New Rock Technologies, Inc.

Attendant Console Lite

User Manual

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1.Software Introduction

Attendant Console is designed for enterprise front desk with efficient keystroke number checking and call forwarding functions, which greatly improves the efficiency of enterprise front desk call forwarding and helps front desk personnel to quickly complete call forwarding, inquiries and other common telephone operations. It is suitable for front desk of small and medium-sized enterprises. Through this system, front desk personnel can manage incoming calls more conveniently and optimize the telephone communication process of enterprises.

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2. Main Features

1. Fast and Efficient Call Transfer

The Attendant Console supports fast call transfer function, whether it is Blind Transfer or Consult Transfer, which can be completed through simple operation, greatly reducing the complexity of manual operation, enabling the front desk personnel to efficiently handle multiple calls in the busy work.

2. Provide one-key number search function

Provide one-key number search function, the front desk personnel can quickly find and dial the extension number of the internal contact or external phone number through the key, to avoid the inconvenience of manual search, and improve the work efficiency.

3. Real-time call log view

4. The Attendant Console is able to record and display all received, dialed and missed calls, making it easy for the receptionist to view and manage calls at any time.

5. Easy Installation and Setup

   The software installation process is quick and easy and does not require complex configuration. Users can simply double-click on the installation file to complete the installation and configure it with a simple setup. The system automatically guides the user through the licensing and OM configuration,

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ensuring that the user can be up and running quickly.

6. Highly Compatible with OM System

Attendant Console can be perfectly compatible with OM system and supports synchronizing OM extension information, setting authentication passwords and monitoring phone status. With the system integration, front desk personnel can manage all phone operations directly on the Attendant Console client without having to switch applications frequently.

7. User-friendly interface designs

The software interface is intuitive and simple, easy to operate, and can be used by front office personnel without complex training. All functions are operated through simple menus and buttons, and the user experience is fully guaranteed.

8. Provide one-month free trial period

The software provides a one-month free trial period after installation, during which users can fully experience the software's various functions and feel the efficiency improvement it brings, which helps enterprises better evaluate its applicability.

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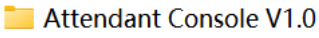
3. Software Installation and Deployment

Hardware and System Requirements

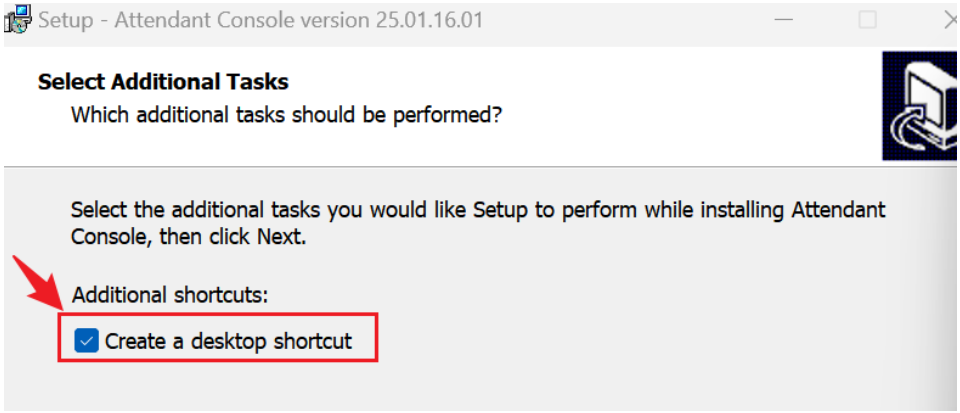
Item	Request
Operating System	Windows 7 and above, 32-bit or 64-bit
Resolution (of a photo)	1600*900

Installing the software

Open the downloaded file Attendant Console V1.0.



Double-click Attendant Console.exe to install it, and check Create desktop shortcut during installation.



When the following window pops up during the installation process, click any key to continue the installation, it will continue to pop up the window to start mysql, and the window will close automatically after the startup is completed.

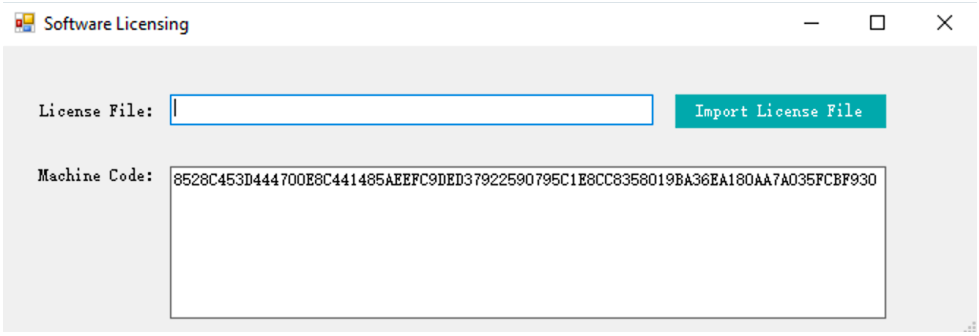


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4. Startup and Configuration

1. The application runs as administrator by default, launch the exe and when the User Account Control dialog box pops up, click Yes to allow it to run.

2. License is required for startup, please send us the Machine Code to get the RegistInfo.key license file, then click Import License File to import the license file. To purchase a license, please contact your distributor.



3. After the authorization is completed, you need to configure OM. After the configuration is completed and you click Save, the client will be restarted automatically to make the configuration take effect. At the same time, you need to set the server address to the IP address of the client in the OM->Applications and Services->API page of the Attendant Console, set the port number to 8099, and configure the authentication password and turn on the monitoring of the status of the microphone.

Server Port: the port on which the local machine receives OM API messages, default 8099

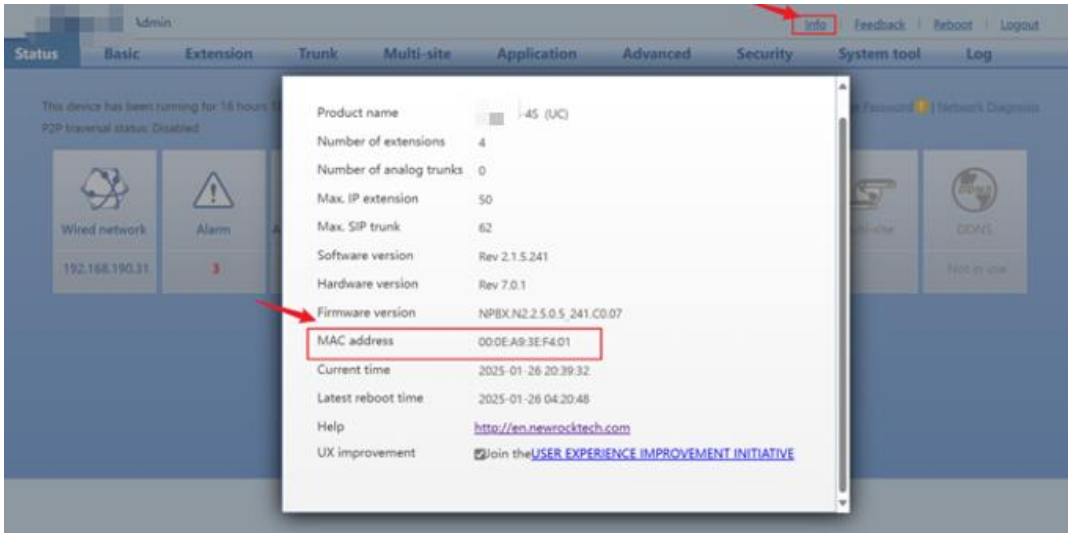
OM IP Address: IP address of OM

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OM Port: port number of OM, default 80

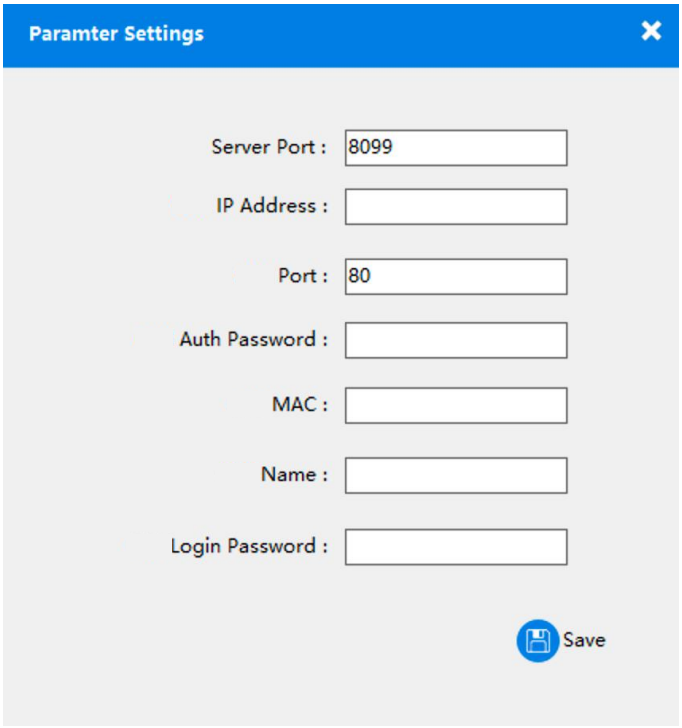
OM Auth Password: OM API authentication password, set in OM->Application Services->API.

