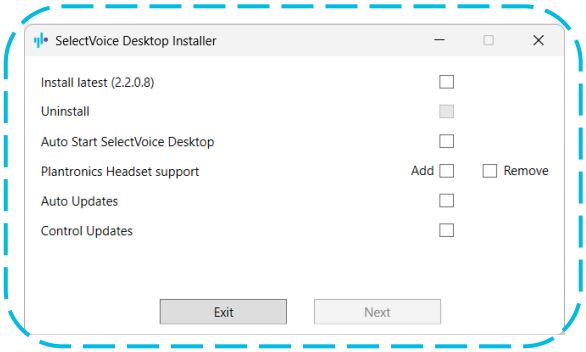
Installing SelectVoice Desktop (Manually):

Download the installation file by using the link from the Splicecom forum within the SelectVoice Desktop thread, depending on the browser you may be asked if you wish to run the downloaded file, alternatively, locate the installation file (Normally found in your Downloads folder) double click to run.

Click yes to the “Do you want to allow this app to make changes to this device?



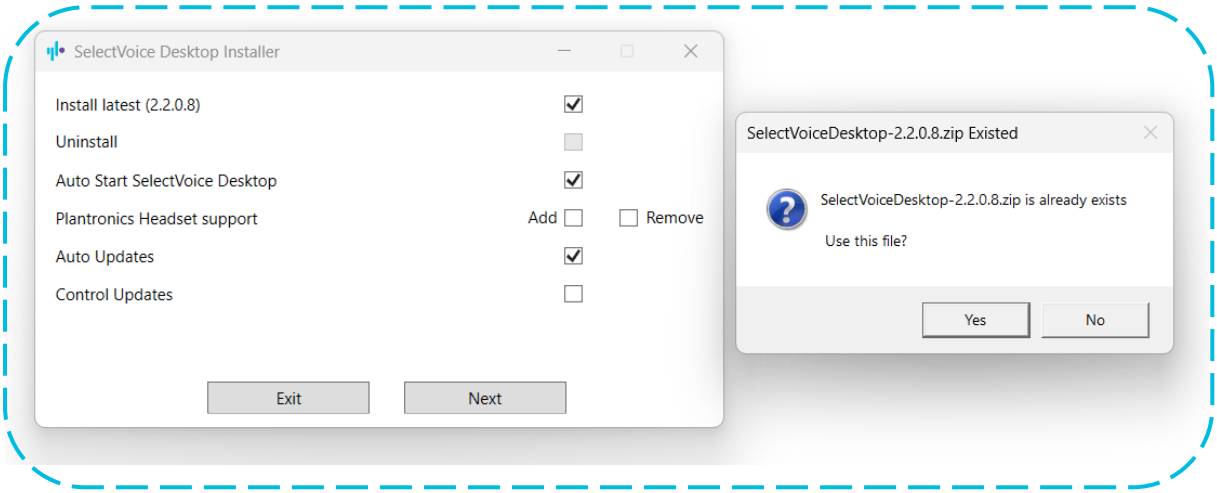
The installer window gives you 6 options to choose from:



