

M6350 Soft Client User Guide

for the C4 Receptionist Seat



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About this Guide

Welcome

This guide describes how to use your M6350 Soft Client. The M6350 Soft Client presents an interface with the same look and functionality of the IP Phone 2004 with KEM. The Soft Client may be configured to run in co-operative mode. This term is used to describe the relationship between the M6350 Soft Client and an IP Phone 2004 with KEM. The Soft Client will control the physical IP phone the same as if the user was touching the IP Phone. This allows for efficient call control in a high call-volume environment.

Contents

The content of the chapters in this User Guide is described below.

About this Guide

This chapter gives you an overview of this User Guide, how it is structured, the conventions used and what is covered in this Guide.

Chapter 1: About the M6350 Soft Client

This chapter explains the parts and functions of the M6350 Soft Client.

Chapter 2: Accessing the Network

This chapter explains how to begin using your M6350 Soft Client. This includes how to log into the M6350, how to change your password and the parts and functions of the Soft Client.

Chapter 3: Basic Call Functions

This chapter describes basic call functions on your M6350, including how to make calls, how to answer calls, how to put calls on hold, how to end calls and how to forward calls.

Chapter 4: Conferencing and Call Transfer

This chapter describes how to conference calls using your M6350 Soft Client and how to transfer calls. This chapter covers:

- 3-Way Conferencing
- Call Transfer

About this Guide, Continued

Chapter 5: Attendant Functions

This chapter describes specialized features for attendants and receptionists who use the M6350 Soft Client. These features include:

- Multiple Appearance Directory Number (MDN)
- Busy Lamp Field (BLF)

Chapter 6: Inbox, Outbox and Contacts List

This chapter describes how to manage your calls using the inbox, outbox and contacts list.

Chapter 7: Dialing Shortcuts

This chapter describes the various shortcuts for dialing on your M6350 Soft Client and explains how to program dialing shortcuts.

Chapter 8: Customizing the M6350 Soft Client

This chapter describes how to configure the user interface of your M6350 phone to your personal requirements.

Appendix A: Keyboard Mapping & Short Cuts

This appendix lists the mapping between keys on your computer keyboard and the keys on the M6350 user interface.

Audience

This document is intended for users who will be using the M6350 Soft Client.

Related publications

Other publications related to the M6350 Soft Client User Guide include the:

- M6350 Installation Guide
- M6350 Quick Reference Guide
- IP Phone 2004 with KEM User Guide

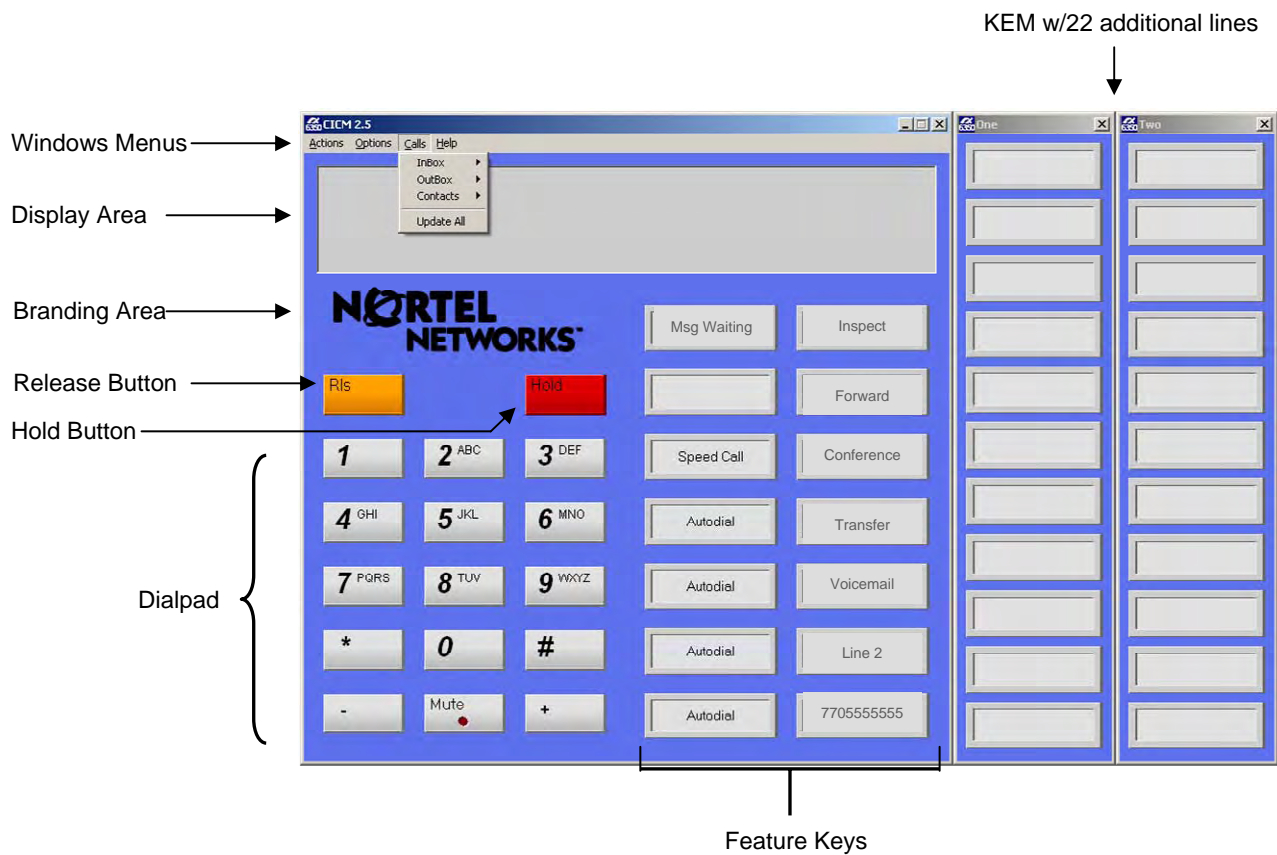
Chapter 1: About the M6350 Soft Client

Introduction

This chapter explains the parts and functions of the M6350 Soft Client.

