



# **TeleDirectory Application for C4 IP Enhanced Receptionist Seat**

## **User Guide**

**for software version 2.60**



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# Getting Started

The Cypress Communications TeleDirectory application for C4 IP Enhanced Receptionist Seat is a networked, multi-user database application for managing call directories.

## Summary of Features

Using the TeleDirectory application, you can do the following:

- Add, modify, or delete directory entries.
- Scroll through the directory line-by-line or page-by-page.
- Jump quickly to a specific entry or section of the directory.
- Find an entry based on its sound, without having to know the exact spelling.
- Resort the entries in the directory.
- Find the next entry that contains a certain text string.
- Quickly locate the correct number to call from a SmartSearch schedule, based on the current day and time.
- Jump to a related entry in another directory.
- Place a call to a directory entry if TeleDirectory is interfaced to your telephone system.

If you log on when you start TeleDirectory, you may not have access to all of these features. If you do not log on, you can use any feature described in this chapter, as long as your system provides it and your directories are configured for it.

## Installing the Receptionist Computer in an Enclosure

Installing your computer in an enclosure can restrict the airflow and impact your computer's performance, possibly causing it to overheat. Follow the guidelines below when installing your computer in an enclosure.

---

**Caution:** Before installing your computer in an enclosure, read the safety instructions that shipped with your computer.

The room temperature needs to be a consideration when you install your computer in an enclosure. For example, if the room temperature is at 77°F (25°C), depending on your computer's specifications, you only have 9° to 18°F (5° to 10°C) temperature margin before you reach your computer's maximum operating temperature.

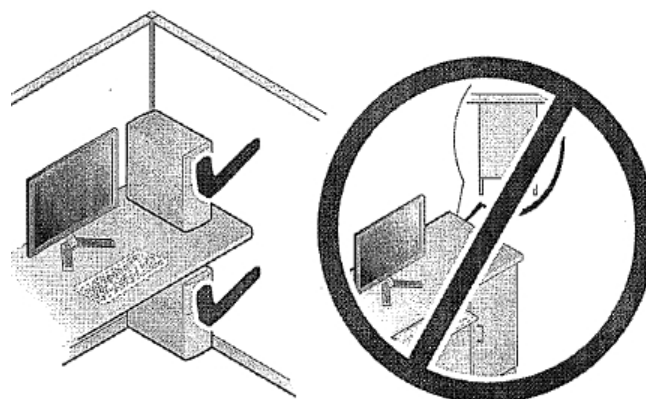
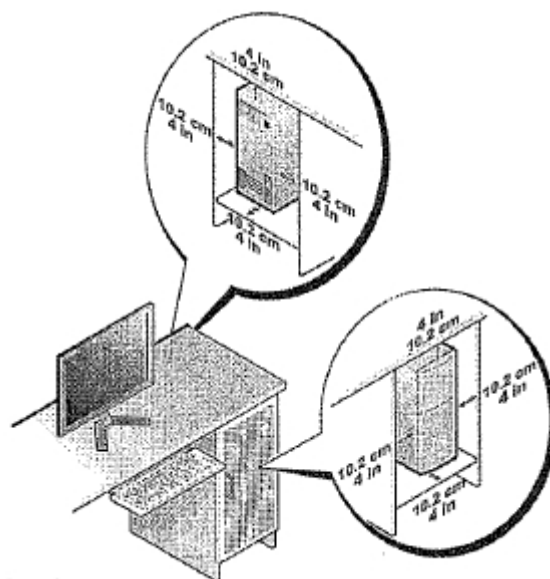
If your computer has air vents, leave a 10.2-cm (4-in) minimum clearance on all sides of the computer to permit the airflow required for proper ventilation.

If your enclosure has doors, the doors need to be of a type that allows at least a 30-percent airflow through the enclosure at the front and at the back.

If your enclosure has doors, the doors need to be of a type that allows at least a 30% airflow through the enclosure at the front and the back.

Do not install your computer in an enclosure that does not allow airflow.

If your receptionist console computer is installed in a corner on a desk or under a desk, leave at least 5.1 cm (2 in) clearance from the back of the computer to the wall to permit the airflow required for proper ventilation.



## Selecting a Data Source

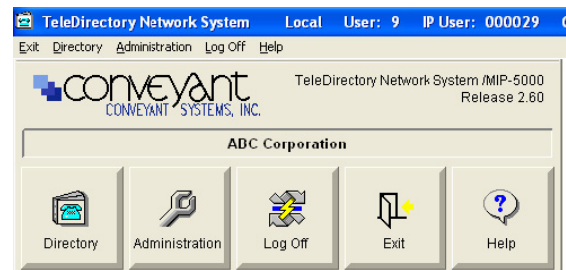
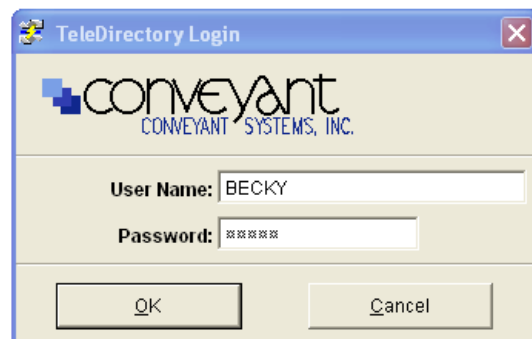
1. Click on the icon for TeleDirectory on the Desktop. The first screen that will come up is the TeleDirectory Data Source Selection dialog box.
2. Click on **Use the Network Database** or **Use the Local Database** as instructed.
3. At the beginning of the day, click **Copy Network to Local** to update the database with changes.



## Logging Into TeleDirectory

By logging into your receptionist console, you identify yourself to Cypress Communications. This allows Cypress Communications to recognize your console and to grant it access to Cypress Communications servers.

1. At the TeleDirectory Log In window, type your **User Name**.
2. Press TAB, type your password and click **OK**. Note that the password will appear as \*\*\*\*\*.
3. Once the application is open, click on the **Directory** button or type **D** to open the directory.
4. Click the **Directory** button, type **D**, or select **Run TeleDirectory** from the Directory pull down menu.



## What If I Forget My Password?

If you forget your domain account password, please contact Cypress Support.