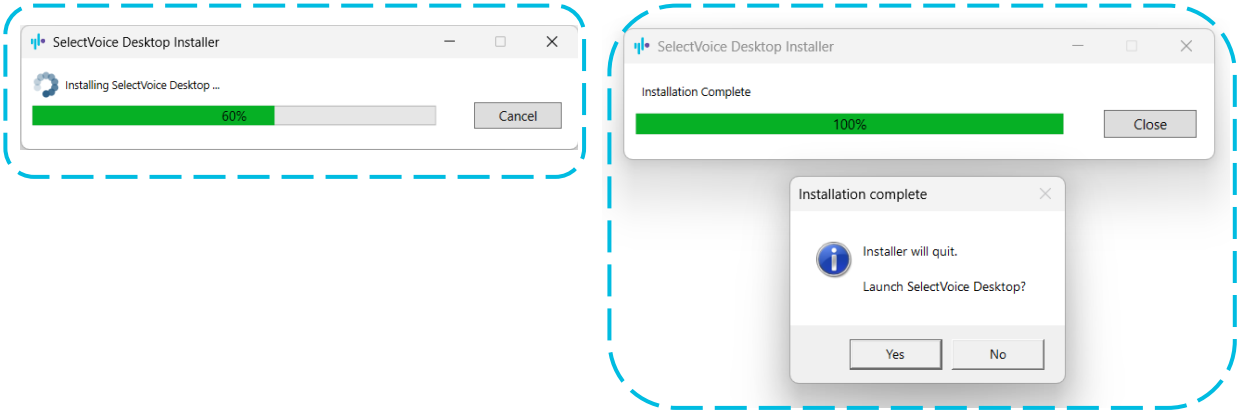
Install Latest	Check to install the downloaded version of SelectVoice Desktop.
Uninstall	Check to fully uninstall an installed version of SelectVoice Desktop. This will remove ALL files and settings.
Auto Start	Check if you want SelectVoice Desktop to startup automatically when you login to Windows™.
Plantronics Headset	If you are using a Plantronics Headset check to install the Plantronics Windows drivers.
Auto Updates	Sets the Updates option so SelectVoice Desktop can receive automatic updates.
Control Updates	Removes the ability to change the Updates options in SelectVoice Desktop.

The SelectVoice Desktop installer will download the version of SelectVoice Desktop that is the same as the installer from Splicecom's servers, If the installer detects that there is no internet access available it will give you a chance to select a local installation file or the installer will check to see if SelectVoice Desktop has already been installed, If the installer finds the SelectVoice Desktop installation file in the same directory as the installer it will prompt you asking if you want to use a local file. If there is no local file, the installer will proceed to download the installation file.

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Once downloaded SelectVoice Desktop will be installed and then you will be prompted if you want to launch SelectVoice Desktop.

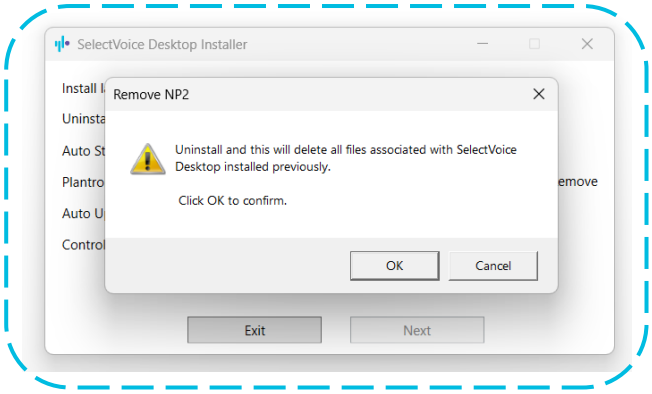


If this is the first time SelectVoice Desktop has been installed on the PC and you have been using an earlier version of Navigate, the installer will pick up the previous settings and copy them to SelectVoice Desktop.

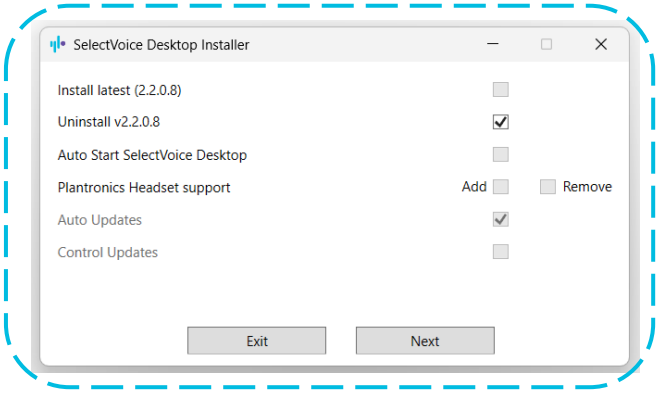
Uninstalling SelectVoice Desktop

SelectVoice Desktop installer gives the option to fully uninstall the previous version and all its settings.

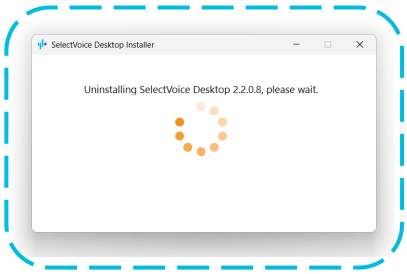
Click the Uninstall option and then OK to confirm uninstallation, else click Cancel.