M6350 Soft Client diagram

The M6350 user interface is shown below.



M6350 parts and functions

The parts and functions of the M6350 screen are described in the table below.

Part	Function
Windows menu	Enables you to access pull down menus and functions.
Display area	Shows the number you are dialing, the telephone number of the incoming call when known and other information relevant to the call.
Release button	Ends calls and cancels operations.

M6350 parts and functions, Continued

Part	Function
Hold button	Allows a user to put an active call on hold, or re-activate a held call.
Dialpad	Enables you to enter phone numbers.
Volume keys (-, +)	Controls the call volume.
Mute key and indicator	Silences your voice so that the caller cannot hear you.
The branding area	Indicates the telephony provider.
Feature keys	<p>Specially configured keys enable you to perform operations according to your phone's feature package.</p> <p>Examples: Forward, Conference.</p> <p>Note: Your telephone line will always be assigned to the Primary DN key.</p>
Primary DN	Allows a user to access a dial tone. (labeled 7705555555 in the M6350 diagram)

Inbox

Your M6350 Soft Client keeps track of all the calls you receive. You can view these by clicking Calls, Inbox. From the Inbox you can easily return the calls you have missed or save them to your Contacts list. For more information, see *Inbox* on page 22.

Outbox

Your M6350 Soft Client keeps track of all the calls you have made regardless of whether they are internal or external calls. You can view these calls by clicking Calls, Outbox. You can easily redial entries from your outbox or save them to your Contacts list. For more information, see *Outbox* on page 24.



Contacts

Your Contacts List is a tool for managing names and phone numbers. For more information, see *Contacts* on page 26.

Volume control on the M6350 Soft Client


You can adjust the volume on your handset to suit your requirements.

To:

- increase the volume through the headset, click the increase volume  button, or
- decrease the volume through the headset, click the decrease volume  button.

It is also possible to set a default volume level, see *Changing audio control levels* on page 32.


Muting your voice while on a call

The **Mute**  button on the M6350 Soft Client prevents callers from hearing your voice on an active call.

Muting your voice

To mute your voice on an active call, follow the steps below.

- 1 Click the **Mute**  key.

Result: The LED on the Mute  key is lit. The caller will no longer hear your voice.

Cancelling mute

To cancel mute on an active call, follow the steps below.

- 1 Click the **Mute**  key.

Result: The LED on the Mute key is extinguished. The caller will hear your voice as normal.

Chapter 2: Accessing the Network

Introduction

This chapter explains how to begin using your M6350 Soft Client. This includes how to log into the M6350, how to change your password and the parts and functions of the Soft Client.

About logging in

You need to log into your M6350 Soft Client just as you log into your computer network. For this, you will need a user name and a password.

Obtaining your username and password

You need to obtain your username and password from your system administrator before you can use your phone.

When to log in

You need to log into the phone:

- when you first receive your phone, or
- anytime the phone loses power or connection to the switch.

You can choose to log in or out of the phone at anytime.

Username

Your username is your telephone number, including the area code.

Example: 7703460000

In the example shown above, 770 is the area code and 3460000 is the telephone number.

Password

Your password is a unique code of at least 4 numerical characters.

Your password will initially be set to **1234**. When you log into the phone for the first time you need to change the password. For more information, see *Changing your password* on page 11.

When to change your password

The first time you use the M6350, you log on using a password that was provided to you by your system administrator. You need to change this password the first time you log into your M6350 Soft Client.

For security reasons, it is a good idea to periodically change your password during normal operation.

For more information, see *Changing your password* on page 11.

Forgetting your password

If you forget your password, contact your system administrator to have your password reset.

What happens if I am already logged into the M6350 Soft Client?

If you try to log into another M6350 Soft Client from a different PC while you still have an active session running on the network, the network recognizes this and asks you if you would like to override the current session. If you select yes, then the first session is shut down, and your new session is active. In other words, you can only have one active session at any one time.

If you try to log into another M6350 Soft Client from the same PC while you still have an active session running on the network, the existing session will display on your screen.

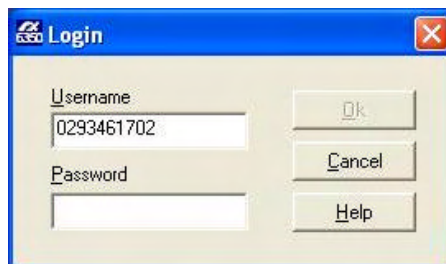
Logging In

To log into the M6350, follow the steps below.

1 Either:

- double click on the M6350  icon on your desktop, or
- click Start> Programs> CentrexIP> Client.

Result: The following screen is displayed.



2 Type your username (your phone number including your area code) in the Username field.

Note: Your username may default from previous sessions as shown in the above screen.

3 Type your password in the Password field and click the **OK** button.

Result: The M6350 user interface is displayed.



4 If required, adjust the size of the M6350 Soft Client by clicking and dragging the corner of the window.

Exiting and logging out of the M6350

The M6350 Soft Client has two options for closing the application.