## Logging Out of TeleDirectory

To exit TeleDirectory, press ESC and type **Y** or click on **Yes**. At the next menu, click **Log Off** or **Exit**. If you chose to Log Off, then choose **Exit** at the next screen.

## Logging Out of Microsoft Windows

While you are logged into the domain with your domain account, anyone at the computer will be identified as you. For this reason, you should always log out when you are leaving your computer unattended.

1. From the Start menu, choose **Log Off**. When you are asked if you are sure you want to log off, click **Log Off**.

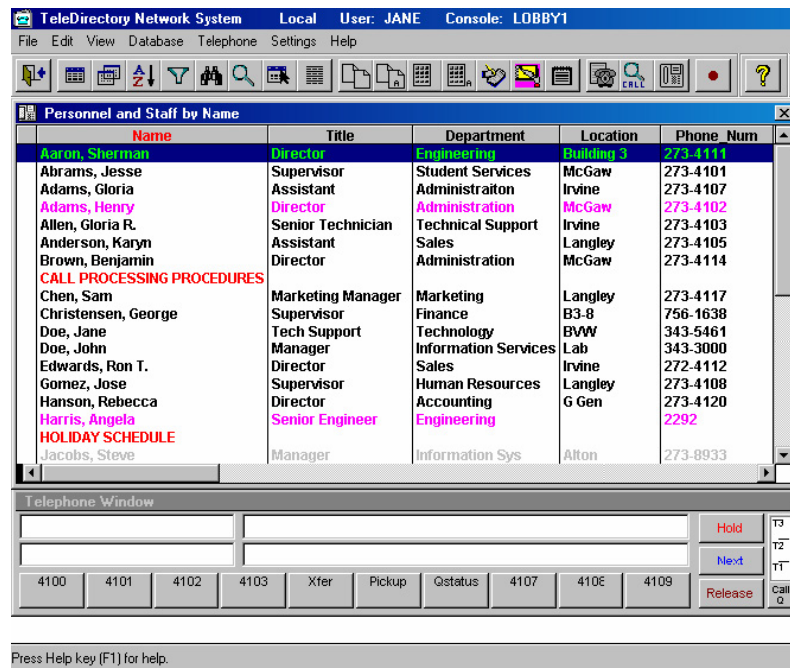
If the **Log Off** option does not appear in the Start menu, press CTRL + ALT + DELETE, and then click **Log Off**.

2. When you are asked if you are sure you want to log off, click **Log Off**.

# Basic TeleDirectory Concepts and Skills

## The TeleDirectory Window

The TeleDirectory window provides access to your call directory and some telephone functionality. The Directory window lists the entries in your company directories. The Directory window is always present on the screen, though parts of it may be temporarily hidden by various pop-up windows. Usually, your display screen shows the Directory window at the top and the Telephone window at the bottom.



The Telephone window displays information about your current call and the status of each of your telephone keys. If TeleDirectory is not connected to your telephone system, the Telephone window does not appear.

You can resize the Directory and Telephone windows and columns. You can also change the order of the columns by selecting a column heading and dragging it to a new position. Any settings you make to the windows are saved.

## The Directory Menu

The Directory application provides a menu bar and toolbar to select many of the options that you will be using. As on the other screens in TeleDirectory, you can use this menu, select the option with keystrokes, or click buttons on the toolbar, moving to them with the arrow keys or with the mouse.



## The Directory Window

When you first start Directory, your primary company directory is opened. The entries are displayed in the order of the first selectable, indexed field. The name of the primary directory and the name of this indexed field appear in the window's title. The cursor is placed on the first entry.

TeleDirectory by Name					
Name	Title	Department	Location	Phone Num	
Aaron, Sherman	VP	Marketing	G Gen	273-4111	
Abrams, Jesse	VP	Engineerin	McGaw	273-4101	
Absalon, Ron T.		Marketing	G Gen	272-4112	
Adams, Gloria	President	General	G Gen	273-4107	
Adams, Henry	Jr. Engr	Engineerin	McGaw	273-4102	
Anderson, Karyn	Tech Wr	Engineerin	Langly	273-4105	
Brown, Benjamin		Engineerin	McGaw	273-4114	
Chen, Sam	Assoc Eng	Engineerin	Langley	273-4117	
Gomez, Jose	Sales Mgr	Sales	Langly	273-4108	
Hanson, Rebecca	Director	Accounting	G Gen	273-4120	
HOLIDAY SCHEDULE					
Jones, Gloria R.	Sales Asst	Sales	G Gen	273-4103	
Main Listed Number				273-4100	

Your system administrator decides which directory is opened and the size and order of the fields (left to right) when the Directory application is started. Within each directory, the system administrator determines the following:

- Which fields are displayed.
- Which fields can be selected as sort keys.
- The name of each field.
- How each field can be used. For example, one field might be used to store the entry's current status, some fields might be used to dial phone numbers, and other fields might be linked to second-page entries or other directories.

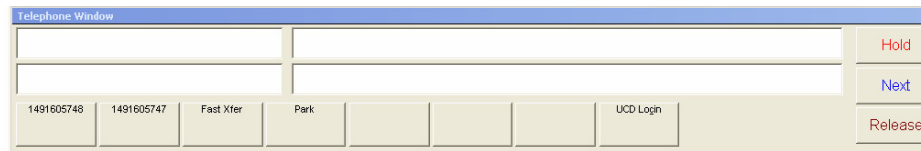
Individual users can resize the window and columns or change the order of the columns as desired with the computer mouse. Any setting changes to the windows are saved on a per user basis for future use.

## The Telephone Window

If TeleDirectory is interfaced to your telephone system, a Telephone window appears at the bottom of your screen when you start TeleDirectory. The Telephone window provides information on your current call and your telephone's line and feature keys.

### The TD/NCS2 Telephone Window

For TD/NCS2, the Telephone window is displayed as shown below:



On the right side of the Telephone window are buttons to process the calls you answer:

- **Hold** - Holds your current call.
- **Next** - Answers the highest priority call.
- **Release** - Releases your current call.

