TWP v4.1

User Guide

Contact and Support

AASTRA Telecom

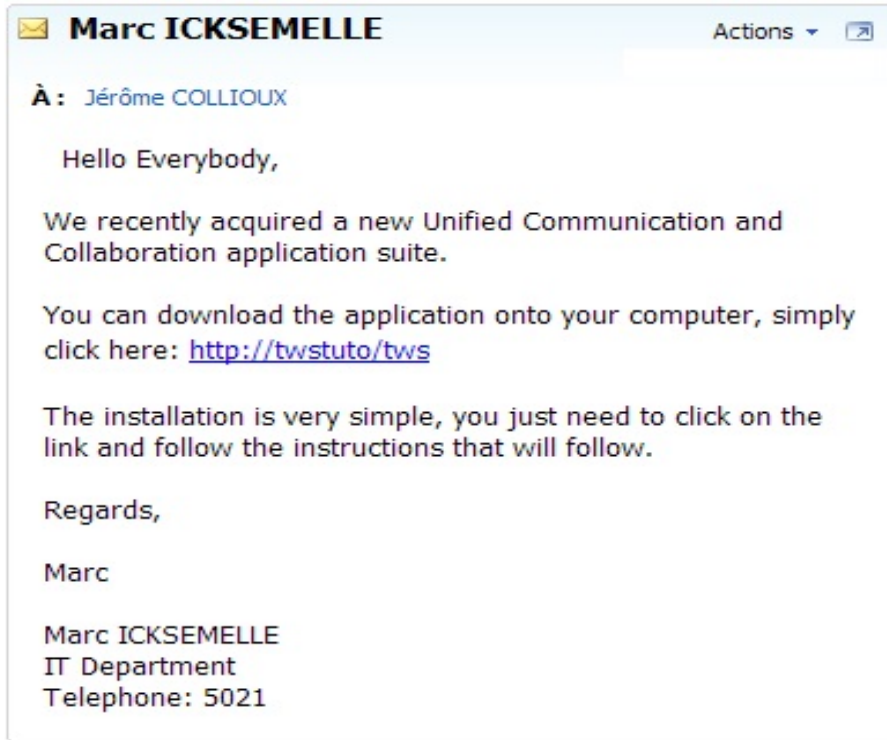**Web:**   http://www.aastra.com

Contents

1 Getting started

1.1 Installation

You will receive an email with a link to access the TWP application.

Click on the link, and a webpage will open. Click on "Start TWP Caller".
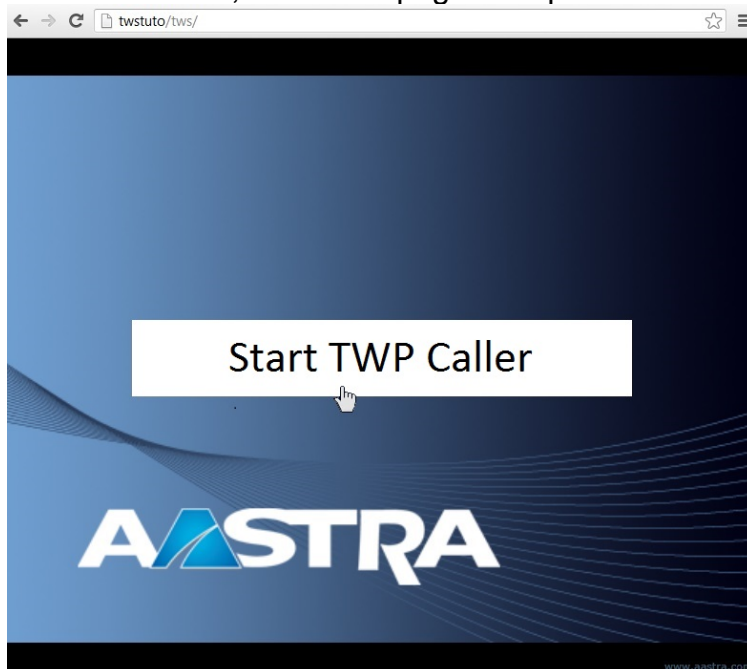
An installation window will then open. Click "Install":
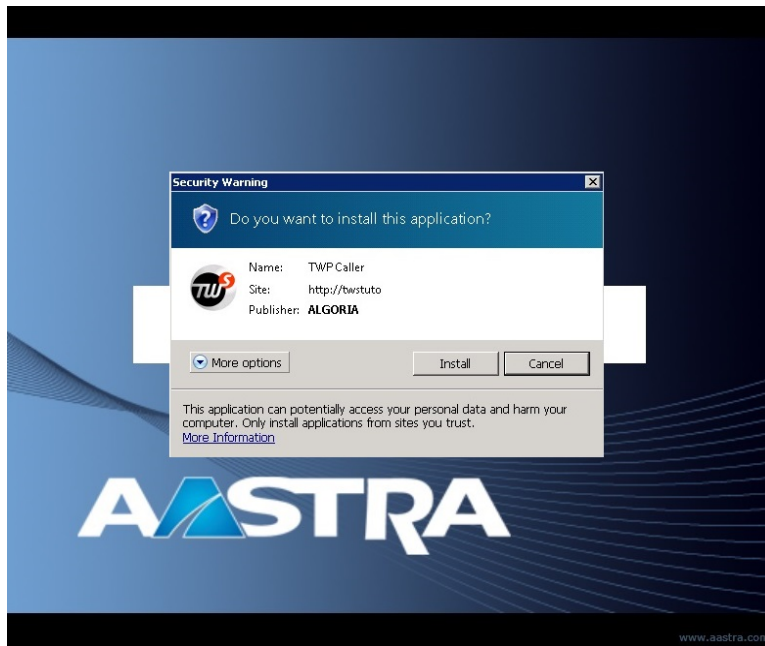
TWP will then automatically open, you then just need to connect with your login details (See your administrator) and your TWP sidebar will show up on the left side of your screen.

1.2 TWP Sidebar description

With default settings enabled, your TWP sidebar will open up on the left of your screen, as shown below:

The sidebar can be broken down into 6 parts:

1. Your status bar,
2. Search bar,
3. Voicemail and conference features,
4. Contacts, call logs and event logs,
5. Shared call queues,
6. Task bar.

1.2.1 Status bar

1. Your avatar
2. Your current profile
3. Your current phone number
4. Your current TWP presence
5. Your user name
6. Pin TWP in front of all other applications
7. Minimize TWP
8. Close TWP

1.2.2 Search bar

You can write a number (and hit enter to call):

Or you can write a name or company name to search for contacts in your directories:

1.2.3 Task bar
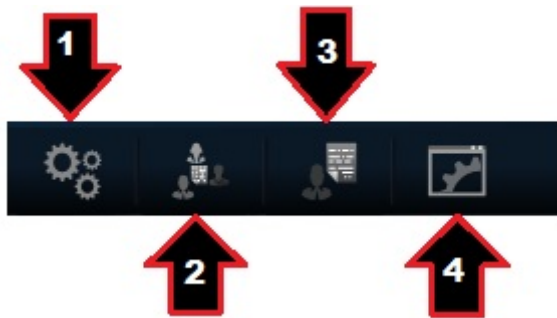
1. Preferences
2. Contacts manager
3. Event log
4. Applications

1.3 Display settings

1.3.1 Choose your avatar

Quick access:

Preferences > General > Avatar

To change your avatar, you first need to go into "Preferences":

Then the "General" menu:
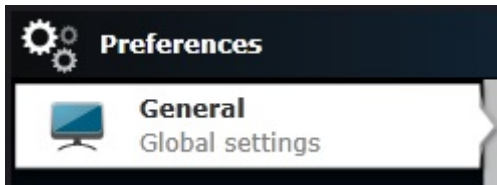
Open the "Avatar" section:
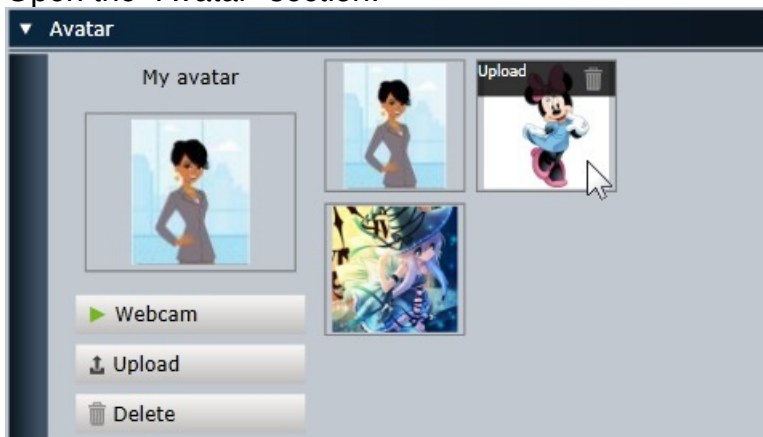
The image to the left under "My Avatar" is your current avatar. The images to the right are ones that you have uploaded and can choose from.
To add more choices you can:
- Take a photo using your webcam;
- Upload a photo that is located on your PC by clicking "Upload"

If you click on the "Delete"' button, you will not delete the image from your list. Your avatar will simply return to the default avatar:

To delete an image completely, you must hover over the image and click on the bin icon that will appear.

1.3.2 Choose the application's content size

Quick access:

Preferences > General > Display > Content size

To change your content size, you first need to go into "Preferences":

Then the "General" menu:
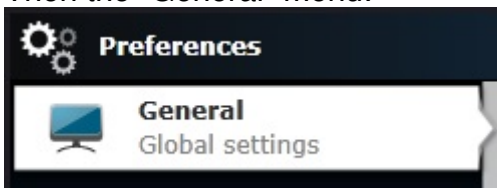
Open the "Display" section and choose the content size that you want:
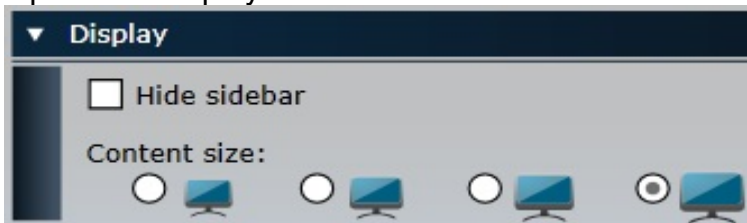
1.3.3 Hide the TWP sidebar

Quick access:

Preferences > General > Display > Hide automatically

Hiding the TWP sidebar will not close it. The bar will be hidden on one of the sides of your desktop, and easily accessible by moving your mouse towards that side of your screen. The TWP sidebar will hide again 3 seconds after you move your mouse away from it, and your conversation windows and chat invitations will still pop up on your screen.

To hide the bar, you first need to go into "Preferences":
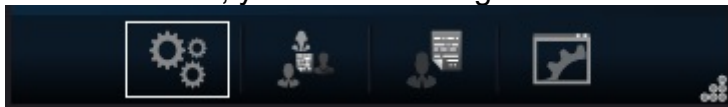
Then the "General" tab:
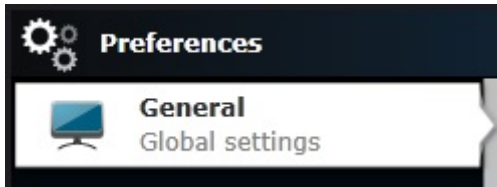
Open the "Display" tab, and tick the "Hide automatically" box:
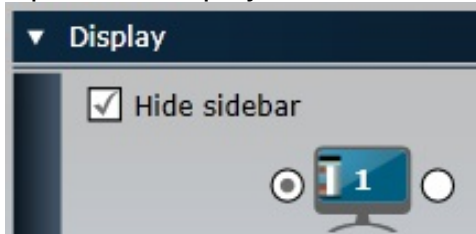
You can then choose whether TWP will hide on the left or right of your screen.

1.3.4 Choose the language

Quick access:

Preferences > General > Language > Choose my language

You can change the application's language. Simply go into "Preferences":

Then the "General" menu:
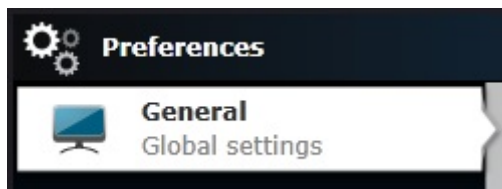
Open the "Language" section and choose the language you want:
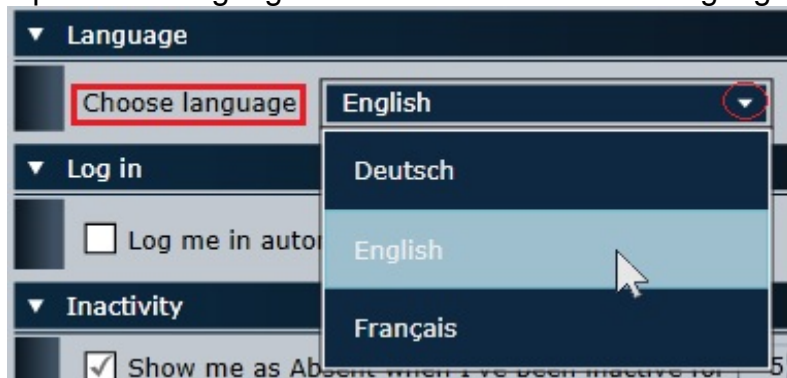
1.3.5 Pin a window

Every TWP window can be pinned to stay in front of other applications. Any other application (Word, Excel, Chrome, etc.) that is opened will not cover the pinned TWP windows, regardless of which window is actively selected and used.
To pin a window, simply click on the pin button on the top right of the window:

This is an unpinned window:

This is a pinned window:

1.4 Contacts

Your contact lists will appear in the main area in the sidebar. This part of the application is generally empty the first time you use the application. The following chapters in this guide will help you create your first contacts and contact lists. Each contact in your list(s) will have their name, company, current presence status and avatar displayed:
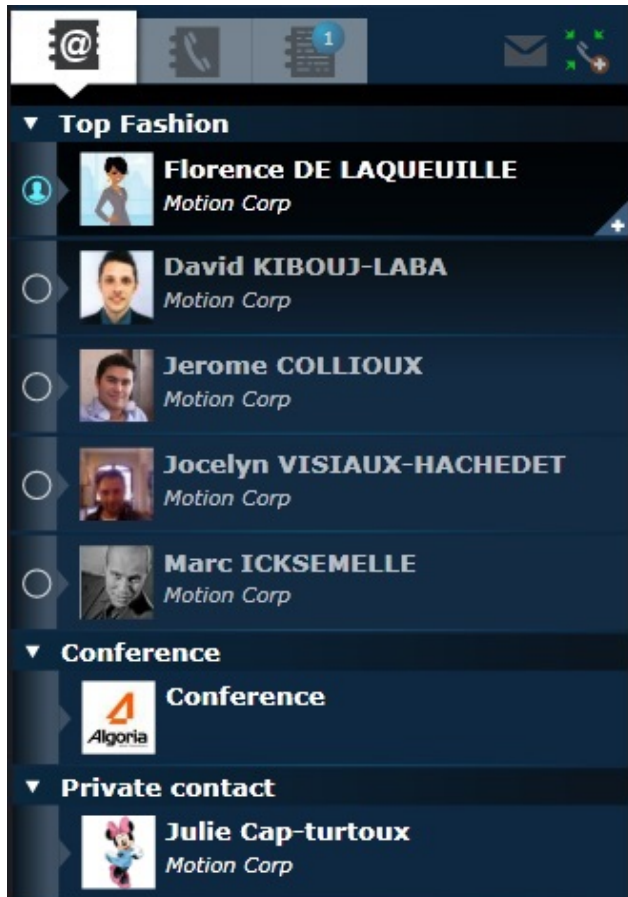
When you hover over a contact, certain icons appear that can be clicked:

1. Open the contact's event log.
2. Send an Instant Message to the contact (only valid for contacts that are online)
3. Open the contact's "infocard" ("infocard" is the term used for the extended

view of a contact's ID which also offers extended communication options)

1.4.1 Create a contact

Quick access:

Contacts Manager > Create a contact

TWP lets you create private contacts. To do so, first go into the "Contacts Manager" menu:

Once the menu is open, click on the "Create a TWP contact" button:
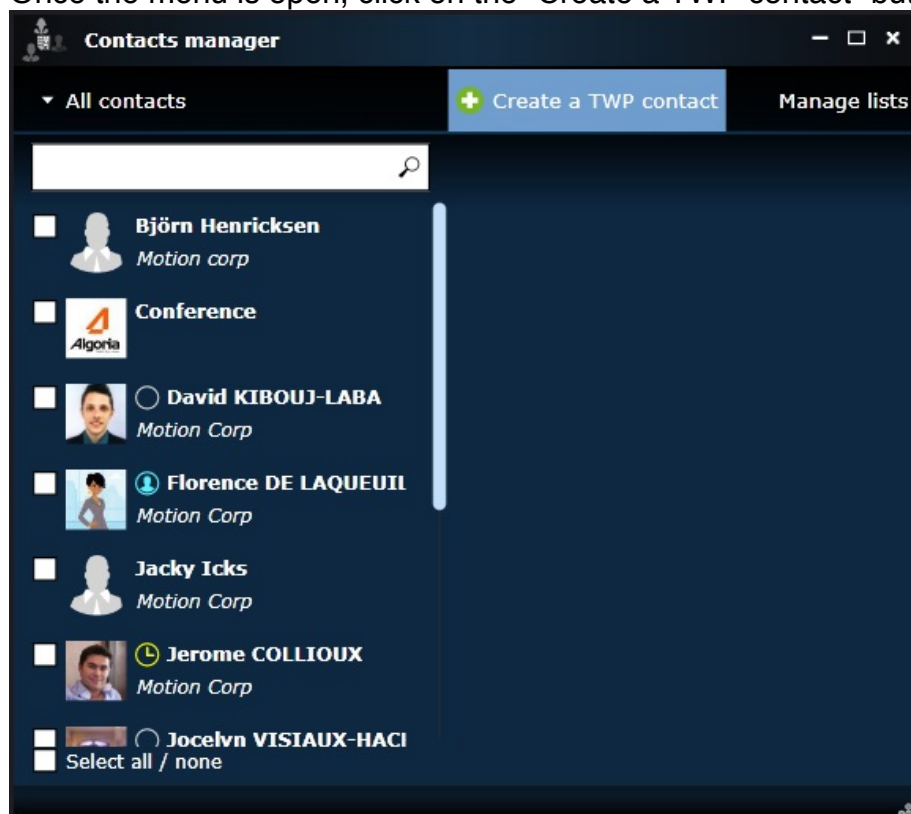
Then add all the usual contact details (first name, surname, company name, phone number, email address). You can add more specific information too (such as an internet webpage or any other relative information), just click on the green "+".

> **Please note:** Don't forget to **save** your new contact.

The contact is then saved. You can always return and modify a contact (1) or even delete the contact (2). The contact will automatically be added to the "Private Directory" (3), and is thus a private TWP contact that only you will be able to visualize. You can add this contact to a list by clicking "Choose lists" (4).

Once a contact is in a list that is added to your TWP sidebar, you can see their information by clicking on the "+":

1.4.2 Create a contact list

You can create a new contact list by going into the Contacts Manager menu:
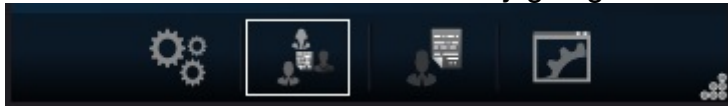
Click on the "Manage lists" button:
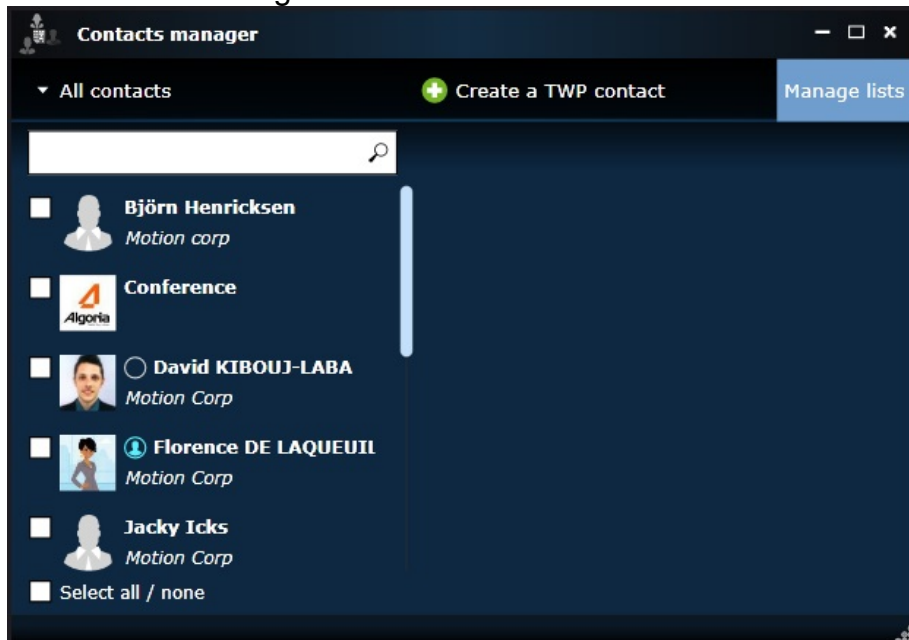
A window will open showing you your current lists. Click on the green "+" to create a new list:
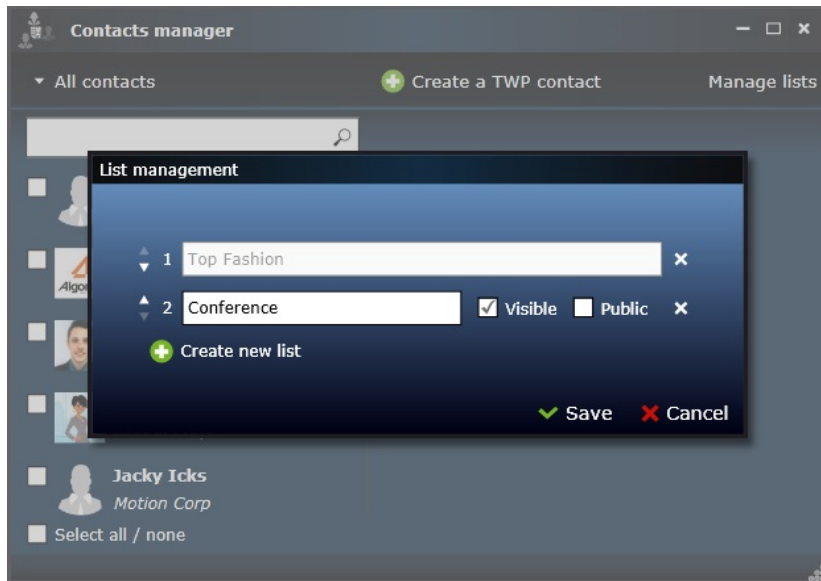
Once the list is created, add a name for the list and choose whether you want the list to be visible or not (in your TWP Sidebar) and whether you want the list to be public or not (your colleagues will be able to see and add your list to their TWP Sidebar). If you create a public list with your private contacts, they will not show up in their version of your contacts list.
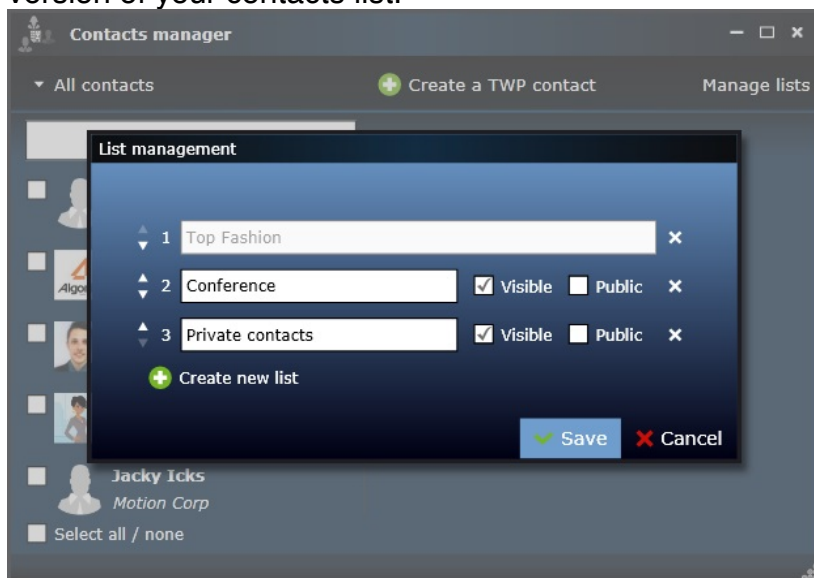
1.4.3 Add contacts to a list

Quick access:

Contacts Manager > Select contacts > Add in lists > Select list

To add a contact to a list, first click on the "Contacts Manager" list:
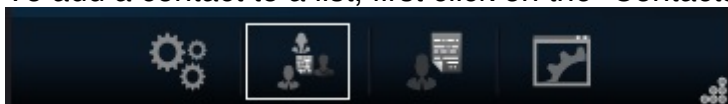
Search and select the contacts, and click on the "Add in lists" button on the right:
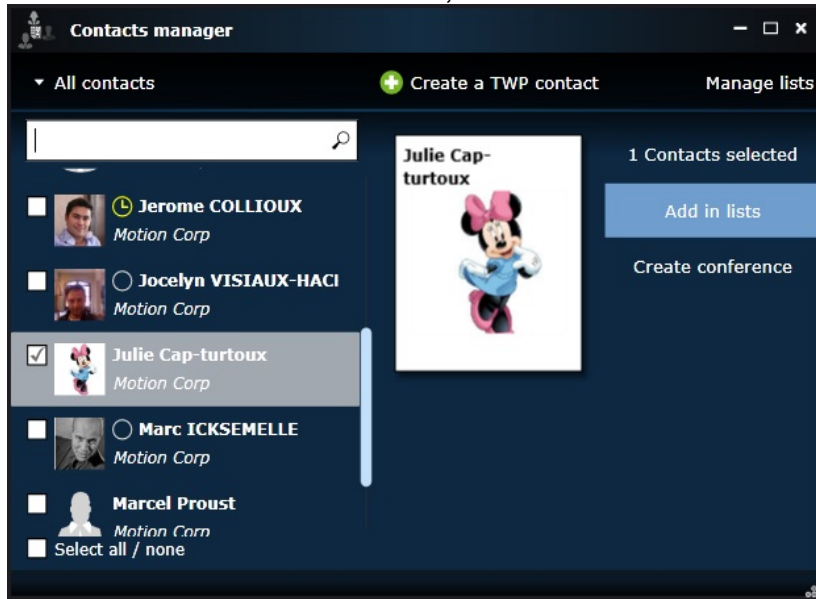
You then simply select the lists to add the contact(s) to. You can add contacts to several lists at the same time if need be:
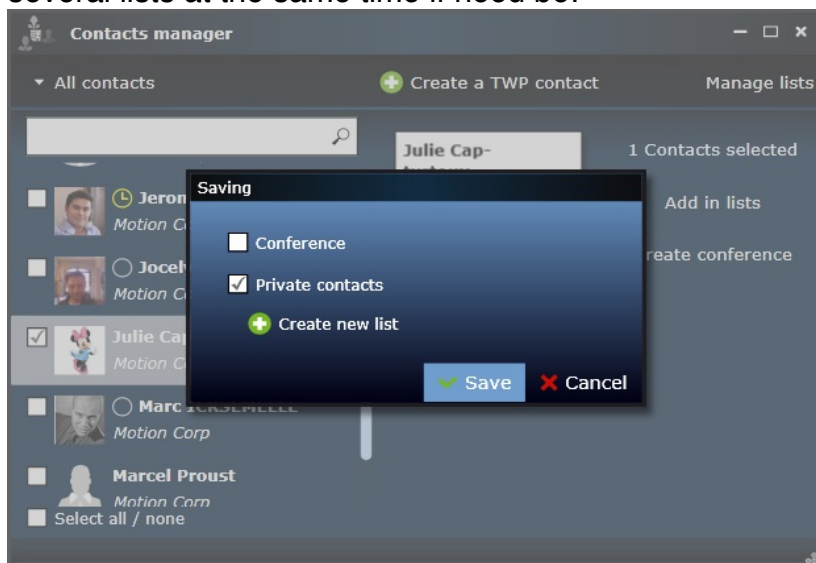
1.4.4 Organise your contact lists