- **Exit** On the File menu, choose Exit to close down the user interface. The M6350 base component session remains logged into the remote server.
- **Log out and exit** Closes down the user interface as well as the M6350 base component session.

Exiting the M6350 Soft Client

To exit the M6350 Soft Client, follow the steps below.

1 Either:

- click File, Exit, or
- press Alt +F4.

Result: The M6350 user interface closes. The M6350 base component remains logged into the remote server. The M6350 system icon continues to be displayed in the system tray.

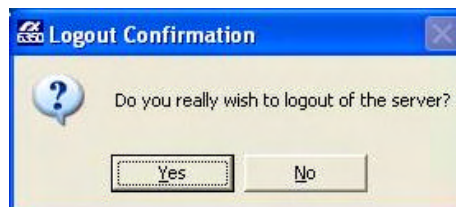
Note: Any subsequent attempt to start the M6350 Soft Client results in the main user interface being displayed without the need for the user to log in again.

Logging out and exiting the M6350 Soft Client

To exit and log out of the M6350 Soft Client, follow the steps below.

1 Click File, Exit and logout

Result: The following screen is displayed.



2 Click the **Yes** button.

Result: The user is logged out of the remote server and the M6350 Soft Client closes.

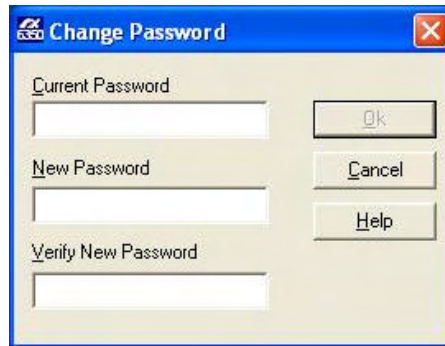
Note: You need to log into the M6350 again the next time you wish to use it.

Changing your password

To change your password, follow the steps below.

- 1 Click Options > Change Password.

Result: The following screen is displayed.



- 2 Type your current password into the Current Password field.

- 3 Type your new password in the New Password field.

Note: Passwords can only be numeric digits, and must contain between 4 and 15 characters.

- 4 Retype your new password into the Verify New Password field.

- 5 Click the **Ok** button.

Result: Your password is changed. The following screen is displayed.



Accessing online help

The M6350 contains a comprehensive online help menu that describes the interface and the features it provides.

You can get help using the following methods.

- Click Help > Help Topics.
- Press F1 to display the help menu.
- When the mouse pointer is over an area of the M6350 interface, press Shift+F1 to bring up information about that item.
- When hovering over a menu item, press F1 to display information about that item.
- When a dialog box is displayed, press F1 to display any associated help.

Chapter 3: Basic Call Functions

Introduction

This chapter describes basic call functions on your M6350, including how to make calls, answer calls, put calls on hold, end calls and forward calls.

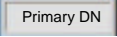
Making a call

The M6350 Soft Client is used to make and answer calls in virtually the same way as a traditional telephone.

Making a call

To make a call, follow the steps below.

1 Either:

- click the **Primary DN**  key, or
- press the space bar.

Result: You hear the dial tone through your headset.

2 To dial the number, either:

- use the mouse and click on the numbers on the dial pad, or
- use your computer keyboard and type the numbers.

Note: Letters on your keyboard can also be used and will be converted to numbers by the same convention used on a standard telephone.

Result: The dialed number is shown on the display area. When you have finished entering the number, the call is placed.

Pre-dialing

Pre-dialing is used to enter and edit a dialed number string before applying that number to a line or a feature. This allows you to correct typing errors without having to close and restart a dialing sequence.

Making a call using pre-dialing

To make a call using pre-dialing, follow the steps below.

- 1 Either:
 - click Actions > Pre-Dialer, or
 - press Control + D.

Result: The following screen is displayed.



- 2 Type the number to be dialed in the String to Dial field.
- 3 If you have more than one DN use the Apply to Key dropdown list to select the line that you wish to dial out on (if not already displayed).

Note: The default line is key 1.

- 4 Click the **Dial** button to make the call.

Result: The call is placed.



Tip: You can use standard Windows functionality for cutting (Ctrl + X), copying (Ctrl + C) and pasting (Ctrl + V) with the M6350 Soft Client. Therefore, any numeric telephone number or string may be cut and pasted from other locations into the Pre-dialer dialog box.

Using the Pre-Dialer to apply a sequence to a feature key

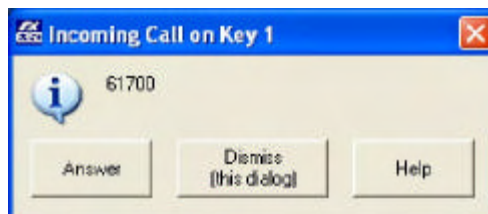
The pre-dialer functionality can also be used to enter and edit a dialed digit sequence to apply to a feature key. For more information, see *Programming an Autodial* key on page 29.

Answering calls

Incoming call alerts

When an incoming call arrives at the M6350, the Primary DN Primary DN key flashes. In addition, you will be informed of the call by either:

- an Incoming Call dialog box displaying, shown below:



- an audible tone playing through the PC speaker or headset, or
- both the tone and the Incoming Call dialog box.



Tip: You can configure the way you are alerted to incoming calls. For more information, see

Incoming call notification on page 33.

Answering a call (Incoming Call dialog box)

To answer an incoming call using the Incoming Call dialog box, follow the steps below.

- 1 When notified by the Incoming Call dialog box, click on the:
 - Answer button if you want to speak to the caller, or
 - Dismiss button if you want to ignore the call.

Note: Selecting Dismiss will cause the call to continue ringing until either the caller hangs up or the call forwards to voicemail.

Answering a call (audible tone)

If you have chosen to be informed of an incoming call by audible tone, you are notified of an incoming call by a buzzing tone heard through your PC speaker or headset as well as the Primary DN key flashing on screen.

To answer a call when notified by a tone, follow the steps below.

- 1 When you hear the audible tone, click the flashing **Primary DN** Primary DN key.


Result: You are connected to the caller.


Holding Calls

The M6350 Soft Client has a designated key for the Hold function. This feature allows you to place a call on hold until you are ready to continue.

Placing a call on hold

To place a call on hold, follow the steps below.

- 1 To place an answered call on hold, click the **Hold**  key.

Result: The **Primary DN**  key flashes. The current active call is on hold.

Retrieving a held call


To retrieve a held call, follow the steps below.

- 1 Click the flashing **Primary DN**  key.

Result: The held call becomes active. The Primary DN key no longer flashes.

Ending a call

To end any call, follow the steps below.

- 1 Either:
 - click the **Rls**  key.
 - press the **Delete** key on your keyboard, or
 - press the **Esc** key on your keyboard.

Result: You disconnect the active call.

Activating Call Forward

Call Forward means that all incoming calls are redirected to a selected number.

Activating Call Forward using the Forward key

Follow the steps below to forward your calls:

- 1 Click the **Forward**  key.

Result: The Forward key flashes.

- 2 Dial the number to forward calls to.

Notes: If you have forwarded calls before, the previous number that you have forwarded calls to is displayed. If you have not forwarded calls previously, the number is blank.

If are forwarding your calls to an external number and your network requires you to dial a digit to secure an external line (usually a nine), remember to include this digit here.

- 3 Click the **Forward**  key.

Results: The **Forward**  key is highlighted to remind you that all incoming calls are forwarded.

Note: You can still place outgoing calls, even though calls are forwarded to another location.

De-Activating Call Forward using the Forward key

Follow the steps below to de-activate Call Forward :

- 1 Click the **Forward**  key.

Result: The **Forward**  key is no longer highlighted. All incoming calls are directed to your number.

Chapter 4: Conferencing and Call Transfer

Introduction


This chapter describes how to conference calls using your M6350 Soft Client and how to transfer calls. This chapter covers:

- Three-way Conferencing
- Call Transfer
- Fast Transfer

Three-way conferencing

Three-way Conferencing enables you to join a third person to a two-party call. Once you have joined yourself and the two other callers in a three-party conference call, you can release yourself from the call, leaving the other parties connected.

Initiate a three-way conference

- 1 During a call, press the **Conference** key.
The call is put on hold and a dial tone sounds. On the display, an indicator flashes beside the line on which the call is held.
- 2 Dial the number of the person you want to add to the call.
At this time, you can talk privately to the person you are adding, to announce the conference.
- 3 Press the **Conference** key again to merge the calls.
- 4 Repeat steps 2 and 3, to add more calls to the conference.
- 5 If you make a mistake dialing, or a party does not want to be included in the conference, press the extension key of the conference call to reconnect to the conference.
- 6 When you want to release yourself from the conference, click the **RI**  key.

Result: The other two parties remain connected.

Transfer a call

- 1 During a call, press the **Transfer** key.
The call is put on hold and a dial tone sounds. On the display, an indicator flashes beside the line on which the call is held.
- 2 Use the dialpad to enter the number to which to transfer the call.
- 3 When that number rings or is answered, press the **Transfer** key again.
The call is transferred

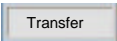
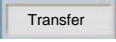

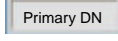
Fast transfer

Depending on how your network has been set up, you may be able to transfer a call with or without consultation with the person you are transferring the call to.

In the latter case, depending on how the network is provisioned, if the person you are transferring your call to does not answer within the prescribed number of rings, your phone will ring and you can speak again with the original caller.

Fast transfer with consultation

Where provisioned, you can transfer a call after speaking to the person you are transferring to. To complete a fast transfer with consultation, follow the steps below.

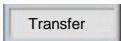

- 1 Answer an incoming call and establish that the caller wishes to be transferred.
- 2 Click the **Transfer**  key.
Result: A stuttered dial tone is heard. The caller is on hold.
- 3 Dial the telephone number of the person to whom the caller wishes to speak.
Result: The dialed phone number rings.
- 4 When the caller answers, explain that there is a caller wishing to speak to them and click the **Transfer**  key.
Result: You are released from the call, and the two other persons are connected in a call.
Note: If the person does not answer, press the **RI**  key. Click the **Primary DN**  key to reconnect with the original caller.

Fast transfer without consultation

Fast transfer without consultation means that you redirect the call to someone else's number. If the number does not answer, the re-directed call will return to you.

Where provisioned, you can transfer a call without speaking to the person you are transferring to.

To complete a fast transfer with consultation, follow the steps below.

- 1 Answer an incoming call and establish that the caller wishes to be transferred.
- 2 Click the **Transfer**  key.
Result: You hear a stuttered dial tone. The caller is placed on hold.
- 3 Dial the telephone number of the person to whom the caller wishes to speak.
- 4 Click the **RI**  key.
Result: You are released from the call. The phone of the person to whom your caller wishes to speak rings and can be answered.
Note: If the person does not answer, the call is returned to you. You can speak to the original caller again and explain that the person they wish to speak to is unavailable.

Chapter 5: Attendant Functions

Introduction

This chapter describes specialized features for attendants and receptionists who use the M6350 Soft Client. These features include:

- Multiple Appearance Directory Number
- Busy Lamp Field

Multiple Appearance Directory Number (MDN) and Busy Lamp Field (BLF)

Multiple Appearance Directory Number (MDN) enables a receptionist or assistant to program another user's DID to be one of their lines. With MDN, the receptionist or assistant can see on-hook and off-hook status of the user. Also, when the other user receives an incoming call, the receptionist or assistant can see that the line is ringing and hear an audible ring. They can answer the call for the other user and transfer the call by pressing the **Transfer** key and dialing the extension to which to transfer. The receptionist or assistant can also make outbound calls on another user's behalf. The call will look like it has been dialed by the other user. For example, the receptionist can engage the company president's line and dial a call; the receiving party will see the caller ID of the president, not the receptionist.

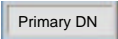
The Busy Lamp Field (BLF) feature enables a user to determine if a line is busy or idle by monitoring the status of the lamp next to the assigned feature key. This lamp is:

- on when the line is busy or
- off when the line is idle.

A receptionist or assistant can have a BLF for another user programmed to a line on their phone or KEM. The BLF does not provide the ability to answer an incoming call on a BLF key; the receptionist or assistant must use group or directed call pickup if they need to answer a ringing BLF key. The BLF key does not audibly ring. The BLF configuration is most often used with receptionists who answer a primary company line and then transfer the calls to multiple users. In the BLF configuration, incoming calls ring to a primary line on the phone. After answering the call, it is transferred by pressing the BLF for the user who is to receive the call. When a BLF line is pressed without an incoming call engaged, the line speed dials the user. With the BLF, the receptionist or assistant can also see on-hook and off-hook status of the user.

Calling a BLF line

To call a monitored BLF line, follow the steps below:

- 1 Ensure that the monitored BLF is idle.
- 2 Click the **Primary DN**  key.
- 3 Click the **BLF** you wish to call.

Result: The number of the monitored BLF is dialed.

Transferring a call to a BLF

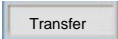
To transfer a call to a **BLF**, follow the steps below:

- 1 Ensure that the monitored **BLF** is on hook and that you have an active call.
- 2 Click the **BLF** you wish to transfer the call to.


Result: Call is transferred to the BLF line.

Transferring a call to a MDN

To establish a three-way call or transfer a call to a monitored **MDN**, follow the steps below.

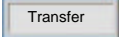

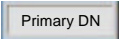
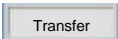
- 1 Ensure that the monitored **DN** is on hook and that you have an active call.
- 2 Click the **Transfer**  key.

Result: You hear a special dial tone. The caller is put on hold.

- 3 Click the **MDN**  key you wish to connect to.

Result: You are connected to the monitored **MDN**.

- 4 You can then:

- transfer the call by clicking the **Transfer**  key and then clicking the **Rls**  key, or
- alternate between the parties by clicking the **Primary DN**  key and the **Transfer**  key alternately.

Chapter 6: Inbox, Outbox and Contacts List

Introduction

This chapter describes how to manage your calls using the inbox, outbox and contacts list.

Inbox

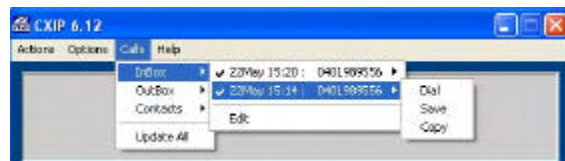
Your inbox shows the phone numbers you have dialed most recently.

Viewing your inbox

To view your inbox, follow the steps below.

- 1 Click Calls > Inbox.

Result: The list of calls in your inbox is displayed. A sample is shown below.



Dialing an inbox number

To dial an inbox number, follow the steps below.

- 1 Click Calls, Inbox.

Result: The list of calls in your Inbox is displayed.

- 2 Highlight the number in the list that you wish to dial.

- 3 Click **Dial**.

Result: The selected number is dialed.

Saving an inbox number to your contacts list

To save an inbox number to your contacts list, follow the steps below.

- 1 Click Calls > Inbox.

Result: The list of calls in your Inbox is displayed.

- 2 Highlight the number in the list that you wish to save.

- 3 Click **Save**.

Result: The selected number is saved to your contacts list.

Copying an inbox number

To copy an inbox number, follow the steps below.

- 1 Click Calls > Inbox.

Result: The list of calls in your Inbox is displayed.

- 2 Highlight the number in the list that you wish to copy.

- 3 Click **Copy**.

Result: The selected number is copied to your clipboard. You can paste the number into the phone, or into the pre-dialer as required.

Editing your inbox

To edit numbers in your inbox, follow the steps below.

- 1 Click Calls > Inbox > Edit.

Result: The Inbox is displayed. A sample is shown below.



Date	Time	Number	Ans.	Calling Party	Key No.	Save Contact	Delete Entry
19May	12:08	<u>61701</u>	<input type="checkbox"/>	Unavailable	01	Save	Del
19May	12:08	<u>61701</u>	<input type="checkbox"/>	Unavailable	01	Save	Del
19May	12:07	<u>61701</u>	<input type="checkbox"/>	Unavailable	01	Save	Del
19May	12:05	<u>61701</u>	<input type="checkbox"/>	Unavailable	01	Save	Del
16May	17:25	<u>0293423800</u>	<input type="checkbox"/>	Unavailable	01	Save	Del
16May	17:18	<u>61701</u>	<input type="checkbox"/>	Unavailable	01	Save	Del
16May	17:17	<u>61700</u>	<input type="checkbox"/>	Unavailable	01	Save	Del
16May	16:31	Unavailable	<input type="checkbox"/>	<u>OUTSIDE CALL</u>	01	Save	Del
15May	17:10	<u>61700</u>	<input type="checkbox"/>	Unavailable	01	Save	Del
15May	17:00	<u>0293423800</u>	<input type="checkbox"/>	Unavailable	01	Save	Del

Buttons:

- 2 To:

- Call one of the numbers in your inbox list, click on the telephone number, shown as an underlined link.
- Save an inbox number, click the **Save** button next to the number you wish to save.
- Delete an inbox number, click the **Del** button next to the number you wish to delete.
- Reset your inbox, click the **Reset All** button, or
- Delete all the numbers in your inbox, click the **Clear All** button.

Editing your inbox, Continued

- 3 Click the **Apply** button.
Result: The changes are applied.
- 4 Click the **Close** button.

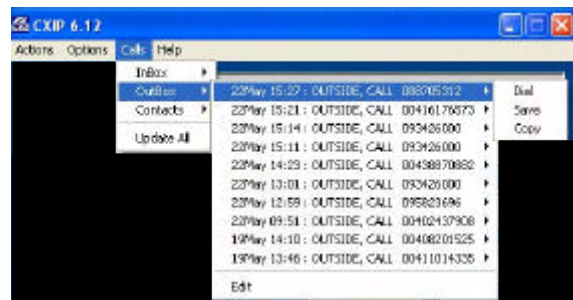
Outbox

Your outbox shows the phone numbers of the people who have called you most recently.

Viewing your outbox

To view your outbox, follow the steps below.

- 1 Click Calls > Outbox.
Result: The list of calls in your Outbox is displayed. A sample is shown below.



Dialing an outbox number

To dial an outbox number, follow the steps below.

- 1 Click Calls > Outbox.
Result: The list of calls in your Outbox is displayed.
- 2 Highlight the number in the list that you wish to dial.
- 3 Click **Dial**.
Result: The selected number is dialed.

Saving an outbox number to your contacts list

To save an outbox number to your contacts list, follow the steps below.

- 1 Click Calls > Outbox.

Result: The list of calls in your Outbox is displayed.

- 2 Highlight the number in the list that you wish to save.

- 3 Click **Save**.

Result: The selected number is saved to your contacts list.

Copying an outbox number

To copy an outbox number, follow the steps below.

- 1 Click Calls > Outbox.

Result: The list of calls in your Outbox is displayed.

- 2 Highlight the number in the list that you wish to copy.

- 3 Click **Copy**.

Result: The selected number is copied to your clipboard. You can paste the number into the phone or into the pre-dialer as required.

Editing your outbox

To edit numbers in your outbox, follow the steps below.

- 1 Click Calls > Outbox > Edit.

Result: The Outbox is displayed. A sample is shown below.



Editing your outbox, Continued

- 2 To:
 - Call one of the numbers in your outbox list, click on the telephone number, shown as an underlined link.
 - Save an inbox number, click the **Save** button next to the number you wish to save.
 - Delete an inbox number, click the **Del** button next to the number you wish to delete.
 - Reset your inbox, click the **Reset All** button, or
 - Delete all the numbers in your inbox, click the **Clear All** button.
- 3 Click the **Apply** button.
Result: The changes are applied.
- 4 Click the **Close** button.

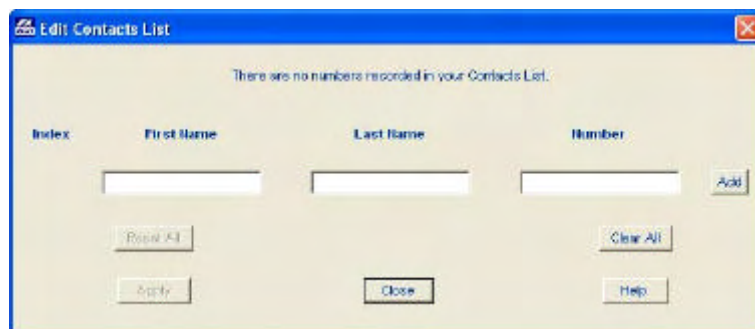
Contacts

Your contacts list are the contact details of people that you wish to retain.

Adding a contact

To add a contact to your contacts list, follow the steps below.

- 1 Click Calls > Contacts.
Result: The Edit Contacts List is displayed.

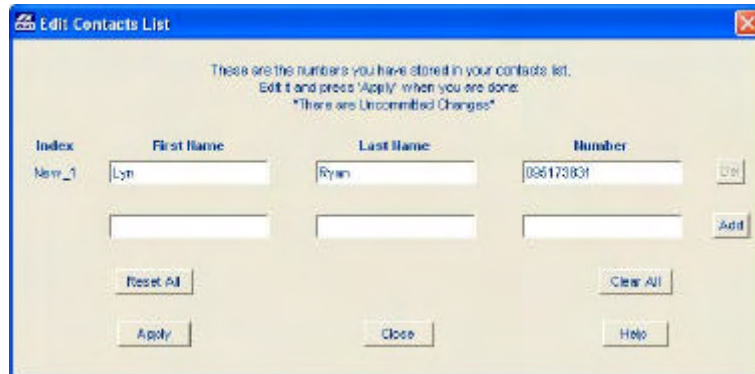


- 2 Type the contact's first name in the First Name field.
- 3 Type the contact's last name in the Last Name field.
- 4 Type the contact's phone number in the Number field.

Adding a contact, Continued

- 5 Click the **Add** button.

Result: The contact details are saved.



- 6 To continue adding contacts, repeat steps 2 to 5.
- 7 Click the **Apply** button to save the contacts.
- 8 Click the **Close** button.

Deleting a contact

To delete a contact from your Contacts List, follow the steps below.

- 1 Click Calls > Contacts.
Result: The Edit Contacts List is displayed.
- 2 Click the **Del** button next to the contact details that you want to delete.
- 3 Click the **Apply** button to save the changes to your Contact List.
- 4 Click the **Close** button.

Delete all contacts from the Contacts List

To delete all contacts from your Contacts List, follow the steps below.

- 1 Click Calls > Contacts.
Result: The Edit Contacts List is displayed.
- 2 Click the **Clear All** button.
- 3 Click the **Apply** button to save the changes to your Contact List.
- 4 Click the **Close** button.

Refreshing your inbox, outbox and contacts list

To refresh your inbox, outbox or contacts list with any changes you might have made, follow the steps below.

- 1 Click Calls > Update All.

Result: The inbox, outbox and contacts list are updated and refreshed with any changes.

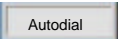
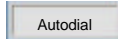
Chapter 7: Dialing Shortcuts

Autodial

The Automatic Dial feature allows programming of a frequently called number to a feature key on the set. Up to 24 digits may be stored on the Autodial key. The key needs to be programmed while the handset is idle.

Programming an Autodial key

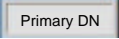
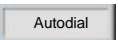
To program a number onto one of the Autodial keys on your M6350 Soft Client, follow the steps below.

- 1 Click the **Autodial**  key you wish to program.
Result: If you have not yet programmed a number to the key the M6350 screen shows a series of dashes. If you have previously programmed a number to this key, the display screen will show this number.
- 2 Type the number you want to program to the key, including numbers required for an outside line and area codes, as required.
- 3 Click the **Autodial**  key again.
Result: The number is saved.

To change the 'Autodial' label on the phone, follow the steps on the following page – Relabeling a feature key.

Dialing a number using Autodial

To dial a number using an **Autodial** key, follow the steps below.

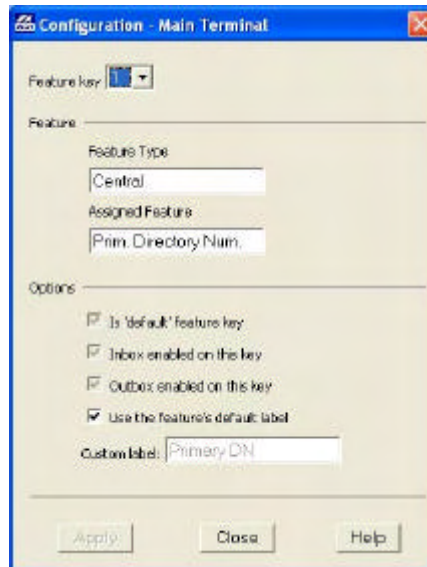
- 1 Click the **Primary DN**  key.
- 2 Click the **Autodial**  key for the number that you wish to dial.
Result: The number is dialed.

Changing the label on your Autodial key

You can change the label of the key in order to more easily remember what this key dials. To change the **Autodial** key's label, follow the steps below.

- 1 Click Options > Feature Keys.

Result: The following screen is displayed.



- 2 In the **Feature key** field, select the number of the key whose label you want to change.
- 3 Uncheck the 'Use the feature's default label' option.
- 4 In the Custom label field, type what you would like the **Autodial** key's label to be.
- 5 Click the **Apply** button.

Result: The Autodial key's label is changed.

Chapter 8: Customizing the M6350 Soft Client

Introduction

This chapter describes how to configure the user interface of your M6350 phone to your personal requirements.

Changing the M6350 Soft Client's appearance

To change the M6350 Soft Client's appearance, follow the steps below.

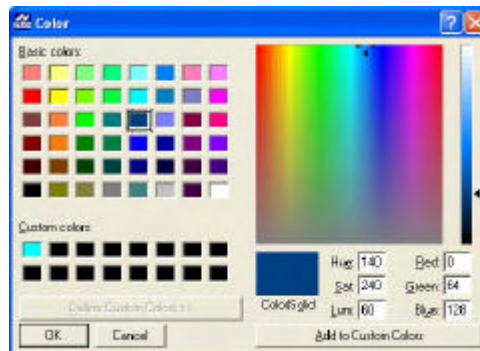
- 1 Click Options > Appearance.

Result: The following screen is displayed.



- 2 To select the way the Soft Client appears on the desktop, check one of the boxes beside either:
 - solid color
 - tiled bitmap, or
 - stretched bitmap.
- 3
 - To change the color of the background for the screen, click the Choose Color button.

Result: The following screen is displayed.



- Select a new background color and click the **OK** button.

Changing the M6350 Soft Client's appearance, Continued

- 4 To change the font, click on the **Fonts** button, and select a new font.
- 5 To change the font style, check either or both of the **Bold** and **Italic** boxes.
- 6 When you have made the changes you want to apply to your Soft Client, click the **Ok** button.