The top two lines of the Telephone window are called text lines. They display telephone numbers and other information, as follows:

- The first box on each line shows the same information that appears on the display lines of your telephone.
- If the displayed information contains a telephone number that corresponds to an entry in one of your directories, TeleDirectory displays this entry in the second box. The fields are displayed in the following order: Name, Department, User-Defined, and Comment. The fields that appear here are determined by the usage codes configured for the fields in the primary directory.
- For some calls, two telephone numbers may be displayed. For example, if you receive a forwarded call, the caller's number is shown first, then the forward-from number. In this situation, two directory entries are shown — the first corresponds to the first number and the second corresponds to the second. Each entry is truncated to 24 characters, and the two entries are separated by a block character. If the system has information for only one of the phone numbers, that data is displayed without being truncated.

The buttons at the bottom of the Telephone window are called indicator buttons. They show the names of your line and feature keys, and identify their current status. For the first ten keys, a text description of the key's status is displayed directly below the key name. For the other keys, status is indicated by color and flashing.

The following chart explains the use of color and text for the keys displayed in your TD/NCS2 Telephone window:

Status	Color	Text (keys 1-10 only)
Idle, not active	Black	(blank)
Ringing line	Blue	Ring
On hold	Red	Hold
Hold time-out	Magenta	HoldTO
In use	Green	In Use
Feature setup	Red	Setup
Feature active	Green	Active

*Table 1: Use of Color and Text for Keys Displayed in TD/NCS2 Telephone Window*

When TeleDirectory is started, it assumes all line and feature keys are idle. This may not be correct. For example, you may have started TeleDirectory while you were on a call or while the call forward feature was active. The next time you use that line or feature key, TeleDirectory displays the correct status.

## Using Keys with TeleDirectory

This section describes the keys that you can use in the TeleDirectory window.

In the following table, the default (standard) key assignment is shown in the **Key** column. If **(default)** appears next to the key assignment, that feature may be assigned to a different key on your console by your Administrator.

Because the actual keys used to access each feature may be changed, the feature name is used in this book. Feature key names are shown in initial caps and are enclosed in square brackets. For example, if an instruction tells you to press the [Dial Alternate] key, you would press the key or key combination your administrator has assigned to that feature. Physical (hard) key names, such as ENTER or INSERT, are shown in all capital letters without brackets.

In some TeleDirectory systems, function key assignments cannot be changed. If you have this type of system, the keys shown in this table as the

defaults are the ones you will use. Also, some of the features described here may not be available at your site.

Select **Help** from the menu bar to see a display of the key assignments for your system.

---

**Tip:** You can also start Directory features by clicking icons on the tool bar, or by pulling down a menu and choosing an option.

## Summary of Directory Window Keys

Function	Key	Description
Add	INSERT	Lets you add a new directory entry.
Dial	ENTER	<p>Dials the number associated with the current directory entry, if TeleDirectory is interfaced to your telephone system.</p> <p>If your current directory has multiple dial phone numbers, pressing ENTER displays the Select Dial Number menu.</p> <p>Pressing ENTER dials a number from a configured alternate directory if (1) the dial phone number field in the current entry contains a plus sign (+), or (2) the current entry has no dial phone number.</p> <p>If the current entry contains an at sign (@), pressing ENTER displays the entry's second page.</p>
Dial	alternate F5 (default)	<p>Dials the telephone number from an alternate directory linked to your current directory, if TeleDirectory is interfaced to your telephone system. This key is active only if your directories are configured for this feature.</p> <p>If the alternate directory has multiple dial phone numbers, pressing [Dial Alternate] displays the Select Dial Number menu.</p> <p>If you are on a SmartSearch schedule, pressing this key highlights the entry configured for the current date and time.</p>
Exit	ESC or CTRL+Z	Presents a confirmation message, then closes the Directory application and returns you to the Main Menu.
Field names	F10 (default)	Displays names and sizes for the fields in the Directory window.

Function	Key	Description
Filter	CTRL+F2 (default)	Lets you view only those entries that match the name or other field value(s) you specify.
Find	ALT+F2 (default)	Searches for the first entry that starts with the characters you type.
Help	F1	Displays help text.
Move down	↓	Moves the cursor down one line.
Move to end	END	Displays the last page of entries, putting the cursor on the last entry.
Move to top	HOME	Displays the first page of entries, putting the cursor on the first entry.
Move up	↑	Moves the cursor up one line.
Page down	PAGE DOWN	Displays the next page of entries.
Page up	PAGE UP	Displays the previous page of entries.
Shift field left	→	Shifts all fields one column to the left.
Shift field right	←	Shifts all fields one column to the right. is usable only after is used.
Shift page left	TAB	Shifts all fields one page to the left.
Shift page right	SHIFT+TAB	Shifts all fields one page to the right. SHIFT+TAB is usable only after TAB is pressed.
Sort	F9 (default)	Lets you change the sort order of directory entries.
Telephone operations	SHIFT+F10 (default)	Moves to the Telephone window and lets you select a key or press F1 to display a list of access keys.
Text search	F2 (default)	Finds the next entry that contains a specific displayed string of text anywhere in the entry.
Update	CTRL+U	Lets you update (change) the current directory entry.
View	vertical F6 (default)	Lets the current entry's fields vertically (top-down). The list may include non-displayed fields.

Table 2: Summary of Directory Window Keys

## Pressing Two Keys Simultaneously

If a function requires you to press two keys, they are shown in this manual with a plus sign between them (for example, **CTRL+U**). Press the two keys as follows:

1. Press and hold down the first key.
2. Press the second key.
3. Let go of both keys.

## Using the Keyboard

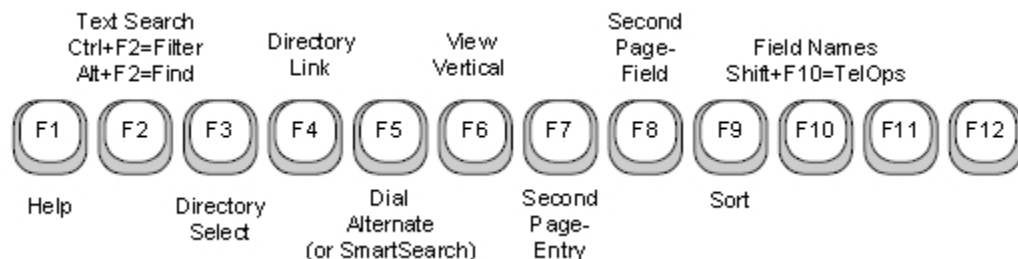
This section describes the following:

- How to use a standard PC keyboard to access TeleDirectory features.
- How to use the PC keyboard to access line and feature keys on your telephone.