To organise your contact lists, first click on the "Contacts Manager" list:
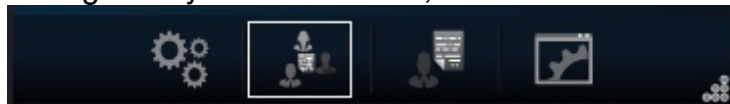
Then click on the "Manage lists" button in the top right:
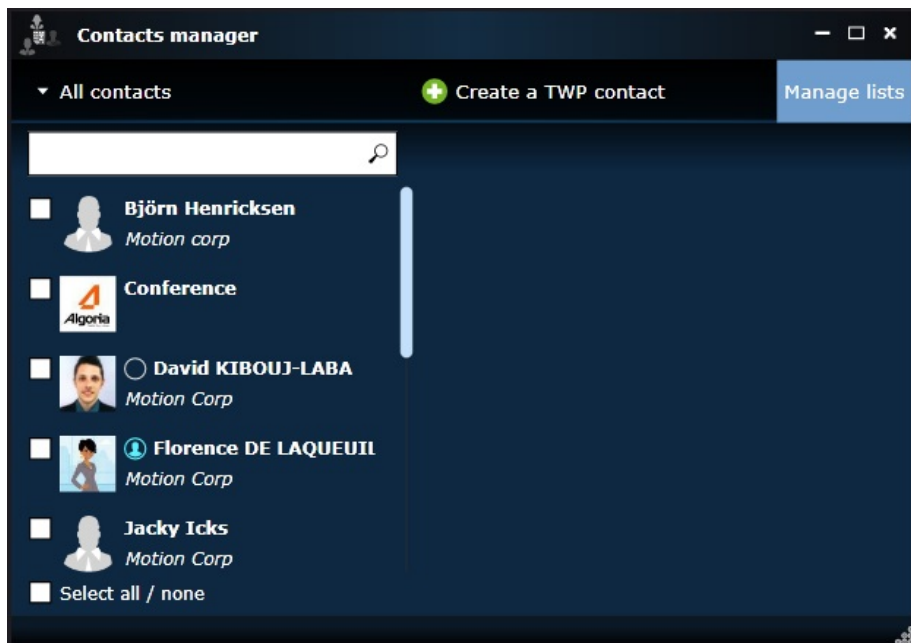
This window will include all of your lists. Click on the arrows on the left to change your list order in the TWP sidebar. Delete a list by clicking on the X on the right.
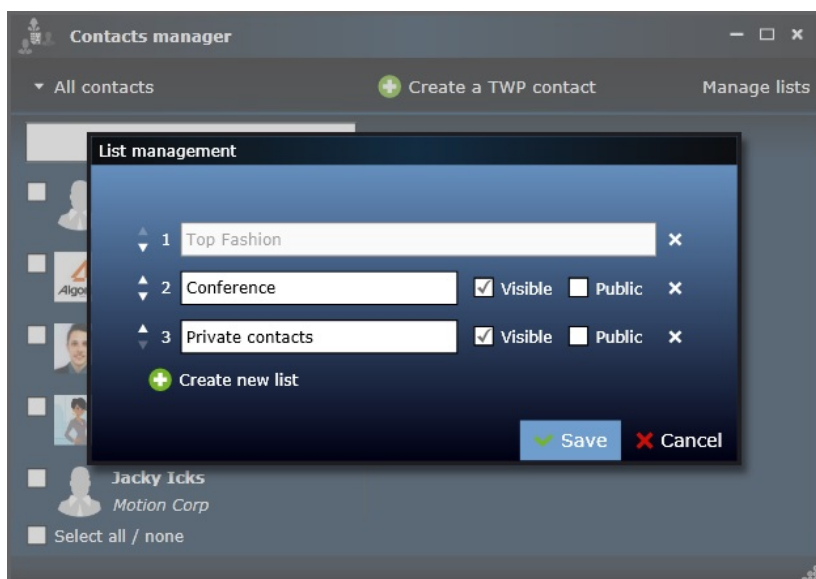
1.5 Softphone – Configure your audio device

Quick access:

Preferences > Audio/Video

If you are a TWP Softphone user, you will need to configure your audio and microphone settings. To do so, first click on "Preferences":
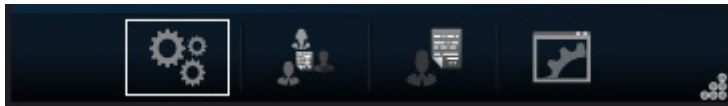
Then choose the "Audio/Video" menu:
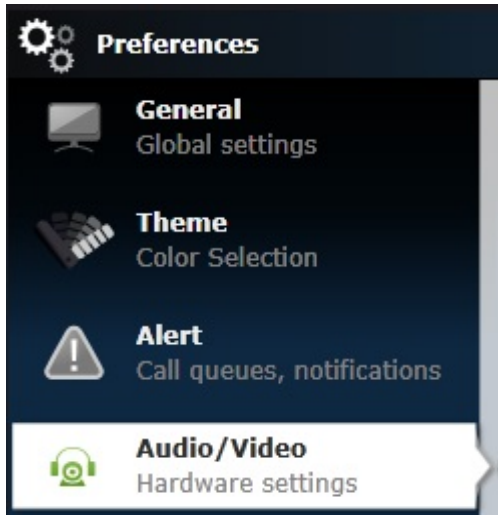
In this window, you can choose and modify your headset and speaker output devices and volume, as well as your microphone input device and volume:

Headset and Speakers differ: "Headset" refers to the device used for conversations, whilst "Speakers" is for the ringing device and sound level.

It is thus possible to receive a call and have your computer play out aloud the ringing sound, and have your headphones configured as your headset for when you actually take the call.

2 Communication

2.1 Multi-directory lookup

You can make a multi-directory search by typing a few letters of your desired contact's name or company in the search bar:
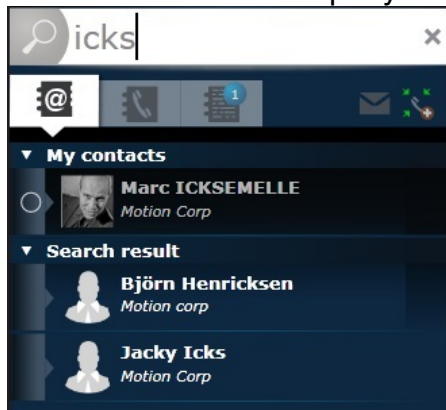
Results will depend on the number of connected databases and how specific your request is. You will search all connected databases and your privately created contacts.

Results will first show contacts that are stored in your contact lists, then all others (see the distinction in the screen shot above).

2.2 Outgoing calls

Several options are available to you when you want to make a call. Whether it's a contact that is in a database, a contact on a webpage, in an e-mail, document, or even a personal contact, TWP will make it possible to call in a matter of seconds:

2.2.1 Drag & Drop to call

Available on windows OS only.

Step 1: choose the number you want to call by holding down the left click on the mouse and dragging the mouse over the word - effectively highlighting the number (within applications such as Chrome, Word, Outlook, etc.).

Step 2: move the highlighted number (whilst holding the left-click button down) over to the TWP sidebar.

Step 3: drop the number in the application by letting the left click go. The call will be made immediately.
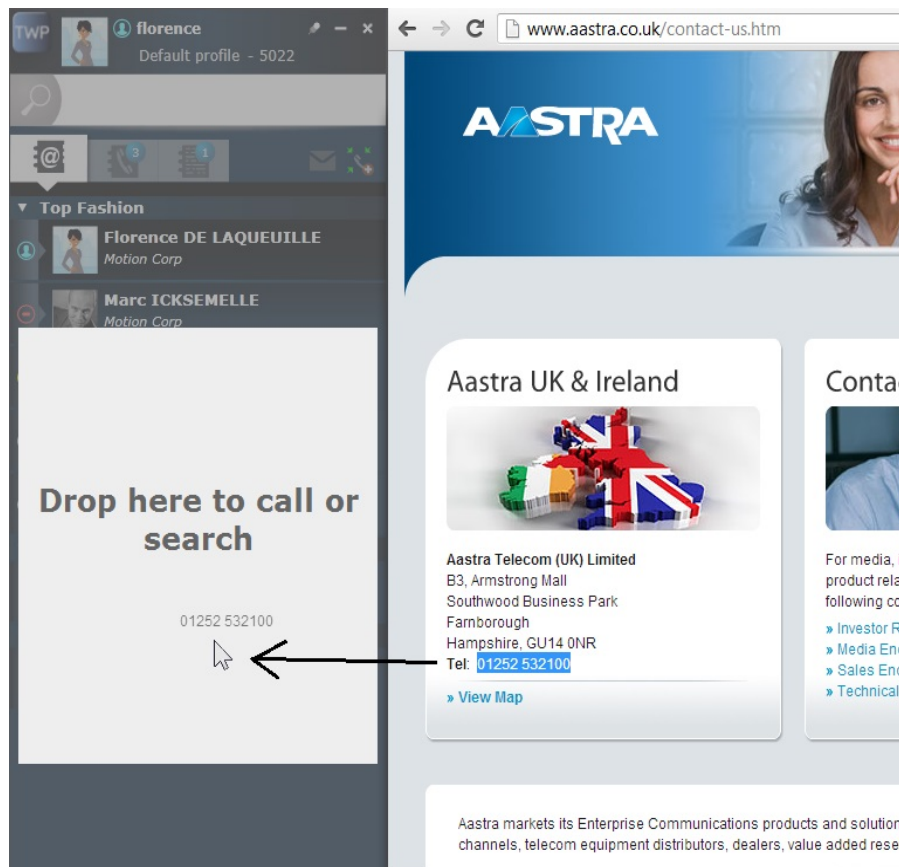
2.2.2 Copy & Click to call

For applications that do not support "Drag & Drop" or if you have a preference for copying numbers, you can make a call via Copy & Click:

Step 1: choose the number you want to call by holding down the left click on the mouse and dragging the mouse over the word - effectively highlighting the number.

Step 2: right-click on the number, and copy the number to your clipboard (or use the keyboard shortcut [Ctrl+C] on Windows, [Cmd+C] on Mac).

Step 3: Go back to your TWP sidebar and click on the call button to the left in the search bar. The number that will be called will show up in your search bar when you hover over the call button
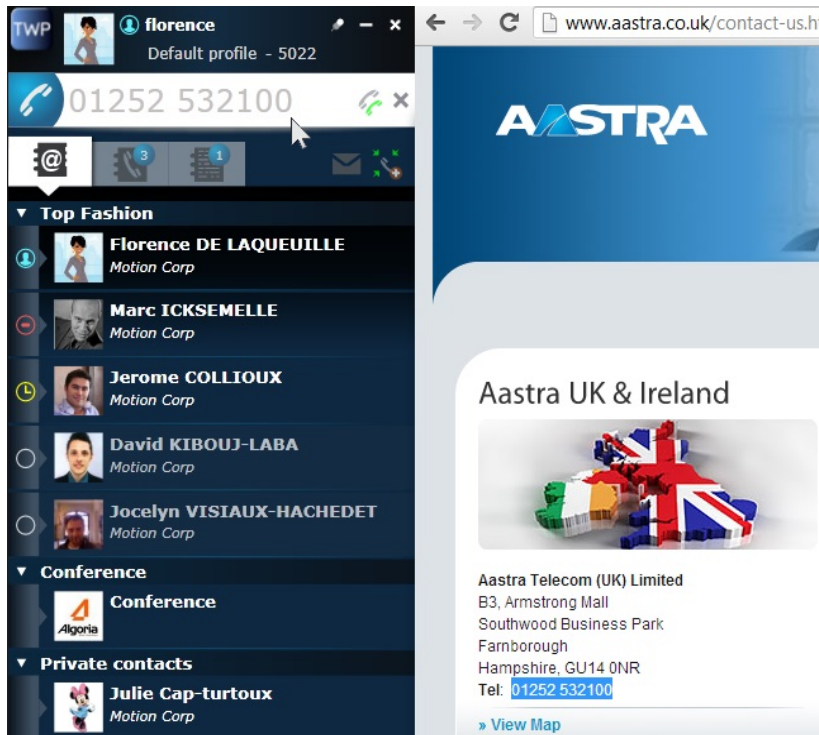
2.2.3 Keyboard shortcuts to call

Quick access:

Preferences > General > Hot key

Available on windows OS only.

For users who are more keyboard-friendly than others, the hot key feature can replace calling by Drag & Drop or Copy & Click. Once activated you will be able to make calls by highlighting a phone number and entering Ctrl and F12 simultaneously on your keyboard.

To activate hot key dialling, first go into your "Preferences" menu:

Then choose "General":
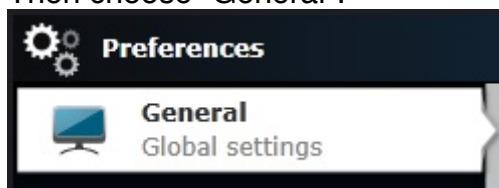
Then put a tick in the "Activate hot key to call or search selected text" box:
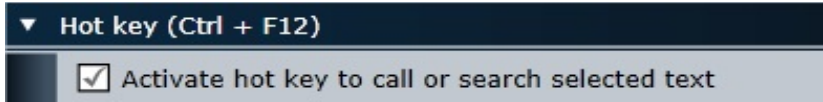
2.2.4 Search bar dialling

Simply enter the number of the person you want to call in the search bar and hit Enter. If the person is recognized in one of the connected databases then their caller ID will show in your conversation window.

2.2.5 Call via a contact list

Call a contact from one of your contact lists by clicking on their name (see section 5.2.1.1 to find out how to choose simple or double click for this to work)
To call another of their phone numbers, simply extend their infocard (via the "+") and click on one of their other phone numbers.
You can change their default phone number (and thus the one that will be called when you click on the contact without extending their infocard) by clicking on the little button on the left of the number)

2.2.6 Call from call logs

Simply click on the contact you wish to contact.

2.2.7 Call from an Infocard

Extend the infocard of your contact. Click on the number you wish to call.

2.2.8 VIP Hotkey dialling

Available on windows OS only..

You can add 11 hotkeys to VIP contacts that you regularly call. Open the contact's infocard and click on the Hotkey option:
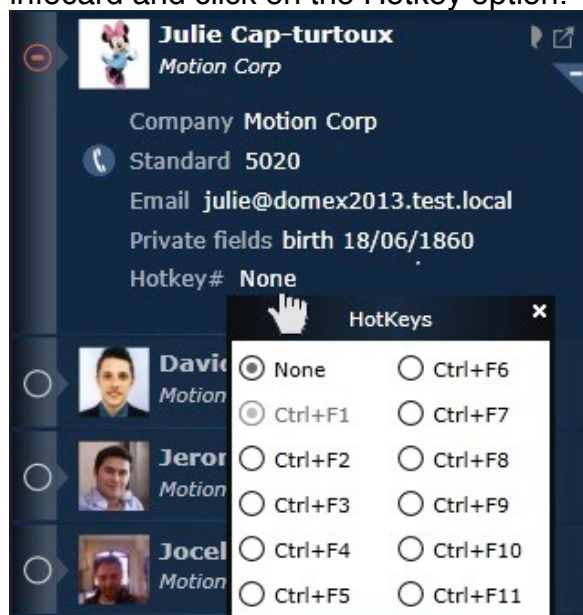
Once you've chosen and associated an Fn key to a contact, you can call them whenever you want using CTRL + the chosen Fn key on your keyboard.