OM MAC: OM MAC address, get it in OM->Product Information



OM Name：OM Name

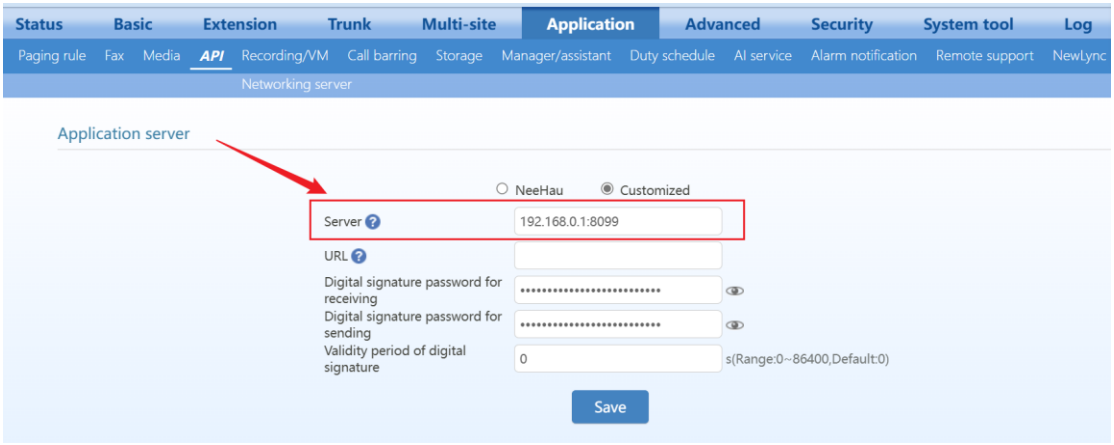
OM Login Password: OM management background login password



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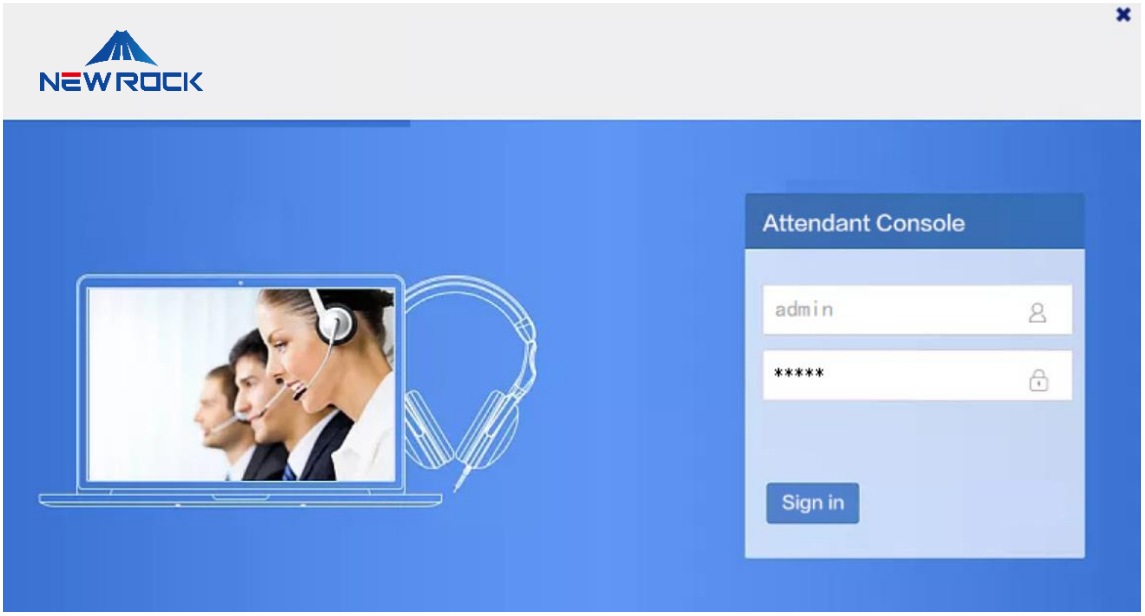
Application Server

The default address is: 192.168.0.1:8099, the authentication address needs to be changed to the stand-alone version of the Attendant Console installation PC address.



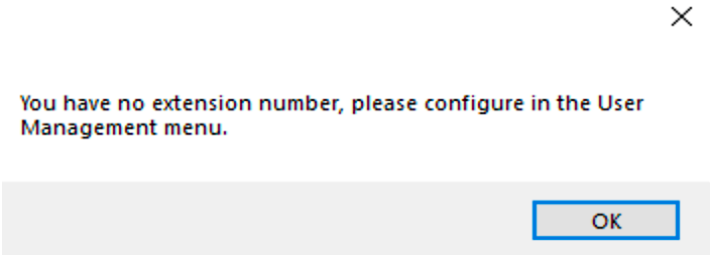
Click save.

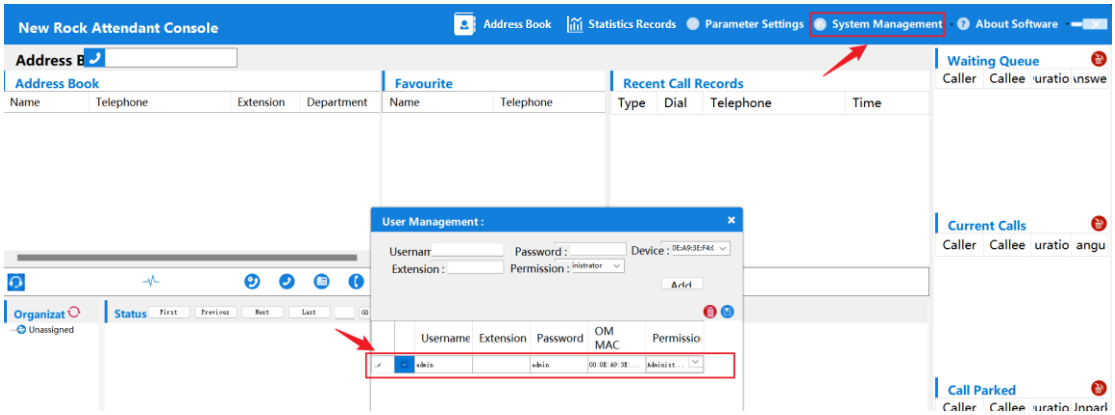
4. Setup is complete, please enter your account number and password to access the Attendant Console. The default account and password are admin.

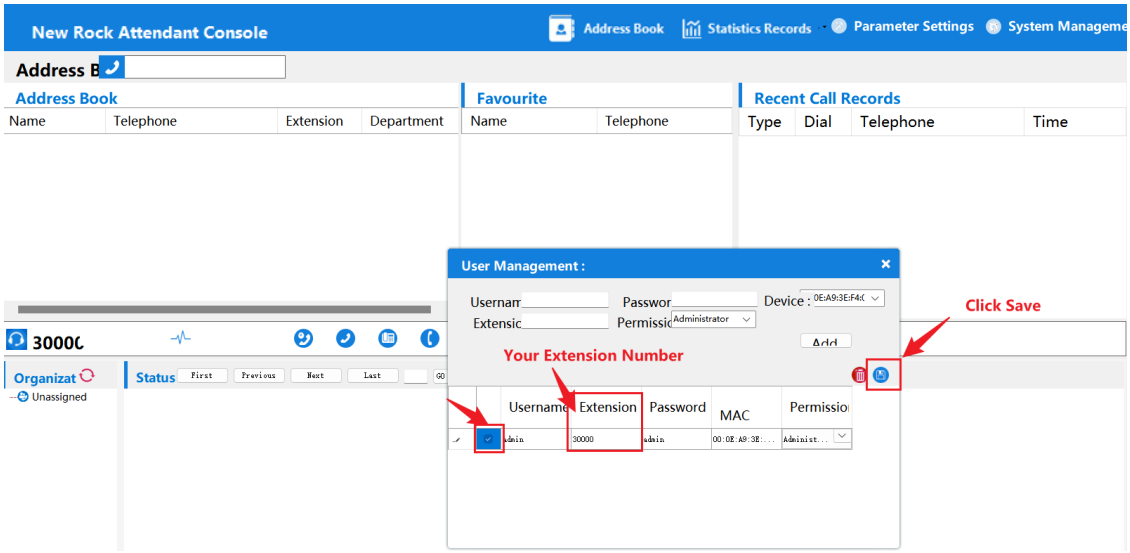


5. At the first startup, you will be prompted that you have not set the extension number, please set the extension number in the System Management->User

Management directory. Please check the admin account first, click Extension column in the list to enter the extension number, and click Save button to save.