### Using a PC Keyboard

- The key names on your keyboard may be slightly different from those shown in this book. For example, your INSERT key might be called Ins.
- If you want to use the INSERT and DELETE keys on the numeric keypad, make sure the NUM LOCK key is turned off. (NUM LOCK is normally on so you can dial from the keypad.) You may find it easier to use the INSERT and DELETE keys located to the left of the keypad.
- The function key assignments shown here are the defaults. Your system administrator may choose different function keys for your console. The only function key that cannot be changed is F1 (Help).

Your function keys (F1 through F12) appear across the top of the keyboard. The following diagram shows the default use of each function key while using TeleDirectory.



## Accessing Telephone Keys from the PC

You can press keys on the PC keyboard to access the keys on your telephone.

To access this telephone key...	Press this PC key...
Any line or feature key	The “access key” defined using the <b>Telephone Configuration</b> option in Administration. Your administrator should give you a list of your access keys. To display the list on the screen, press the [Telephone Operations] key, then press F1 twice.
Any number on the dial pad	The same number key on the numeric keypad. Your system administrator can configure the console’s keypad to work like a telephone keypad (reversing the 1-2-3 and 7-8-9 rows).
*	* on the numeric keypad.
#	/ on the numeric keypad.
RELEASE (RIs)	ENTER on the numeric keypad.
HOLD	– on the numeric keypad.
HANDSFREE, MUTE, VOLUME, PROGRAM KEY (TD/M only)	Not available. Use the telephone keys.
MENU, DIR, PREV, NEXT, VOLUME, MUTE, REDIAL, SPEAKER, and EXIT (TD/I only)	Not available. Use the telephone keys.
The highest priority, longest ringing or alerting line key (TD/M or TD/I) or the ringing loop key (TD/MC)	+ on the numeric keypad.

Table 3: Using PC Keys to Select Telephone Keys

**Tip:** To use the numeric keypad keys, first turn NUM LOCK on. If NUM LOCK is off, press the SHIFT key when you press the numbers on the numeric keypad key.

In some cases, TeleDirectory cannot process any telephone keys. For example, this happens if you are on a menu or editing a directory entry. You must exit from the menu or editing window and return to the Directory window to use these keys.

# Using Directory Features

TeleDirectory is a software application for managing call directories. This chapter describes the key features of TeleDirectory and provides the instructions for using those features.

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**Tip:** Some TeleDirectory functions have a three-minute time-out. This means that if you do not press a key for three minutes, your current screen is cancelled. To avoid losing any of your work, try not to leave your console unattended when you are in the middle of a function.

## Tips for Using TeleDirectory Features

Most features in TeleDirectory can be accessed in more than one way.

The methods you choose will depend on whether you prefer to use the keyboard or the computer mouse. You can switch between methods — for example, use the keyboard for some features and the mouse for others.

To do this...	Using the keyboard...	Using the mouse...
Select a displayed button or option.	Type the underlined letter.	Click the button or option once.
Start a TeleDirectory feature quickly.	Press the key or key sequence defined for your console. To see a list of these keys, press F1 (Help) in the TeleDirectory window.	Click the feature's icon on the tool bar.
Use an option on the menu bar.	Press ALT, then type the underlined letter of the menu you want.	Pull down the menu and click the option once.

## Finding Directory Entries

This section describes the features that help you find the entry you want in the Directory window. It covers the following procedures:

- Scrolling through the directory
- Finding an entry
- Filtering directory entries
- Finding an entry phonetically
- Searching for text
- Editing Find window text

The **Find Call Party** feature is also available to find the entry in the Directory window of the current call displayed in the Telephone window.

## Scrolling Through the Directory

You can scroll (page) through a directory using the scroll bar. You can also use the keyboard as follows:

To do this...	Press this key...
Move the cursor down one line.	↓
Move the cursor up one line.	↑
See the first page of directory entries.	HOME
See the last page of directory entries.	END
See the next page of directory entries.	PAGE DOWN
See the previous page of directory entries.	PAGE UP

*Table 4: Keyboard Commands for Scrolling Through the Directory*

If you are on the last entry of the window, pressing the down arrow key scrolls the entries up. If you are at the end of the directory, the down arrow key has no effect.

If you are on the first entry of the window, pressing the up arrow key goes back one page, with the cursor positioned in the middle of the page. If you are at the top of the directory, the up arrow key has no effect.

## Finding a Directory Entry

The Find feature lets you quickly locate an entry that starts with certain text. This is usually much faster than scrolling to an entry using the arrow and page keys.

What you type to find an entry depends on how the directory is sorted. If the directory is sorted by name, for example, type the beginning of the name you want. If the directory is sorted by department, type the beginning of the department you want. Check the Directory window's title to see how the list is sorted.

**To start the Find feature**

- Press the [Find] key.  
Or:
- Go to the Database menu and select **Find**.

**To find a specific entry (field searches)**

1. Start the **Find** feature as described above. Skip this step if your directory is set up to start the Find feature automatically when you start typing.
2. Type the beginning characters of the entry you want to find. In general, the more characters you type, the closer you will get to the desired entry.
3. Press ENTER or click **OK**. TeleDirectory will scroll to the first Directory entry that matches or exceeds your entry.

**To find a specific entry (character searches)**

1. Start the **Find** feature as described above. Skip this step if your directory is set up to start the Find feature automatically when you start typing.
2. Type the beginning characters of the entry you want to find. Keep typing (up to 20 characters total) until you get to the entry you want.
3. When you find the correct Directory entry, press ENTER or click **OK** to remove the Search window.

When you start the Find feature, the Search window appears. The window shows the last text you searched for and the name of the field you are searching on.



To search for the same text again, simply click **OK**. If you start typing, the old text is erased. If you wish to edit the old text instead of replacing it entirely, use the left and right arrow keys, the BACKSPACE key, or the HOME and END keys. The field is not case sensitive.

**If Find Is Your Directory's Default Search Mode**

Your system administrator may configure one or more of your directories so that you can simply type to start the Find feature. The Search window appears as soon as you type a character.

If you want to repeat your last search or edit your previous search text, press the [Find] key or select the **Find** option instead of just typing the string you want to find. This brings up the Search window with your last entry displayed.