2.2.9 Conversation window

Whenever your TWP sidebar is open and you are on the phone, a conversation window will be open. The window offers you call control features:
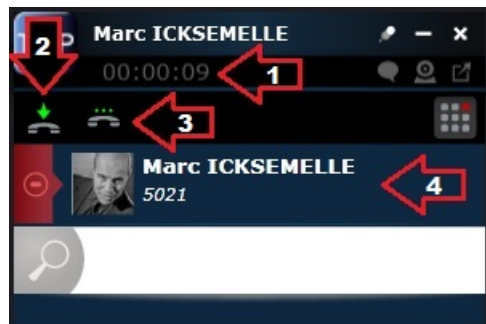
1. Call duration
2. Hang up
3. Hold call
4. Caller ID

2.2.9.1 Instant Messaging

When you are on the phone with somebody and have a conversation window open, you can click on the chat button to extend the communication to include instant messaging.
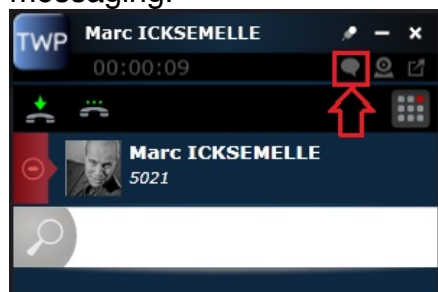
Instant messaging is not just limited to phone call conversation windows and is detailed later in this guide.

The following screenshot shows the conversation window adapted to include instant messaging:
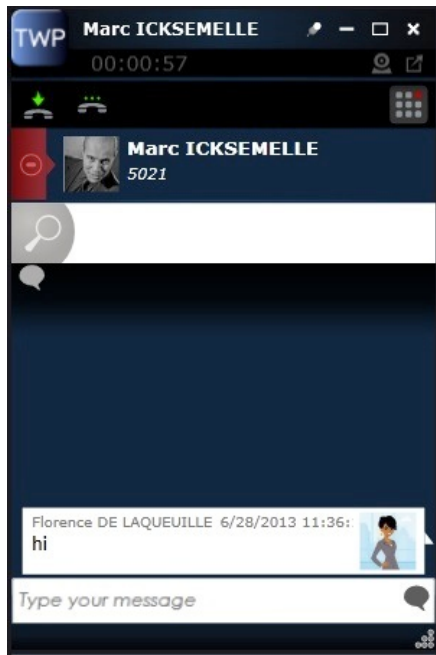
2.2.9.2 Directory lookup

Whilst you are in a telephone call, you can search for a contact to find information or to make a second call directly from your conversation window:

1. Transfer the current call to the contact found in the search results
2. Open the contact's event log
3. Open the contact's infocard
4. Click to call the contact

2.2.9.3 DTMF keypad

A DTMF keypad is available for users to interact with an IVR (Interactive Voice Response) system (Example of an IVR: "*Please press 1 to continue*"). This feature is especially useful for Softphone users who do not have a physical keypad to use:

2.2.9.4 Event log

Whilst in a call, you can consult your contact's event log:
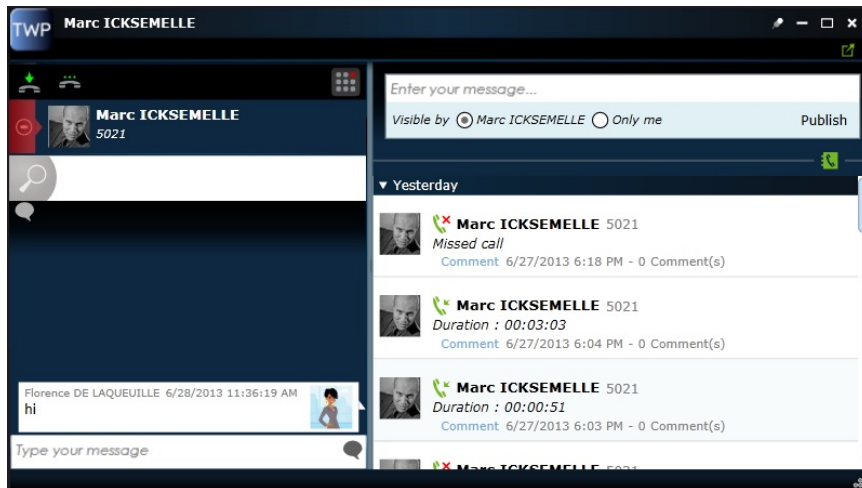
2.2.9.5 Video call

Available on windows OS only..
Whilst on the phone with a fellow TWP user, you can start a video call by clicking on the camera button (1). The user must accept a video-call invitation first to join (2).
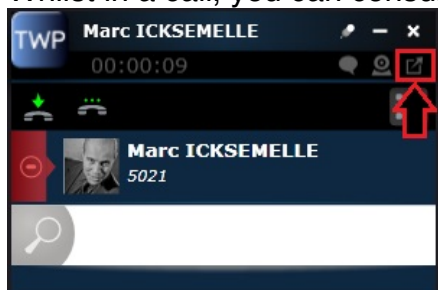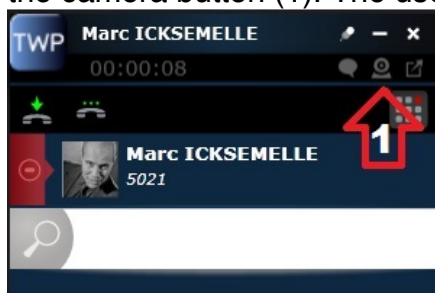

This is what an invitation looks like:

2.3 Incoming calls

Incoming calls will continue to ring on your telephone set, and you can continue to answer by picking the phone up. But as a TWP user you can also identify the caller before taking the call, and add a sound file to play on your computer, which can replace or complement your telephone set sound (see chapter 5.4). For the Caller ID for incoming calls, the call will trigger a conversation window to open on your desktop, or a screen-pop with detailed caller information.

The screen-pop will show up in the bottom right corner of your screen:

You can:
1. Take the call
2. Transfer the call to your default forwarding number (see section 2.3.2)
3. Open up the contact's page in your business application (if configured).

Once you take the call, the screen-pop will disappear and you will be able to handle the call with a standard conversation window:
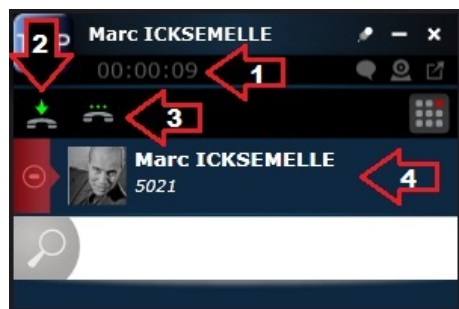

1. Call duration
2. Hang up
3. Hold call
4. Caller ID

2.3.1 Video call

Available on windows OS only.

Whilst on the phone with a fellow TWP user, you can start a video call by clicking on the camera button (1). The user must accept a video-call invitation first to join (2).

2.3.2 Choosing your call forwarding number

Quick access:

Preferences > Alert > Call alerts > Default forward number

You can very quickly and easily forward a call via the TWP screen-pop window (see section 2.3) to any pre-defined phone number. To pre-define a forward number, first go to the "Preferences" menu:

Then choose "Alert"':
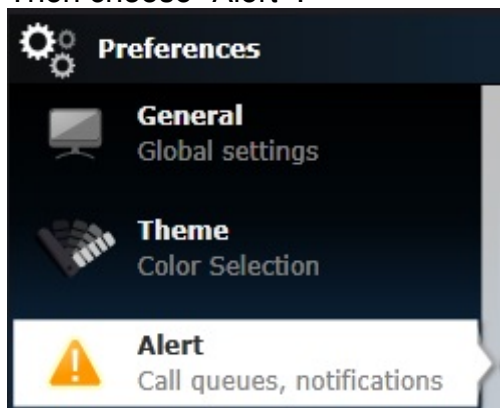
Open the "Call Alerts" tab and click on the crayon on the right to modify and choose a default forward number:
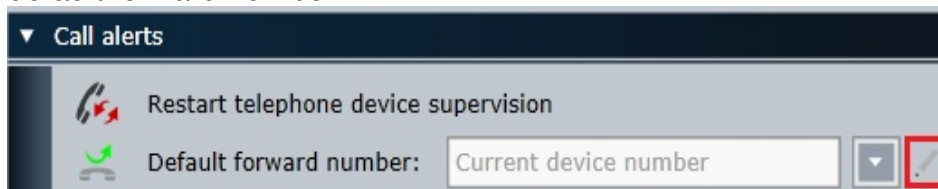
You then have two choices:
1/ Choose to forward calls to your voicemail or profile phone number;

2/ Find a contact via a directory search and chose them:
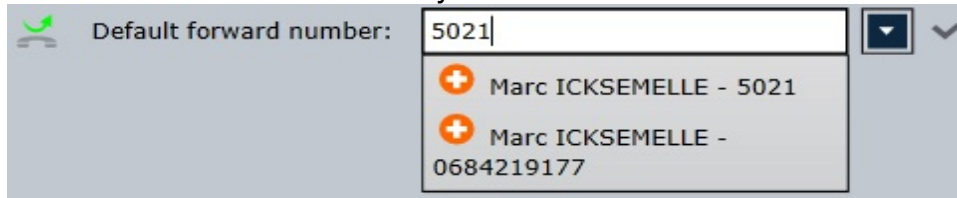
Please note: don't forget to **validate** your choice by clicking on the tick.

2.4 Telephony assistant

2.4.1 Making a second call

When you are in a telephone call, and decide to make a second phone call (using any method), you will automatically put the first call on hold and a second, separate conversation window will open:
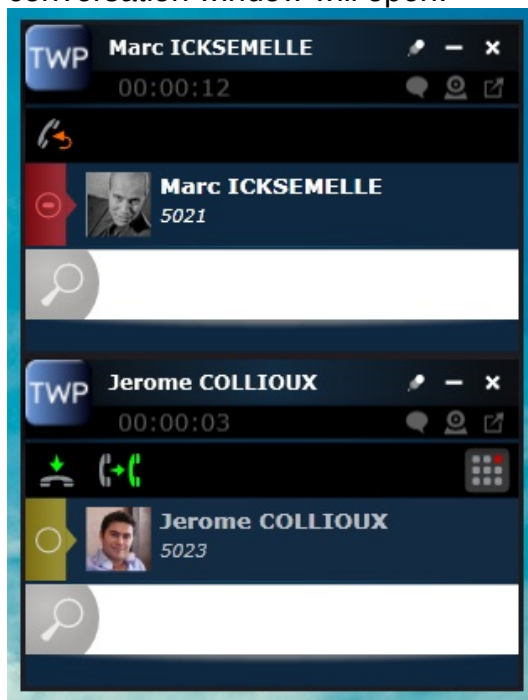
You can transfer the call before your second contact even takes your call by clicking on one of the two icons: Hang up (2) or Transfer (5).

When the second caller takes your call, several extra buttons will feature in the contact card (the features available to click change depending on the currently available options):

1. "Retake" puts you back on the phone with your initial contact and hangs up on the second contact.
2. "Hang up" will transfer the callers together (your communication will end).
3. "Hold call" will put the call on hold
4. "Alternate" will allow you to put the current call on hold and you will return to your original call
5. "Transfer" will transfer the callers together (your communication will end).
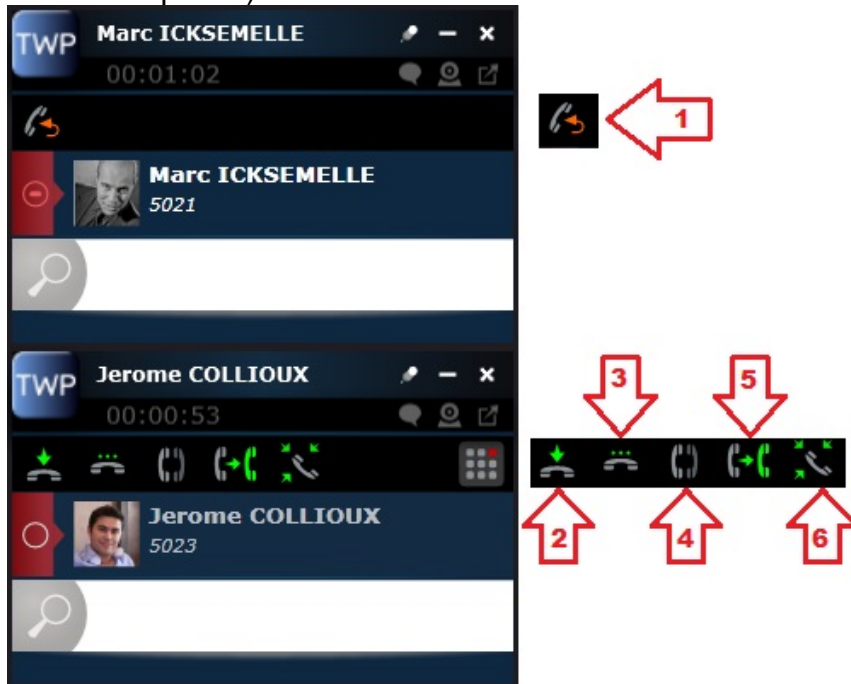6. "Enter conference" will start a conference call between the participants

These buttons reflect the reality of telephony actions available on your current telephone handset.

2.4.2 Redirected calls

Calls that are redirected are traced and the screen-pop includes Caller ID and the name of the person who has transferred the call to you:

2.5 Call logs

In the call logs menu, TWP users can see their missed calls (3), received calls (1), and their outgoing calls (2).

You can see all calls together in the same list by clicking on an active button (3) or double-clicking an inactive button (1)(2):
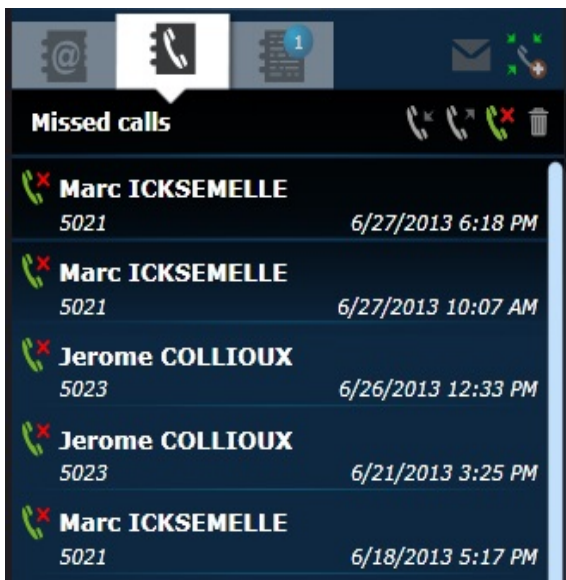
2.6 Instant Messaging

You can send an instant message to your colleagues who also have TWP (and external contacts from an external account via XMPP if it has been configured - see your administrator). To send an instant message, hover over the contact you wish to talk to, and click on the chat icon. TWP instant messages are not saved on the server or in your event logs - They are on-the-fly.