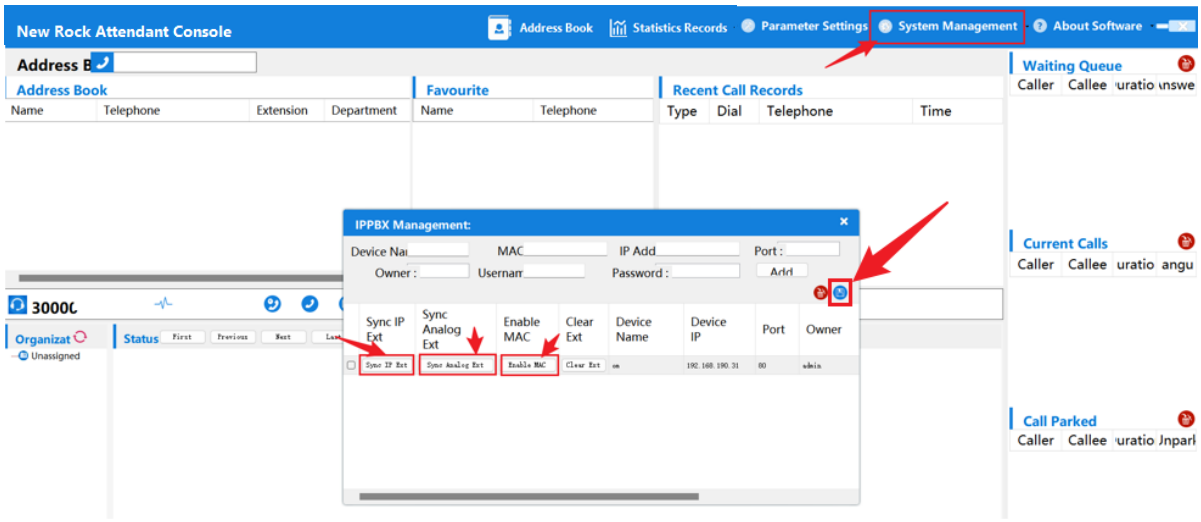




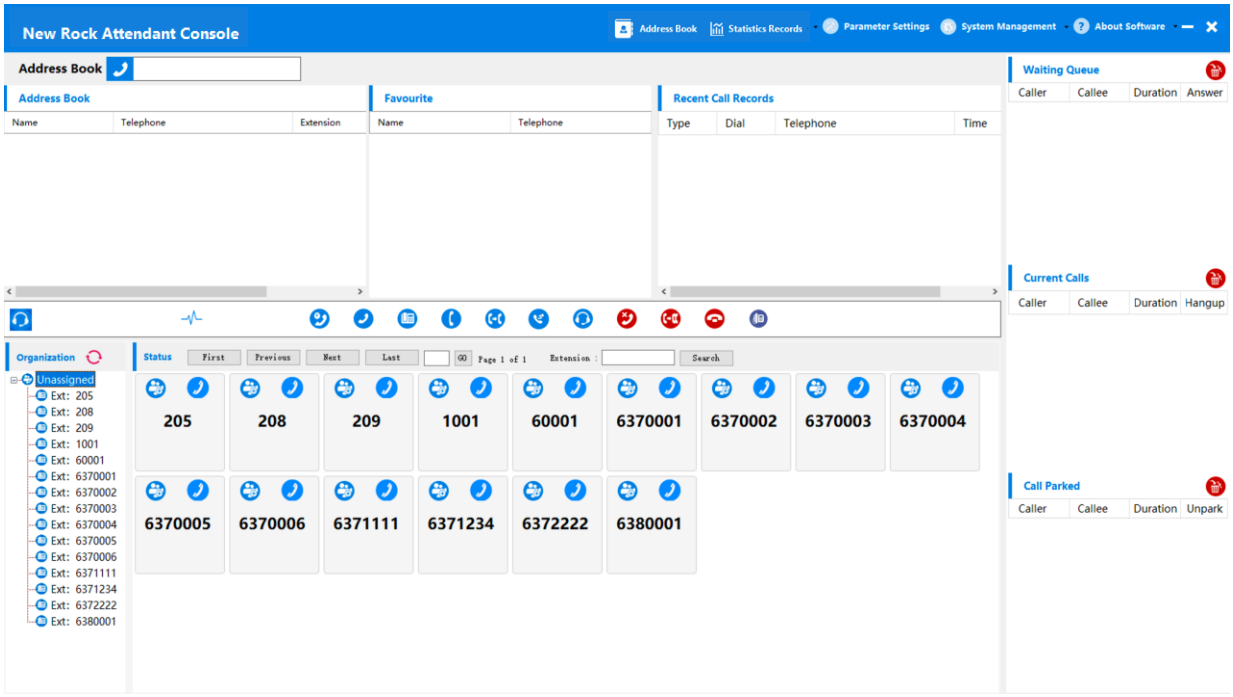


6. To synchronize OM extensions, please click Sync IP Ext, Sync Analog Ext and Enable MAC in the System Management->IP-PBX Management directory in order to synchronize OM's IP extensions, analog extensions as well as to set OM API to

send OM MAC information.



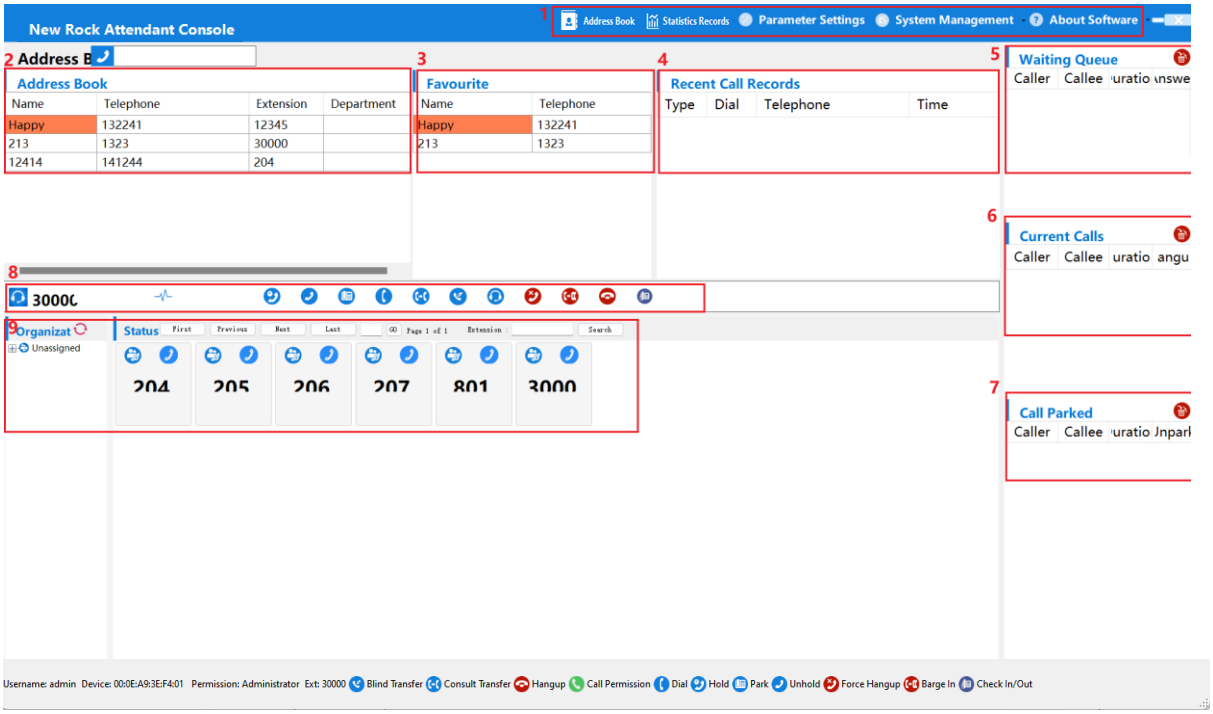
When synchronization is complete, the lower right corner of the client displays information about the synchronized extensions.



5. Description of Main Modules and Functions

5.1 Client Interface

After logging in to the Attendant Console client software, the host interface is as follows



Region	Function
1	Menu bar
2	Contacts
3	Favorite Contacts
4	Display the call records of the extension corresponding to this account
5	Waiting queue: when there is no available operator, the system will

	arrange the new incoming numbers in the queue in chronological order until the operator answers.
6	The queue of extensions currently on a call
7	Hosting Queue: When there is an important call that needs to be answered on a priority basis, the operator will host the current call, which will be arranged in the queue until the operator picks it up.
8	Extension status, function key operation area
9	Extension operating area

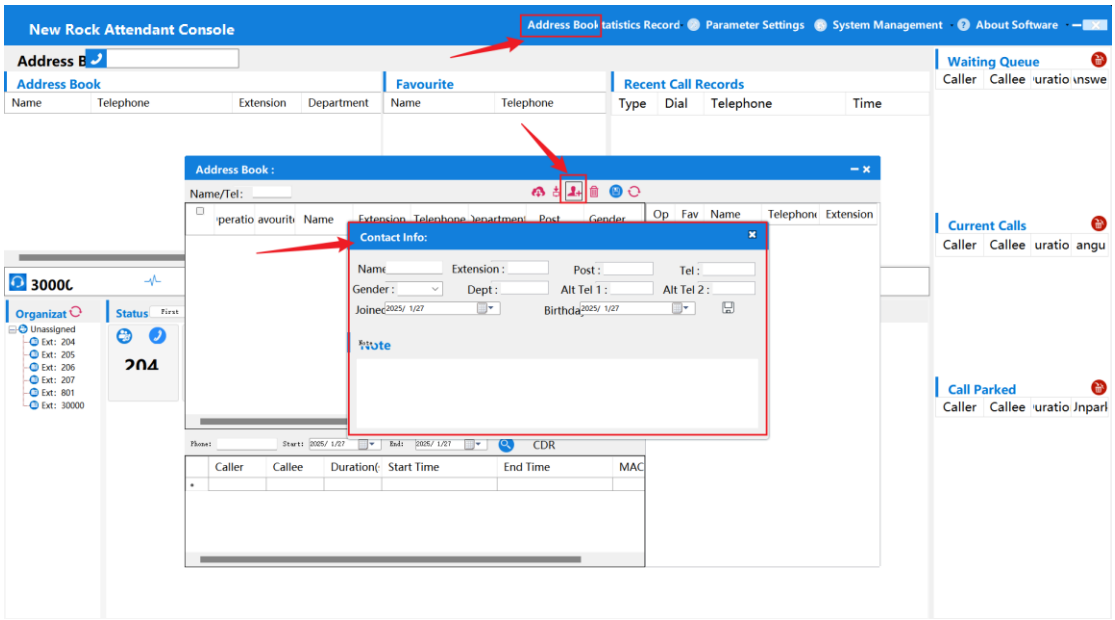
5.2 Directory

The Address Book feature provides users with an efficient and convenient contact management tool. Users can create, import or edit contact information through this feature, including name, extension, phone number, department, position and other details. Address Book supports batch import of contact data, so users can easily manage and update contact information as needed. To improve work efficiency, users can also bookmark frequently used contacts and use the search function to quickly find the desired contact. This feature enables front desk personnel to quickly check and make calls during busy work, ensuring smooth call transfer and communication.

The upper left corner of the client displays the address book list, click Address Book menu, you can create or import the address book data, and you can favorite operations.

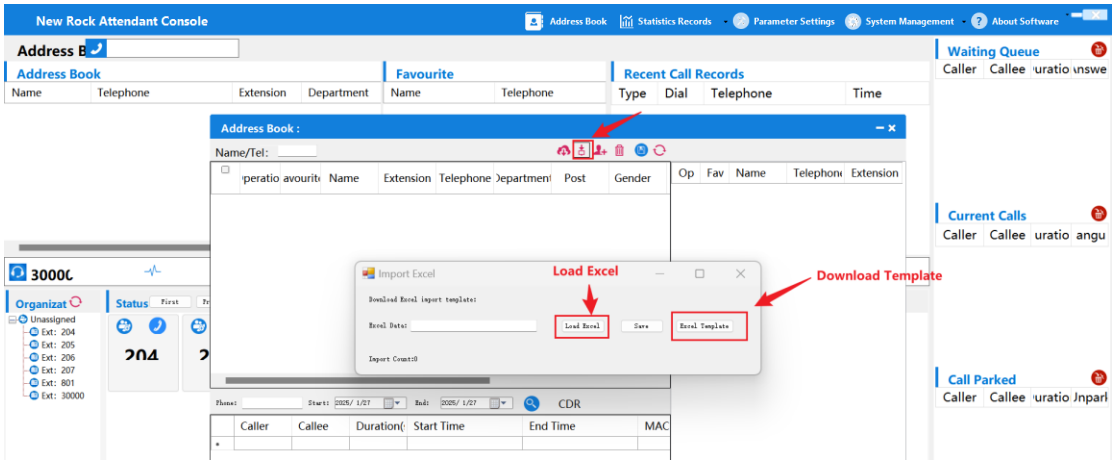
5.2.1 Add Contacts

Navigate to Address Book, click Add Contact button, fill in the contact information. Click to favorite the current contact.