Changing the audio controls

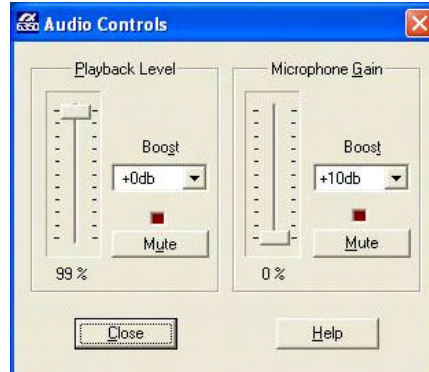
The Audio Controls Dialog box gives you a high degree of control over your audio settings. Both the playback level and microphone may be adjusted with a higher granularity.

Changing audio control levels

To change the audio controls, follow the steps below.

- 1 Click Options, Audio Controls.

Result: The following screen is displayed.



- 2 Adjust the playback and microphone gain levels as required.
- 3 Click the **Close** button.

Incoming call notification

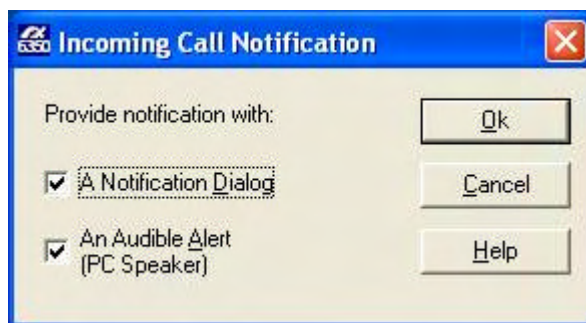
You can decide whether you want to be alerted of incoming calls through an audible alert, a dialog box or both.

Configuring incoming call notification

To configure how you are notified of incoming calls, follow the steps below.

- 1 Click Options > Call Notification.

Result: The following screen is displayed.



- 2 Select how you want to be notified of incoming calls. If you want:
 - A visual notification, check the *A Notification Dialog* box, and/or
 - An audio alert, check the *An Audible Alert (PC Speaker)* box.

Note: You can select both options.

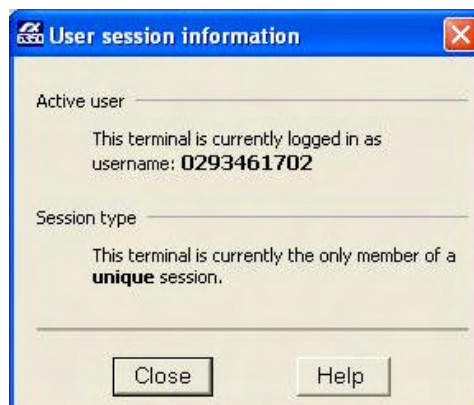
- 3 Click the **Ok** button.

Viewing session details

To view session details, follow the steps below.

- 1 Click Options > Session Details.

Result: The following screen is displayed.



- 2 When you have finished reading this information, click the **Close** button.

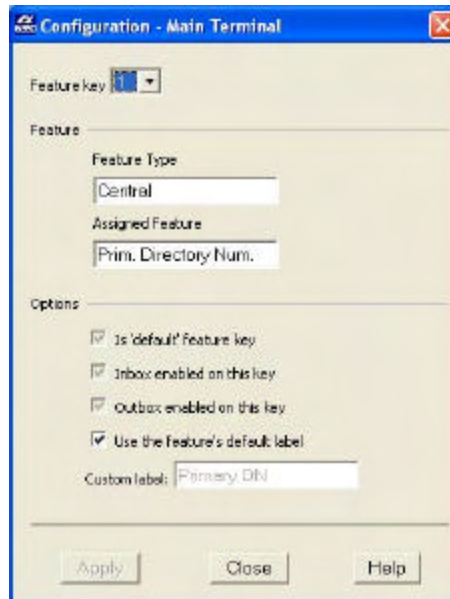
Configuring Feature Keys

You can configure the feature keys on your M6350 Soft Client.

To configure the feature keys on your M6350 Soft Client, follow the steps below.

- 1 Click Options, Feature Keys.

Result: The following screen is displayed.



- 2 In the Feature Key field, select the key that you would like to configure.
- 3 Make any changes to the Feature Key configuration as required.
To change the Feature key label, de-select the *Use the feature's default label*, and type in the new label in the *Custom label* field.
- 4 Click the **Apply** button.


Result: The changes are applied.

Appendix A: Keyboard Mapping & Short Cuts

Dialpad mapping

Pressing the keyboard character...	is like clicking...
0 to 9	0 to 9 on the dialpad
a, b, c	2 on the dialpad
d, e, f	3 on the dialpad
g, h, i	4 on the dialpad
j, k, l	5 on the dialpad
m, n, o	6 on the dialpad
p, q, r, s	7 on the dialpad
t, u, v	8 on the dialpad
w, x, y, z	9 on the dialpad
*	* on the dialpad
#	# on the dialpad
+	increase volume
.	mute
-	decrease volume
/	# on the dialpad
Enter	# on the dialpad
Insert	hold
Delete	release
Escape	release

Feature pad mapping

Pressing the keyboard character...	is like clicking...
space bar	Key 1 or 
F2	Key 2
F3	Key 3
F4	Key 4
F5	Key 5
F6	Key 6
F7	Key 7
F8	Key 8
F9	Key 9
F10	Key 10
F11	Key 11
F12	(Unassigned)



Note: Feature keys 13 and 14 cannot be accessed using the keyboard.

Commonly Used Commands

Keyboard shortcut	Function
Ctrl+H	Toggles between on hook and off hook
Ctrl+D	Display the Pre-Dialer
Ctrl+A	Display the Audio Controls screen
Ctrl+K	Toggle between hiding and showing keystrokes
Alt+F4	Exit without logging out