2.7 Send an SMS

To send an SMS, you must first extend the contact's infocard by clicking on the "+", then click on the "Send SMS" phone number. A small screen will open that you can write your SMS in. Sending an SMS is only possible if the contact has a mobile phone number, and is an option that must be configured by your administrator.

25
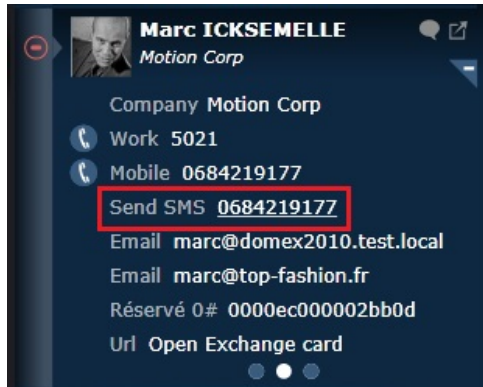
3 Presence management

3.1 TWP presence status
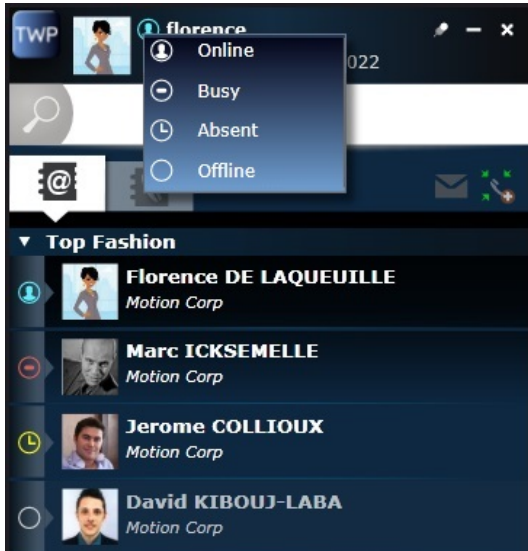
A TWP user can easily change their presence status, and thus inform other users of their current availability, or even trigger pre-defined call forwards (for Call forwarding see chapter 5.1.3). 4 presence statuses exist: Online, Busy, Absent, Offline. Simply click on the icon at the top of the TWP Sidebar (as shown below) to change your presence:

3.2 Personalise your presence status
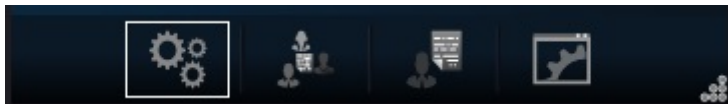
3.2.1 TWP presence status

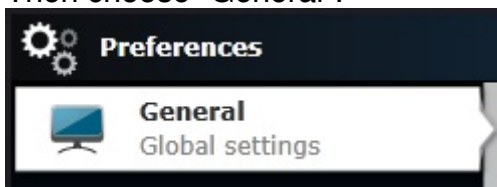<div style="border:1px solid #000; background:#cfe2f3; padding:8px;">

Quick access:
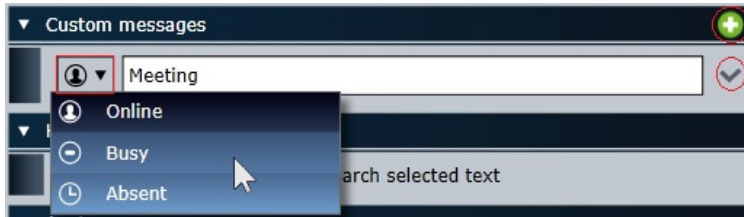
Preferences > General > Custom messages

</div>

To create a personalised presence status, first go to the "Preferences" menu:

Then choose "General":

Go to the "Customer Messages" section, and click on the green "+". You can then choose one of the four presence statuses and personalise the title (example: "In a Meeting", "Home office", "Email only please"):

After you have validated your custom message by clicking on the tick to the right, you will be able to select it in the main TWP sidebar where the standard 4 presence statuses are:
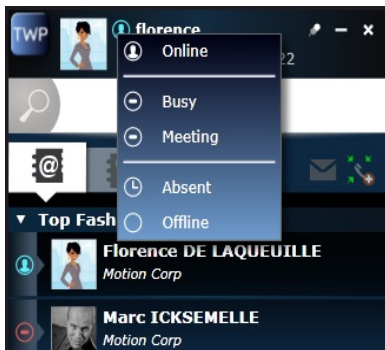
Your colleagues will see your personalised presence in their contact list. The title of your custom message will replace your company's name.
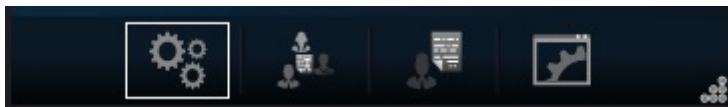
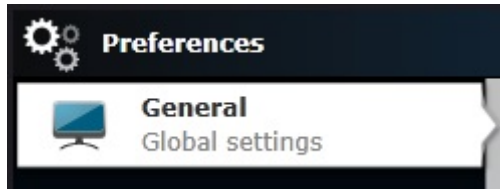### 3.2.2 Inactivity

Quick access:

Preferences > General > Inactivity

Available on windows OS only..

Your presence can automatically change to "Absent" after a certain amount of keyboard and mouse inactivity if you configure the option. To do so, start by going to the "Preferences" menu:

Then "General":

Go to the "Inactivity" section, tick the box, and choose the number of minutes that will determine how long TWP waits before changing your presence status for you:
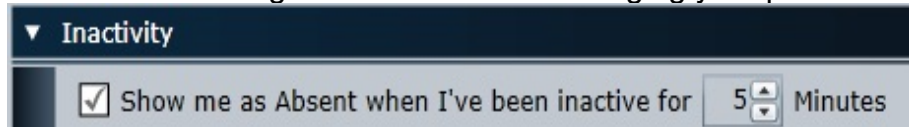
3.3 Calendar presence

You can synchronize your Calendar presence to include it in your presence information (TWP is compatible with several solutions: MS Exchange, Lotus Notes, Salesforce, Google Apps and Zimbra). Your contacts will be able to visualize your current presence status and you will be able to configure Calendar-presence-dependant TWP profile rules (See chapter 5.1.3).

The presence statuses available will depend on your Messaging solution. The most complete is Microsoft Outlook / Exchange presence statuses: "Available" and "Tentative" will not show up directly on your contact in a contact list, but the title and hour of your "Available" or "Tentative" meeting will show up if somebody hovers over your contact long enough (See Jerome Collioux in the above screenshot). "Busy" and "Out of Office" presence statuses will show up below the contact's name, as seen above with the contacts Marc Icksemelle and David Kibouj-Laba. You can hover over the avatar of "Busy" or "Out of Office" contacts to see the title of their Calendar meeting.

> **Note:**
> To see your calendar presence, TWP must be connected to your Messaging server. You may have to enter your login and password to allow Calendar presence (See chapter 5.2.1.3) - Please contact your system administrator.
>
> The title of your meeting will not show up in TWP if you tick "Private" when you

> create a calendar event.

3.4 Telephone presence

Telephony presence is the third presence status in TWP, and is colour-coded:

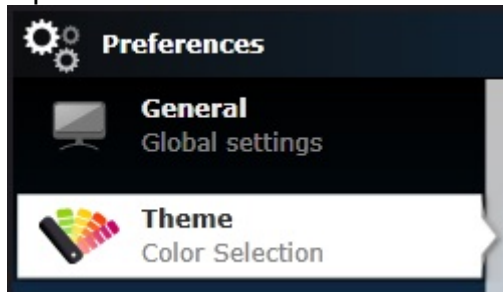- No colour: Available (the contact is not on the phone).

- Yellow (default colour): Ringing (incoming call which hasn't been picked up yet).

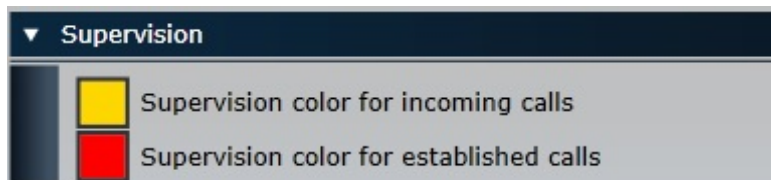- Red (default colour): Busy (the person is using their telephone).
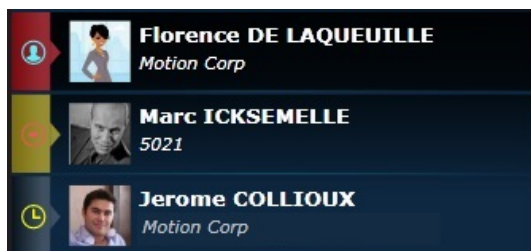
To change the default colours, first click on the "Preferences" menu:
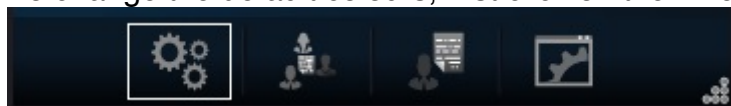
Open "Theme":

Open the "Supervision" section, click on the colour you want to change and select the new colour:

4 Collaboration

4.1 Event log and notes

TWP offers users the possibility to send public or private personalised notes to other TWP users. You can also leave notes on non-TWP users that can be consulted before, during or after a call. Notes differ from instant messaging in several different ways: notification in the TWP sidebar with a new tab to consult messages, notes are saved on the server, notes can be visible to every TWP user, notes can be consulted upon log-in or at a later date. Notes can be considered as "electronic post-its".

4.1.1 Received notes

When a contact sends you a note, a new tab will be added to your main TWP sidebar next to the Contacts and Call logs tabs. A number will also indicate the number of notes you have received. Click on the tab to see the notes that people have sent you:
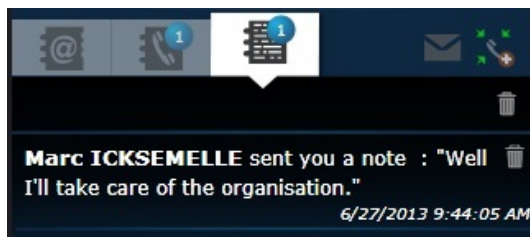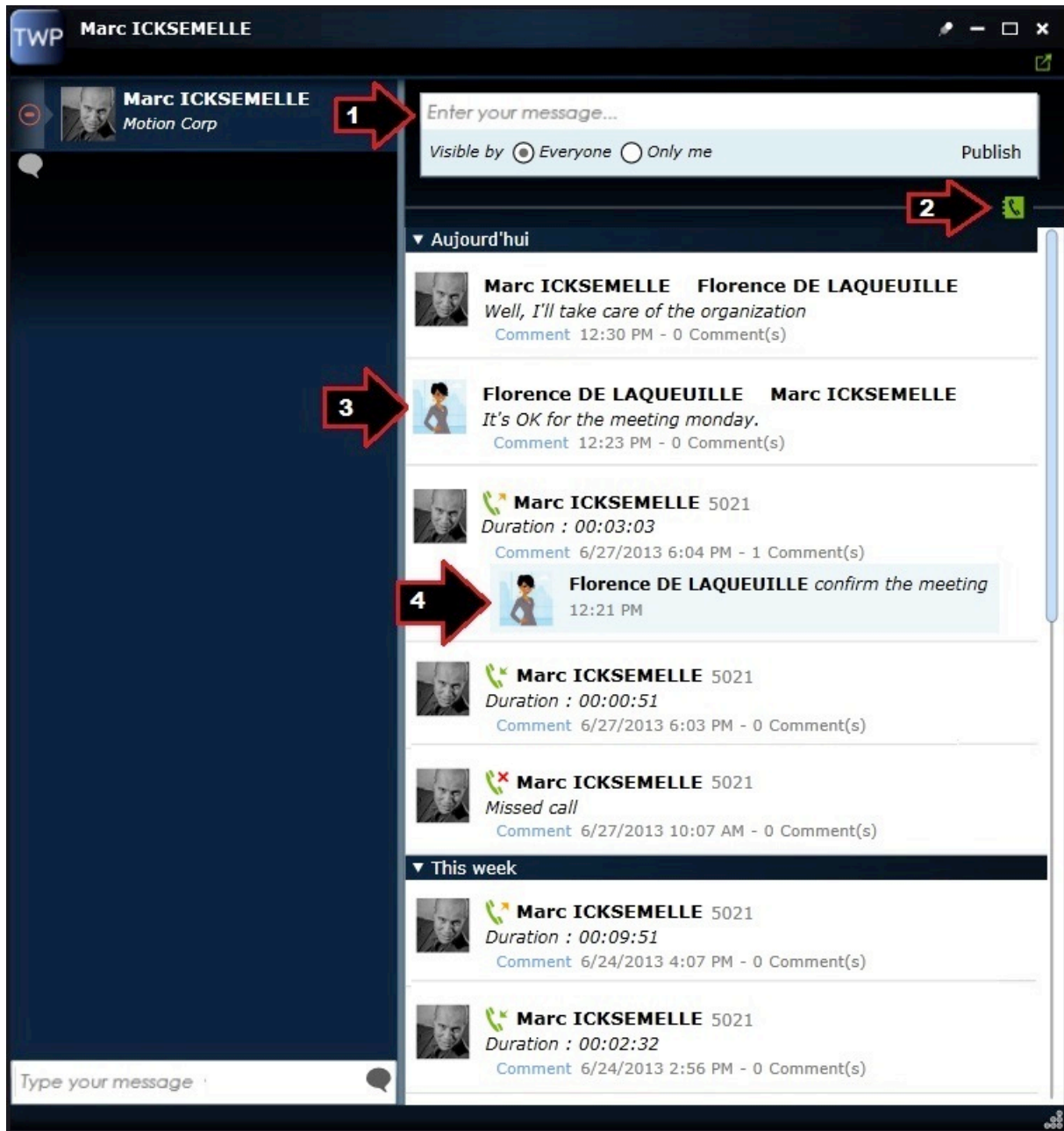

4.1.2 Send a note to somebody

To send a note to somebody, you must first open their event log. Hover over the contact in question and the event log icon will appear to the right:
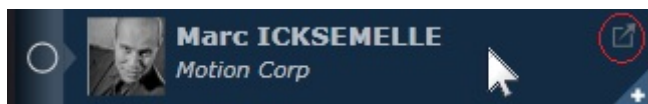
The event log for this contact will open in a new window and will include all phone calls (inbound, outbound, missed) as well all past notes and comments on these events.

1. Write your note here
2. Possibility to hide call logs
3. An example of a note
4. An example of a comment (on a call)

Before posting a note onto someone's Event log you can choose whether you are the only person to see it or whether the person you are writing about/to can see it too.