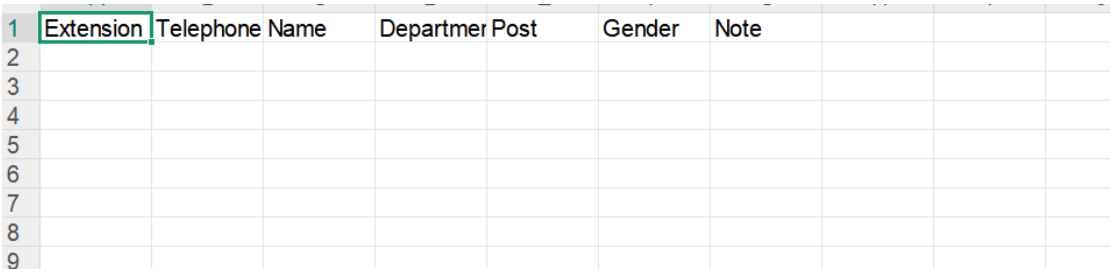
5.2.2 Batch Import Contacts

Navigate to Address Book, click the button to batch import contacts.



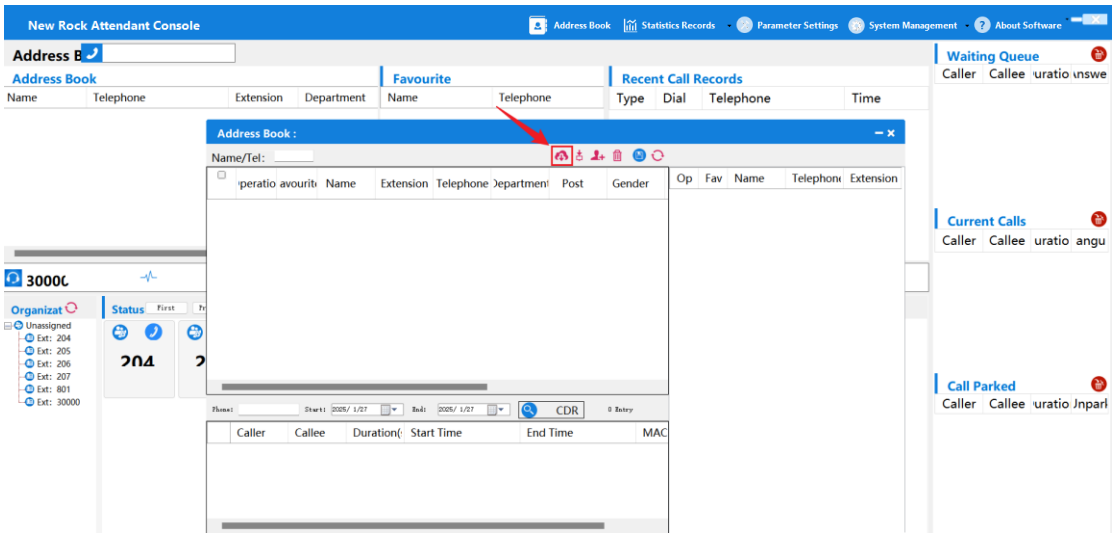
5.2.3 Template

Below is the template Excel format.



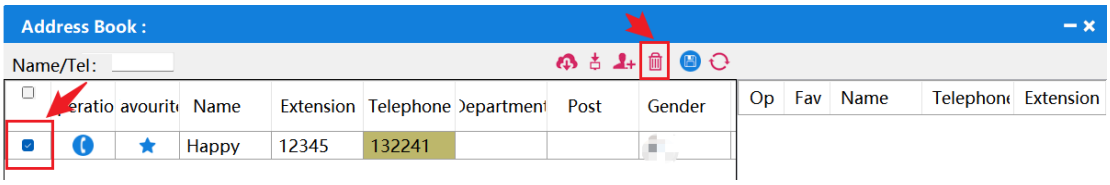
5.2.4 Download Current Address Book

Click the button to download the current address book.



5.2.5 Delete Contacts

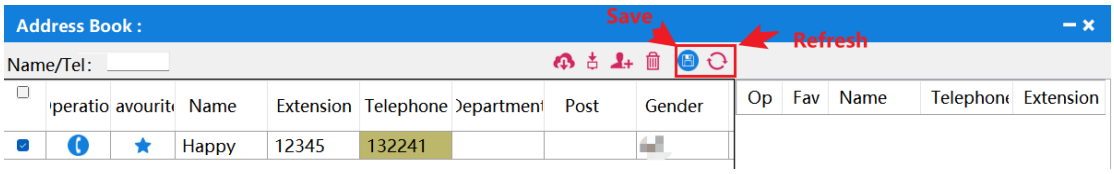
Tap the icon to delete a contact after checking the address book contact on the left side.



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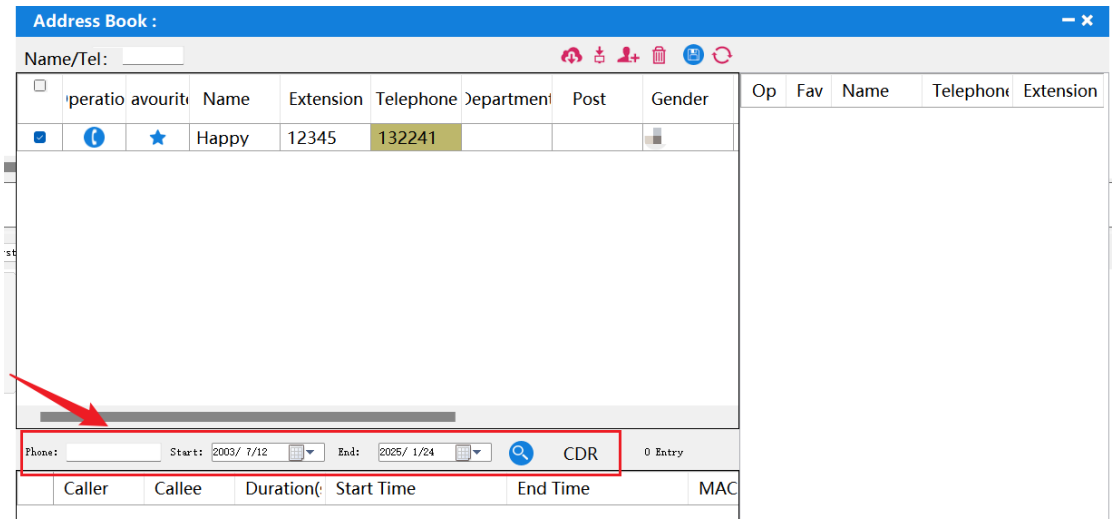
5.2.6 Save and Refresh

Click the button to save the current information, and click to refresh the current address book list.



5.2.7 Filtering Call Records

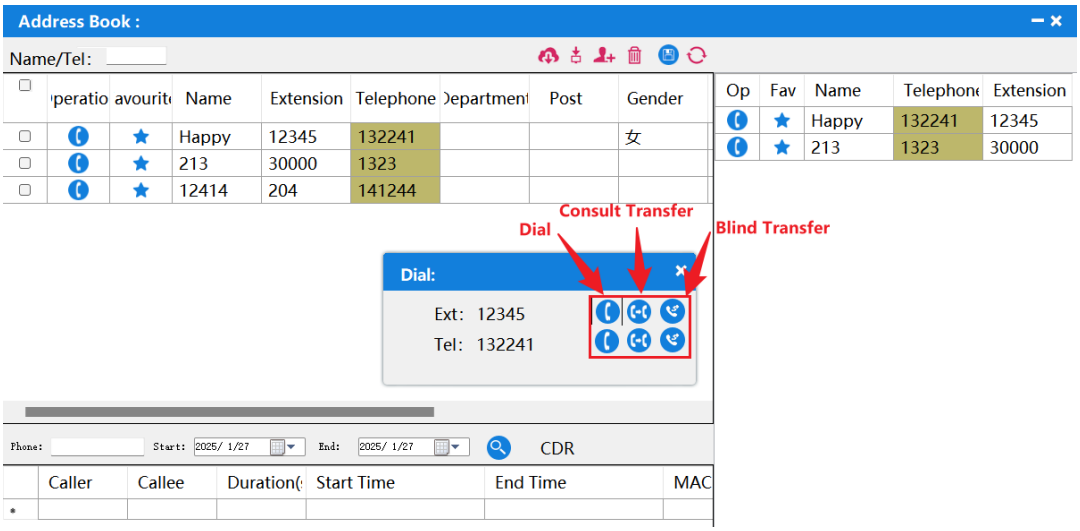
Click Filter to filter call records within a specified time range.



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5.2.8 Operation

Click Operation to dial an extension/phone number.



Item	Definition
Operation	Click Operation to dial extension/telephone, support Dial/Consult Transfer/Blind Transfer.
Name	The full name of the contact.
Extension	The contact's internal extension number within the system.
Telephone	The primary phone number of the contact.
Department	The department to which the contact belongs.
Post	The job title or position of the contact.
Gender	The gender of the contact.
Birthday	The contact's date of birth.
Alt Tel 1	An alternative phone number for the contact.