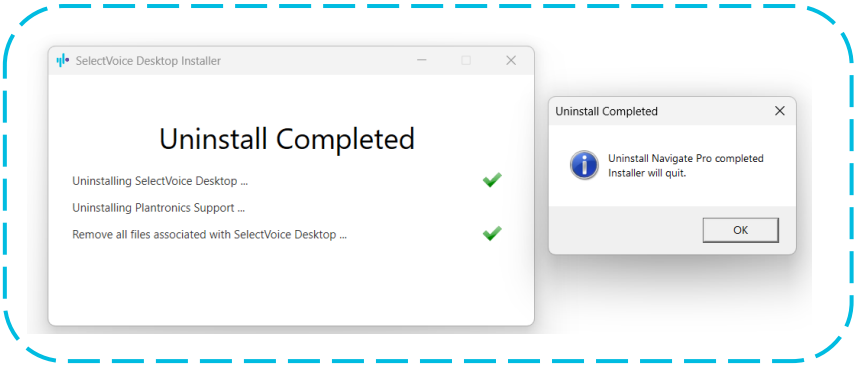
Click NEXT to complete the uninstallation process or QUIT to go back out altogether



The installer will then proceed to uninstall SelectVoice Desktop.



Click OK to complete the uninstall.

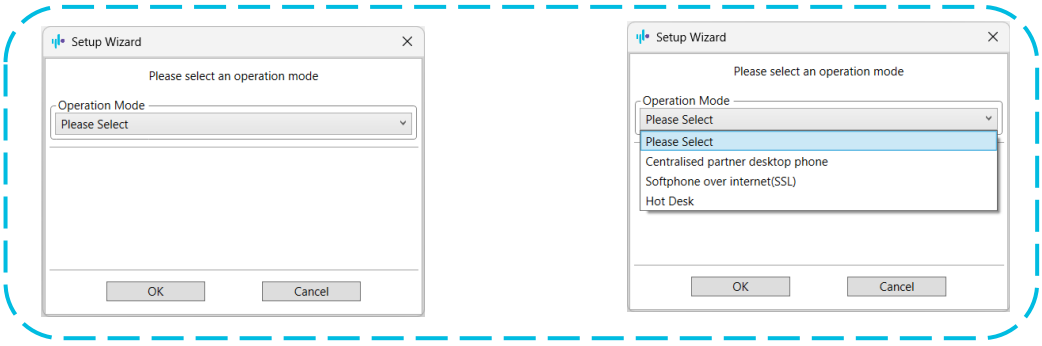


SelectVoice Desktop Install Wizard

SelectVoice Desktop now has a quick setup wizard that allows you to enter in basic user information to get up and running quickly. The Wizard will only run if SelectVoice Desktop has been uninstalled or has been installed for the first time on a system.

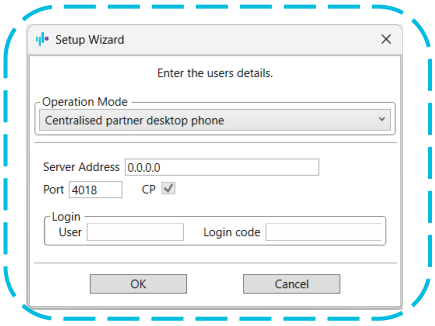
If you are using SV2.0 or above, SelectVoice Desktop now acts like other Splicecom products and will automatically login as the entered user, so you no longer have to make an unassigned phone a member.

The Wizard will allow you to select one of 3 types of user configuration and assumes that your user has been created on the SV Server.



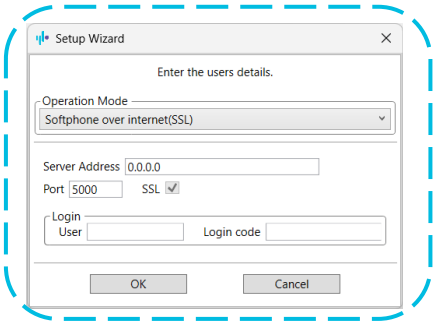
Centralised partner desktop phone

Use this option to partner a Yealink or a Splicecom PCS Phone.
Enter the IP address or FQDN of the SV server The Phone is registered to, followed by the users Extn and Login access code.