You can also delete notes and calls from the event log by clicking on the bin that will appear when you hover over an event. You cannot, however, delete a note that someone else has sent you.

4.1.3 Make an visible note
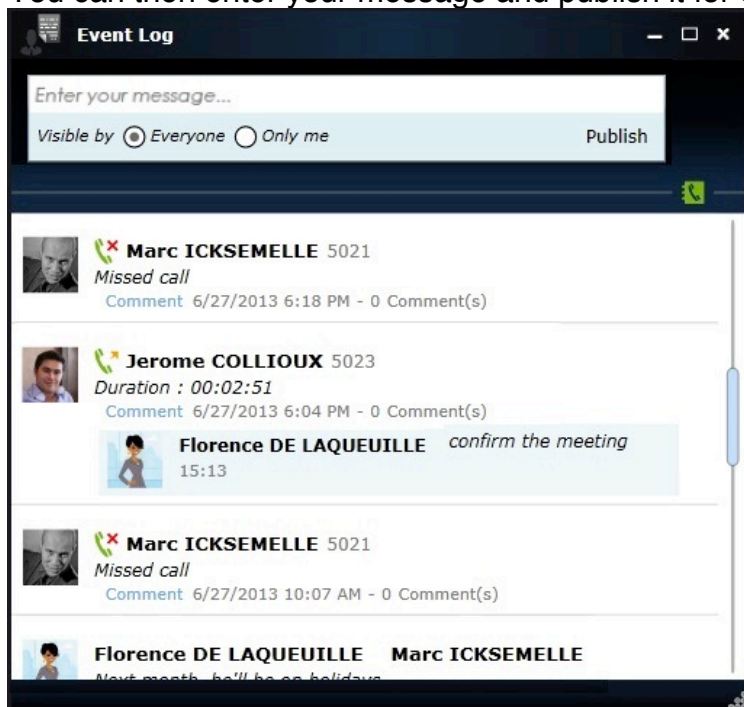
If you want to make a note that all TWP users can see, you need to pass by the main event log. In the main menu at the bottom of your TWP sidebar, click on the 3rd icon "Event log":
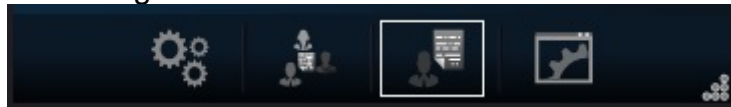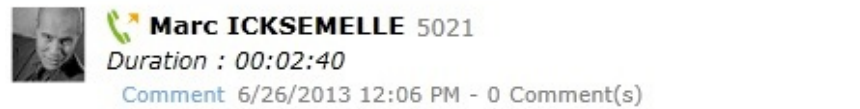

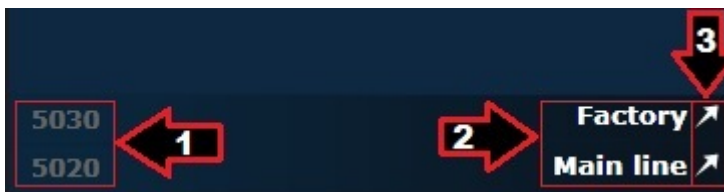You can then enter your message and publish it for every TWP user to see.

This will create a message in your event log, and add a notification in every TWP user's TWP Sidebar.

4.1.4 Personal notes

Each event log includes the option to create a note that only you can see. Simply change the "Visible by" option to "Only me":

4.2 Share call queues

1. Shared call queue phone number

2. Shared call queue name

3. Externalize the shared call queue

Externalizing a shared call queue will remove it from the TWP sidebar and open a new, small window dedicated to that call queue. It can then be pinned to sit in front of all other applications and allow you to see and handle callers trying to reach one of your company's lines (of which you are certainly responsible, as you have the authorization to see calls to that phone number!).

1. Caller ID
2. The caller's waiting time
3. Waiting time colour indication

Calls can be handled in any order and you take a call by simply clicking on the one that you wish to take. If caller ID is available it will be shown, otherwise their phone number will show up in the call queue bar.

As the call queue is a shared TWP feature, your colleagues could handle the call before you get a chance to click.

The colours to the left that indicate caller waiting time can be changed (time and colour) via the Preferences > Alerts > Call queues menu.

4.3 Les conferences

4.3.1 Create a conference

4.3.1.1 From a call

If you are already on the phone with two people, simply click on the 5th button (conference button) in the active conversation window. The two conversation windows will then merge and your conference will be created:
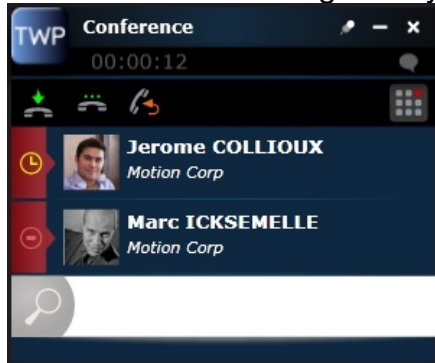

This solution for audio conferencing is limited to the number of participants that your telephone system allows (the number of participants that you can invite if you were to start the conference from your telephone set).

4.3.1.2 From the TWP Sidebar

A conference icon is located in the main TWP Sidebar, to the right under the search bar (see below). This option requires a TWP Conference licence, and will not be limited to the number of participants that your telephone system allows.
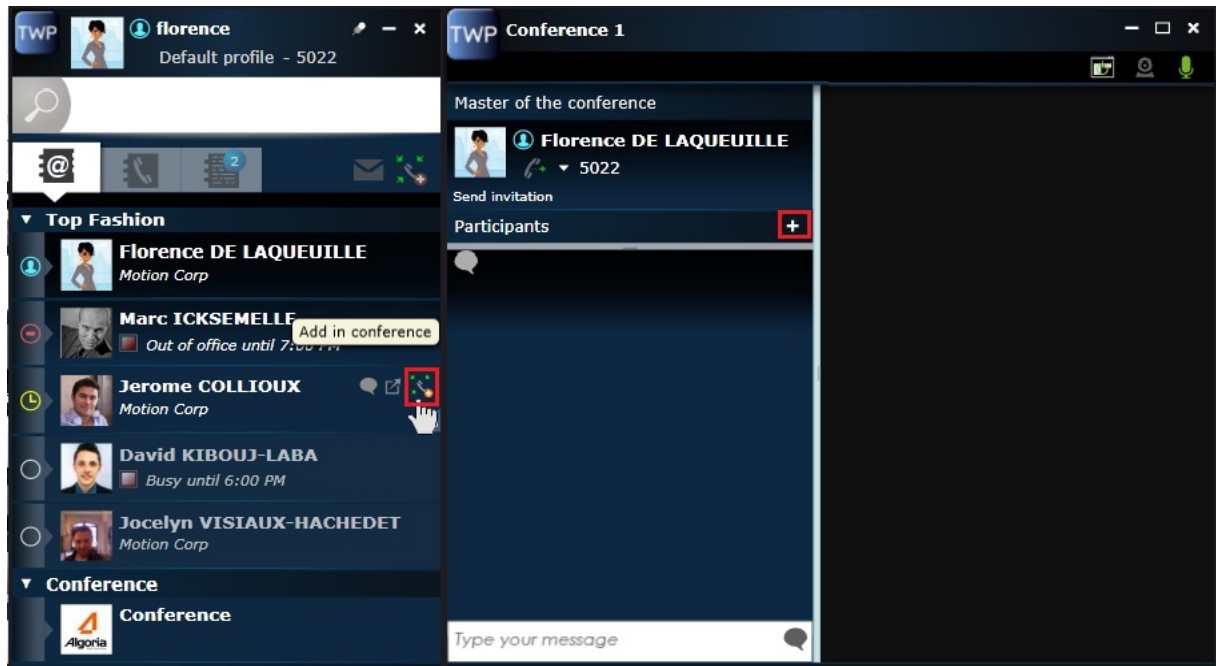
TWP Conference can support up to 16 audio conference participants and 9 videoconference participants (including yourself).

Clicking on the conference button below will open a new conference window:
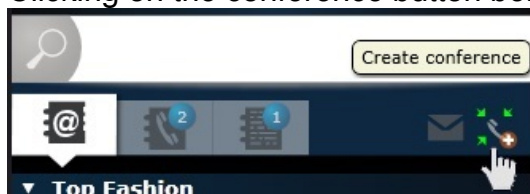

4.3.2 Add participants

You can add participants directly from the TWP sidebar, or from a directory lookup from within the Conference window.

When you hover over contacts in your TWP sidebar, the conference icon will show up (as shown above). Click on this button to add the contact to the TWP Conference. You must then click "Invite" them to have TWP Conference call the person:

The user that you have invited will receive the following invitation:
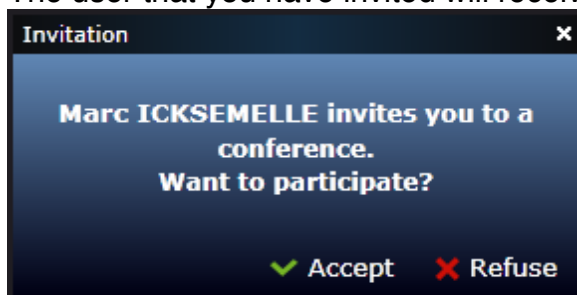
4.3.3 Start an audio conference

You can invite each participant individually by clicking on the telephone icon. Do not forget to click on your own telephone to include yourself. If you want to call everyone
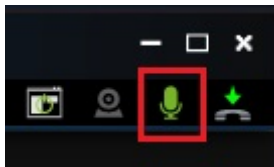
at the same time, click on the "Send Invitation" button at the top of the participants list:

You can hang up and quit the audio conference by clicking on the "hang up" button:
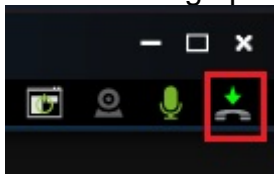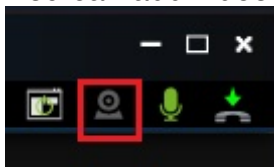

You can mute or unmute your audio participants by clicking on the microphone:

4.3.4 Activate video

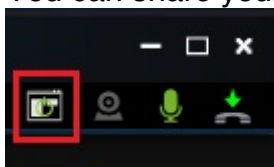Available on windows OS only.
You can add video to the conference by clicking on the webcam button:
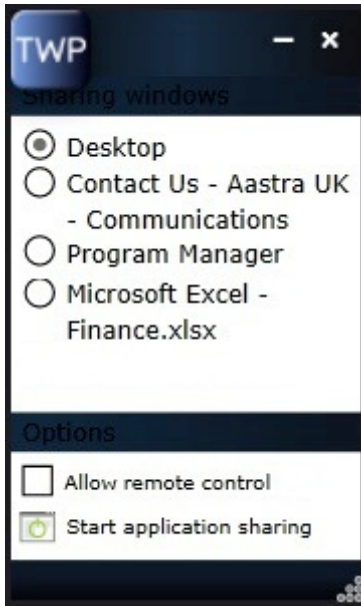

4.3.5 Screen sharing

Available on windows OS only.
You can share your screen by clicking on the screen share button:

You can share your entire desktop or just one application:

Please note: Only one screen share can be active in a conference at any one time

4.3.6 Conference host

The person who starts the conference is automatically the sole conference host. As the conference host you can control your participants' authorisations. For each participant a list of icons will appear for you to filter each communication means:


1. Allow or disable a user's desktop sharing (here he is sharing his desktop: the host can click to deactivate).
2. Allow or disable a user's chat rights (here they can not participate). Chat will remain visible but blocked participants will not be able to chat/reply.
3. Allow or disable a participant's video participation
4. Mute or unmute the participant
5. Exclude the participant from the conference

5 Advanced options

5.1 Profile management

5.1.1 Change profile

At the top of your TWP sidebar, click on the title underneath your user name ("Default profile" normally) and select the profile you want to use:
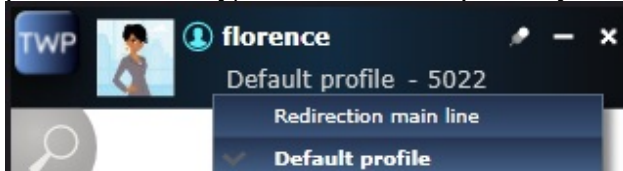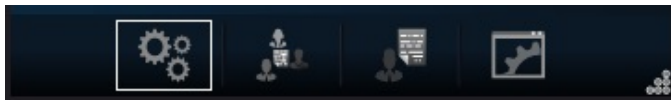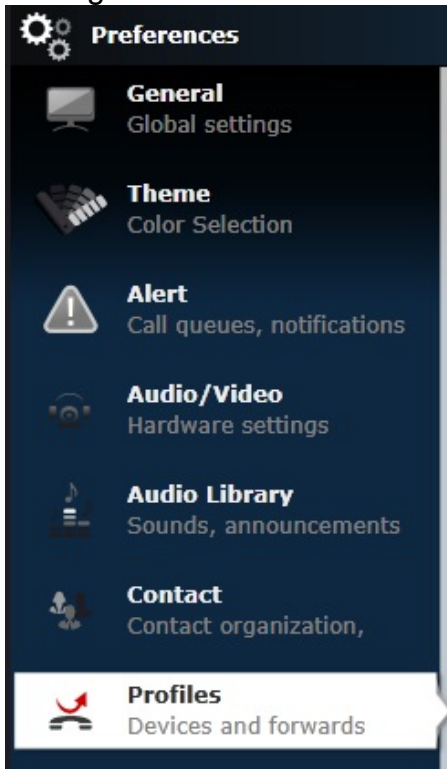
5.1.2 Create a profile

**Quick access:**

Preferences > Profiles > Green "+"

You can create new profiles, and to do so, start by clicking on the "Preferences" menu:

Then go to "Profiles"

Click on the green "+" to create a new profile (1). Choose a name (2) then a current device phone number (the number that you want people to call you on). You can add a new phone number if the list does not include the phone number you want to use (5). You can also delete numbers (6).
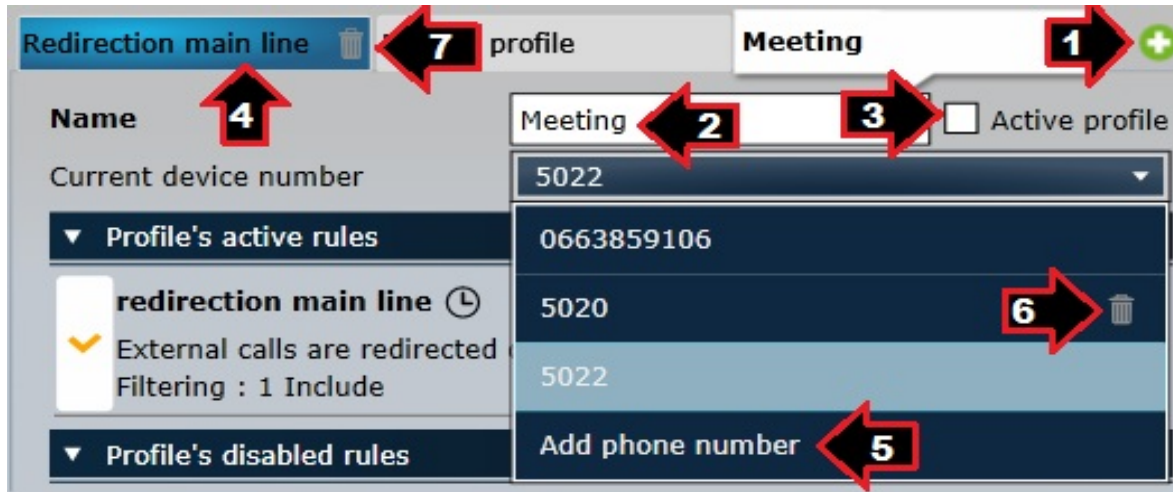
The currently active profile is highlighted in blue (4). Activate a profile by ticking the "Active profile" box (3). To delete a whole profile, click on the bin by the profile tab (7).