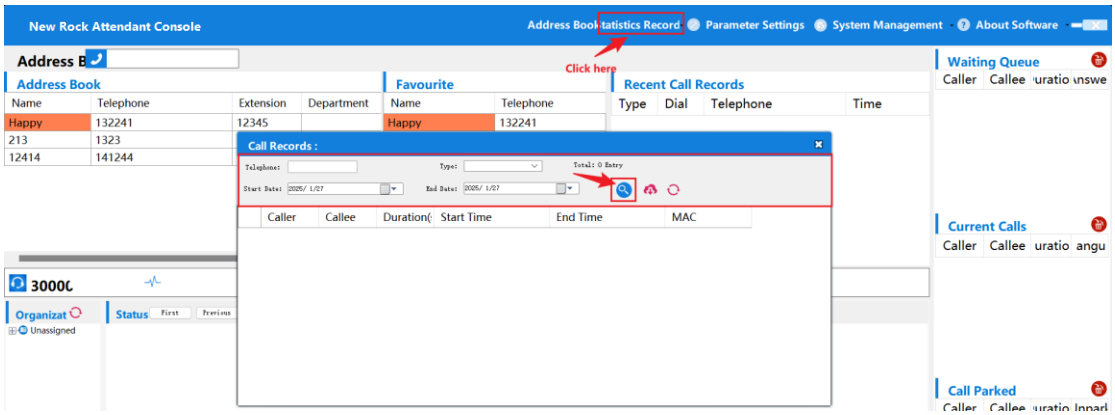
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Alt Tel 2	A secondary alternative phone number.
Note	Additional information or remarks about the contact.
Joined	The date when the contact joined the address book.

5.3 Call Record

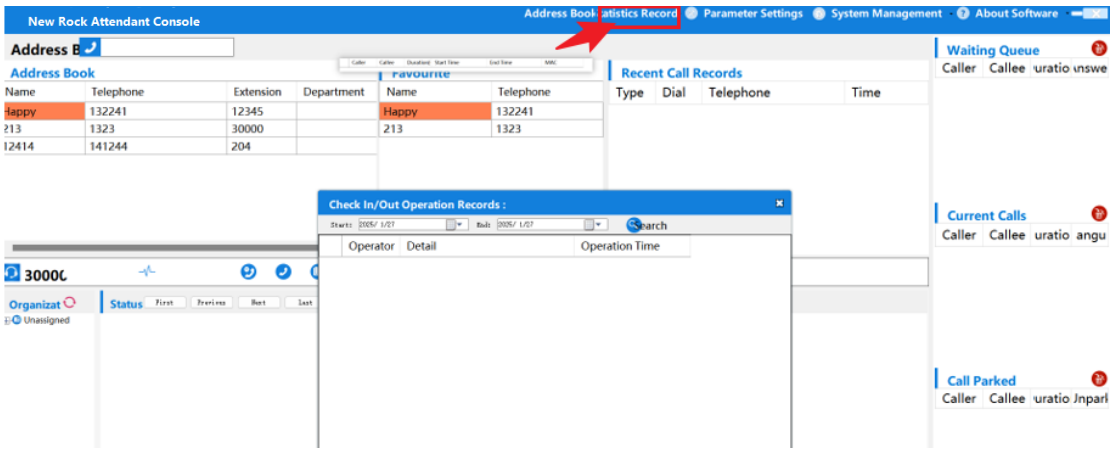
The top right corner of the client displays recent call records, and the Statistics Records->Call Records menu displays a list of call records.

This screen is used to display the call logs of the Attendant Console, containing information on all received, dialed and missed calls, making it easy for users to view and manage calls.



Item	Definition
Caller	The party that initiated the call.
Callee	The party that received the call.
Duration	The duration of the call in seconds.
Start Time	The exact time when the call started.
End Time	The exact time when the call ended.
MAC	Possibly the MAC address of the associated device.

Navigate to Statistics Records->Check In/Out Operation Records, this interface is used to display and manage records of check-in and check-out operations performed by users. This interface is used to display and manage records of check-in and check-out operations performed by users. It allows users to filter and search for specific operation records based on date and other details.



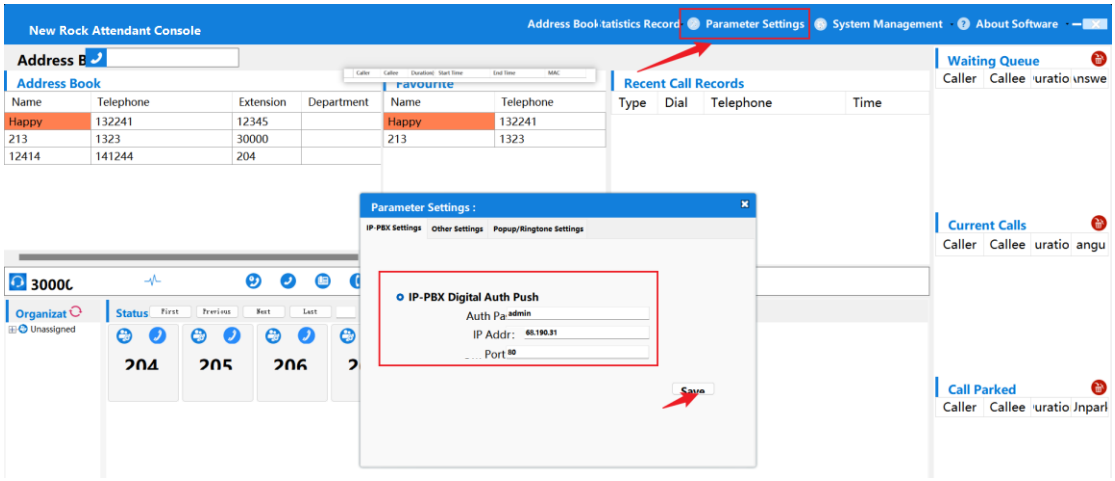
Item	Definition
Operator	The user who performed the check-in or check-out operation.
Detail	Specific information related to the operation, such as operation type or additional remarks.
Operation Time	The exact time when the operation was performed.

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5.4 Parameter Settings

5.4.1 IPPBX Settings

Navigate to Parameter Settings, This interface allows users to configure various system parameters related to call notifications, authentication, and connection to the OM system. and connection to the OM system.

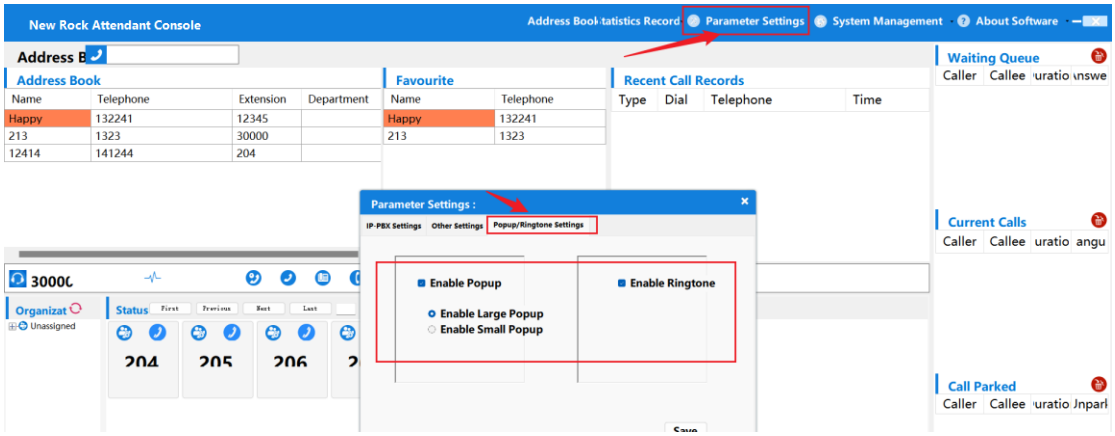


Item	Definition
IP-PBX Digital Auth Push	Authentication mechanism for digital authorization push with the IP-PBX system.
OM Auth Password	Authentication password for connecting to the OM system.
OM IP Address	The IP address of the OM system to establish a connection.
OM Port	The communication port used to connect to the OM system.

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5.4.2 Popup/Ringtone Settings

Navigate to Parameter Settings> Popup/Ringtone Settings, this interface allows users to configure call notification, ringtone, and IP-PBX settings to enhance the user experience. to enhance the user experience.

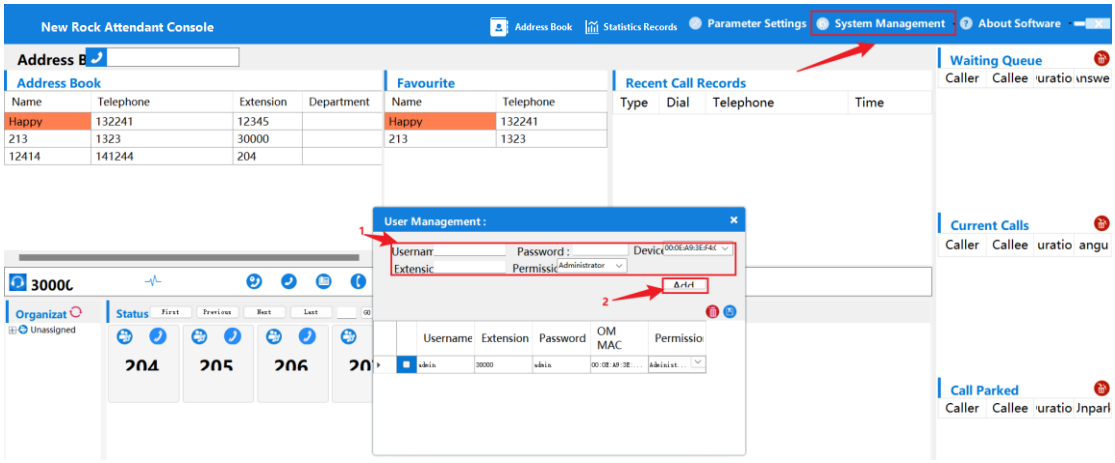


Item	Definition
Enable Popup	Enable call popup notifications.
Enable Large Popup	Display a larger call notification popup.
Enable Small Popup	Display a smaller call notification popup.
Enable Ringtone	Enable ringtone alerts for incoming calls.

5.5 System Management

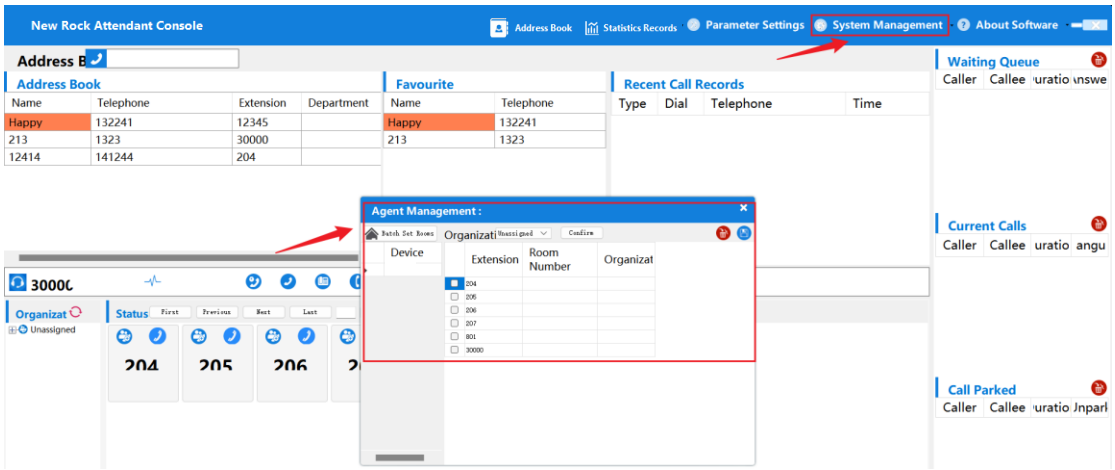
5.5.1 User Management

Navigate to System Management>User Management, this screen is used to configure the OM device's username, password, device MAC address, extension number, and account privileges.



5.5.2 Agent Management

Navigate to System Management>Agent Management, this interface is used to manage agent information and supports batch room assignments.

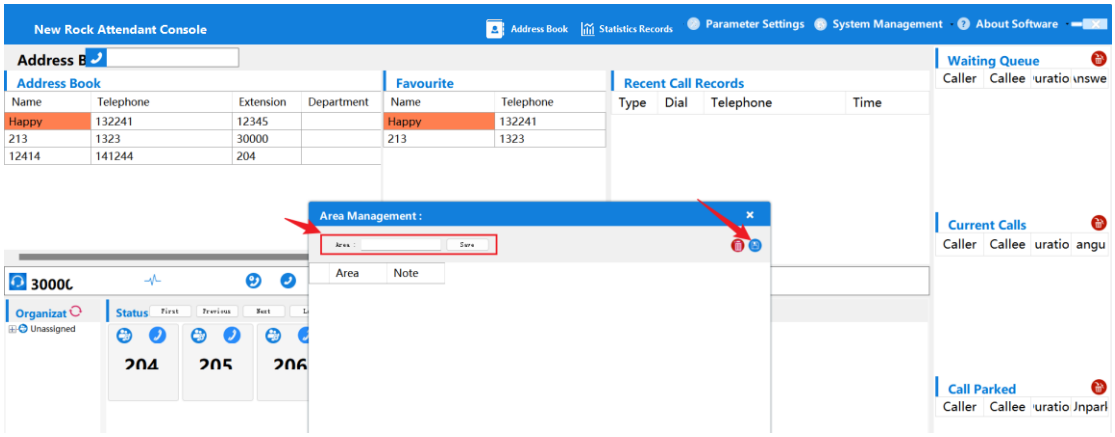


Item	Definition
Batch Set Rooms	Allows administrators to assign multiple agents to specific rooms in bulk.
Organization	Displays the organization or department the agent belongs to.

Extension	The extension number assigned to the agent.
Room Number	The room assigned to the agent.

5.5.3 Area Management

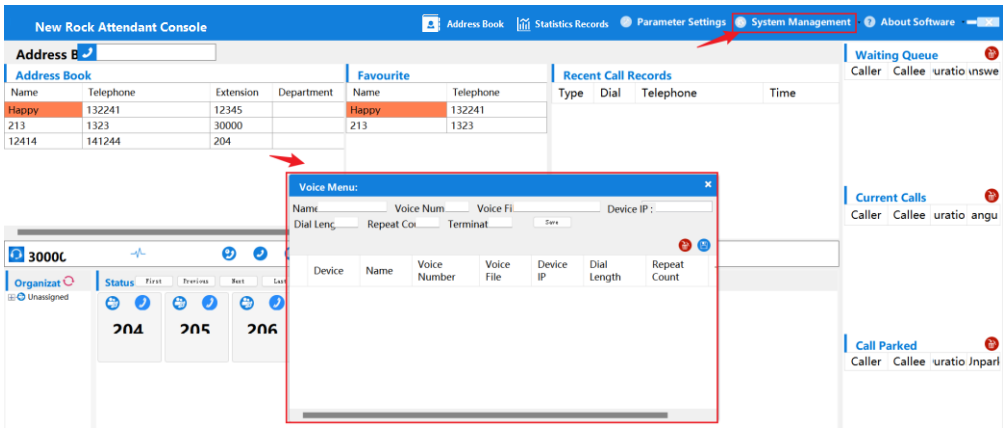
Navigate to System Management, this interface is used to configure the area.



Item	Definition
Area	The name or identifier of the designated area.
Note	Additional remarks or descriptions related to the area.

5.5.4 Voice Menu

Navigate to System Management>Voice Menu, this interface is used to configure and manage the voice menu settings.

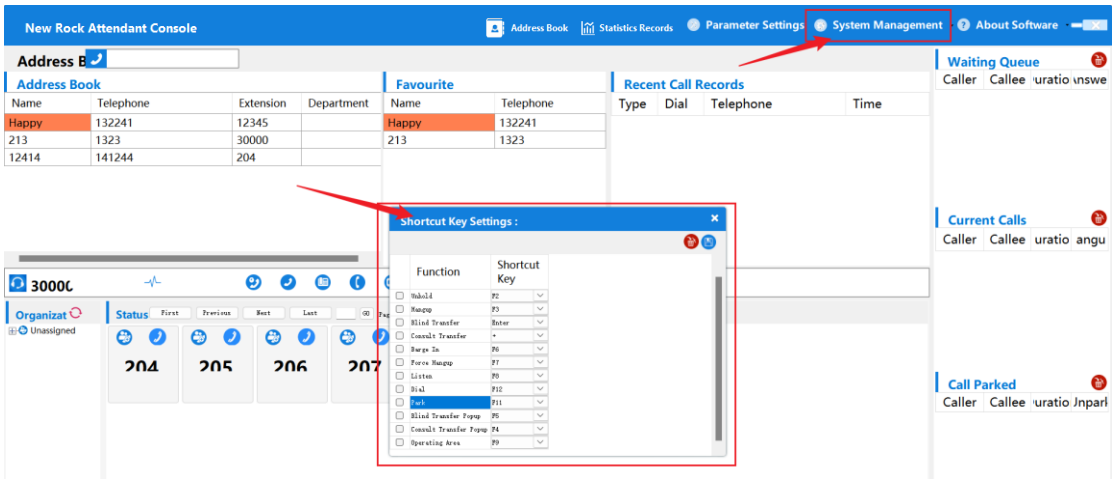


Item	Definition
Name	The name of the voice menu.
Voice Number	The assigned voice number for the menu.
Voice File	The selected voice prompt or file.
Device IP	The IP address of the associated device.
Dial Length	The allowed length of the dialed number.
Repeat Count	The number of times the voice prompt is repeated.
Terminator	The key used to terminate the input.

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5.5.5 Shortcut Key Settings

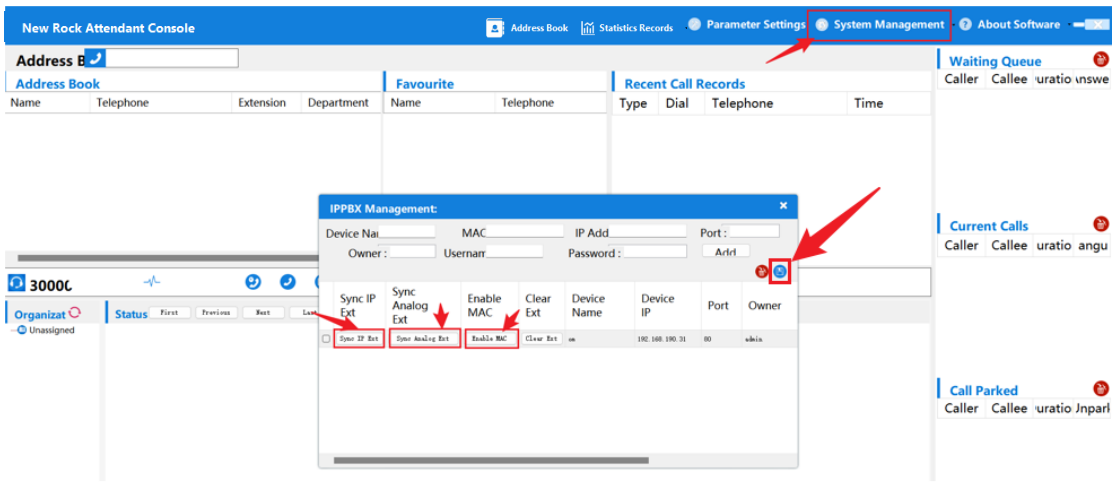
Navigate to System Management>Shortcut Key Settings, this interface is used to configure shortcut keys for various functions.

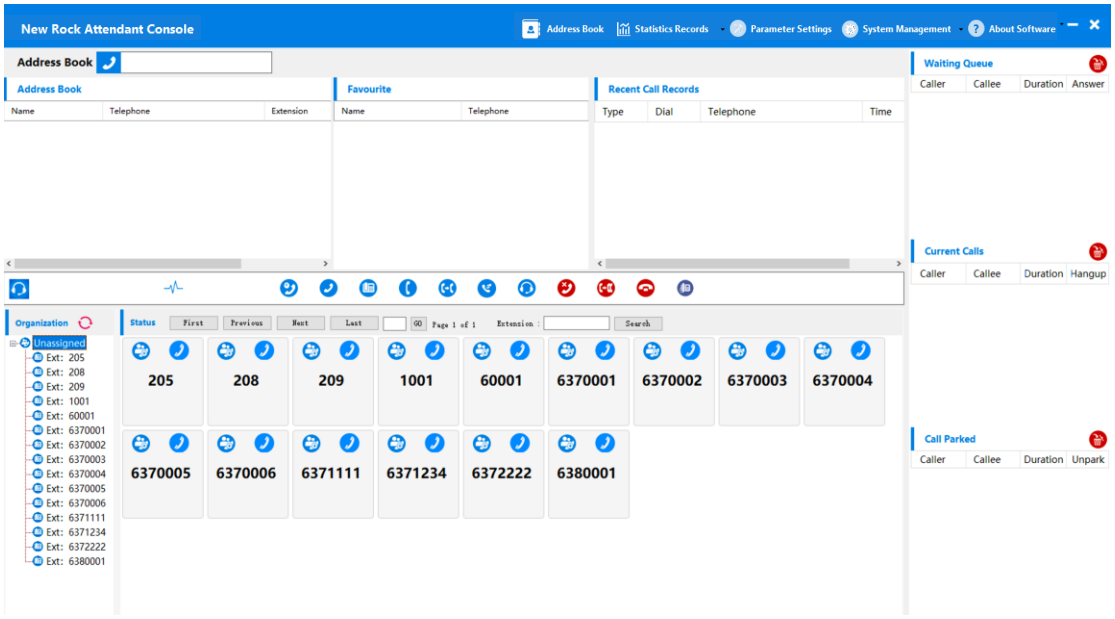


5.5.6 IPPBX Management

Navigate to System Management>IPPBX Management, this interface is used to manage IP-PBX devices and their configurations. Click Sync IP Ext, Sync Analog Click Sync IP Ext, Sync Analog Ext and Enable MAC to synchronize OM's IP extensions and analog extensions and set OM API to send OM MAC information.

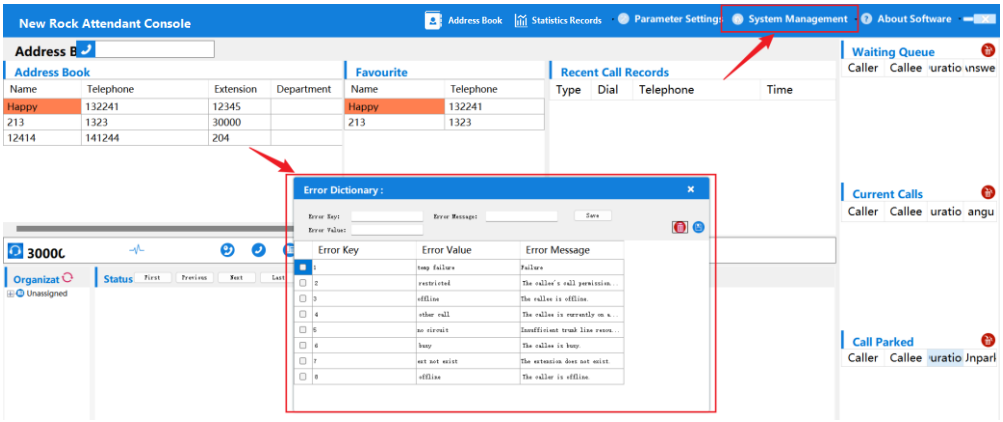
When synchronization is complete, the lower right corner of the client displays information about the synchronized extensions.


New Rock Attendant Console
Address Book
Statistics Records
Parameter Settings
System Management
About Software
Address Book
Favourite
Recent Call Records
Waiting Queue
Current Calls
Call Parked
IPPBX Management:
Sync IP Ext
Sync Analog Ext
Enable MAC
Clear Ext
Device Name
Device IP
Port
Owner


New Rock Attendant Console
Address Book
Statistics Records
Parameter Settings
System Management
About Software
Address Book
Favourite
Recent Call Records
Waiting Queue
Current Calls
Call Parked
Organization
Unassigned
205
208
209
1001
60001
6370001
6370002
6370003
6370004
6370005
6370006
6371111
6371234
6372222
6380001

5.6 Error Dictionary

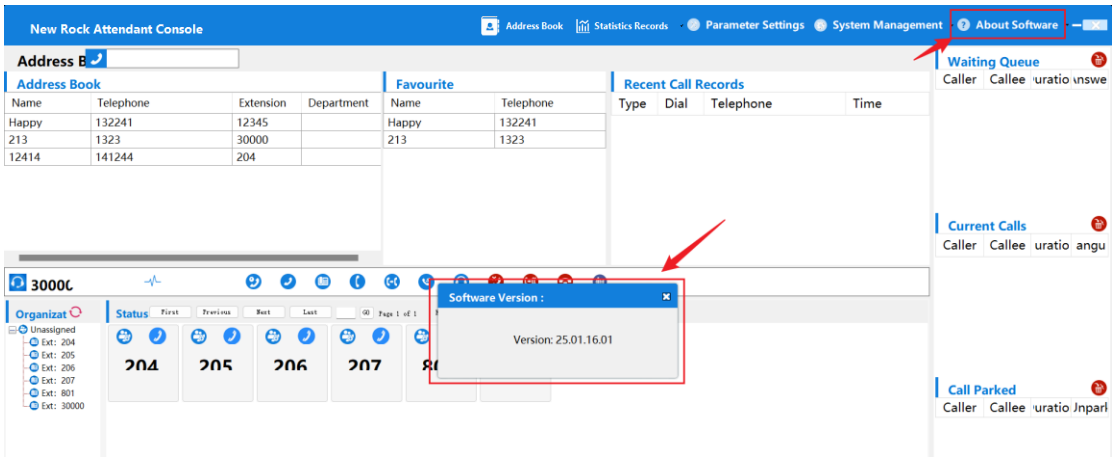
Navigate to System Management>Error Dictionary, this interface is used to manage error messages and their corresponding error codes.



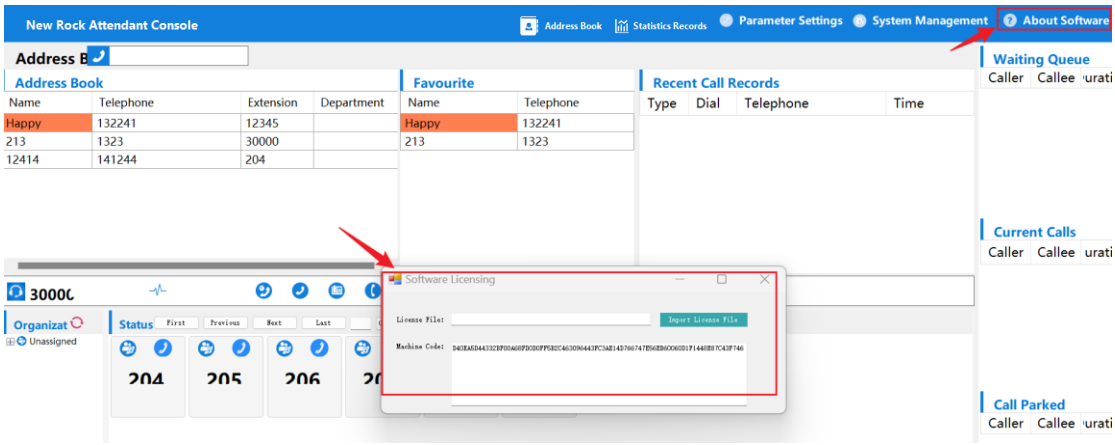
5.7 About Software

5.7.1 Software Version

Navigate to Software Version> Software Version, here you can view the version information of the software.



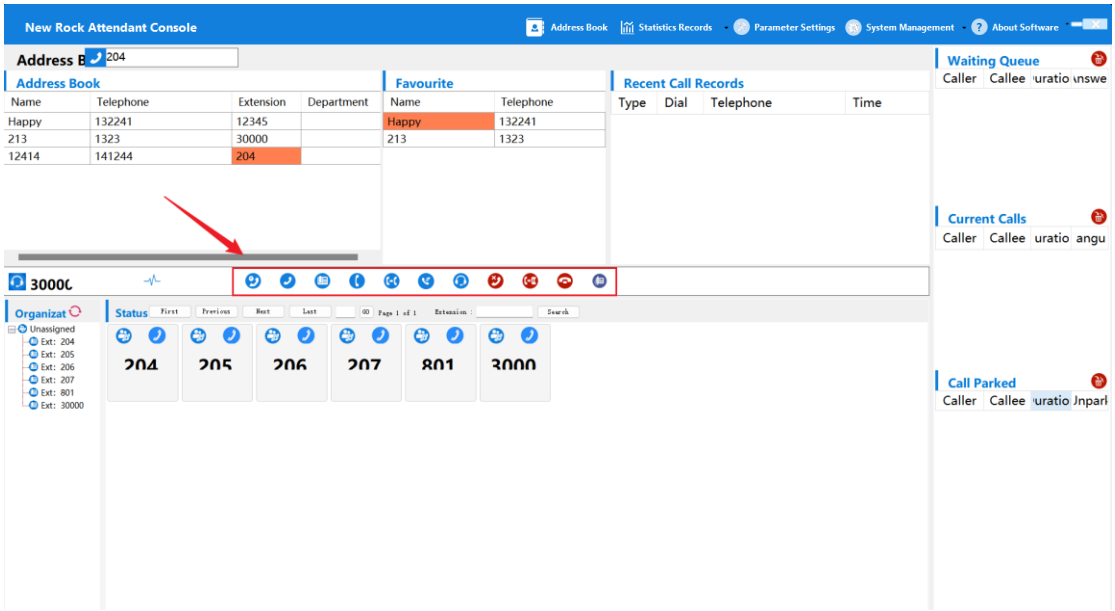
5.7.2 Software Licensing



5.8 Main Interface Operation

5.8.1 Extension operating Button

At the button box on the main screen, you can operate the extension.

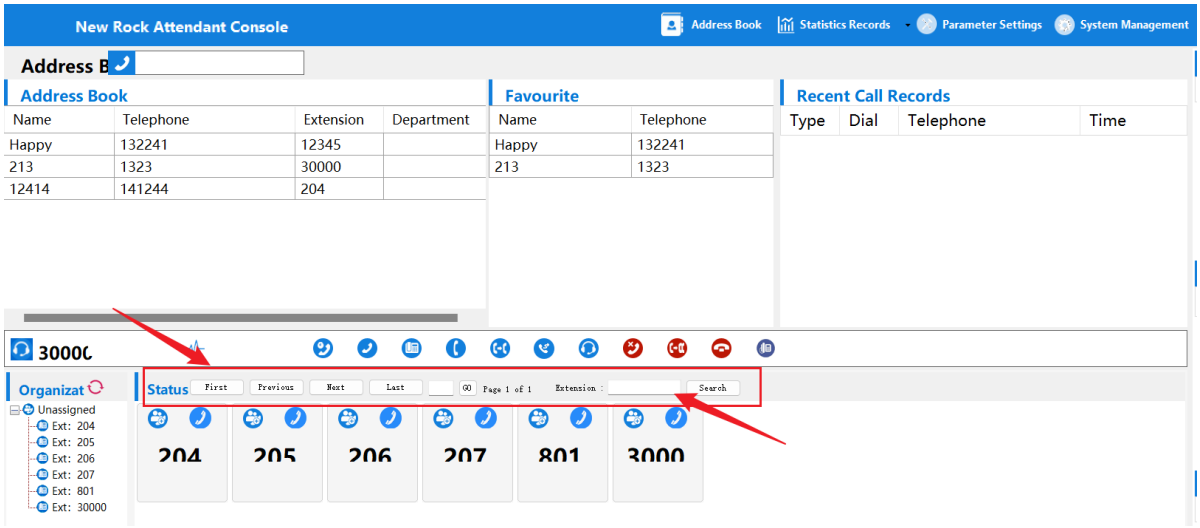


Item	Definition
	Hold: Holds the current call
	Unhold: Calls to saved calls are answered
	Park: Operators can host the current inbound and outbound calls.
	Dial: Dialing
	Consult Transfer: Consult Transfer means to hold the current call and transfer the call to the destination number after obtaining the consent of the contact person of the destination number.
	Blind Transfer: Blind Transfer is to transfer the current call being processed directly to a specified destination number, after the transfer, the operator will exit the original call.
	Listen: Listen to ongoing calls
	Force Hang up: Forcibly hang up the ongoing call of this user
	Barge in: When an intra-enterprise user is on a call with another intra-enterprise user or an extra-enterprise user, the operator can forcefully insert the call for a three-way call.
	Hang up: end the call
	Check In/Out: Check In/Out button, to check in/out and set up call forwarding operation, Call Forwarding record the call forwarding number, the incoming call will be automatically transferred to this number.

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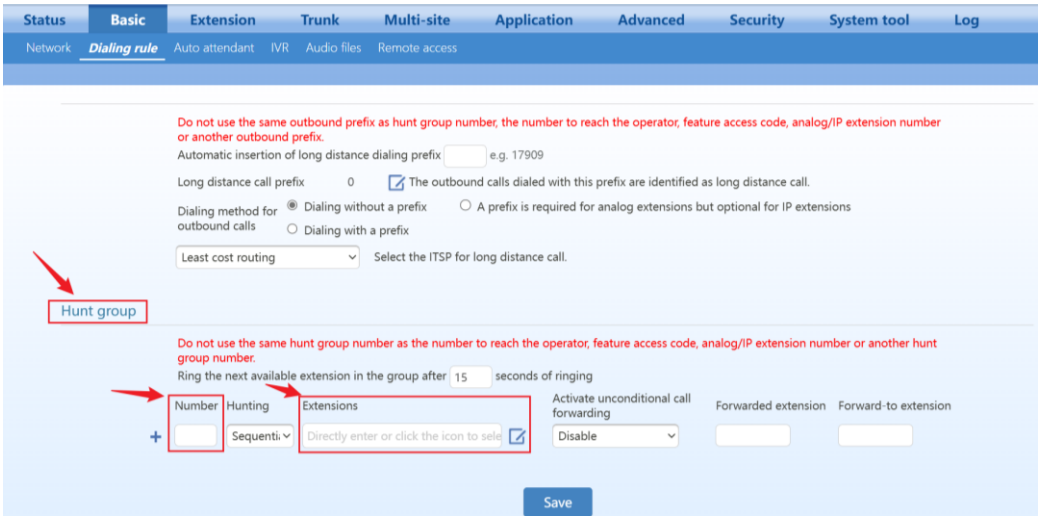
5.8.2 Filtering and Querying Extensions

Click on the buttons in the Status column to quickly switch and filter specific extension numbers.



5.8.3 Formation

Please configure the group number in the OM admin backend to use the queue feature



5.8.4 Check-in, Check-out and Call Forwarding

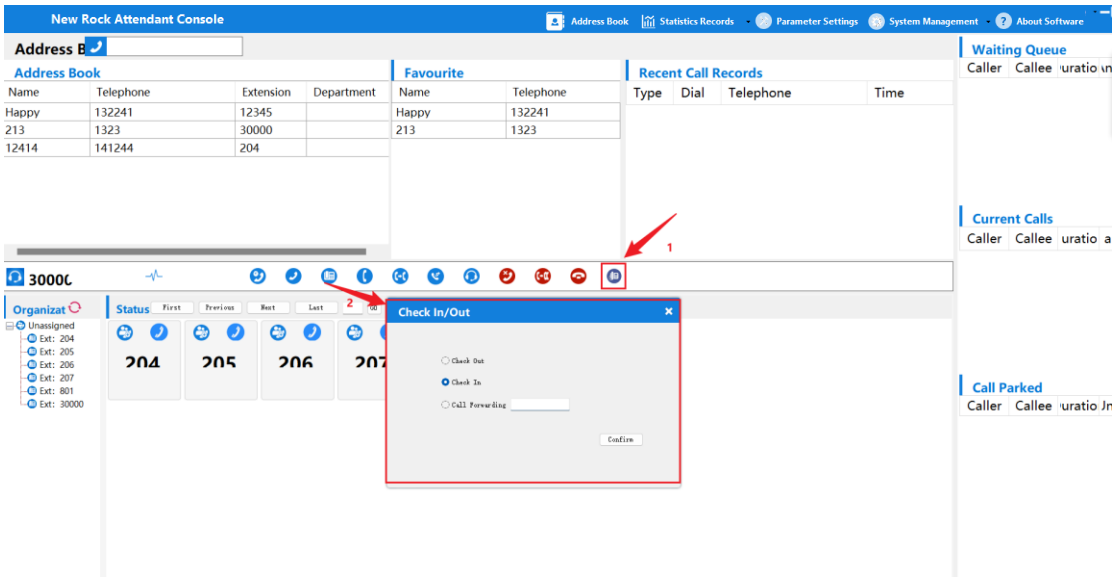
Please click the middle button to sign in and out and set the call forwarding operation, Call Forwarding to enter the call forwarding number, the incoming call will be automatically transferred to this number.

Log on

Once an agent is signed into an agent group, the agent can handle tasks such as answering, transferring, and calling as an agent.

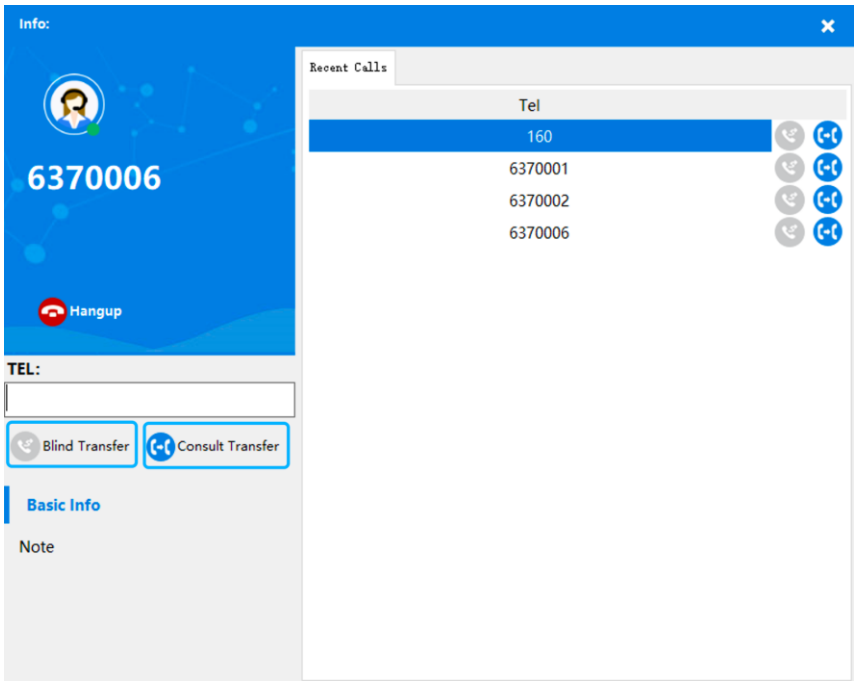
Log off

After an agent signs out of the group, the agent can only operate outbound calls and will not be able to handle incoming call access assigned by the switchboard.



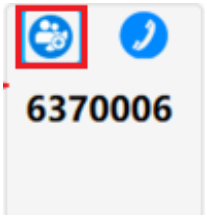
5.8.5 Blind Transfers and Advisory Transfers

Incoming call pop-up window, TEL enter the number to be transferred and click on the Blind Transfer or Counseling Transfer button to operate accordingly.



5.8.6 Forced Insertion and Listening

When the specified extension is on a call, click the Details button of the extension list, and then click the Forcible Insertion and Listening button in the pop-up extension details dialog box to perform Forcible Insertion and Listening, which requires you to enable the Forcible Insertion and Listening privileges of the agent's extension in the OM management background.



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5.8.7 Extension Details Page

Click on the Extension Details button to access the extension details page. Click to enable/disable the operating privileges of the extension.

