



1.1.3.65 July 2023

Introduction

This manual contains all the information you need to know to operate Navigate Pro in conjunction with a SpliceCom system running SelectVoice software¹. This manual assumes that the Navigate Pro software has been installed on your PC by your system Administrator or system supplier.

Navigate Pro

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

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

Navigate Pro integrates Microsoft's Skype for Business and Outlook, fully integrating SelectVoice with these popular desktop apps.

The Navigate Pro software can be configured to run as an IP soft phone or as a partner to your PCS or Yealink telephone.

If Navigate Pro has been configured to partner your telephone it means that your telephone conversations will be via the handset however Navigate Pro will assist you to handle calls quickly and efficiently. If you are using your telephone with a headset your conversations will be via your headset and you can use Navigate Pro solely to handle the calls.

If Navigate Pro is running as an IP soft phone this means your PC becomes your telephone and you will require a headset and microphone connected to facilitate a telephone conversation, if you have a HID compatible headset (Jabra, Plantronics or Yealink) then you will also be able to answer calls via the headset.

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

Trademarks

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All other trademarks belong to their respective owners.

Notes:

¹ Navigate Pro will partner to SpliceCom PCS phones and will also run as a softphone if not using SelectVoice software, However Navigate Pro will not be able to use all the available SelectVoice features.

Supporting Documents and Licence Information

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

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

Licences (Non-Vision call centre working)

The following licences are required to unlock the extra functionality of Navigate Pro.

Navigate Skype For Business Licence

This licence allows Navigate Pro to integrate with Microsoft Skype For Business™. Please see page 53 for the full integration details.

Navigate Outlook Licence

This licence allows for the integration of Outlook contacts and calendar lookup, please refer to page 52 for further information.

Navigate Softphone Licence

This licence is required for Navigate Pro to be configured as a Softphone.

Software Version's

For all the features of Navigate Pro 1.1.3.65 to work, the call server must be running at minimum.

SV1.4.179
SV1.5.114
Vision 2.1

Licences (Vision call centre working)

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

Vision agent licence

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

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Navigate Pro Overview




























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

Operational Icons















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

The following tables show the Navigate Pro icons and there meaning.










Main Window

	Click to show either the Extn name or number.
	Navigate Pro is in Centralised Partner mode.
	Navigate Pro is in PCS Partner mode.
	Navigate Pro is in Softphone mode.
	Navigate Pro is in SSL (Secure Socket Layer) Mode.
	Allows you to login/out as a different user (Not available in Centralised Partner Mode)
	Voicemail Message (Icon will flash showing that you have a new message)
	Missed call (Icon will flash showing that you have had a missed call)
	Click to show your Favourites (Speed dials)
	Click to access the Navigate Pro Settings.
	Use this to dial the last number dialled.
	Park slots, use these to park calls instead of transferring a call.
	Shows that Outlook is configured to be integrated with Navigate Pro.
	Shows that Skype is integrated and ready to be used with Navigate Pro.
	Out of office In meeting set.
	Out of office At Lunch set.
	Out of office On Holiday set.
	Out of office Off Site set.
	Personal forward set.
	Dual Personal forward set.
	Dual All Personal forward set.
	Forward All calls set.
	Forward calls to my Mobile Enabled/Disable.
	Forward calls to my Home number Enabled/Disabled.
	Forward calls to my spare 1 number Enabled/Disabled.
	Forward calls to my spare 2 number Enabled/Disabled.
	Network connection issue/issue resolved.







Call Panel

	Cancel/Hang-up a call.
	Pause/Place a call on hold.
	Click to Transfer a call.
	Use to Mute a call (Softphone mode only).
	Mask or unmask a recording, used for hiding the caller's personal information e.g., Credit card details.
	Switch between calls.
	Setup a 3-way conference.
	Display the Keypad so that DTMF digits can entered.
	Account code entry.
	Search Contacts.
	Display favourites.
	Call Select ready to use.
	On a call click to reveal the call panel.
	HD Voice call/Normal voice call.






Call Panel for Voicemail

	Cancel/Hang-up the call.
	Forward Message to a Colleague.
	Play or listen to the message again.
	Delete message.
	Save message.
	Rewind by 2 seconds.
	Fast Forward by 2 seconds.
	Skip back to previous message.
	Skip forward to next message.







Call History Window

	Signifies an unanswered (or missed) incoming call.
	Signifies an answered outgoing call.
	Signifies an unanswered outgoing call.
	Signifies an answered incoming call.
	Unread Message.
	Old or Read Message.







Favourites Window

	Favourite is Idle.
	Favourite is ringing.
	Favourite is on a call.
	Group Icon.
	Leave a group to get back to the main favourite screen.
























Contact Search

-  Contact from SelectVoice database.
-  Contact from Outlook.
-  Contact from Skype.
-  Work Contact.
-  Mobile Contact.
-  Home Contact.

Call centre working (Requires Vision agent licence)

-  Vision agent available.
-  Vision agent not available.
-  Vision agent codes and features.
-  Vision agent logout from call centre.
-  Vision agent request help/Help requested.
-  Agent functions menu.

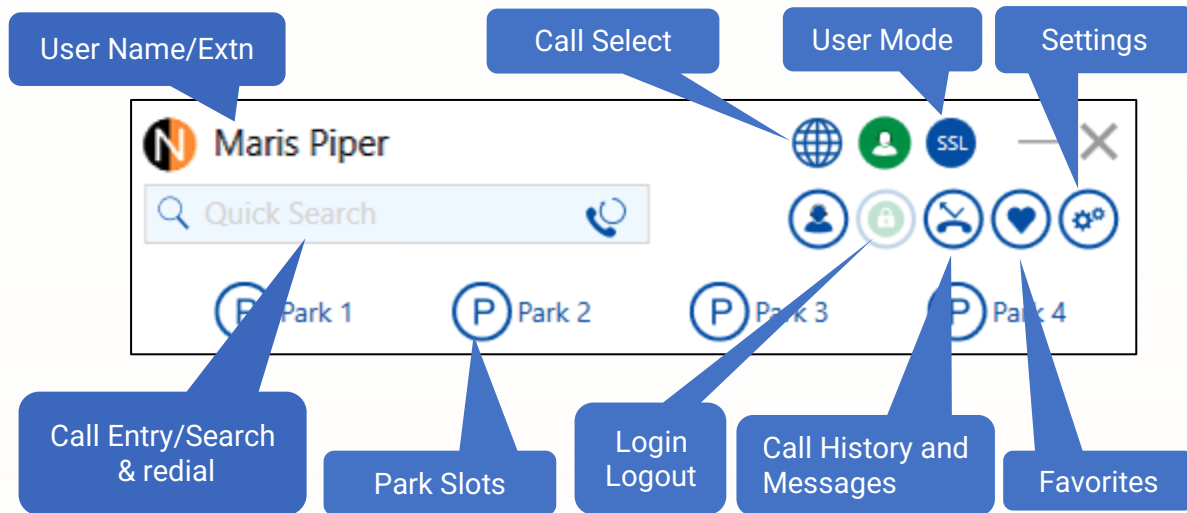
Miscellaneous

-  Call volume muted.
-  Call volume MIN.
-  Call Volume next level.
-  Call Volume next level.
-  Call Volume MAX.
-  Keypad Button 1.
-  Keypad Button 2 and letters AB and C.
-  Keypad Button 3 and letters DE and F.
-  Keypad Button 4 and letters GH and I.
-  Keypad Button 5 and letters JK and L.
-  Keypad Button 6 and letters MN and O.
-  Keypad Button 7 and letters PQR and S.
-  Keypad Button 8 and letters TU and V.
-  Keypad Button 9 and letters WXY and Z.
-  Keypad Button 0.
-  Keypad Button *.
-  Keypad Button #.
-  There has been an error, please contact your reseller.
-  Voicemail Greeting ICON.
-  User Manual.
-  Quick Reference Guide.
-  Downgrade to a previous version of Navigate Pro.
-  Software up-date available.


Navigate Pro Guided Tour

Navigate Pro has several windows that are displayed at various times when making and receiving calls, the two main operational windows are described below.

Navigate PRO Main window



User Name/Extn

Next to the user mode, your username is displayed, clicking on the  icon changes the display and toggles between displaying your username and extension number.

Login/Logout

Allows Navigate pro to be used as a hot desk phone, where various people that use the same PC can login as themselves to receive and make phone calls.

Call Select

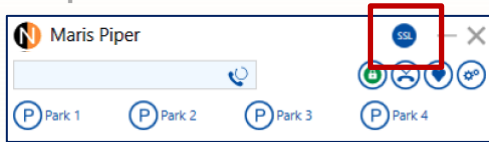
If enabled this feature¹ will allow a user to be logged onto three devices (1 x Softphone 1 x Desk phone and 1 x iPCS) simultaneously and have the ability to move a call between those devices by clicking the Call Select globe icon.

¹ Requires SelectVoice SV1.4 or above.

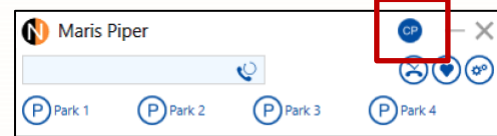
User Mode

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

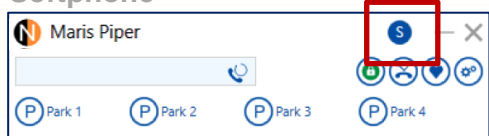
Softphone SSL



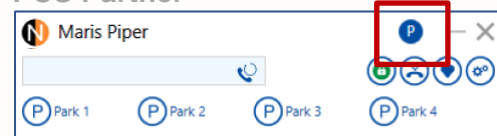
Centralised Partner



Softphone



PCS Partner



Settings

Clicking on settings allows you to change your preferences, set your forwarding, DND state, Out of Office status and make changes to your user configuration. See page 19 for further details.



Favourites

The Favourites window shows your speed dial and speed dial groups, together with the current call state of the extensions and departments being shown. See page 39 for further details on how add/delete and amend favourites.

Favorite's can also be grouped into Separate folders, To make searching easier

You can also see if one of your favorite's is already on a call.

You can also see if one of your favorite's is ringing.

Call History and Messages

Call history shows you your missed, incoming, and outgoing calls together with any voice messages that have been left for you. See page 51 for voicemail details.

Right clicking on an entry will bring up a selection bar that gives you 4 actions that you can perform on an history entry.

Copy the number to your clipboard
Add the number to the contacts directory
Add the number to your favourites
Delete the call history entry

Click to Enlarge and Restore view

Click to see Voicemail Messages only.

Time	Name	Source	Number	Mailbox
16:39 28/6/2019	SIP2004	☎	2004	Extn2013
16:18 28/6/2019	SIP2004	☎	2004	Extn2013
15:59 28/6/2019	SIP2004	☎	2004	Extn2013
15:59 28/6/2019	SIP2004	☎	2004	Extn2013
15:58 28/6/2019	SIP2004	☎	2004	Extn2013
15:57 28/6/2019	SIP2004	☎	2004	Extn2013
15:46 28/6/2019	SIP2004	☎	2004	Extn2013
14:44 28/6/2019	Extn2012	☎	2012	Extn2013
14:40 28/6/2019	Extn2012	☎	2012	Extn2013

Call Type icon

Name or Number of caller

Contact Source

Number Called/Received

Each column within the call history window can be re-sized as well as re-ordered.

Clicking on the mail icon (✉) removes all the call history except for mail messages. Right clicking on the Voicemail entry brings up an extra icon.

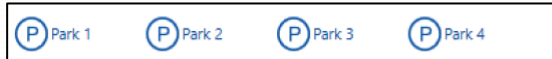
Call the person back that left the voicemail.

Shows if a message is read or unread.

Time	Name	Source	Number	Mailbox
17:09 28/6/2019	SIP2004	☎	2004	Extn2013
17:08 28/6/2019	SIP2004	☎	2004	Extn2013

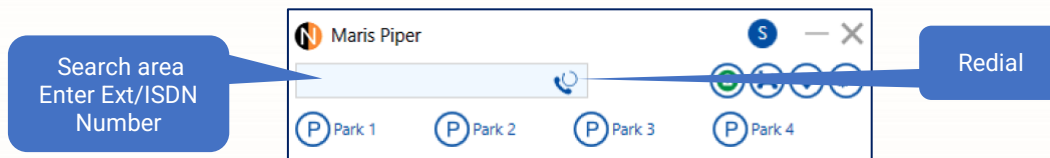
Park Slots

The SelectVoice system has several configurable park slots but displays 4 as standard. Park slots give an alternative method of dealing with a call instead of using a transfer. Details of the caller are shown against the relevant Park Slot and they are held until they are picked up. (Please refer to the Installation and Maintenance Guide for instructions on how to do this)



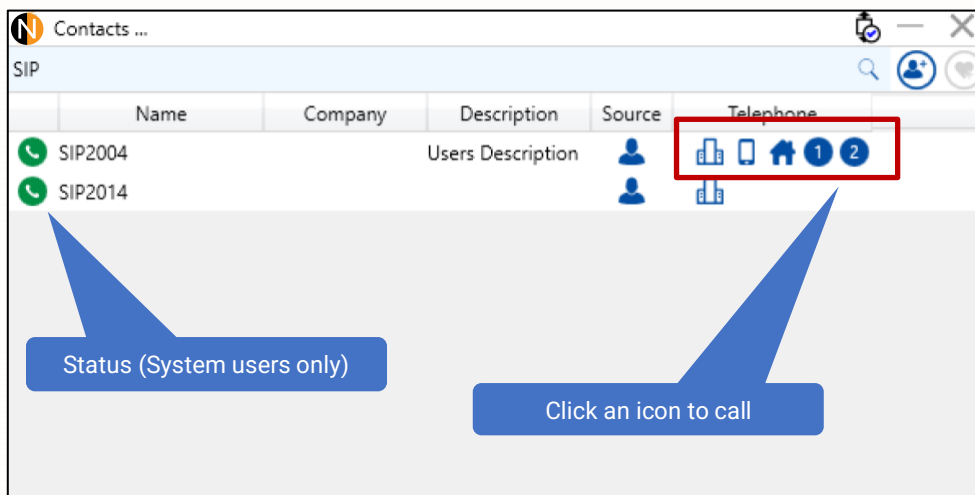
Call Entry/Search and redial

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



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

- Work Number
- Mobile Number
- Home Number
- Spare 1 Number
- Spare 2 Number

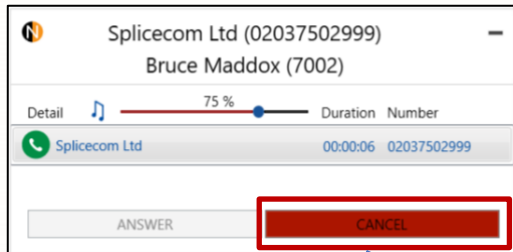


Clicking on the redial icon allows you to redial the last number dialled.

Navigate Pro Call Panel

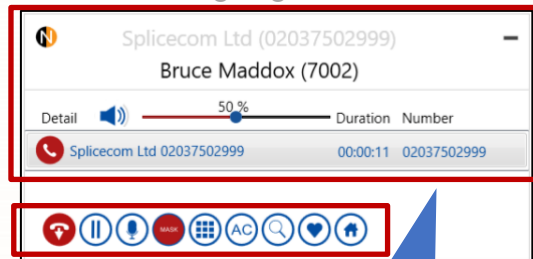
When making or receiving a call Navigate Pro will display the call panel at the configured position (See page 31 for details on how to change the call panel position), the call panel is a dynamic window which changes depending on the progress of the call.

Outgoing Call Panel



Click to cancel call or hang-up if in partner mode

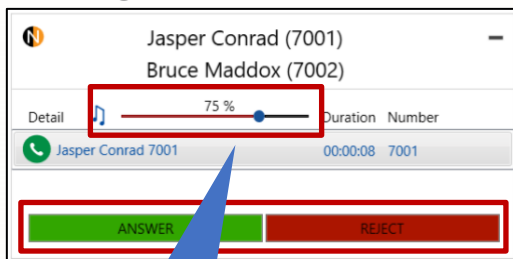
Answered Outgoing Call Panel



In call options

Call Information

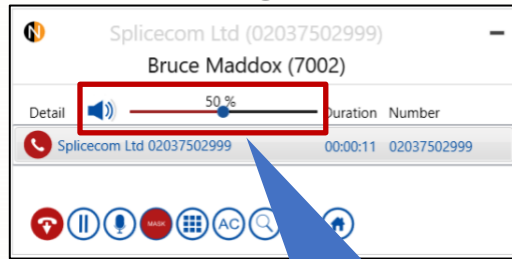
Incoming Call Panel



Ringing volume (If in softphone mode)

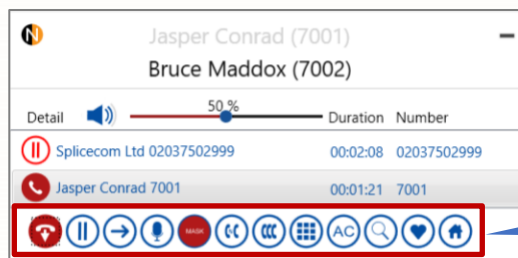
Click Answer to accept the call or Reject to close the call or send the call to voicemail (If enabled)

Answered Incoming Call Panel



Call Volume (If in softphone mode)










Transfer and Conference call Panel



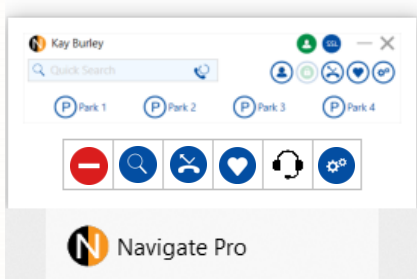
In call options







Navigate Pro Task Bar Working

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

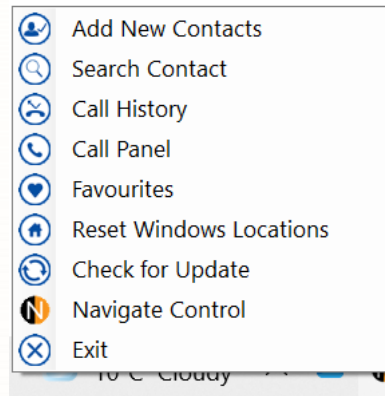
-  Quickly add a new contact.
-  Click to search contacts.
-  Click to show the call history window.
-  Click to display Navigate Pro Call Panel (Used if, Auto hide has been enabled)
-  Click to show the Favourites window.
-  If your Navigate Pro Windows are not appearing as expected, use reset windows location to bring them back.
-  Click to check to see if there is another version of Navigate Prop.
-  Click to display the main Navigate Pro window.
-  Click to close the menu.

Hover Over Task Bar Icon

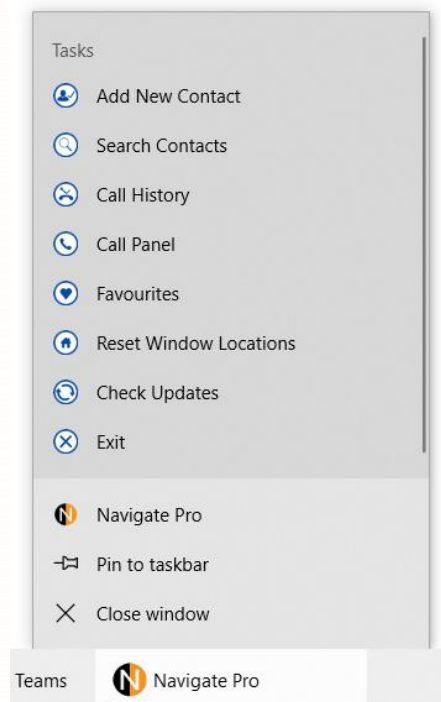


-  Set DND.
-  Search contacts.
-  Display missed calls.
-  Display favourites.
-  Jump to audio settings for a softphone.
-  Jump to settings.

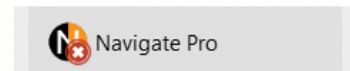
Right Click System Tray Icon



Right Click Task Bar Icon

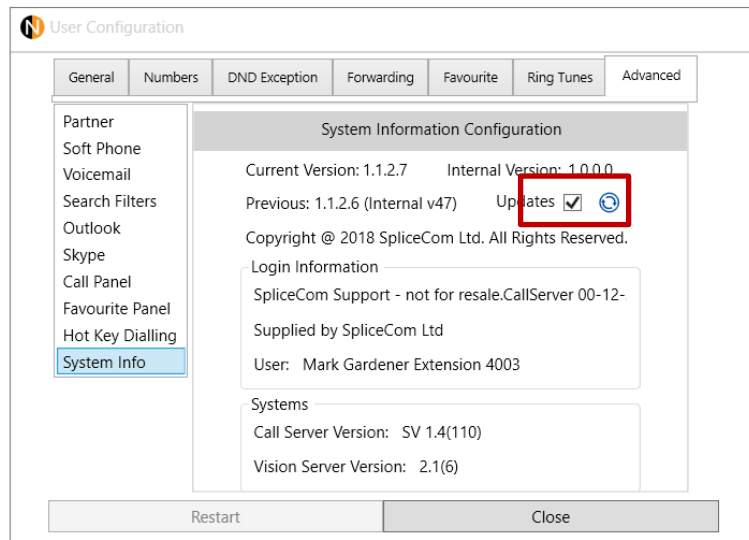



Task bar showing loss on connection error

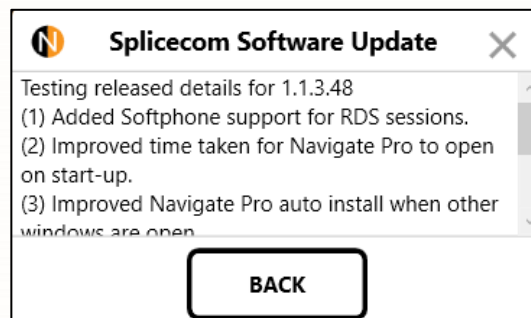
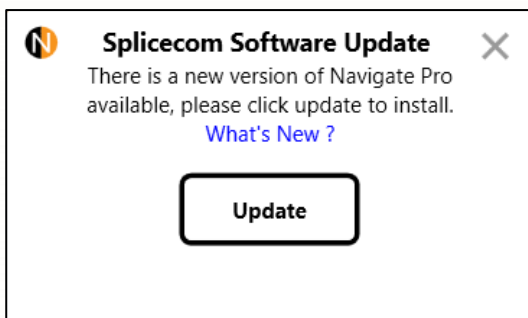


Navigate Pro auto software update.

You can set Navigate Pro to automatically check for software updates by going to the Advanced tab in the configuration menu and selecting System Info from the left-hand menu options and ticking Updates. Once ticked Navigate Pro will periodically check SpliceCom’s update servers to see if a new version is available¹

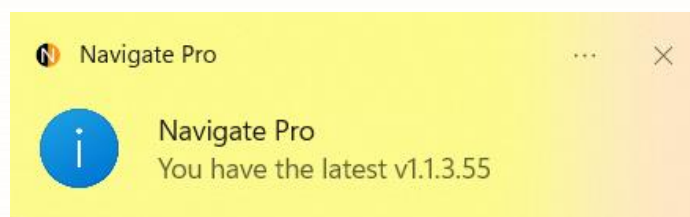


If a new version of Navigate Pro is available, then the task bar icon will show a red spot  to denote an update is available, you will also see a message window.



Clicking the details button gives a brief explanation of the changes in the new version, if you close the pop-up window you can install the update later by right clicking on the Navigate Pro icon in the task bar and selecting Update Available.

You can also check to see if you have the latest version by selecting 'Check for update' from the same menu, if you have the most recent version, you will see the following message



¹ In order for Navigate Pro to auto update, your windows user must have Administrator privileges

Notes:

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

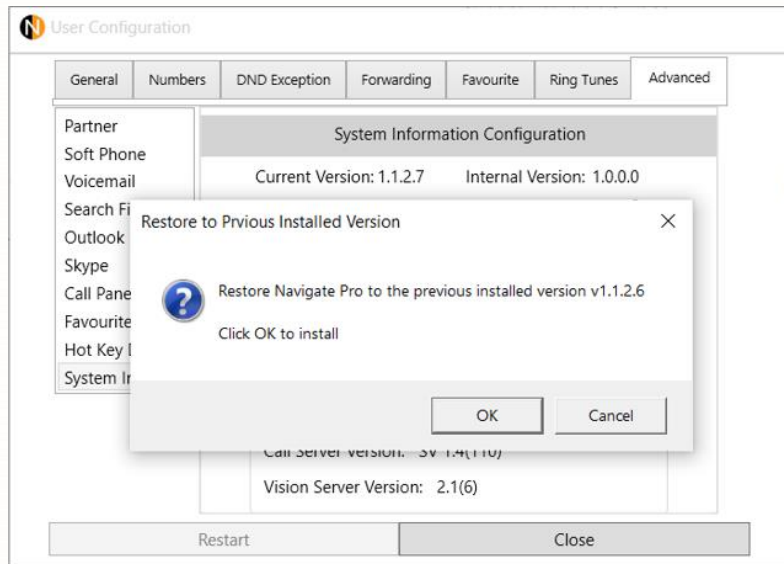
- Pop up notification showing a new software update is available.
- The "Check for Updates" on the taskbar Navigate Pro menu.
- If you defer the installation of a new software update, NP will remind you of the new software update is available by showing the Navigate Pro taskbar icon with a red dot. The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

If NP has been installed on a standalone PC/Laptop:

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

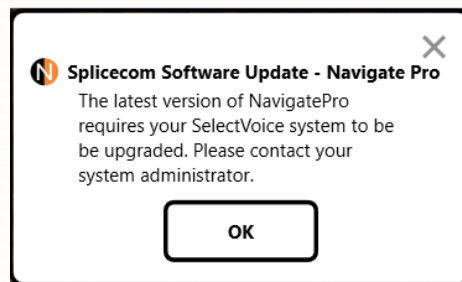
Navigate Pro auto software update

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



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

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



Settings and User Configuration

The settings option allows you to configure common user settings as well as some more advanced options used for Skype for business and Outlook integration (These should have been previously configured by your installer or system administrator). The following section describes each option and how to use it.

DND (Do Not Disturb)

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

To set DND against your user, click on the settings icon and click on the DND option.



When DND has been set Navigate Pro will show the DND icon in the status bar. Your calls will be automatically passed to your Forward on Busy number, if configured, or to voicemail, if enabled, or the caller will receive busy tone. Calls will be logged in your Missed Calls list.

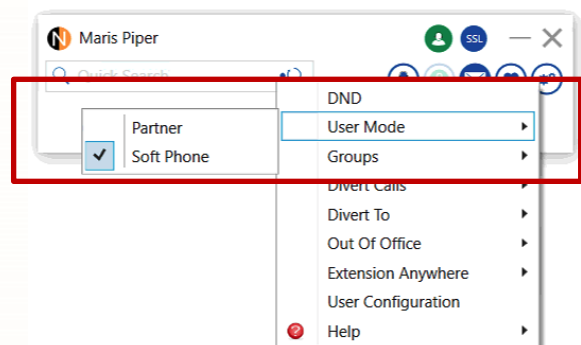
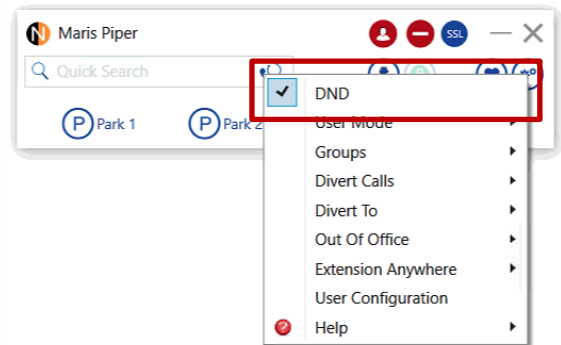
If Navigate Pro is being used in Partner mode, then when you lift your handset you will hear broken dial-tone to remind you that DND has been enabled.

User Mode

Navigate Pro software can be configured to run as an IP soft phone or as a partner to your telephone.

If your Navigate has been configured to partner (Desk Phone) your telephone handset this means that your telephone conversations will be via the handset but Navigate will assist you to handle calls quickly and efficiently. If you are using your telephone with a headset your conversations will be via your headset and you can use Navigate solely to handle the calls.

If your Navigate Pro is running as an IP soft phone this means your PC becomes your telephone and you will require a headset and microphone connected to facilitate a telephone conversation.

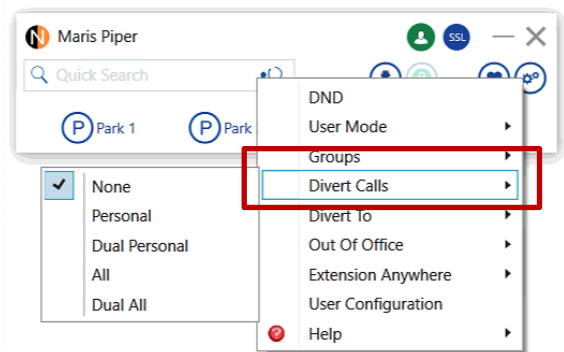


Divert Calls

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

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

- **Personal** – all calls to your extension and direct line number will be diverted.
- **Dual Personal¹** – all calls to your extension and direct line number will be forwarded, however your extension will also ring. This will ensure that you can pick up the call wherever you are.
- **All** – all calls to your extension, direct line number and any Department calls will be diverted.
- **Dual All¹** – All calls to your extension, direct line number and any Department calls will be forwarded, however your extension will also ring. This will ensure that you can pick up the call wherever you are.



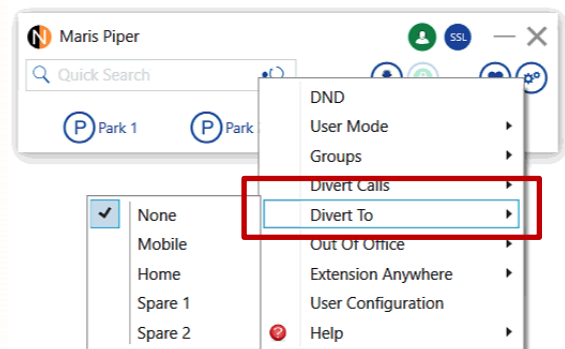
Divert To

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

- Divert calls to your mobile
- Divert calls to your home number
- Divert calls to one of two spare number's

The divert to menu is dynamic and will only show the selection where a number has been set against it.

You could set your Divert to your mobile, for example, so that you can answer calls wherever you are, and when you are back at your desk you do not need to turn off Divert to answer the calls at your desk.



in role where you are constantly moving away from your desk.

You could set your Divert to your mobile, for example, so that you can answer calls wherever you are, and when you are back at your desk you do not need to turn off Divert to answer the calls at your desk.

Out of Office

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

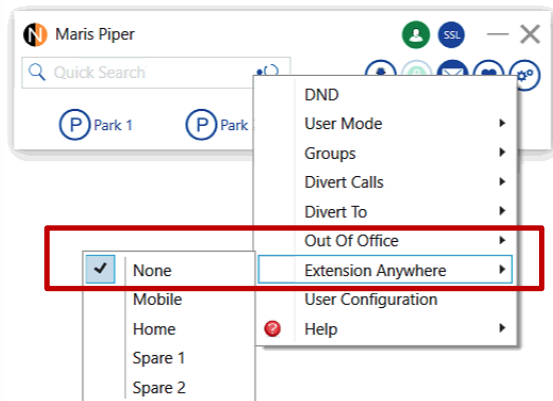
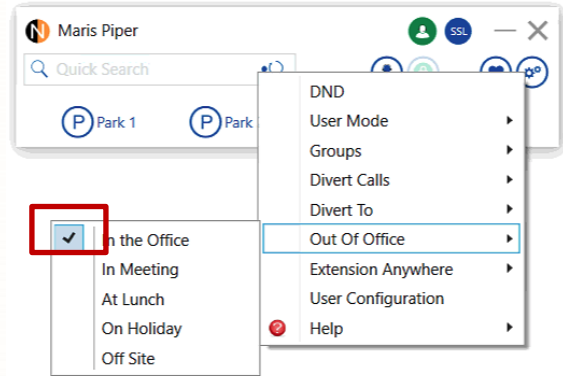
There are five Out of Office states to choose from:

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

To set an out of office message click on the appropriate state, you will see a tick appear next the selected option

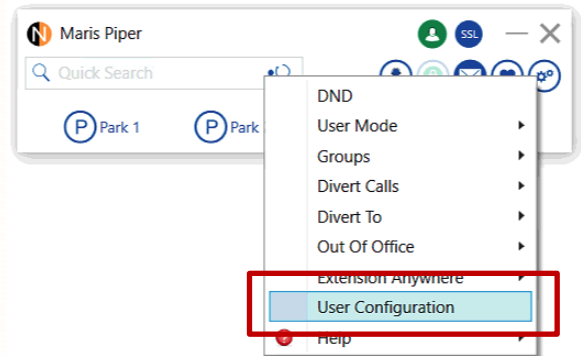
Extension Anywhere

If you are a user of a PCS IP phone or analogue handset and Navigate Pro is partnering this telephone you can use the Extension Anywhere feature when you are, for example, working from home. This feature will allow you to receive and make calls from, for example, a home telephone or mobile as though you were in the office. This means callers/recipients will be unaware that you are working from home, you will not incur any call charges and you will be able to handle the call as if you were in the office, e.g. transfer calls. To turn on Extension Anywhere click on the Settings icon and select Extension Anywhere from the menu from here select the number you wish to use, e.g. Mobile or Home. The options listed here will be dependent on the numbers stored within your User account. To turn off Extension Anywhere select None from the menu selection.



User Configuration

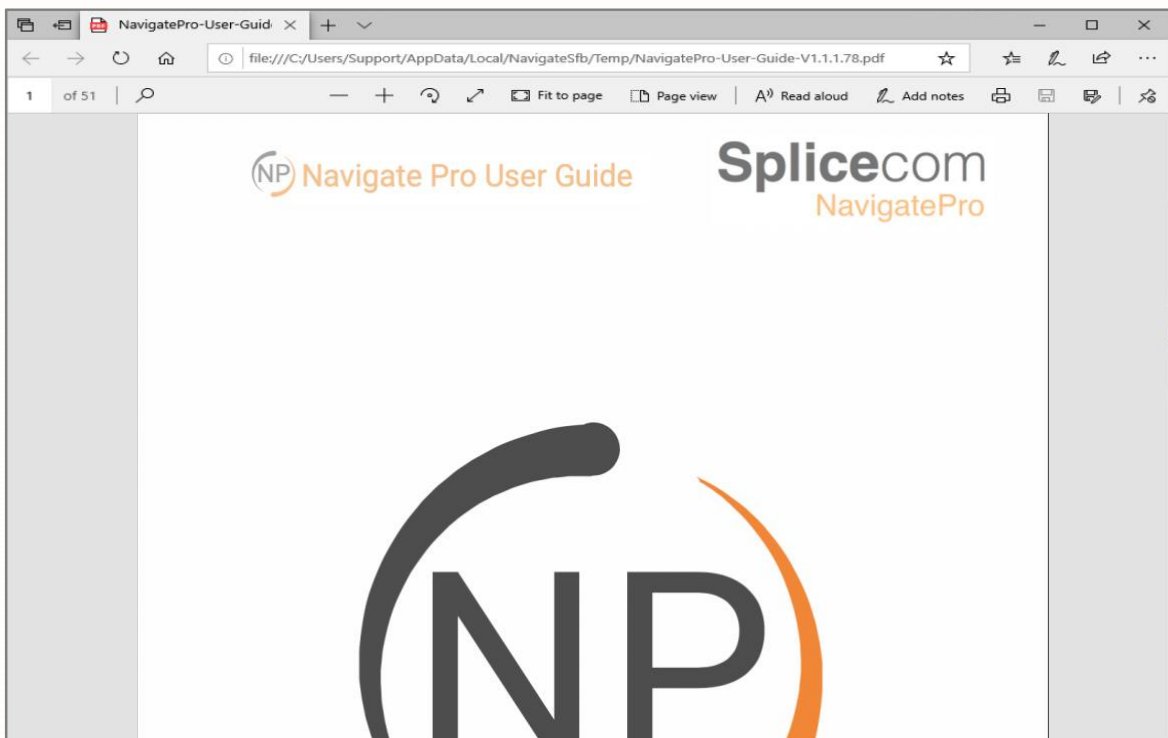
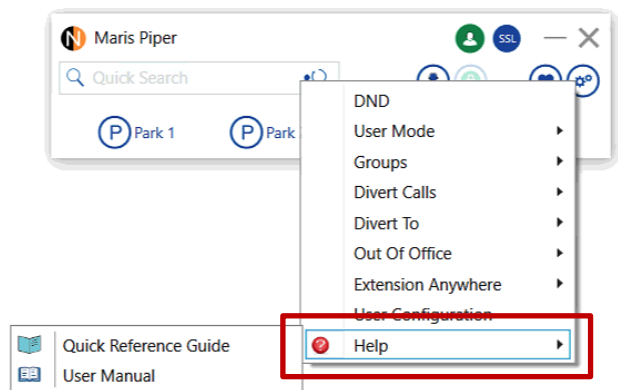
For more advanced user configuration, click on the settings icon and select User Configuration, you will be taken to a separate window with the extra settings, by default you will be taken to the Advanced tab first.



Help

Clicking on Help will allow you to download the on-line manuals.

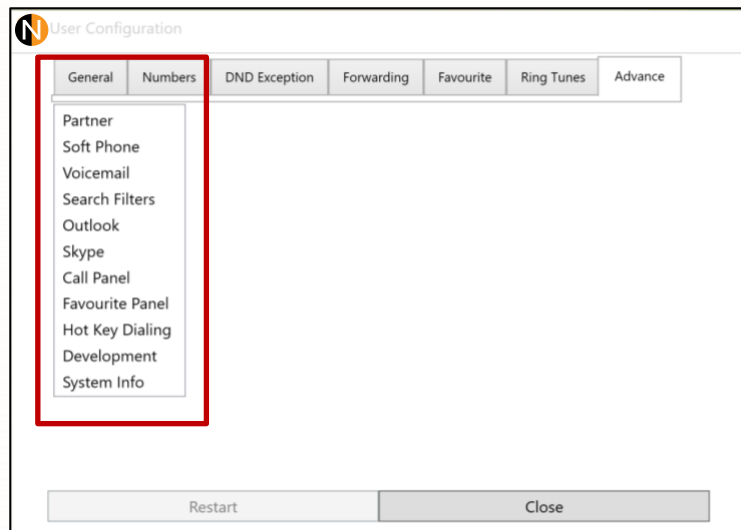
NOTE: The first time you click on the user manual menu item Navigate Pro will download the manual from the internet, subsequent times will be quicker as the manual has already been downloaded.



User Configuration Advanced Tab

The Advanced tab has a number of Sub selections that can be selected, the next section will go through each of the section in turn.

Partner	Sets up PCS and Centralised Partner configuration.
Soft Phone	Sets up Softphone operation for Local and SSL.
Voicemail	Allows you record your Voicemail greetings.
Search Filters	Set what categories you can search.
Outlook	Setup Outlook Integration.
Skype	Enable Skype Integration.
Call Panel	Personalise the Call Panel.
Favourite Panel	Set the Favourite Panel Preferences.
Hot Key Dialling	Configure Hot Key Dialling.
Development	Reserved for Reseller and SpliceCom use.
System Info	Shows Navigate Pro version information.



User Configuration Advanced (Partner)

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

IP Address

The IP address of the module or PCS IP Phone that the Navigate application will connect to¹. If you are using Centralised Partner, then this becomes the IP address (Internal or External) of the call server the Yealink phone is homed to.

Port

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

CP (Centralised Partner)

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

The screenshot shows the 'User Configuration' window with the 'Partner Configuration' tab selected. The 'Partner' section is active in the left sidebar. The main area contains the following fields:

- IP Address:** 77.246.29.196
- Port:** 4018
- CP:**
- Login Code:** (empty)
- Hot Desk:**
 - Number:** 719
 - Login Code:** (masked with dots)
- Speech Output:** Remote Audio (selected in a dropdown menu)
- Network Interface:** 172.16.10.129, MAC:00-e0-4c-68-26-e8, Type Et

Buttons for 'Restart' and 'Close' are visible at the bottom of the window.

Login Code

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

Hot Desk

These fields, in conjunction with the Port and Partner Login Code fields, can be used to assist you if you are a hot desking User. These fields can be configured to allow you to log on to more than one choice of handset and your Navigate will automatically partner any of these handsets. This is useful if, for example, you are a laptop user and when you come into the office you log on to any available phone at any available desk. Navigate can be configured once to partner any of these handsets.

If you are using Centralised Partner, then you must enter in the Hot-desk Number field your user's extension number and your login code in the login Code field.

Speech output

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

Network Interface

If your PC has several Network interfaces configured, select the interface you want Navigate Pro to use.

¹ Splice.com's products are in a continuous development cycle and therefore subject to changes in working, one such change will be direct partner mode configuration to PCS devices, this will be removed in a future release of NavigatePro in favour of centralised partner.

Advanced (Soft Phone)

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

The screenshot shows the 'User Configuration' dialog box with the 'Soft Phone' tab selected. The 'Soft Phone Configuration' section includes the following fields and options:

- Gatekeeper:** cnhpbx1.splicecom.cc, Port: 5000
- Alt Gatekeeper:** (empty), Time: 00 : 00
- Hotdesk Number:** 4033, SSL Enable:
- Hotdesk Code:** (masked with dots), SRTP Enable:
- STUN Server:** cnhpbx1.splicecom.cc, Port: 5060
- Audio Speech and HID:**
 - Speech: Realtek Audio
 - Additional Ring: Disable
- BLF:** Soft Phone Licence:
- Network Interface:** 192.168.4.71, MACa4-34-d9-cd-f2-35, Type V

Buttons at the bottom: Restart, Close.

Gatekeeper

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

Alt Gatekeeper

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

Port

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

Time

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

Hot Desk Number and Hot Desk Code

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

STUN Server and Port

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

SSL Enable

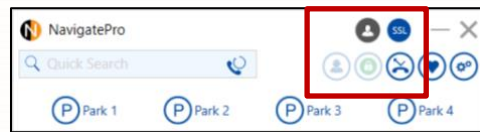
Check to enable the SSL (Secure Socket Layer) connection for this user.

SRTP Enable

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

NOTE:

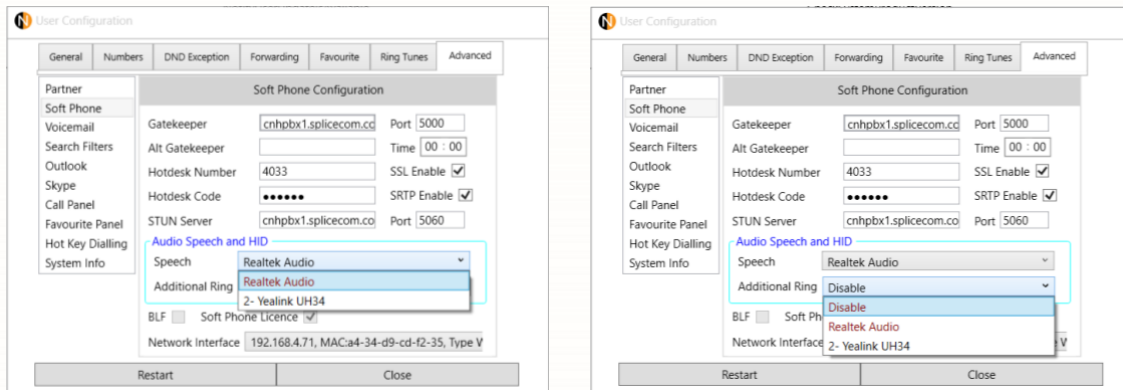
If the Navigate Pro user is configured as a Vision agent and the Alt Gatekeeper is used, then all Vision Agent functionality is removed from Navigate Pro by greying out and disabling the all the agent options.



Audio Speech and HID

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

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



Additional Ringing

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

Supported Headsets

Currently NavigatePro supports:

- Yealink (See Page 60 for a full list of supported Yealink Headsets)
- Plantronics
- Jabra

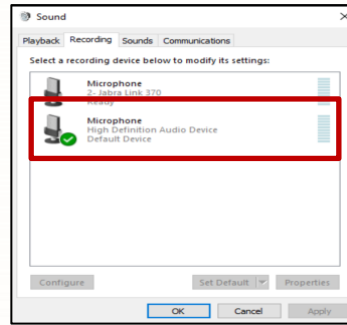
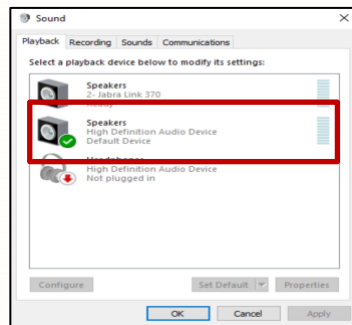
Network Interface

If your PC has several Network interfaces configured, select the interface you want Navigate Pro to use.

Windows Sound settings

It is important that the Windows sound settings are setup correctly as NavigatePro will always attempt to use the default sound devices for Playback and Recording.

It is therefore recommended that the PC's Speakers and Microphone are set as default, these settings can be found under Advanced Sound Options.



Advanced (Voicemail)

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

Changing your daily Greeting

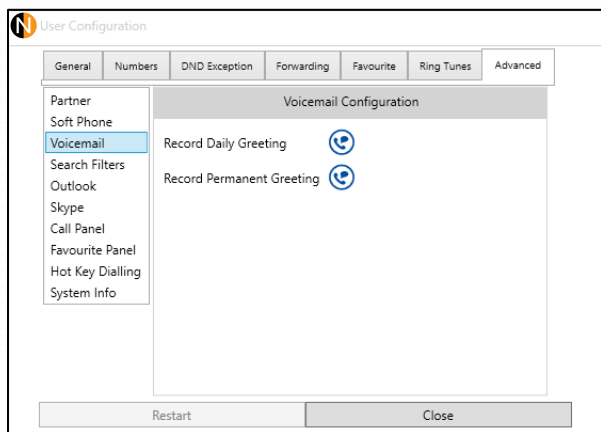
Click on the Record Daily Greeting Icon

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

Changing your permanent Greeting

Click on the Record Permanent Greeting Icon

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



Advanced (Search Filters)

The Directory provides access to a database of contact information that is stored centrally on your SelectVoice system. Your system administrator is responsible for the maintenance of this database and will be able to assist you with your queries.

The type of records displayed are determined by the selected filters select or de-select the options as required.

Users Filter

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

Departments Filter

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

Contacts Filter

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

Favourites Filter

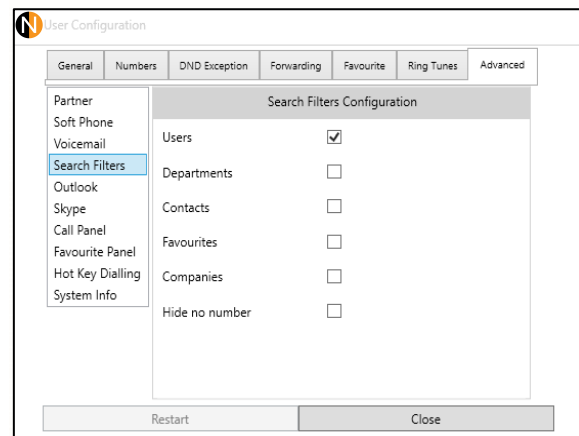
Will give access to the Speed Dials stored within your User account.

Companies Filter

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

Hide no number

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



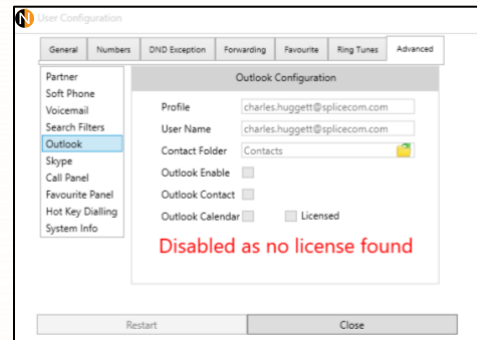
Advanced (Outlook)

If you use Microsoft Outlook for your calendar and storing your contacts, your user account can be configured to enable you to turn on Outlook Contact Lookup and Outlook Calendar Lookup in Navigate. Outlook Contact Lookup will enable Navigate Pro to search within your Contacts¹ so that you can easily and quickly dial numbers stored in your Outlook Contacts. To enable this feature, you will have to setup your Outlook Profile and select the contact folder to use.

Outlook Enable

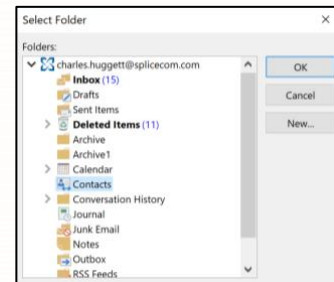
If your user has the appropriate licence then Outlook Contact and Calendar will automatically be ticked, the licence tick box will also be checked.

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



So that you can use Outlook Contacts you first have to enable this feature by clicking the Outlook Enable check box. Then select your Contact folder by clicking in the Contact Folder field and selecting the folder to use from the directory search window.

Click on the contacts folder, the username will be automatically filled out.



Advanced (Skype)

Navigate Pro has the ability to interact with Skype for Business for searching contacts and altering presence docking and auto start-up, to change enable these features.

Skype Integrated

When checked, Navigate Pro will search your Skype For Business contacts as well.

Skype Docked

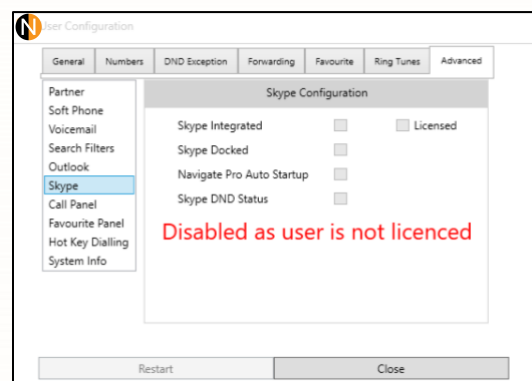
Check to dock Navigate Pro with Skype For Business, so you have one seamless application.

Navigate SFB Auto Start up

Allows Navigate Pro to auto start when you start Skype For Business.

Skype DND Status

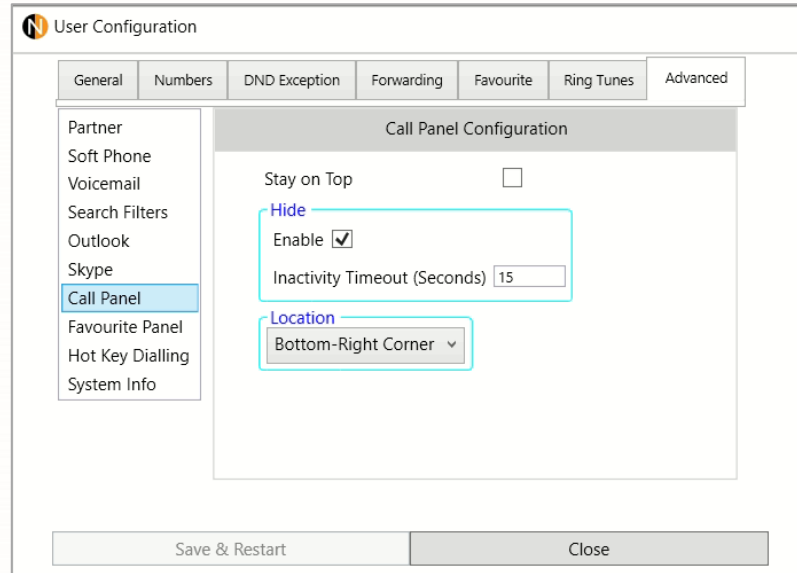
To stop Skype receiving another call whilst you are on a SelectVoice call check this option, otherwise Skype will make you unavailable, in this state you could receive a Skype call.



¹This feature requires a licence, please see your system Administrator for further details.

Advanced (Call Panel)

You can change the position and way Navigate Pro's Call Panel acts when on a call, by default the call panel will appear in the bottom right corner and will fade out in 15 seconds. To change this click use the following options:



Stay on Top

This option allows the call panel to remain on top of other applications windows.

Hide

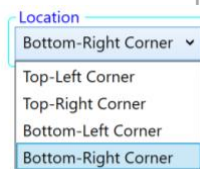
Check to allow the call panel to hide itself after the inactivity timeout expires.

Inactivity Timeout

Amount of time in seconds it takes for the Call Panel to fade out.

Location

You can choose which corner of the screen the call panel appears:



The call panel will default to the bottom right-hand corner of the screen.

Advanced (Favourite Panel)

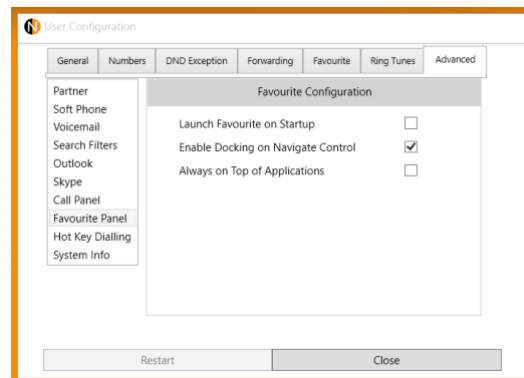
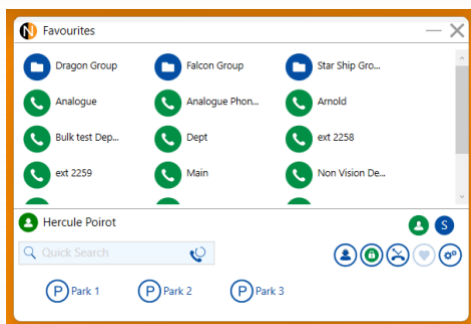
You can have your favourites window dock with Navigate Pro so that are always visible.

Launch Favourite on Start-up

When checked the favourites window will be launched at the last known position when Navigate Pro is started.

Enable Docking on Navigate Centre

Check to attach your favorites window to the top of Navigate Pro.



Always on Top

Selecting always on top makes the favorites panel appear on-top of any windows application.

Note:

When the favorites window is attached the window, controls move from the main Navigate Window to the Favorites window

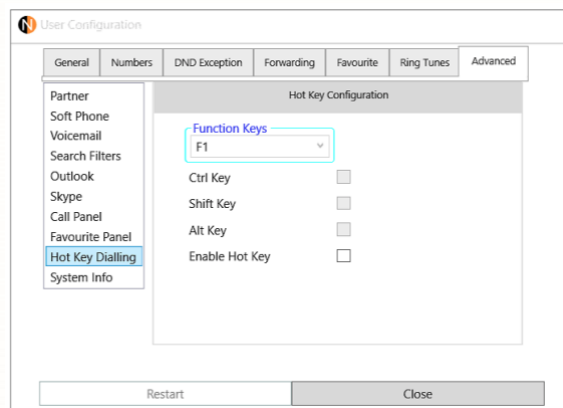
Advanced (Hot Key Dialling)

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

Hot Keys

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

Once you have selected your key sequence tick Enable.



Advanced (System Info)

The System information window shows the current version of Navigate Pro and any previous version information. Navigate Pro 1.1.2.13 and above also gives you the option to auto update Navigate and to also restore to a previous version (See page 16 for a fuller explanation)

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

The screenshot shows the 'User Configuration' window with the 'System Information Configuration' tab selected. The window is divided into several sections:

- General Information:** Current Version: 1.1.3.55, Internal Version: 1.0.0.0, Previous: 1.1.3.54 (Internal v47), Updates checkbox, and a refresh icon.
- Copyright:** Copyright @ 2018 SpliceCom Ltd. All Rights Reserved.
- Login Information:** SpliceCom Support - not for resale.CallServer 90-1b-, Supplied by SpliceCom Ltd, User: Hercule Poirot Extension 2013.
- Systems:** Call Server Version: SV 1.5(117), Vision Server Version: 2.1(45).

Callouts highlight specific areas:

- Current and previous version information:** Points to the version and update information.
- Your current login information:** Points to the login details.
- Call Server and Vision Versions:** Points to the system version information.

Buttons for 'Restart' and 'Close' are visible at the bottom of the window.

Settings (General)

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

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

Call Waiting

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

- None** Call waiting is disabled, subsequent calls will get busy or Go to voicemail (If enabled).
- Enabled** When you get a second call Navigate Pro will alert you that you have a second call and you will also get an audible alert in your headset or handset.
- Phone Tools** Currently not supported.
- No Tone** When you get a second call Navigate Pro will alert you that you have a second call but you will not get an audible alert.

Select the type of Call Waiting you require and then click save, see page 39 to see how to use call waiting.

Out of Office

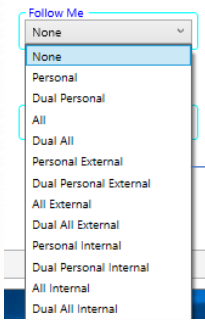
Users may wish to inform internal callers when they are unavailable. The message selected will be displayed on the caller's pcs56x/57x Phones and on Navigate Pro when you pre-dial a number or perform a directory look up.

You can also create your own Out of Office Message, e.g. "On Holiday until Tuesday, 6th Feb", By using the Out of Office Message Field. (Please refer to the relevant user manual for further details.)

Follow Me

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

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



Do Not Disturb

When ticked places your user into DND.

Do Not Disturb

Auto launch

When ticked Navigate Pro will auto start when you start windows™

Auto Launch

Settings (Numbers)

You can add your Home and Mobile telephone numbers entered via the Settings, Numbers tab. You can also use the Spare1 and Spare2 Telephone Number fields to enter two additional numbers if required.

Please note: If the Ex Directory option is ticked your number's will not appear in a Directory search made by another user.

These numbers will also be matched against incoming CLI and display the User's name in Caller Display. It is therefore very important that extension numbers are not entered into these fields.

The screenshot shows the 'User Configuration' dialog box with the 'Numbers' tab selected. The 'Telephone' field contains the number '2830'. Other fields for 'Mobile', 'Home', 'Spare 1', 'Spare 2', and 'Assistant' (with '0' entered) are empty. At the bottom, there are 'Save' and 'Close' buttons.

Settings (DND Exception)

You may wish to turn on Do Not Disturb but still receive a call from a colleague or an external number.

This is useful if you are expecting an urgent or important call but do not wish to be disturbed by other calls. The relevant number can be set as a Do Not Disturb exception as follows.

The screenshot shows the 'User Configuration' dialog box with the 'DND Exception' tab selected. A list box contains one entry: 'Telephone 719'. Below the list, there is a 'Del' button and an 'Add New Entry' button which is highlighted with a red box. The 'Add New Entry' button has a small input field next to it.

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

This is a close-up of the 'Add New Entry' dialog box. The input field contains the number '819' and the 'OK' button is to its right.

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

Del

This is a close-up of the list box from the 'DND Exception' tab. The entry 'Telephone 819' is highlighted with a blue background.

Settings (Forwarding)

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

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

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


Forward on Busy

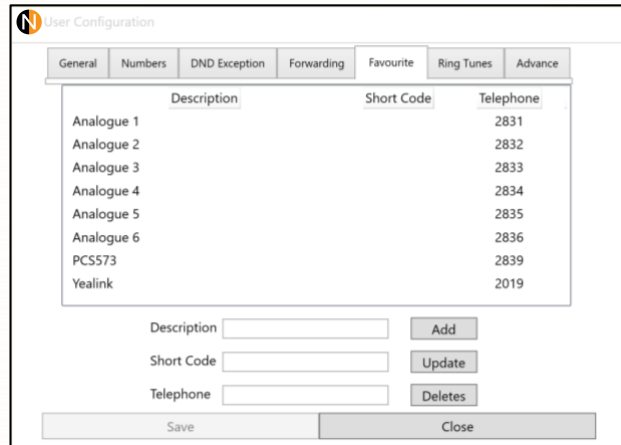
After selecting the type of forward enter the number you wish to forward your calls to into the number field. Then click save to activate your forward.

Forward on No Answer

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

Settings (Favourite)

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



Description	Short Code	Telephone
Analogue 1		2831
Analogue 2		2832
Analogue 3		2833
Analogue 4		2834
Analogue 5		2835
Analogue 6		2836
PCS573		2839
Yealink		2019

Description

Short Code

Telephone

Adding a new Favourite

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

Description

Short Code

Telephone

Click Add to save your new entry.

Editing an existing Favourite

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

Description	Short Code	Telephone
Accounts		0192320020
Bill	G:1,1	718
Charlie		719
Dev Guys	GR:1	
Drew		10080
Haley		10009
Jade		714
Paul		718

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

Description

Short Code

Telephone

And then click Update to commit your changes.

Deleting a Favourite

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

Accounts	Description	Short Code	Telephone
Bill		G:1,1	0192320020
Charlie			718
Dev Guys		GH:1	719
Drew			10080
Haley			10000
Jade			714
Paul			718

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

Description

Short Code

Telephone

And then click Delete to remove the entry.

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

Delete Confirmation ✕

Are You Sure?

Using Favourites to configure your Park slots

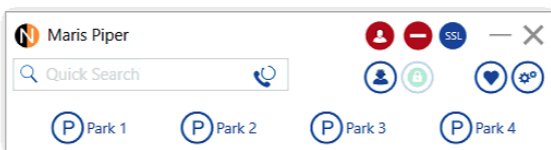
By default, all Users of Navigate, PCS 58x, 57x and within your company will have icons/buttons to access park slots 1-4. However, you can choose to:

- Remove all the Park slots. This would be useful if, for example, you don't use the Park facility and you wish to have more room for your Favourites.
- Create park slots to access alternative park slots. This would be useful if you need a park slot that is only going to be used by the colleagues in your department, or you would like an icon to a park slot only used by yourself, for example.

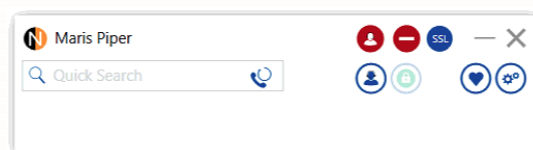
To remove all park slots from Navigate Pro create a Favourite with a telephone number of slot0

Telephone

Navigate Pro with standard park slots.



Navigate Pro with park slots removed.



Notes:

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

To create alternate Park slots, for example Park slot 20, create a new Favourite with a telephone number of slot20. If you want to give your new Park slot a specific name, then enter a colon: followed by the text of the Park Slot. If you leave the description blank, then for this example the description will default to 'Park 20'

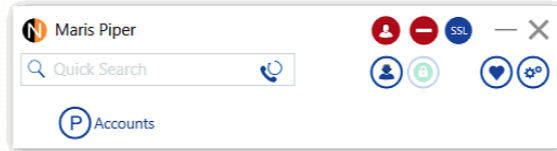
Custom Park Slot configuration

Description:

Short Code:

Telephone:

Navigate Pro shows the custom description



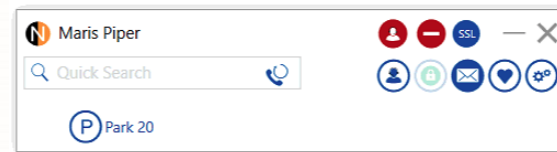
Standard Park Slot configuration

Description:

Short Code:

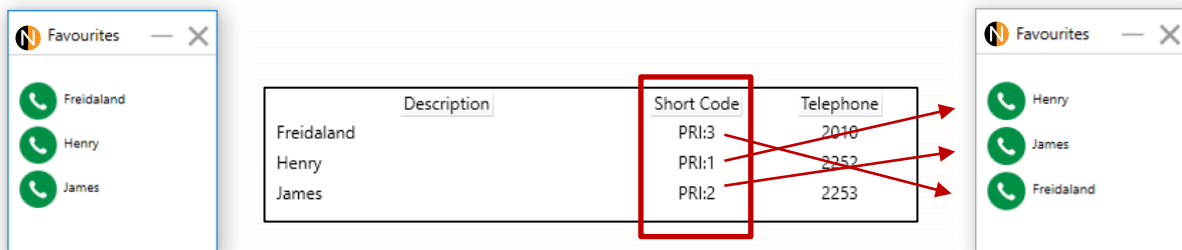
Telephone:

Navigate Pro shows a standard park slot



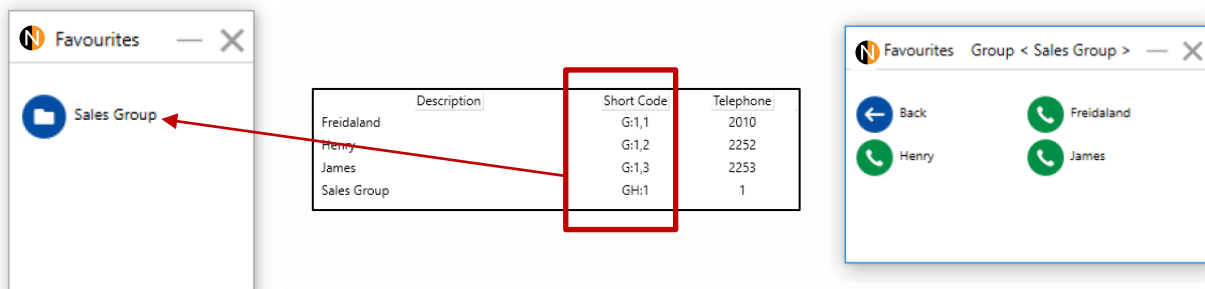
All Favourites and Favourite Groups will be displayed in alphabetical order. However, if you wish to display your Favourites in a different sequence a display order number can be assigned using the following methods.

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



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

If you wish to specify where a Favourite assigned to a Favourite Group will be displayed within that group, in the Short Code field add a comma and then the order number required, e.g. G:1,1.



Settings (Ring Tunes)

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

Ring tune types

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

- System
- Internal
- External
- Call ID
- Destination
- Dual Ringing

System

Use System to distinguish calls generated by the telephone system, for example voicemail call-back.

Internal

Play a specific ring-tune when receiving an internal call

External

Play a specific ring-tune when receiving an external call

Call ID

Play a ring-tune when receiving a call from a specific number

Destination

Differentiate a Department call from a call to your extension

Dual Ringing

If you have Follow Me Dual Personal or Dual All set against your user, you may wish to have a different ring tune played to remind you that this feature has been set.

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

Telephone

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

Tune

The screenshot shows the 'Ring Tunes' tab in the 'User Configuration' window. It contains a table with the following data:

Type	Telephone Number	Tune
Internal	2839	Ring Tune 3
External	01923282200	Ring Tune 4
Caller ID	07515345662	Ring Tune 5
Destination	8000	Ring Tune 3

Below the table are form fields for adding or editing a ring tune:

- Type:
- Telephone:
- Tune:

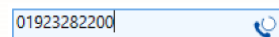
At the bottom of the window are and buttons.

Using Navigate Pro

This section covers the day-to-day use of Navigate Pro, any changes that occur where in a different operational mode (SSL (Secure Socket Layer), Centralised Partner, Partner or Softphone) will be highlighted.

Making an Outgoing call

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

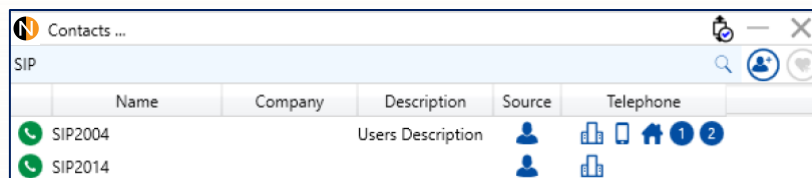


If your user has been given restricted contact status, then the Number entry field will show orange. This means that when entering a number, only internal numbers will be shown.



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

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



Press the enter key to make the call (Or use your phone to make the call)

Navigate Pro by default integrates with SelectVoice's comprehensive contact database, but it also has the ability to integrate with Microsoft Outlook and Skype for Business². So if the person you are looking for is either in Outlook or Skype contacts they will also be displayed in the contacts window with an icon in the source column telling you where the contact was found.

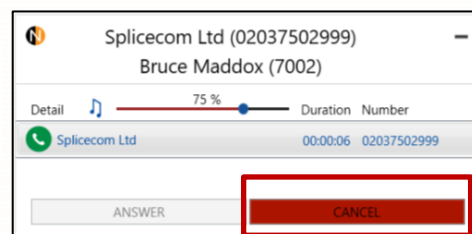


In each case the Work, Mobile and Home numbers are shown if populated in their respective contact database.



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

The call Panel will display the outgoing call details, if you wish to cancel the call, click on the CANCEL button.



Notes:

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

² Additional license's will be required if you wish to use Outlook or Skype For Business integration.

Entering additional digits

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

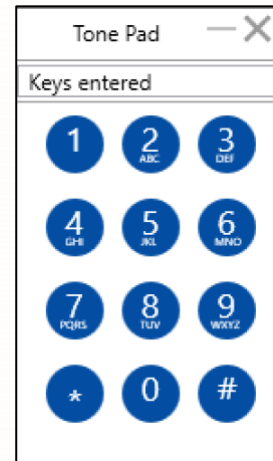
This can be done as follows:

Within the Call Status pane click on the Dial icon 

The Keypad window will be displayed

Select the number(s) required either by clicking on the numbers with your mouse or enter the numbers on your keyboard.

Use the Close icon at the top right to close the Keypad window when you have finished.




Account Codes

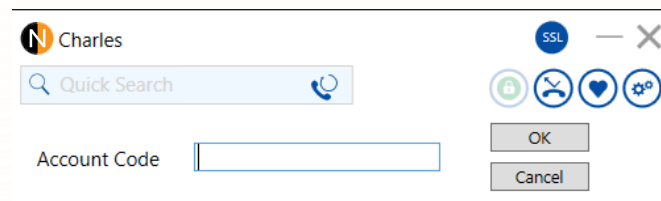
Accounts codes on a SpliceCom system enable calls to be tracked. This feature would be useful if you wish to bill customers for time spent on their job or calculate the cost of a project for example.

Please refer to your system administrator for further details if you wish to use this facility.

Once configured on your system, you can apply the relevant account code to a call.



From Call Status click on the Add Account Code icon 

the Enter Account Code window will be displayed. Enter the code required and select OK. (Please refer to your system administrator for the relevant digits to enter.)



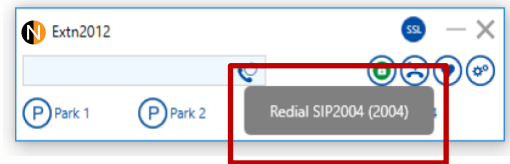
Mute a call

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

Click the Mute icon from the Toolbar  the Mute icon will be displayed with a red cross to indicate that this facility is on  click this icon again to talk to your caller.

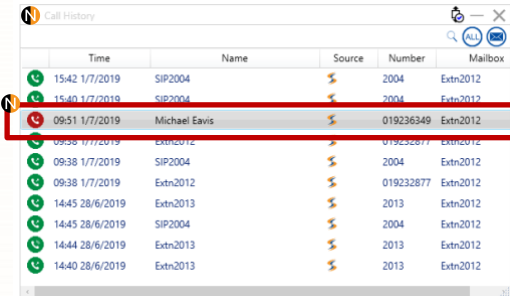
Redialling a number

To redial the last number, you called hover the magnifying glass, in the Number Entry field, the last number you called will appear, click to make the call.






To Call a Previous Caller Back

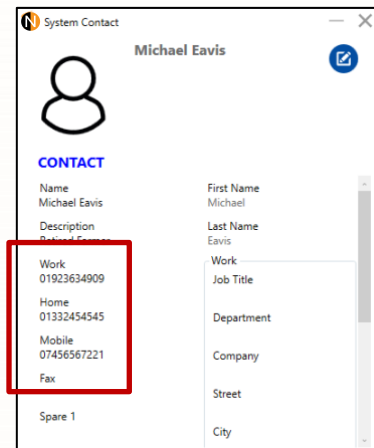
Click the call history button 



A list of previously made, received and missed calls will be displayed, select the call you wish to call back and double click on the highlighted line to make the call.

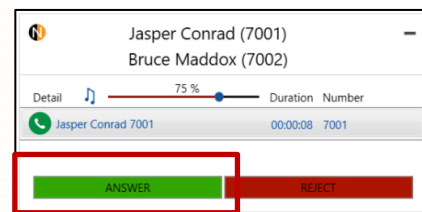
If you wish to call the person back on another number Single click on the source icon to see the other numbers, you can use. Depending on the database the person is in the source icons could be:

-  SelectVoice Contact Database
-  Microsoft Outlook contact.
-  Skype for business contact

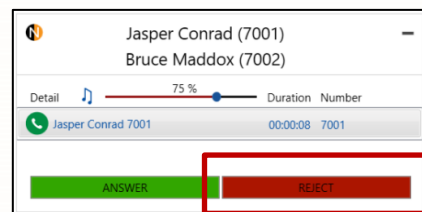


Receiving an incoming Call

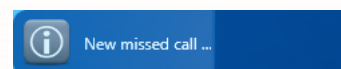
The call panel will pop showing you the calling party details, click on the Answer button to answer the call.



If you do not wish to answer the call press the Cancel button the call will be passed to your Forward on Busy number (if set), or to voicemail (if enabled), or cancelled. (If your phone is busy or not answered within 20 seconds (default) the caller will be passed to voicemail, if enabled.)

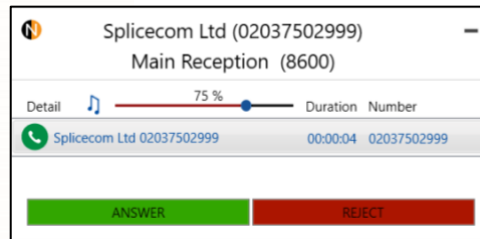


If for some reason you miss a call, you will see a missed call alert, clicking on the Information button will open the call history window so you can see the call details.




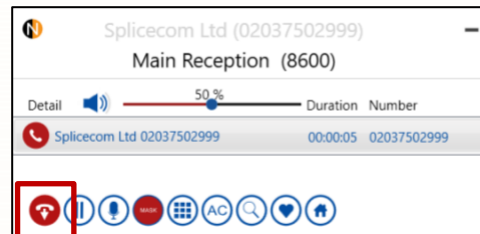
Receiving a Department call


If you take calls for a department then you will see the department name shown so that you can answer the call accordingly.



Ending a Call


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

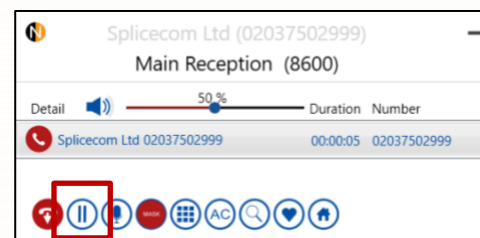


If you have ended a department call you may see a Wrap up timer, this allows you to finish any paperwork you may need to complete. You can cancel the wrap timer by clicking on the cancel wrap button .



Placing a Call on Hold

Click the Call Hold Key to place the call on hold.  To retrieve the call, click the Call Hold Key again. If Navigate Pro is in Partner mode, you can also use your phone to place the call on hold. Please refer to your phone's manual on how to do this.



Parking and Picking up a Call

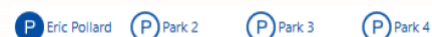
The Park facility on a maximiser system allows a call to be put on hold in a system area rather than on the user's extension. This has the benefit of releasing the user's extension to receive further calls. Either the user can pick up the call to continue the conversation or the call can be picked up by another extension on the system.

By default, you will be given access to Park slots 1, 2, 3 and 4 via the four Park icons displayed in the main Navigate Pro window. By default, all your colleagues using Navigate Pro or PCS 58x/57x/56x and Yealink phones will also have access to these same park slots. (This default configuration may be different on your system, please refer to your system administrator for further details.)

When on a call click one of 4 Park keys to park the call¹



The caller's details (Name or Number) will be displayed against the relevant Park Slot, to pick up the call identify the person you wish to pick-up and click the button for the relevant park slot.



Notes:

¹ The SelectVoice system has 4 park slots as default, these can be removed, decreased or added to, please refer to the User manual for your system to do this and the section on Favourites later in the manual.

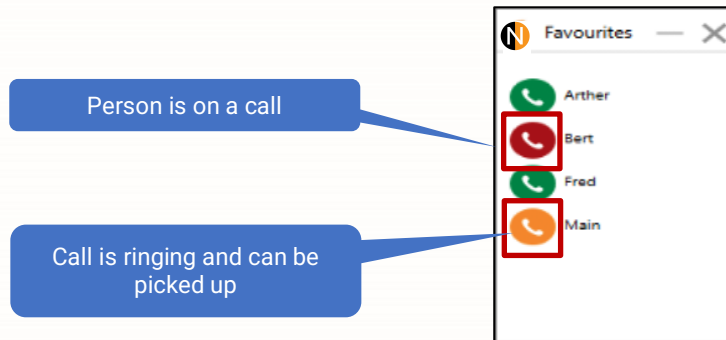
Picking up a Call

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

Favourites

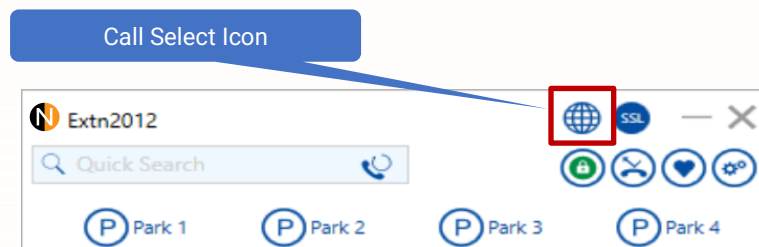
When a call is ringing on a user or a department set as a favourite you will see the colour change from green to orange. Clicking on the favourite will pick-up the call that is ringing.

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



Call Select

The Call Select feature¹ allows a user to be logged into 3 devices at the same time (Desk phone, iPCS and softphone) if you answer a call on your desk phone and want to pick the call up on Navigate Pro then by pressing the Blue Globe² you can move the call from the current device to Navigate Pro.



Notes:


¹ Call Select is only available for users who are not part of a department or are a Vision call centre agent.

² The globe will only appear if call select is enabled for a user (Please see your system Administrator for details)

Transferring a call

When you are on a call you may need to transfer that call to another person, Navigate Pro allows you to either do an Announced Transfer (You speak to the caller the call is being transferred to first) or a Blind Transfer (You transfer the call direct without talking to the person you are transferring the call to).

Announced Transfer

Place the call on hold by clicking the Hold icon  Then entering the number you wish to transfer the call to in the Number Entry Field and then pressing return. Please refer to your phones user manual to perform this process on your phone.



Calls can be transferred to External as well as internal numbers.

Alternately enter number you wish to transfer into the Number Entry Field and press return, your current call will automatically be placed on hold.

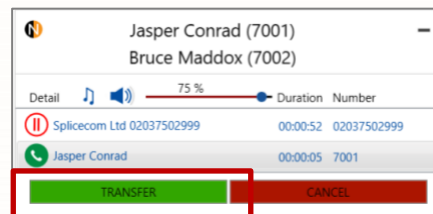
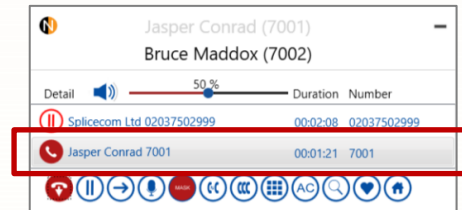
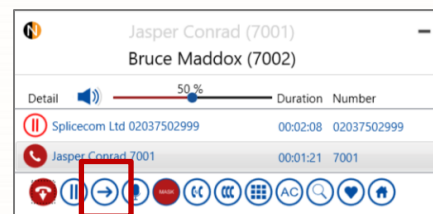
When the called party picks up the call, announce the transfer and then click the Call Transfer icon to complete the transfer.

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

Blind Transfer (un-announced transfer)


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

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



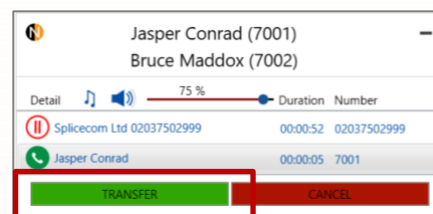
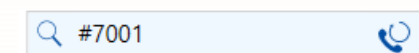
Transferring a Call Directly to a Colleague's voicemail

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

To do this place the call on hold the by clicking the hold icon 

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

Press the Transfer key again to complete the transfer



Notes:

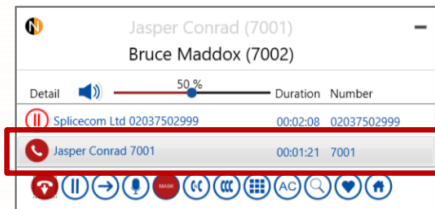
¹ Your SelectVoice system could be setup differently, please refer to your system Administrator for details.


Conferencing a call

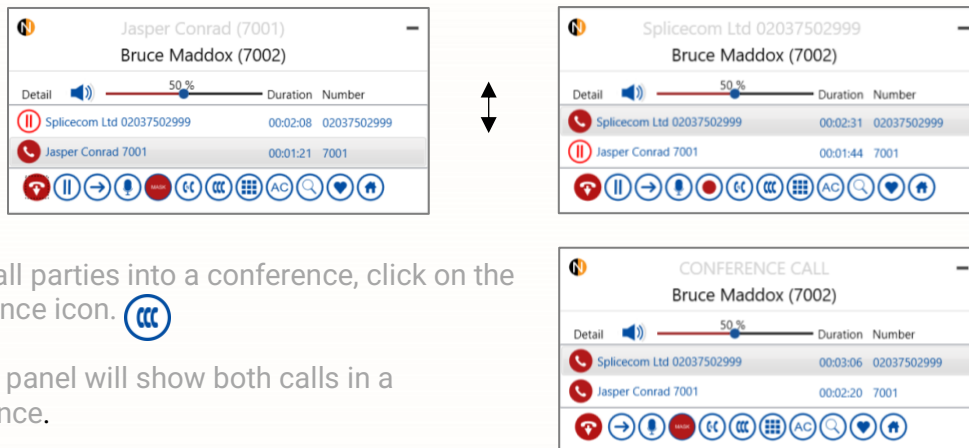
If you are on a call and wish to conference another person into that call, enter the Ext of the person you wish to join and press enter, your existing call will be placed on hold whilst the new call is ringing.

(You can use the search facility or your favorites as well)

The existing call will be placed on hold.




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



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

The call panel will show both calls in a conference.

Cancel a conference call

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

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

If you select either of the Hang Up icons while on a conference, you will hang up the caller that you were last speaking to before creating the conference and return to a 2-way conversation with the other call.

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


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

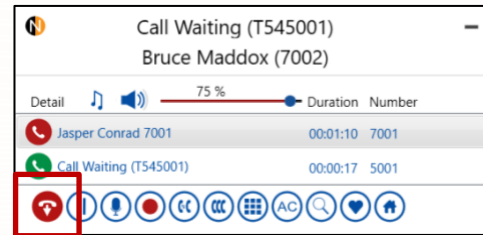
End a conference call (partner mode only)

If you replace your handset while on a conference call, you will end the conference and hang up all the calls.

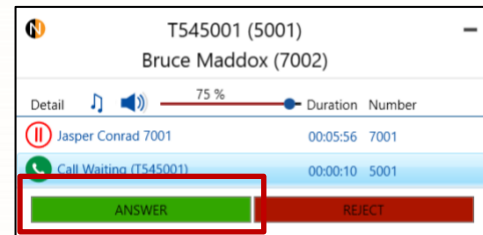
Call Waiting

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

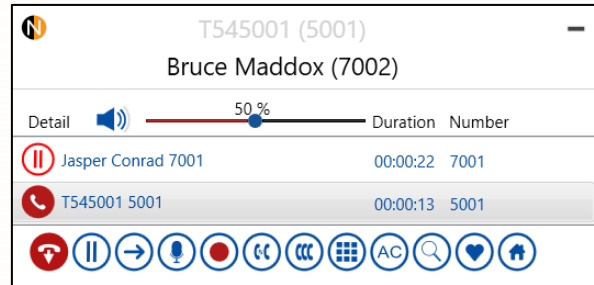
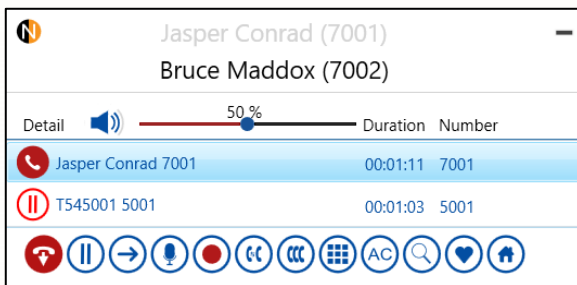
You can either hang-up your existing call by clicking on the hang-up button  and answering the new call.





Alternatively, you can click on the new call, this place's the existing call on hold and allows you to answer the new call.



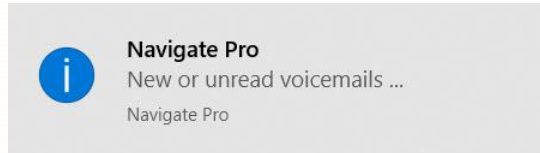
You can then switch between both calls, by clicking on the call you want to talk to, the call you were previously on will be placed on hold.




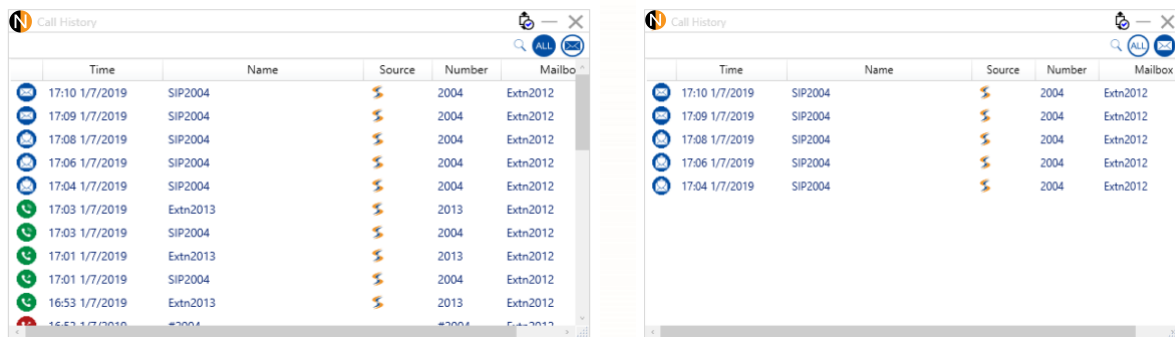
Using Voicemail



Navigate Pro allows you to access your voicemail by clicking the Message/Missed calls  icon to show your messages and missed calls, if you have any unread messages left for you the message indicator  will flash, alerting you to any messages.



You will also receive a message in the Microsoft™ message notification centre.








Click the Message/Missed calls icon to show your messages and missed calls, if you wish just to see your messages click the message only icon .

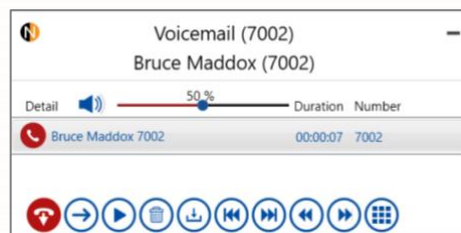


To play a new message  or an existing read  click on the corresponding icon. Whilst your message is being played you can use the navigation icons to:

Click  to skip forward 2 seconds
Click  to skip backwards 2 seconds

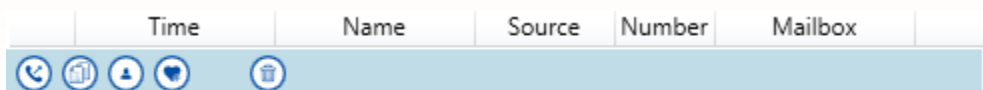
Click  to play the next message
Click  to play the previous message

Click  to delete the message
Click  to forward the message
Click  to save the message



Voicemail forwarding must be enabled for this to work.

To call the person back who left the message, right click on the message and click the handset icon .

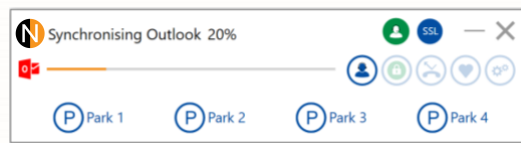


Navigate Pro Outlook Integration.

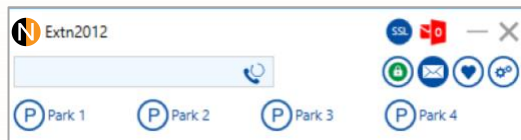
If you use Microsoft Outlook for your calendar and for storing your contacts, your user account can be configured to enable you to turn on Outlook Contact Lookup and Outlook Calendar Lookup in Navigate. Outlook Contact Lookup will enable Navigate to search within your Contacts so that you can easily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

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


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



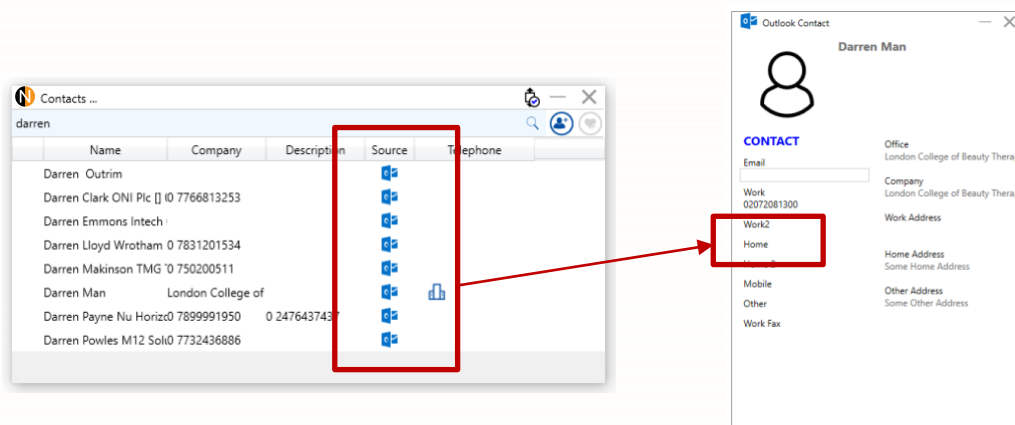
If for any reason Navigate Pro loses connection with your Outlook profile you will see a red Outlook logo on the Navigate Pro main window.



Searching Outlook contacts within Navigate Pro

When Navigate Pro is configured to search for contacts within Outlook as well, the Contacts window will show these by putting the Outlook logo  in the source column of Contact window.

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



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



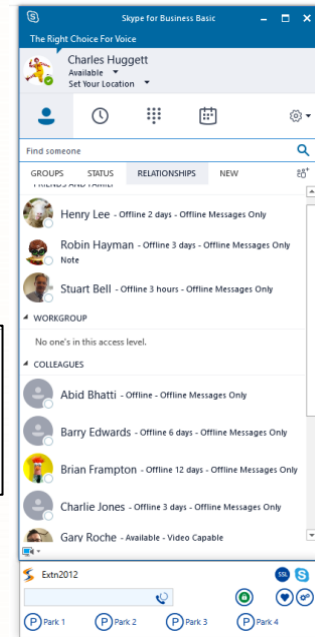
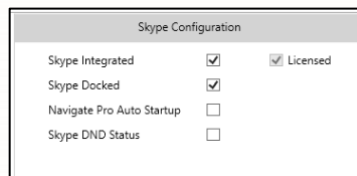
Navigate Pro Skype For Business Integration

Navigate Pro has tight integration with Skype for business, and allows you to search your SFB contacts, Make SelectVoice calls from SFB and to dock Navigate Pro to SFB so it acts like one product.


Navigate Pro docking.

Docking Navigate Pro to SFB, attaches the main window to the Bottom of the Skype window. Navigate Pro will follow any moving or re-sizing of SFB until it is undocked.

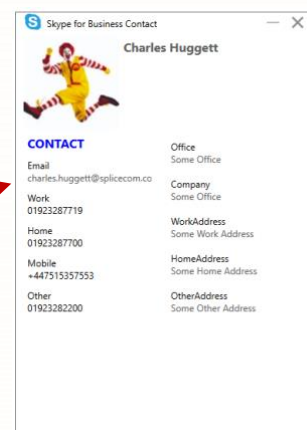
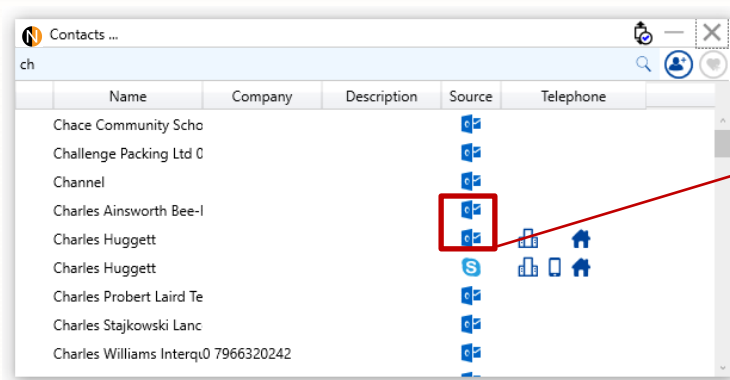
To dock Navigate Pro open settings Configuration, advanced, Skype Check to dock Navigate Pro, un-check to un-dock Navigate Pro.



Using Navigate Pro to search Skype contacts.

When Navigate pro is SFB integrated then your Skype contacts will also be searched, the Contacts window will show these by putting the SFB logo  in the source column of Contact window.

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



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



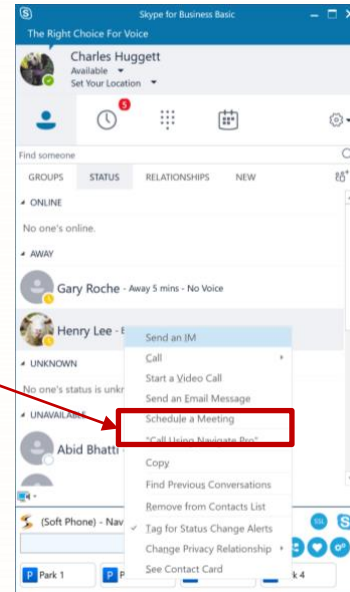
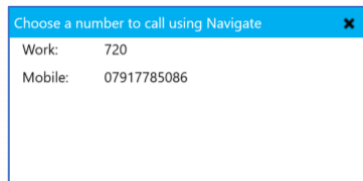
Making a call from Skype for Business

Navigate Pro integrates into Skype for Business so that by right clicking on the Skype for Business contact you get an option to call that person.

Click on the Call Using Navigate Pro option

"Call Using Navigate Pro"

any available numbers will be displayed in a separate window

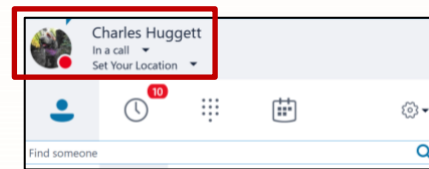


Click on the number you wish to call and Navigate pro will initiate the call through your SelectVoice system.

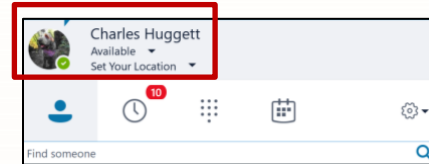
Skype for Business presence

Navigate Pro, will automatically change your Skype presence when on a call, so that you will not get a Skype call when you're on a normal call¹

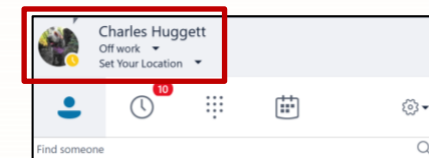
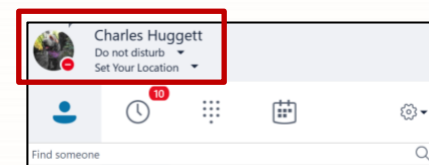
When not on a Navigate Pro call SFB will show your presence as Available.



Putting yourself into Do Not Disturb also will change your Skype presence.



Setting your Out of Office will also change you Skype presence, for example setting yourself to On Holiday will change your Skype status to Off Work.



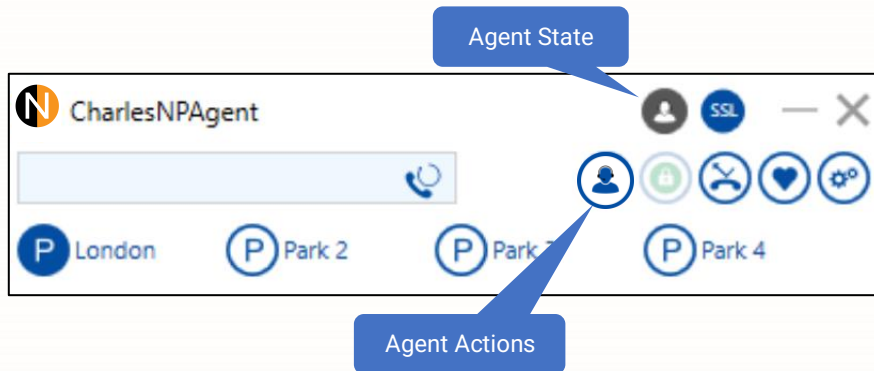
NOTE:

¹ Skype DND Status

To stop Skype receiving another call whilst you are on a SelectVoice call check the Skype DND status option in Skype Configuration, otherwise Skype will make you unavailable, in this state you could receive a Skype call.

Navigate Pro Vision call centre integration

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



Agent State

This icon shows your status within the call centre.



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



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



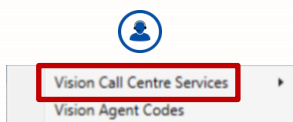
You are logged out from the call centre, no call centre calls will be presented to you, however extension, DDI and non call-centre department calls will still be presented to your phone.

Agent Actions

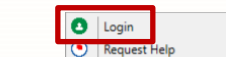
This icon allows you to login and logout of the call centre, raise a Help flag with your call centre supervisor or set your busy not available status.

Logging in and out of the call centre

In some circumstances a user might be given the ability to Log in and Out of the call centre, an example of this might be to allow you to assist in busy periods by taking some calls. To do this you must be logged into the call centre¹ to log into the call centre:



Click on the Agent Actions icon.



Select Vision Call Centre Service from the menu.

Click Login.



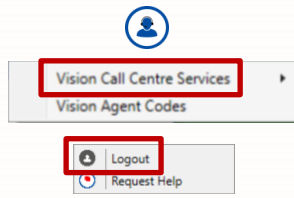
You will see a confirmation message.



Your agent state icon will change to green to show that you are ready to take call centre calls.

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


To logout of the call centre when you have finished taking calls:




Click on the Agent Actions icon.

Select Vision Call Centre Service from the menu.

Click Logout.



You will see a confirmation message.

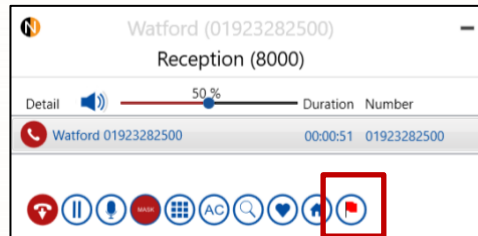


Your agent state icon will change to grey to show that you are logged out from the call centre.

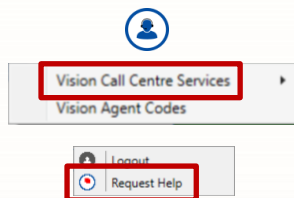
Raising a Help Flag

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

When you are on a call you will see the help icon in the call panel. Click on this to raise the help flag.




To raise a help flag when not on a call:




Click on the Agent Actions icon.

Select Vision Call Centre Service from the menu.

Click Request Help.

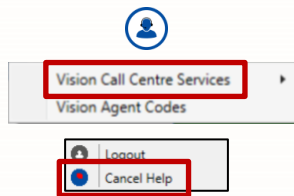


You will see a confirmation message.



You will also see a Help raised icon on the navigate Pro main window.


Your supervisor has the ability to clear the help flag, if you no longer require assistance, to cancel the Help Flag:



Click on the Agent Actions icon.

Select Vision Call Centre Service from the menu.

Click Cancel Help.

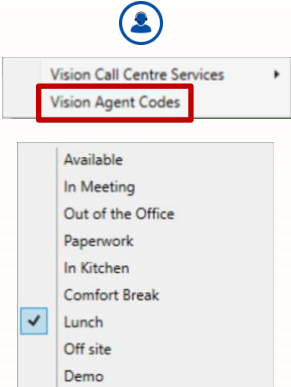


The help flag will be removed from the Navigate Pro main window and from the supervisor's screen.

Setting a Busy/Not Available status

Navigate Pro has the ability to set Busy Not Available codes. These codes are used to tell the supervisor that you have stopped taking calls for a specific reason EG a comfort break. Depending on how the call centre is setup there may be a few, many or no codes for you to choose. Please refer to your supervisor for help on this.

To select a Busy Not Available code:



The screenshot shows a user interface with a blue person icon in a circle. Below it is a dropdown menu titled "Vision Call Centre Services" with "Vision Agent Codes" selected and highlighted with a red box. A second dropdown menu is open, listing various status codes: Available, In Meeting, Out of the Office, Paperwork, In Kitchen, Comfort Break, Lunch (checked with a blue box), Off site, and Demo.

Click on the Agent Actions icon.

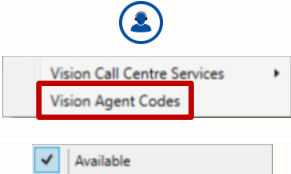
Select Vision Agent Codes

Select a reason code from the list presented.



Your agent state will change from Available to Not Available¹

To make yourself available again:



The screenshot shows the same user interface as above. The dropdown menu is now open to the "Available" option, which is checked with a blue box.

Click on the Agent Actions icon.

Select Vision Agent Codes.

Select Available from the top of the codes list.



Your agent state will change from Available to Not Available.

¹ Your supervisor has the ability to override these settings.

Completion Codes and Wrap Up timers

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

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

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

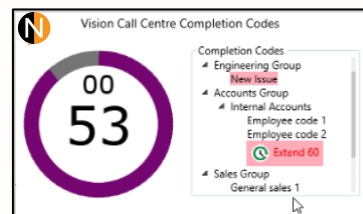
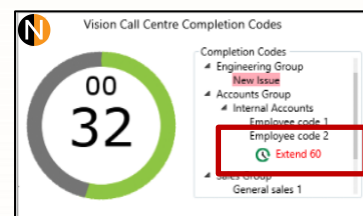
If you wish to clear the timer early, you can do so by clicking on the wrap-up timer cancel icon.

Extended wrap up and Completion codes

Your call centre may have a feature enabled to extend the wrap timer, these will be displayed in red with a timer icon, select this from the list on the righthand side of the wrap-up timer¹

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

When a call is completed, you may also be given the option to select a completion code³, this is a marker that's placed against your call that explains what type of call it was e.g. an enquiry or a new customer²



¹ This will set the timer back to the value set not add the time to the existing counter value set by the system.

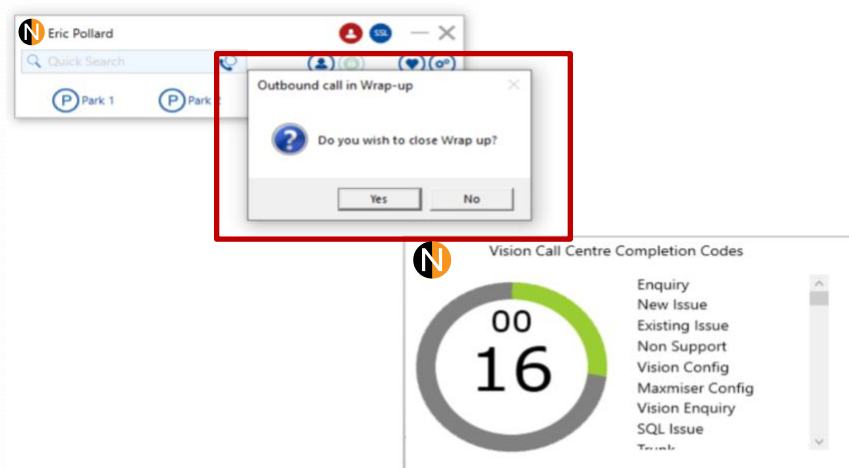
² When a completion code is selected the wrap timer is cancelled.

³ Completion codes can be grouped into logical sections for easy selection, please refer to the Vision Call centre setup and configuration guide for details on setting up completion code groups.

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

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

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



Navigate Pro Headset Support

- Jabra.
- Plantronics/Poly or HP.

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

Navigate Pro 1.1.3.x has a deep integration support for Yealink headsets and covers the listed headsets below:

- WH67 Premium DECT Wireless Headset



- WH66 Premium DECT Wireless Headset



- WH63 Essential DECT Wireless Headset



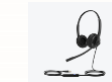
- WH62 Essential DECT Wireless Headset



- UH38 USB Wired Headset



- UH36 Professional USB Headset



- UH34 USB Headset



- CP900 Portable Speaker Phone



- CP700 Portable Speaker Phone



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



Splice.com
The Right Choice For Voice

The Hall Farm Business Centre, Berry Lane, Chorleywood, Hertfordshire WD3 5EX Tel: 01923 287700
Fax: 01923 287722 Email: info@splice.com Website: www.splice.com