Once these choices are chosen, you are ready to add call-forwarding rules to profiles.
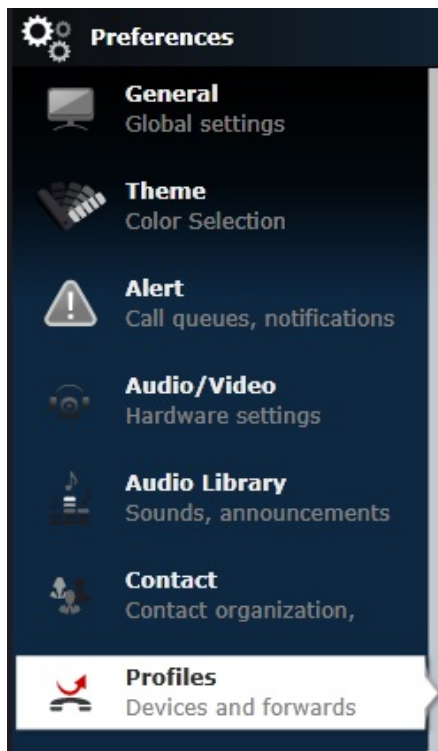
5.1.3   Create a rule

Quick access:

Preferences > Profiles > Rules section > Green "+"

To create a call-forward rule, first to go the "Preferences" menu:

Then "Profiles":

Click on the green "+" near the middle on the right:

5.1.4 Rule options

First set the rule's general information: The name of your rule, (1), whether the rule is manual (you click to activate every time) or automatic (linked to a TWP or Calendar presence status) (2), the call forward recipient (3), type of forward (immediate, when you're busy, when you don't reply) (4), and define the rule to work for external or internal (or both) types of caller (5).

Extra options are available (for TWP Rules users only), such as adding an announcement (that you can create very easily, see chapter 5.4.1), adding a periodicity, schedule or time frame for your rules (6, 7, 8) and adding inclusion or exclusion (black lists and VIP lists) filters (9).

When you are finished, click on "Validate" at the bottom:

5.1.5 Activate a rule – Add to a profile

When your rule has been created, it will automatically feature in the "Profile's disabled rules" section. To activate it, click on the tick on the left. The rule will then join the "Profile's active rules" section, and will either be yellow (dormant, filters block activation) or green (filters respected, the rule is currently active).

All rules that are created are visible on every profile tab, but are not active until they have been added to that profile. You must click on the tick to the left to add a rule to a profile.

5.2 Contact management

5.2.1 Contact organisation in TWP Sidebar
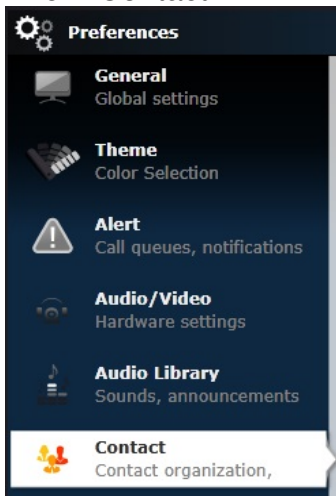
Quick access:

Preferences > Contact

You can change how your contact list is organised in the TWP sidebar. To do so, go to the "Preferences" menu:
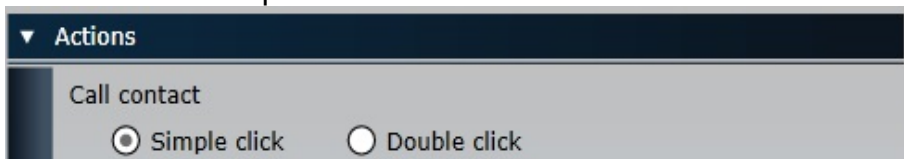

Then "Contact":

Three sections are available in this menu that will allow you to personalise how you organise your contacts: Actions, Organisation, Collaboration.

5.2.1.1 Actions

In the Actions section, you can choose whether you call a contact in your TWP sidebar with a simple or double click action:

5.2.1.2 Organisation

The TWP sidebar contacts lists are divided and organised by list by default, with online contacts featuring highest in each list. This can be changed and lists can be mixed together with online contacts from all lists at the top, or changed to an alphabetical order:
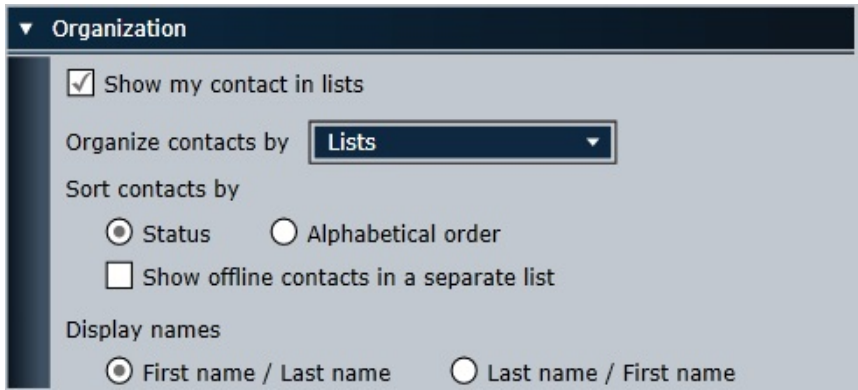
5.2.1.3 Collaboration

You can synchronize your private contacts and calendar:
- For your contacts: include them in multi-directory lookup results, contact lists and caller ID screen-pops
- For your calendar: share your calendar information with your colleagues through TWP.

Choose your collaboration application, and add your login credentials:

TWP is compatible with several solutions: MS Exchange, Lotus Notes, Salesforce, Google Apps and Zimbra.

Please note: Don't forget to click the **tick** to confirm.
You must have the necessary access rights (See your administrator).

Certain configurations are already configured and do not require this extra security step


5.2.2 Contact cards

5.2.2.1 "Infocard" (detailed contact ID)

When you click on the "+" sign on a contact (from one of your contact lists or a directory lookup), you see a lot more information on that specific contact. All information that is in the connected databases is shown.

It is possible to scroll through this information by clicking on the little ball icon at the bottom of the infocard. Depending on the information available on your contacts, your

TWP's database configurations and your authorisations, you will see a certain number of phone numbers, email addresses, links to their webpages, URLs to business applications, SMS options, images, hotkey choices and where all this information comes from (directories):
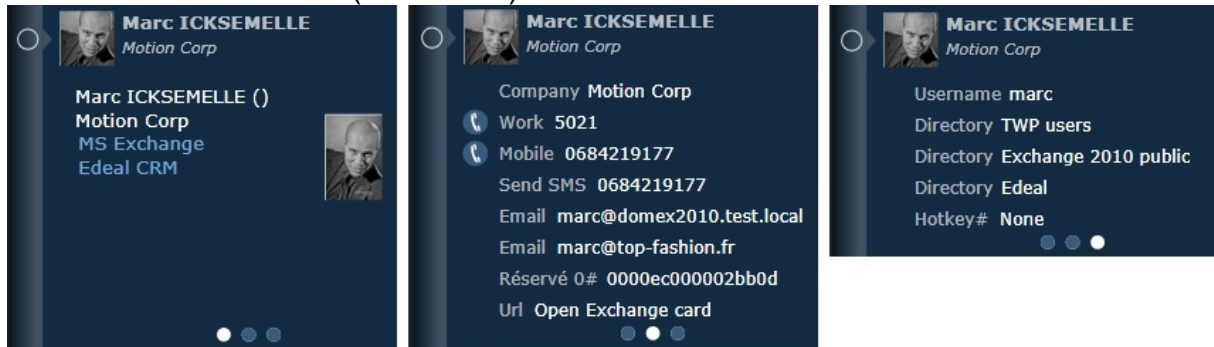

5.2.2.2 Business application integration

Depending on if a business application integration has been added to your TWP server, you may have the opportunity to open up a contact's page in your business application (CRM or Intranet portal, for example). Just click on the corresponding link and you'll be directed to their page (in the example above, you can choose between MS Exchange and Edeal CRM).

5.3 Call statistics

Go to the "Applications" menu in your TWP sidebar:

A new window will open and you can choose to see your stats or general stats:
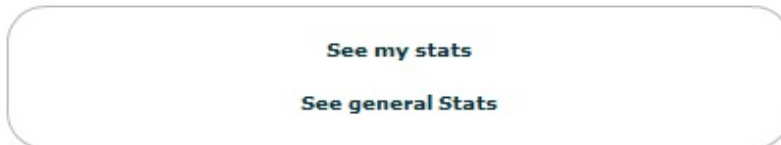
> **Please note:** You may not have the authorisation to see general statistics.

5.3.1 Individual statistics

The statistics page can be broken down into 3 sections:
- "Time period": Define a time period to generate statistics very quickly;
- "Select criteria": Define a more specific time period for statistics, choose statistics for certain correspondents and call types, define the statistic view (by day, month, etc.);
- "Results": This part of the screen shows the statistic results. Results are displayed in a histogram by default, or in spread sheet format by clicking the option in the bottom left corner. You can choose to see certain statistics