Note that you can type spaces in the Search window. If you press the space bar to display the window, the space will be entered as the first character in your search string. Unless the entry you want actually starts with a space, press BACKSPACE to delete it. To avoid this problem, type the first character of your search string (instead of a space) to access the Search window.

### **Field vs. Character Searches**

There are two ways a search can be performed: by field and by character. How your console works depends on how your system administrator has set it up.

#### **Field Searches**

If your console is set up for field searches, the search starts when you press ENTER or click **OK** in the Search window.

#### **Character Searches**

If your console is set up for character searches, the search starts as soon as you type one character. For example, assume you are looking for STEVENS. As soon as you type **S**, the display scrolls to the S section of the Directory. When you type **T**, the display jumps to the first entry that starts with ST. With each character you type, you get closer to the entry you want. Character searches are useful in that you can stop typing as soon as you see the entry you want. Character searches may not be available at your site.

After you press ENTER (field searches) or type a character (character searches), TeleDirectory scrolls to the first directory entry in which the active index field is greater than or equal to the text you entered. A page of directory entries containing the located entry is displayed with the cursor on that entry about one-third of the way down the page.

### **Configuring the Character Search Feature**

By default, consoles are set up for field searches. To enable character searches, use the **Console Parameters** option in **Administration**.

During a character search, TeleDirectory waits three-tenths (0.3) of a second after each keystroke before moving to the closest entry in the directory. If, for example, you type three characters quickly and then pause, TeleDirectory does not scroll until the pause. This helps prevent unnecessary repositioning in the directory.

If you want to change this time-out, add the following line to your TDNS.INI file:

```
FindTimeout=<number of seconds>
```

For example, `FindTimeout=.5` would change the time-out to one-half second.

## Using the Copy Word Key to Find an Entry

You can use the Copy Word key (`ALT+→`) to help reduce the number of keystrokes required to find entries in large directories. Pressing `ALT+→` copies a word from the sort field of the current directory entry into the Search window.

For example, assume your directory is sorted by name and you are using field searches. A caller asks for Eldrick WOODS. You search for WOODS ELDRICK, but cannot find it. Now you want to try WOODS TIGER. There are over a hundred Woods in your directory, so using the PAGE and arrow keys to move between ELDRICK and TIGER is not efficient. Instead you can press `ALT+→`. This brings up the Search window with the word WOODS already filled in and followed by a space. All you need to do is type T or TI, then press ENTER.

If you are using character searches, `ALT+→` can be even more efficient. A caller asks for Sandra Anderson. As soon as you type AND, the directory cursor is positioned at the first ANDERSON. Instead of typing the rest of ANDERSON, you can press `ALT+→` to automatically complete the word ANDERSON and the following space.

To reduce the number of keystrokes even more, you can put `ALT+→` in a macro. This is done using the **Macros** option in Administration.

When pressed in the Directory window, `ALT+→` brings up the Search window and copies the first word from the sort field of the current directory entry into the Search window. The copied text also includes the word terminator. The word terminator is the first space, comma, or comma and space that follows the word.

When pressed in the Search window, `ALT+→` compares the current contents of the Search window with the contents of the sort field of the current directory entry. If they match exactly up to the end of the search text, the next word and word terminator are copied from the directory sort field to the Search window. As long as the search text and directory sort field match, each time you press `ALT+→`, the next word is copied.

Note that `ALT+→` operates on the current sort field. For example, if your directory is currently sorted by Name, `ALT+→` copies each word from the Name field. If your directory is currently sorted by Department, `ALT+→` copies each word from the Department field.

## Using Other Types of Searches

The type of search described on the previous pages is called an indexed search, because you are searching on the field by which the directory is indexed (sorted). If you want to search on a different indexed field, first select the new sort sequence using the Sort feature (or by double-clicking the column heading), then do the search. If you want to search on a non-indexed field, use the **Text Search** feature; see *Searching For Text* on page 25 for more information. Indexed searches are faster than text searches.

Sometimes, you may not know exactly how an entry is spelled. If you know the starting letters, you can probably get close enough to find the entry anyway. If you can't find the entry you want, you may be able to use a special type of search that looks for entries that sound like your entry, even if they are spelled differently. This is called a "phonetic" search.

### To edit your search text

- See *Editing Find Window Text* on page 28 in this chapter.

### To cancel your search

- Press ESC.

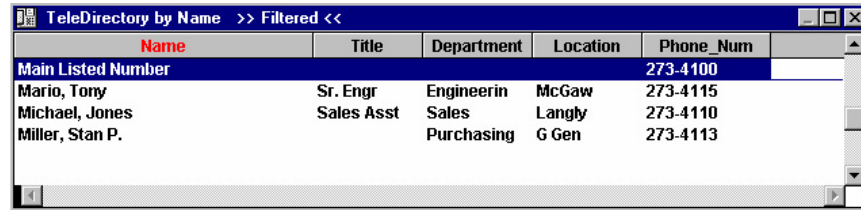
## Filtering Directory Entries

The Filter feature lets you limit a directory display to include only entries that contain certain values in certain fields. For example, you may wish to see only entries in the Purchasing department, or only those whose name starts with M.

You can enter more than one filter at the same time. If you do, all of the values you enter must match in order for an entry to appear in the filtered directory. For example, if you type **M** for the name field and **Purchasing** for the department field, the directory will list only those entries in the Purchasing department whose names start with M.

If you enter more than one filter character for a field, all must match for the entry to appear. For example, assume you enter **Smith** for the name field. Users named Smith or Smithson would be displayed, but users named Smyth would not. Similarly, you could enter **Sm** to see all entries in which the name starts with Sm.

After you enter your filters, the Directory window returns with only the filtered entries displayed. The title of directory window indicates that a filter is active. For example, if you enter M as the filter for the name field, only the users that start with M are displayed:



Name	Title	Department	Location	Phone_Num
Main Listed Number				273-4100
Mario, Tony	Sr. Engr	Engineerin	McGaw	273-4115
Michael, Jones	Sales Asst	Sales	Langly	273-4110
Miller, Stan P.		Purchasing	G Gen	273-4113

When a filter is active, you can use any of the other Directory functions, such as paging up and down, finding entries, and changing the sort order. These functions operate only on the filtered entries. If you switch directories, your filter specifications are saved and are restored when you return to the original directory.

The filter feature is not provided by some TeleDirectory systems.

By default, there are two types of filters: fast and full. Press the [Filter] key once to access the Fast Filter window.

Press [Filter] twice to access the Full Filter window. If you want to only use the Full Filter mode, you may disable Fast Filter by adding the following line to your TDNS.INI file:

```
FullFilter=True
```

You may use the keywords EMPTY or NOT EMPTY in a filter field to select only those entries that do not contain data (empty) or only those that contain data (not empty). These keywords apply to Fast and Full filters, not to phonetic searches.

## Using Fast Filter

The Fast Filter feature helps you process calls quickly. To reach the Fast Filter window, press the [Filter] key, pull down the Database menu and select **Record Filter**, or click the Filter icon on the tool bar.



TeleDirectory Filter Window

Enter filter:

OK Cancel

Clear Full Filter

In the Fast Filter window, you can enter multiple filter values separated by commas. The values must be entered in the same order as they appear in the Full Filter window (described on the next page). If you want to skip a field, you must type a separator comma for each field you want to skip.

For example, assume the fields listed in your Full Filter window are **Name**, **Title**, **Dept**, **Location**, and **PhoneNum**.

To see only those entries where the last name begins with BALL and the department begins with MA, you would type **BALL,,MA**. To see only those entries where the last name begins with PAT and the phone number begins with 71, you would type **PAT,,,,71**.

If you enter a filter that finds no entries, the filter window stays on the screen so you can change or clear the filter.

From the Fast Filter window, you can clear the filter by doing any of the following:

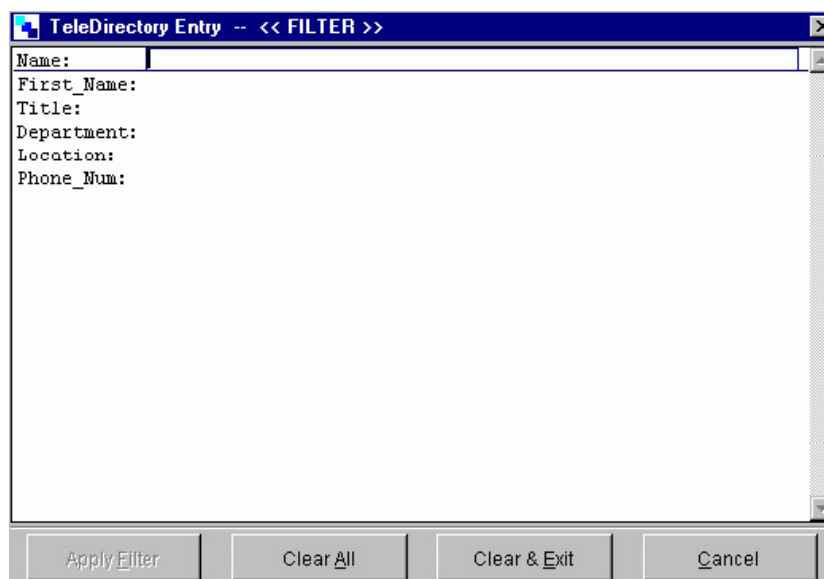
- Erase the entry or replace it with a single comma, then press ENTER.
- Press CTRL+C.
- Click the **Clear** button.

## Using Full Filter

The Full Filter feature provides some additional features not available with Fast Filter.

### To reach the Full Filter window

Press the [Filter] key twice, or select Full Filter from the Filter window.



The Full Filter window lists all fields in your current directory that are defined as indexed and selectable. These are the same fields you can use to sort the directory. If you typed any entries in the Fast Filter window, they are copied into the Full Filter window.

### To complete the window

Type a value in one or more fields, then press ENTER or click **Apply Filter**.

### To enter values in the Directory window

Each time you move the cursor to a new field, the entire field is selected for editing. If you begin typing, the previous contents of the field are erased. If you press END or the right arrow key, you can edit the previous contents of the field.

### To clear a single field

Move to the field and press the space bar.

### To clear all the Directory fields

Click the **Clear All** button or type ALT+A.

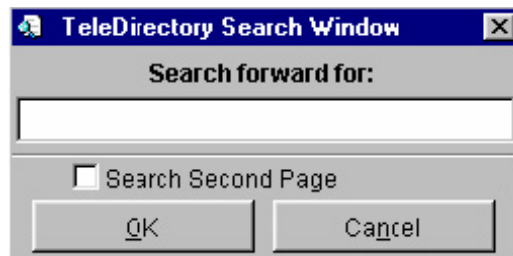
### To clear the fields and exit from the Filter screen

Click the **Clear & Exit** button or type ALT+E. If you wish to cancel the operation, click **Cancel** or type ALT+C.

## Searching For Text

Sometimes, you may wish to find an entry that contains certain data in one of its fields. This is called a text search. You specify the text you want to find, and TeleDirectory locates the next entry that contains that text anywhere in the entry. The text can be in any field or could even be spread across adjacent fields.

To use **Text Search**, press the [Text Search] key and type the characters (letters, numbers, or symbols) you are looking for, then press ENTER.



Second pages are not supported at this time.

Your search string can include spaces. The field is not case sensitive, so you can type in either upper- or lowercase. TeleDirectory searches forward from your current position in the directory until it finds the text or reaches the end of the directory. If you want to search the section of the directory in *front* of your current position, press the HOME key to move to the top of the directory before starting the search.

When you start a text search, the default search text is the last text you searched for. To search for this text again, simply press ENTER. If you begin typing, the old text is erased. If you wish to edit the old text instead of replacing it entirely, use the left and right arrow keys, the BACKSPACE key, or the HOME and END keys.

If the search text is not found between your starting point and the end of the directory, **Text not found** appears. If you started searching in the middle of the directory, you may want to press HOME to move to the top, then repeat the search.

Note the following points about text searches:

- They are most useful in sequential (non-indexed) directories.
- You can search on displayed fields only.
- You can search for text that spans across displayed fields. Make sure you include the spaces that appear between the columns. Basically, enter the string exactly as it appears in the window.
- If the text you are searching for is at the beginning of the field by which the directory is sorted, you may be able to find that entry more quickly with the Find feature. See *Finding a Directory Entry* on page 18 for details.
- Text searches are relatively slow, especially if your directory is very large. If you know approximately where the entry with the search text is, do an indexed search first (with the Find feature) to get close, then do the text search.
- A text search may take many seconds if a large number of directory entries must be searched before finding or not finding the text you enter. If you want to cancel a long search, press ESC.

Some models of the TeleDirectory system do not provide the text search feature.

### **If Text Search is Your Directory's Default Search Mode**

Your system administrator may configure one or more of your directories so that you do not have to press the [Text Search] key to start your search. Instead, you simply start typing text. The Text Search window appears as soon as you type a character.

If you want to repeat your last search or edit your previous search text, press the [**Text Search**] key instead of just typing the string you want to find. This brings up the Text Search window with your last entry displayed.

Note that you can type spaces in the Text Search window. If you press the space bar to display the window, the space will be entered as the first character in your search string. Unless the entry you want actually starts with a space, press BACKSPACE to delete it. To avoid this problem, type the first character of your search string (instead of a space) to access the Text Search window.

### **To start the Text Search feature**

Do one of the following:

- Press the [**Text Search**] key.
- Pull down the Database menu and select **Text Search**.
- Click the **Text Search** icon on the tool bar.

### **To search for specific text**

1. If you want the search to start at the top of the directory (instead of your current location), press HOME.
2. Start the **Text Search** feature as described above. Skip this step if your directory is set up to start the **Text Search** feature automatically when you start typing.
3. Type the text you want to find.
4. The directory scrolls to the first entry that contains the search string. If you want to find the next entry that contains the same string, start the **Text Search** feature again, then click **OK**.

### **To edit your search text**

- See the *Editing Find Window Text* section below.

### **To cancel a search**

- Click **Cancel**.

## Editing Find Window Text

TeleDirectory has three types of Find windows: the Search window (for indexed searches), the **Text Search** window, and the Fast Filter window. Each window lets you type up to 20 characters of text.

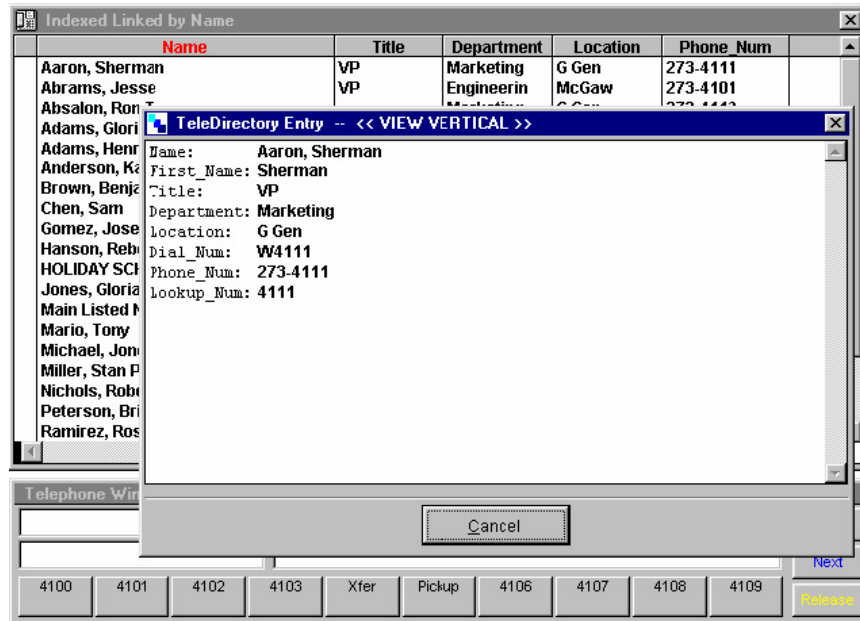
The following editing keys can be used in any Search or Filter window:

Key	Action
↑	Terminates the entry.
→	Moves right one character.
←	Moves left one character.
↓	Terminates the entry.
ALT+C	Clears the current text and terminates the entry.
BACKSPACE	Deletes the character to the left of the cursor.
CTRL+→	Moves forward one word.
CTRL+←	Moves backward one word.
CTRL+D	Clears the current text.
CTRL+END	Clears the text from the cursor to the end of the text.
DELETE	Deletes the character under the cursor.
END	Moves to the end of the text.
ENTER	Terminates the entry.
ESC	Cancel the find window.
HOME	Moves to the beginning of the text.
INSERT	Toggles between insert mode and type-over mode.
PGDN	Terminates the entry.
PGUP	Terminates the entry.

Table 5: Editing Keys

## Viewing Fields Vertically

The View Vertical option lists an entry's fields vertically (top-down) instead of horizontally (left-to-right). This is especially useful if your directory has too many fields to fit across your screen.



View Vertical may show fields that do not appear in the Directory window. Such fields, called non-displayed fields, may be defined in a directory but kept hidden from normal view. If your directory contains non-displayed fields, you can see them with the View Vertical key only if your privilege level is sufficiently high.

### To list an entry's fields vertically

1. Highlight the desired entry.
2. Press [View Vertical] or pull down the View menu and select View Vertical.
3. If the display takes more than one page, use the scroll bar or press PAGE DOWN to see the additional fields.
4. When you are ready to return to the Directory window, click **Cancel**. You return automatically if you try to view past the last page of fields.

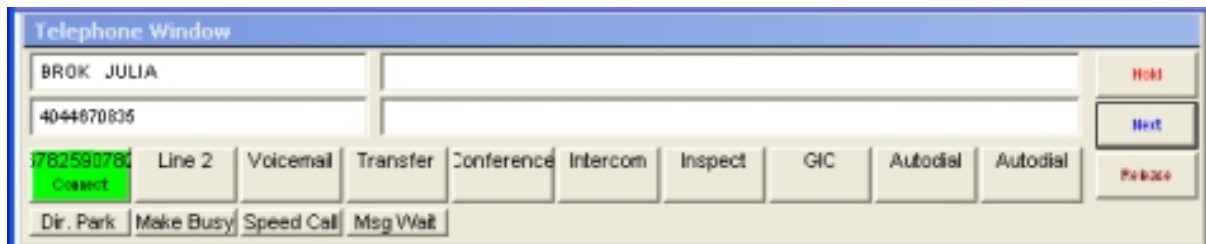
## Handling Calls

This chapter describes how to manage incoming calls using the TeleDirectory Directory window and Telephone window.

The NUM LOCK key must be on for the PC keyboard to be used as a dial pad.

### Answering a Call

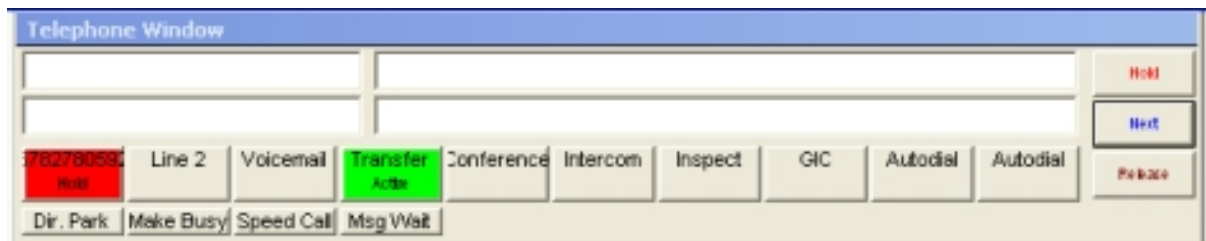
When you receive a call, the caller information appears in the Telephone Window.



- Press or click the **Next** button on the Telephone Window. You can now transfer the call using the Dial Pad or the Directory as described in the following procedures.

### Transferring a Call (Using the Dial Pad)

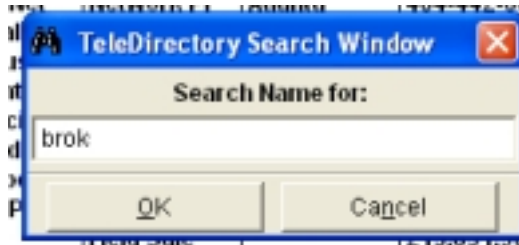
1. Press TRANSFER or click the **Transfer** button in the Telephone Window.



2. Dial the number.
3. Press TRANSFER or click the **Transfer** button.
4. Press RELEASE or click the **Release** button.

## Transferring a Call (Using the Directory)

1. Type as few letters as needed to find the desired entry in the directory.

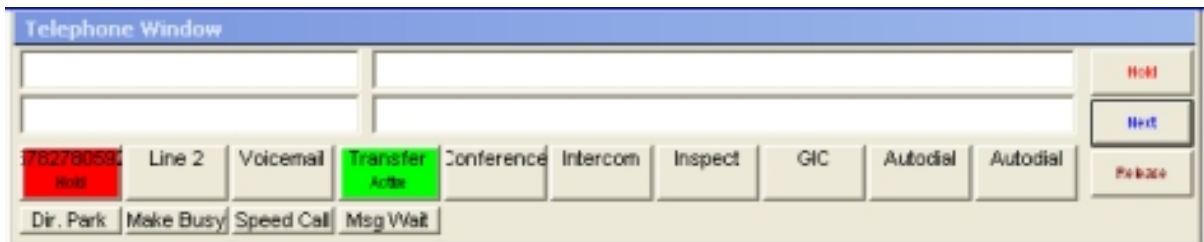


2. Press ENTER or click **OK** to start the search and close the Search window.

Name	Title	Department	Location	OfficePhon	Fax	Alterna
Bolarinwa, Akin	Developer	Corporate	Atlanta -	678.954.6638		
Boyd, Patricia M	CC	Field Ops	Atlanta -	404.442.0109	404-442-0326	770 35
Boyt, James C	Systems Ad	IT	Atlanta -	404.442.6280	404.812.7878	678.23
Bradford, James	Technician	Field Ops	Atlanta -	770.551.0068	770.551.6010	404.42
Brady, Robin R	Mgr, Regio	STS Field	Dallas	972.506.6072	404.812.7853	214.72
Bray, Lillie	Care Speci	STS Field	Atlanta -	404.442.0128	404.442.0061	
Brent, Toraine	Mgr, Branc	Field Ops	NYC Area	646.415.0713	212.867.7510	646.89
Bridges, Thomas	Eng.	Network En	Atlanta -	404.442.6099		
Bridger, Chris	Senior Net	Network PI	Atlanta	404-442-5800		
<b>Brok, Rich</b>	<b>Mgr, Value</b>	<b>Marketing</b>	<b>Atlanta -</b>	<b>404.442.0000</b>	<b>94159012233</b>	<b>404.48</b>
Brown, Ian	EVP, Busin	Executive	DC	404.368.2916	404.812.7820	
Brown, Jerrie L	Accountant	Finance &	Atlanta -	404.442.0739	404.442.0339	
Brown, Robert A	Technician	Field Ops	Houston	713.851.9028	281.874.2198	832.81
Brown, Steven	Sr. Produc	Marketing	Atlanta	404.442.0020		
Browne, Trevor O	Mgr, Opera	Field Ops	Boston	617.442.0026	404.442.0391	617.46
Butler, Debra	Circuit Pr	Network En	Atlanta -	404.442.0269	(404) 442-0389	
Byers, Barak	SAE II	Field Sale		215.965.2999		215-27
Caffey, Michelle	Accountant	Finance &	Atlanta -	404.442.0051	404.812.7880	

3. Use ↑ or ↓ or PAGE UP or PAGE DOWN to select the correct name if necessary.

4. Press TRANSFER or click the **Transfer** button in the Telephone window.



This opens the Select Dial Number dialog box.



5. Verify that the correct number is selected, and then press ENTER.
6. Press TRANSFER or click the **Transfer** button to transfer the call.

### Returning a Call to the Caller

1. While transferring a call, press RELEASE or click the **Release** button to release a busy signal or wrong number.
2. Press or click the appropriate line key to retrieve the caller.

### Ending a Call

- Press RELEASE or click the **Release** button.

### Holding a Call

- Press HOLD or click the **Hold** key. The line key on Hold will appear in red.

### **Retrieving a Held Call**

- Press or click the appropriate line key, or click **Next** if the held call has timed out.

### **Placing a Call (Using the Keyboard)**

- Select a line key and dial the number.

### **Placing a Call (Using the Directory)**

1. Highlight the directory entry you want to call.
2. Press or click an idle line key.
3. Press ENTER to automatically dial the highlighted number.

### **Sorting a Call**

- Double-click on the title bar of the field you wish to sort. The field name will appear in red. If the field name does not appear in red the field is not sortable.