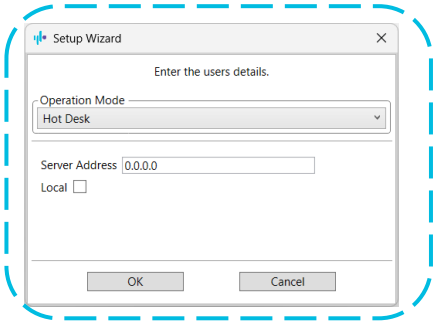
Softphone over internet (SSL)

Use this option for remote workers, enter the IP Address or FQDN of the SV Server followed By the users Extn and Login access code.



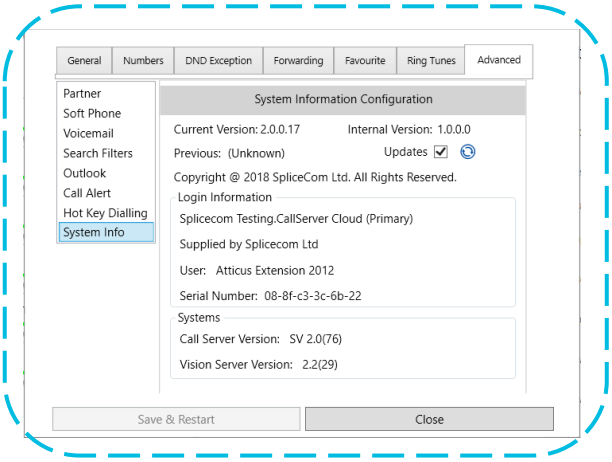
Hot Desk

Use this option where multiple users have Access to the same PC. The user will be asked To enter their own Extn and Login access code When SelectVoice Desktop starts up.

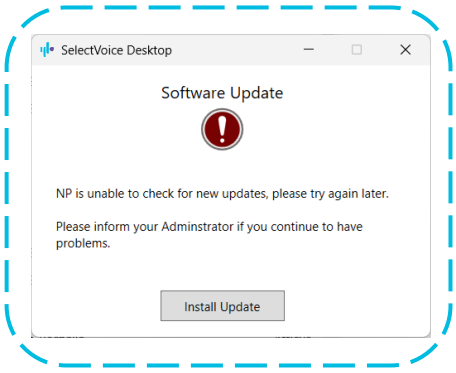


SelectVoice Desktop auto software update

You can set SelectVoice Desktop to automatically check for software updates by going to the Advanced tab in the configuration menu and selecting System Info from the left-hand menu options and ticking Updates. Once ticked SelectVoice Desktop will periodically check Splicecom's update servers to see if a new version is available[1]



If a new version of SelectVoice Desktop is available, then a message window will pop alerting you to a new version.



Notes:

If SelectVoice Desktop has been installed on a Server, the following items are restricted to logged in users having administration privileges:

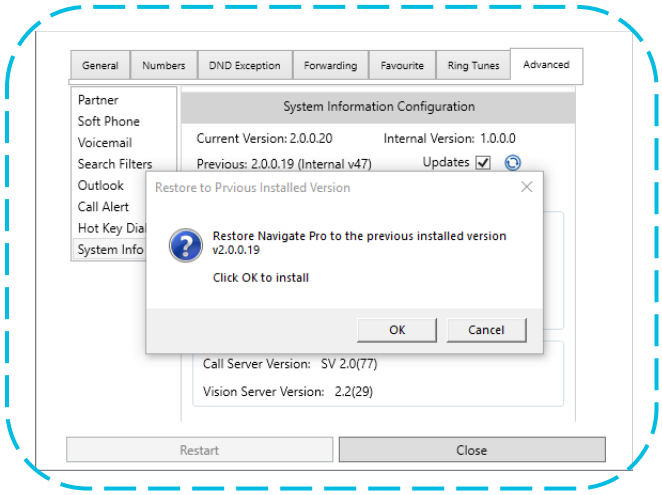
- Pop up notification showing a new software update is available.
- The "Check for Updates" on the taskbar SelectVoice Desktop menu.
- If you defer the installation of a new software update, NP will remind you of the new software update is available by showing the SelectVoice Desktop taskbar icon with a red dot. The reminder will be shown on every SelectVoice Desktop restart until you install the updates.
- Software auto update is disabled for server platforms and for restricted domain users.
- When installed on server, normal users cannot restore the previous installed version.

If SelectVoice Desktop has been installed on a standalone PC/Laptop:

- Software auto update will be disabled if the Call Server version is lower than the software minimum product version. The minimum version window pops up once and every time NP starts.
- By default: the software auto update is enabled for a stand-alone PC.
- Software auto update is disabled for server platforms and for restricted domain users.
- When installed on server, normal users cannot restore the previous installed version.

SelectVoice Desktop auto software update

If for some reason you need to install the previous version of SelectVoice Desktop, you can do this by clicking the restore icon in found in the user configuration Advanced tab under system info.



NOTE: Some SelectVoice Desktop features will require that the SelectVoice system is also requires upgrading for the feature to work correctly.

If the SelectVoice system is running a version of software that is below the minimum required version, then you will see a popup window and you will NOT be able to continue upgrading.

SelectVoice Desktop Installer (Command Line Options).

The SelectVoice Desktop installer can be incorporated into an install script so that a software deployment tool can be used.

The following command line options are available (Replace x.x.x.xx with the version number)

Install SelectVoice Desktop with a valid installation file in the same folder as the installer.
InstallNavigatePro.x.x.x.xx.exe -file "NavigatePro.1.1.1.104.zip"

Install SelectVoice Desktop an installation file being different folder.
InstallNavigatePro.x.x.x.xx.exe -file "C:\download\NavigatePro.1.1.1.104.zip"

Install SelectVoice Desktop with Plantronics support.
InstallNavigatePro.x.x.x.xx.exe -file "NavigatePro. 1.1.1.104.zip" -plantronics add

Install SelectVoice Desktop and remove Plantronics support.
InstallNavigatePro.x.x.x.xx.exe -file "NavigatePro. 1.1.1.104.zip" -plantronics remove

Install SelectVoice Desktop and **DO NOT** launch NP on completing the installation.
InstallNavigatePro.x.x.x.xx.exe -file "NavigatePro. 1.1.1.104.zip -launchNavigatePro n

So that any batch scripts you may use can get feedback from the silent install the following values and text strings are returned from the SelectVoice Desktop installer

Return Code	Return Text
0	SUCCESS_NO_ERR_CODE
1	INSTALLATION_FAILED
2	INSTALLATION_FILE_NOT_FOUND_ERR_CODE
3	INSTALLATION_FILE_CORRUPTED_ERR_CODE
4	NO_ADMIN_PRIVILEGE_TO_MAKE_CHANGE
5	FAIL_IN_DOWNLOADING_INSTALLATION_FILE

Installing SelectVoice Desktop on a Windows™ server

Pre-requisites

For SelectVoice Desktop to work in a remote desktop environment the following conditions must be met.

- It is assumed that all users/profiles and permissions have been setup correctly prior to installation.
- SelectVoice Desktop will require access to the user's registry specifically:

  Computer\HKEY_CURRENT_USER\Software
  Computer\HKEY_LOCAL_MACHINE\SOFTWARE

- SelectVoice Desktop will require access to the users\%username% directory.
- SelectVoice Desktop will require access to the created profile directory.

To install SelectVoice Desktop on the server follow the normal installation instructions as described previously.

Setting up SelectVoice Desktop user extensions

When SelectVoice Desktop has been installed it will also install some sample server template files these are example files for reference and can be found in the:

\Programe Files (x86)\Splicecom\SelectVoice Desktop\res\ServerTemplates directory.

User_Info_Site_A_Template.xml	This is an xml file of the NP user settings.
UserInfoTemplate.csv	CSV File which is used by NP to match the users details against the windows user.
UserInfoTemplate.xlxs	The UserinfoTemplate.xlxs is an excel editable file of UserInfoTemplate.CSV, if used then the file **MUST** be **exported** as a CSV after all the changes are made.

If you have multiple SelectVoice servers then you can configure a separate UserInfo file for each site, this gives you the flexibility to setup users for multiple systems and users and to be able to mix between RDP and Domain logins with PC's.

Configuration flow chart.

Install SelectVoice Desktop on the server using the Administrator user

Create the SelectVoice Desktop Profile directory

Copy the UserInfoTemplate.csv to the created directory and give it a suitable name

Using SelectVoice Desktop Configure a working Partner

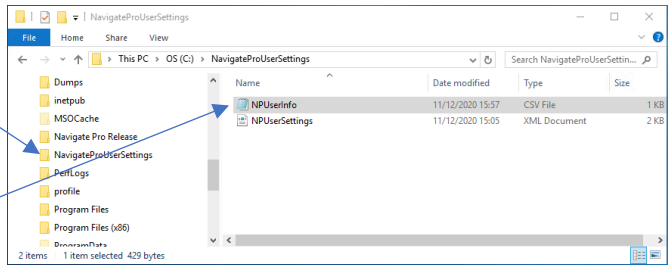
Export the working settings

Edit the user Info file and amend to include the name of the exported settings, add the Windows user names and Extn and Login details

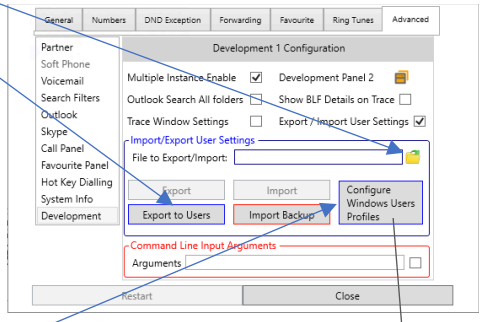
Configure the Windows users

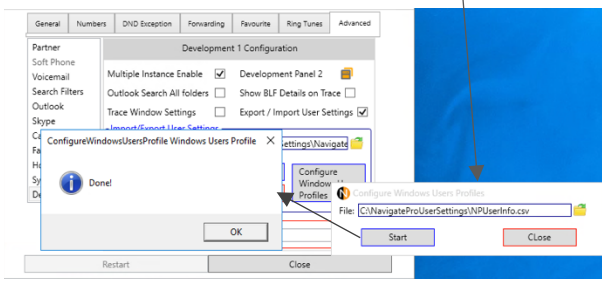
Check that the RDP users work as expected

Using the following flow chart to configure the SelectVoice Desktop users, all changes should be made on the server using the Administrator user.



To export the working settings to a file first enter the Development code (iddqd) in the User Configuration menu, go into the Development menu, tick the Export/Import User Settings and then select the file to use/create by clicking on the folder for File to Export/Import and then clicking on Export to Users.





The User Info file is a comma delimited file that sets out what the Windows user[1] (As found under \users\user name) will use for their SelectVoice Desktop settings, it also has the information for the Extn and login code to use for that user.
Use can also setup softphones, but these settings are only for Domain users with Actual PC's, SelectVoice Desktop will not work as a softphone with users who use RDC.

[1]The Windows user name **MUST** match what has been setup on the Windows server, if it does not then that users SelectVoice Desktop will not load the setting's for that user.

User Info file example column information

Windows User	Import File	Partner Hot Desk No	Partner Hot Desk code	Softphone Hot Desk No	Softphone Hot Desk Code
Jimmy	C:\NavigateProUserSettings\NPUserSettings.xml	760	778258		

Appendix B.

SelectVoice Desktop Headset Support.

- Jabra.
- Plantronics/Poly or HP.
- Yealink.

Jabra and Poly headsets use their own unique interface for HID control, it is essential that the headset software for both manufactures is updated regularly.

SelectVoice Desktop 2.0.0.x has a deep integration support for Yealink headsets and covers the listed headsets below:

- WH67 Premium DECT Wireless Headset 
- WH66 Premium DECT Wireless Headset 
- WH63 Essential DECT Wireless Headset 
- WH62 Essential DECT Wireless Headset 
- UH38 USB Wired Headset 
- UH36 Professional USB Headset 
- UH34 USB Headset 
- CP900 Portable Speaker Phone 
- CP700 Portable Speaker Phone 

[1] Splicecom has found that on these specific headsets the base station working is limited to making outbound calls via Teams only unless using the non-Teams variants.