by selecting the top options (such as number of calls, missed calls only, average time spent on the phone, etc.).
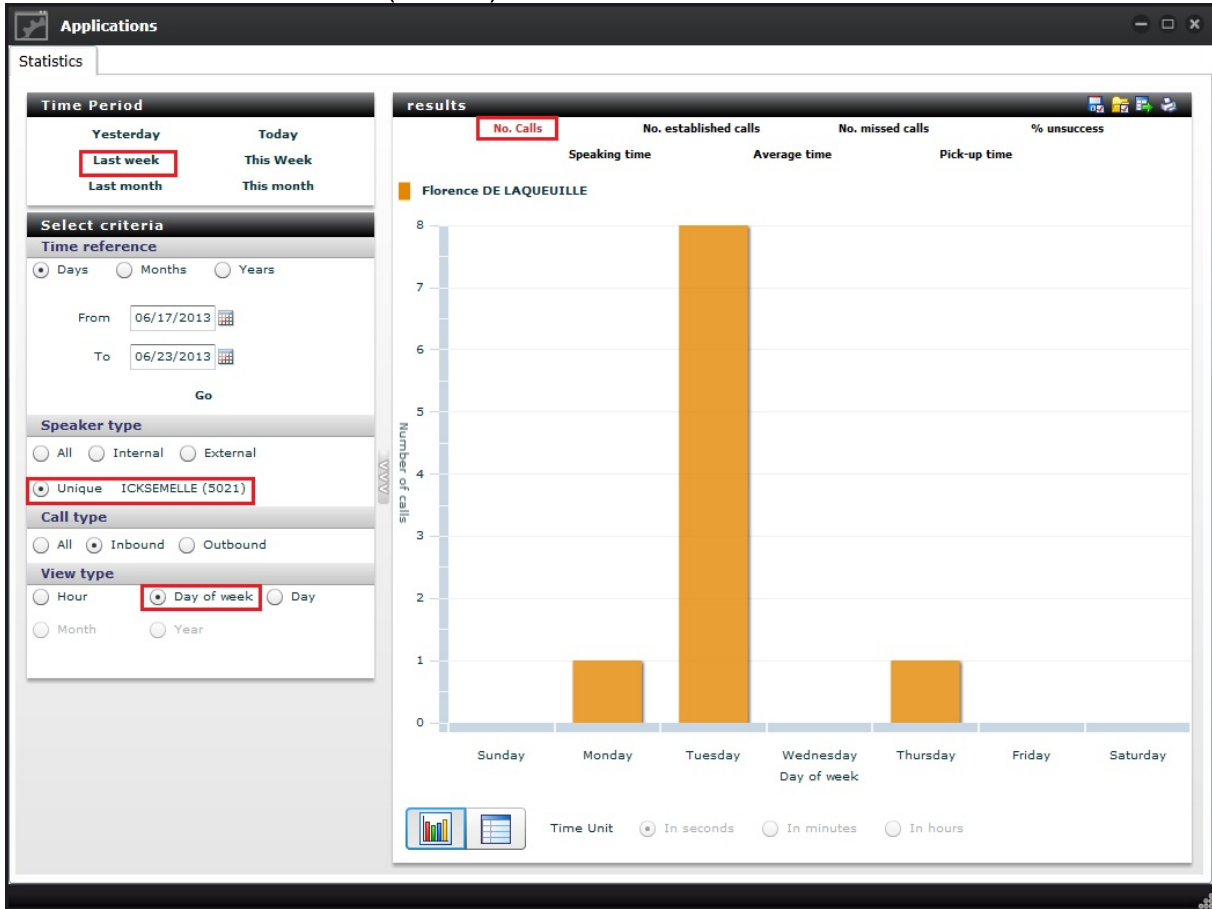
In the example below, the "time period" is set at "this month" (time period), with the "number of missed calls" (results) organised by "hour" (view type).
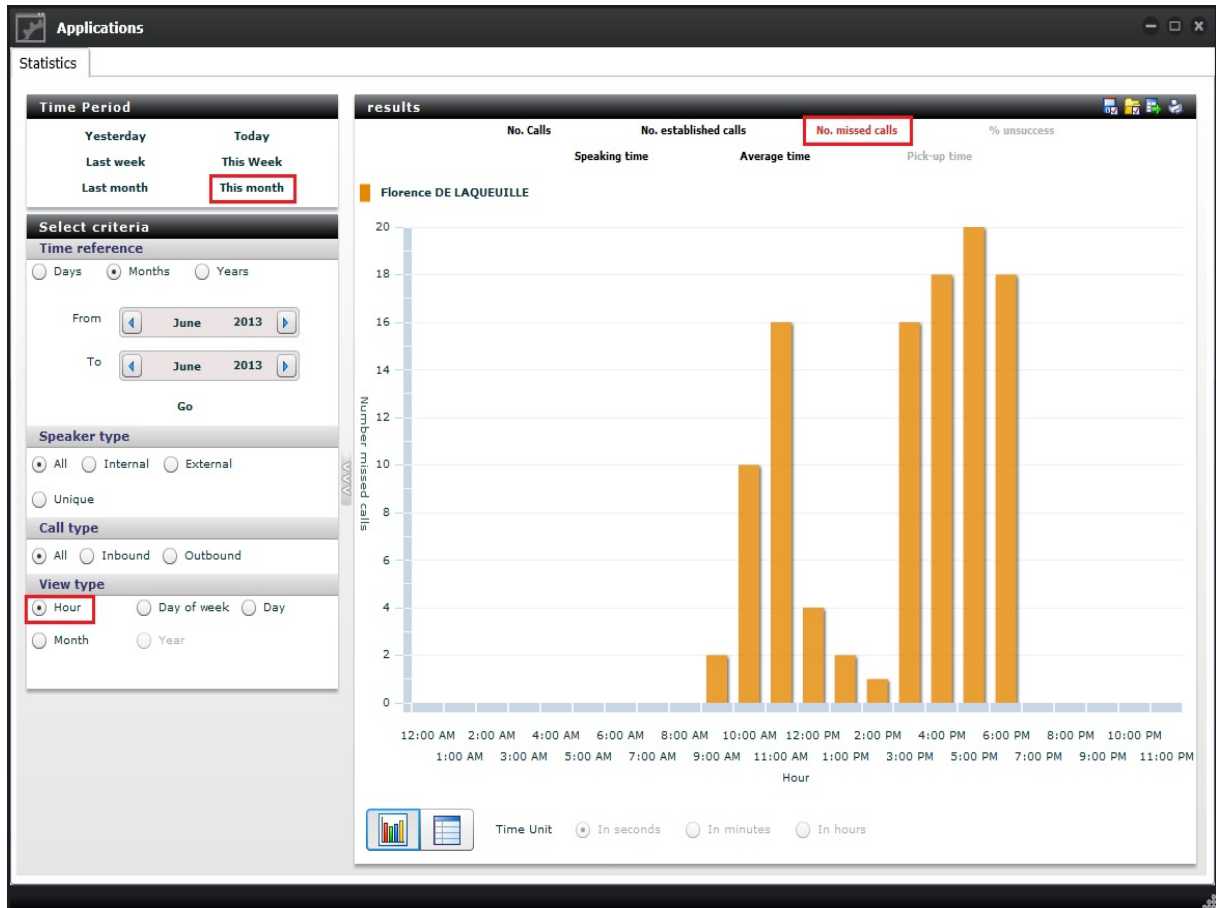
Statistics between the user and only one correspondent are possible by selecting "Unique" in the "Speaker type" option:
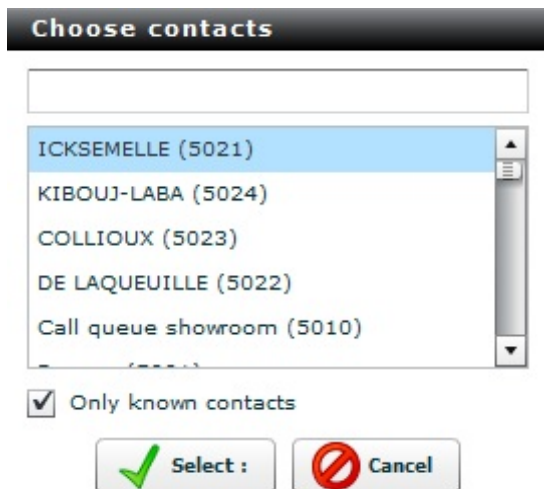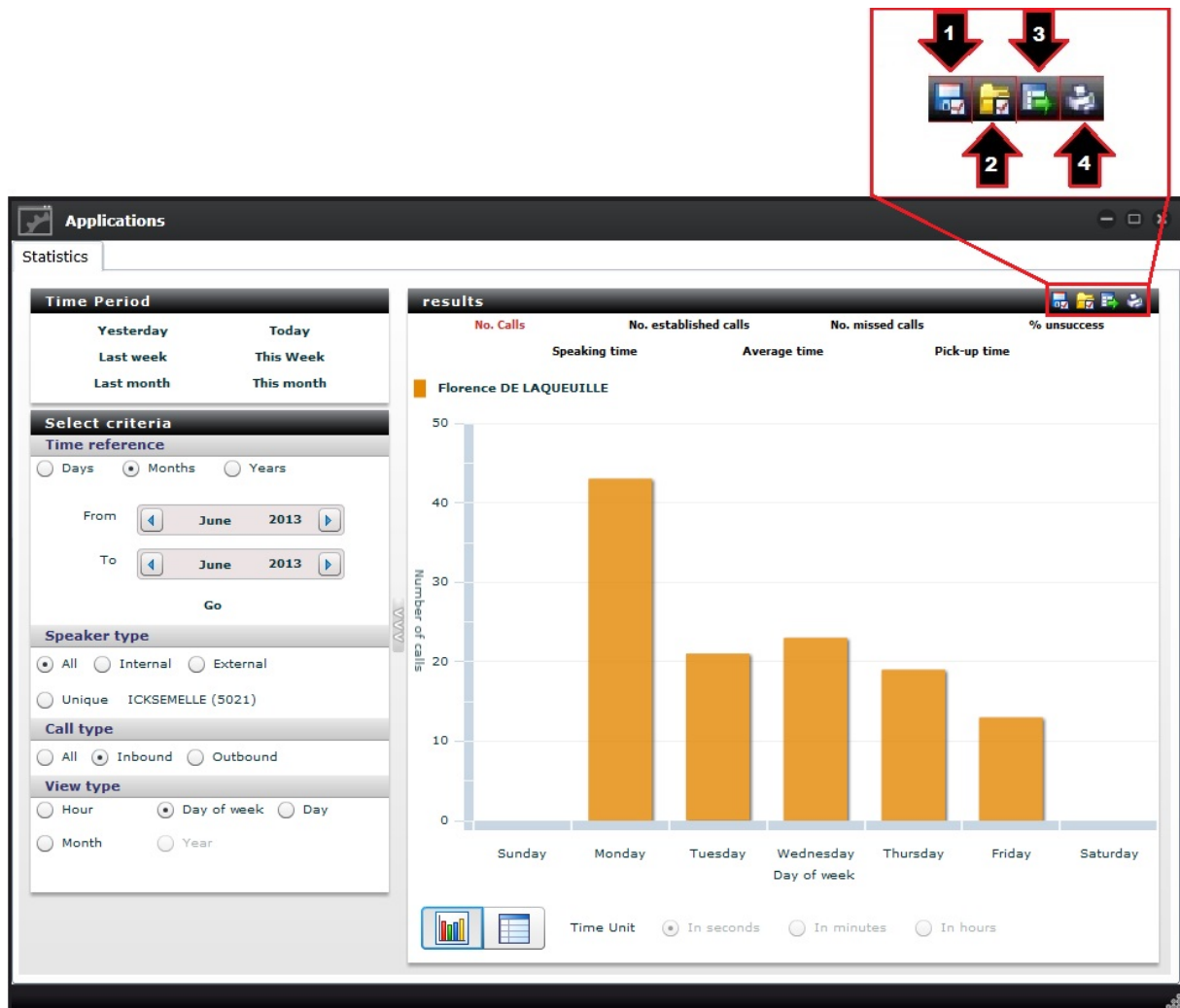
The example below includes statistics from last week (time period) between the user and Marc Icksemelle (speaker type), viewed by day of the week (view type) and shows the number of calls (results):

By clicking on the spreadsheet button, the results tab will change:

The top right of the results menu gives you certain choices:

1. Save parameters for later use
2. Load past parameters
3. Export the data (.CSV)
4. Print the data

5.3.2 Admin statistics

The admin statistics (available by clicking "See general stats" when you open the 3Application" menu) let you see statistics of other users, and the possibly to compare several users for the same parameters. The tabs do not change, but one tab is added: "Stats admin". "Stats Admin" is located on the right side of the window, and lets you select the users that you want to compare:
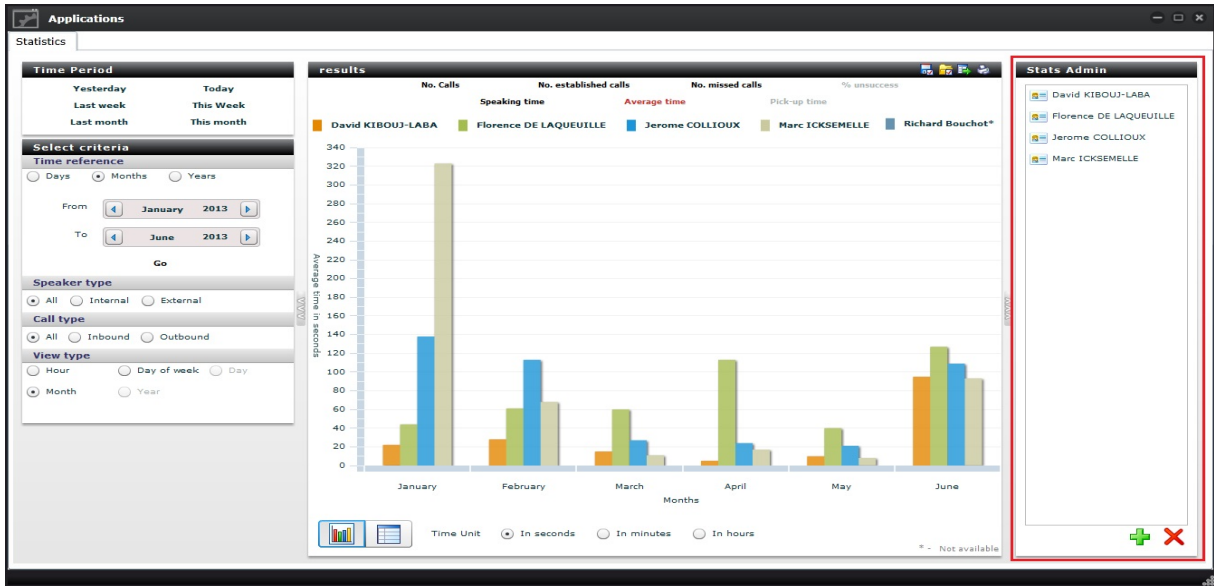
To add a user, click on the "+" sign in the bottom right corner:

Choose whether it's a TWP contact or a database contact, then click "Next":

If you do not have the right to see a user's statistics, they will appear in the "results" tab with a * sign after their name. You will not see their statistics.
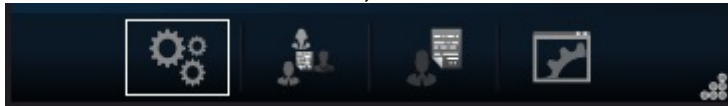
5.4 Audio library
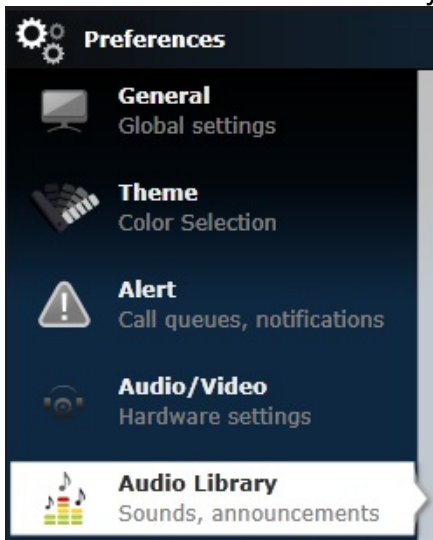
5.4.1 Add & create a sound

Quick access:

Preferences > Audio library

To create or add a sound, first click on the "Preferences" menu:

Then choose the "Audio library" menu:

The three available sections are:
- "Import a sound": simply click on the "+" and find a sound file that you want to upload (.mp3 or .wav);
- "Create a sound": You can easily record a sound file. Start by choosing the phone number that you want to be called on, and clicking on the call button (1), then the record button (2) when you are ready. Click on the stop button (3) when you have finished, and then hang up (4).
- "My sounds": you can playback the sound files by clicking on the play button (5)
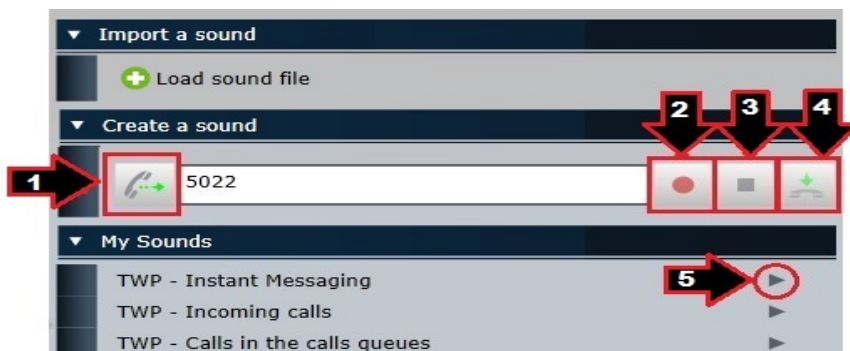
Your sound files can be used to modify the original TWP sound files or to add personalised announcements in your TWP call forwarding rules (requires TWP Rules, see chapter 5.1.4), example "Hi, I'm currently in a meeting, I'm transferring your call to my assistant".
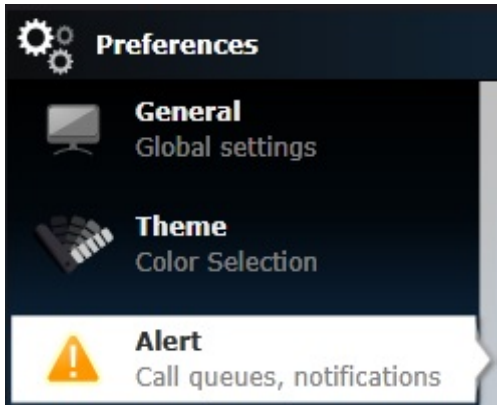
5.4.2 Manage TWP sounds

Quick access:

Preferences > Alert > Sound alerts

To manage your sounds, first choose the "preferences" menu:
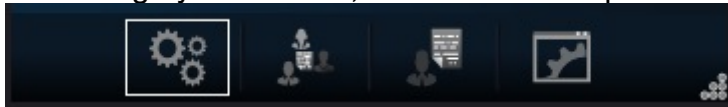
Then choose the "Alert" tab:

In the "Sound alerts" section, you can choose which sounds are active (tick the corresponding boxes) and which sound file you play. You can playback the sound file by clicking on the play button: