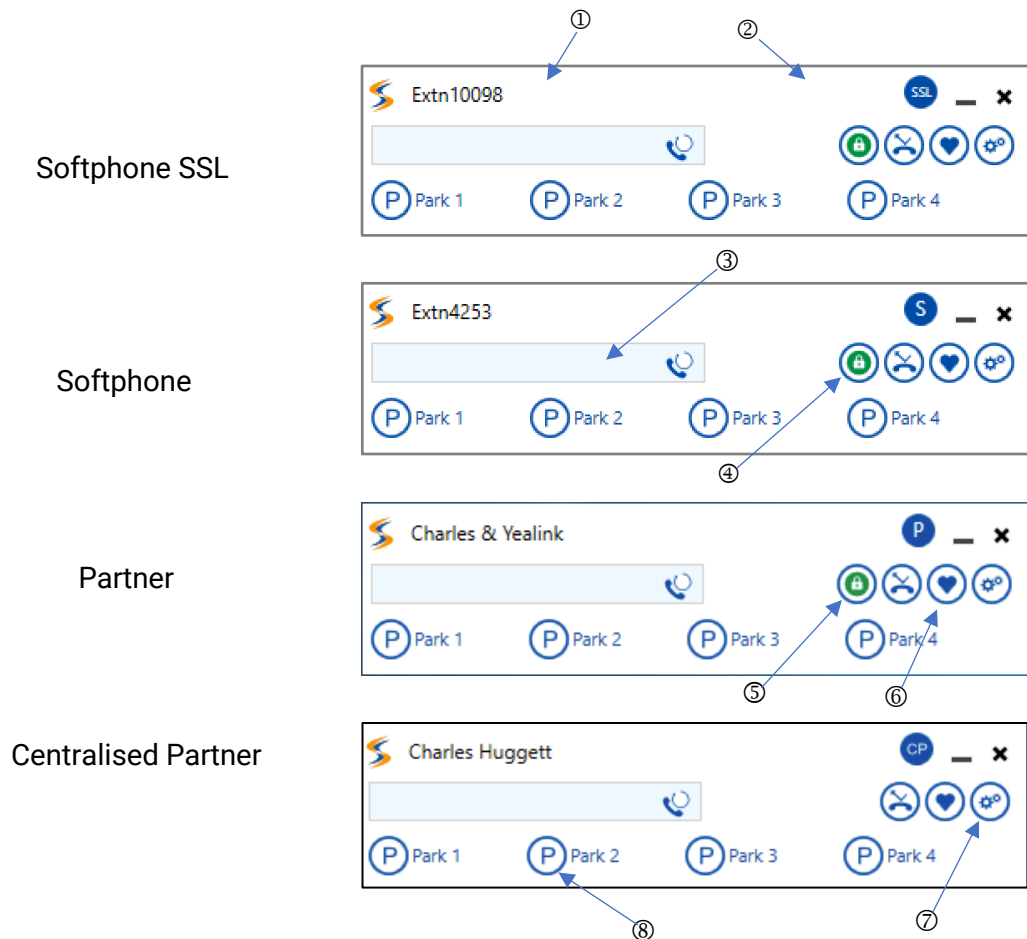




NavigatePro



















Quick Reference Guide
October 2018



1	Navigate pro User Information (Click Splice.com  to see your extension)
2	Status Area
3	Number Entry Field
4	Login/Out Icon.
5	History Icon
6	Favorites Icon
7	Settings Icon
8	Park Slots


Making a Call


01923282200 

Name	Company	Source	Telephone
User4001			
User4002			
User4003			
User4004			
User4005			
User4006			
User4007			
User4008			
User4009			




 SelectVoice Contact Database

 Microsoft Outlook contact.

 Skype for business contact



User4001	
Detail	50% Duration Number
 User4001	00:00:01 4001
ANSWER	CANCEL

Making A Call

Dial the extension number by entering the number in the Number Entry Field.

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 call¹

OR

NavigatePro 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.

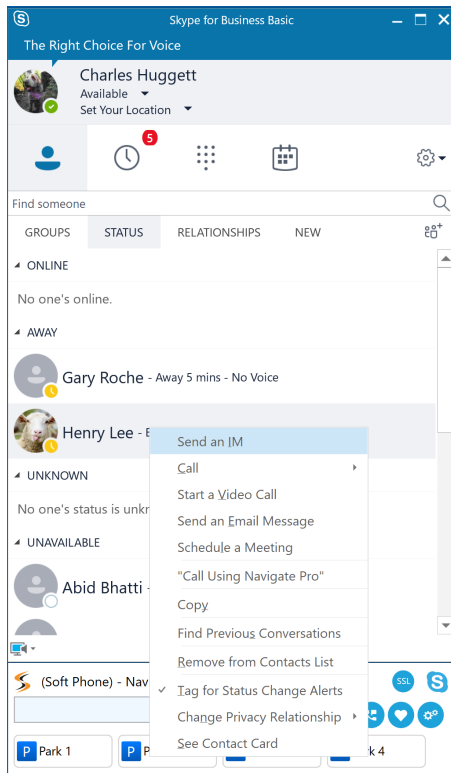
The call Panel will display the outgoing call details, if you wish to cancel the call, click on the CANCEL button.

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 licences will be required if you wish to use Outlook or Skype For Business integration.

Making a call from Skype for Business

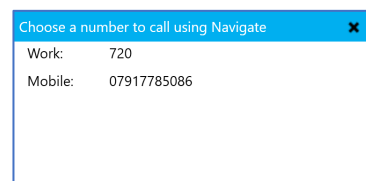


Making a call from Skype for Business

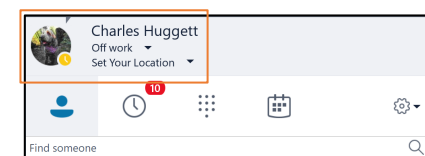
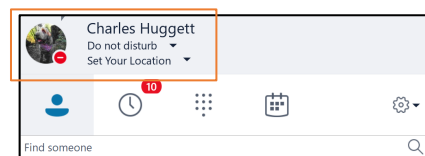
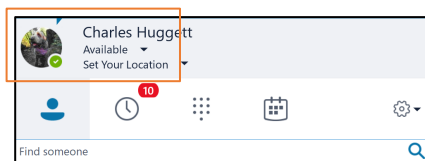
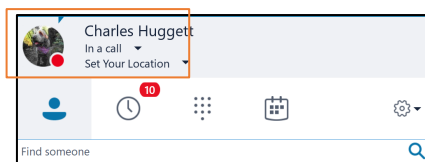
NavigatePro integrates into Skype for Business so that by right clicking on the Skype for Business contact you get an option to call that person.

"Call Using Navigate Pro"

Click on this and 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.



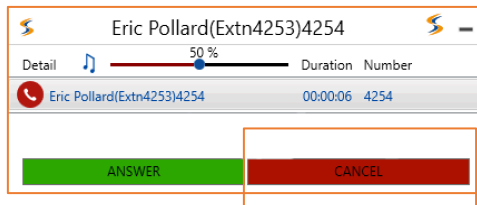
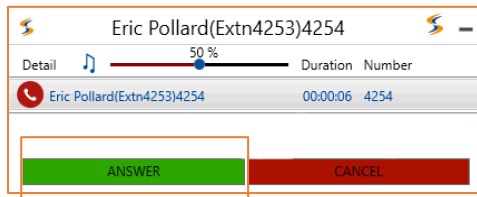
Skype for Business presence

NavigatePro, will automatically change your Skype presence when on a call, so that you will not get a Skype call when your on a normal call.

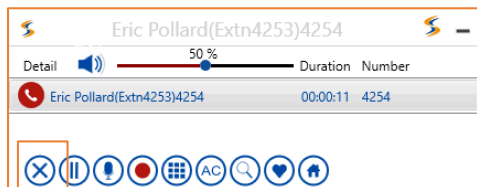
Putting yourself into Do No Disturb also will change your Skype presence.

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.

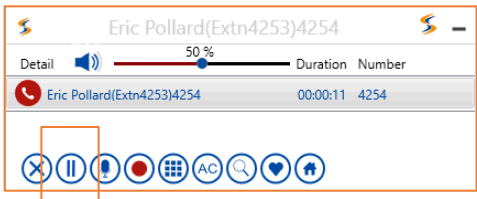
Answering a Call



Ending a Call

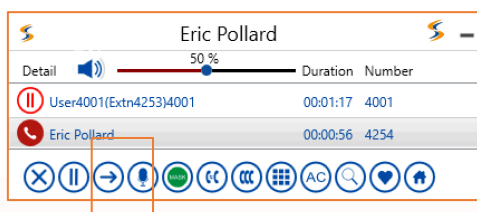


Placing a Call on Hold



Announced Transfer





Answering a Call

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

OR

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.)

Ending a Call

To end a call click on the icon in the call panel.

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.

Transferring a Call

Announced Transfer

Place the call on hold by clicking the Hold icon entering the number you wish to transfer the call to in the Number Entry Field and then press return.

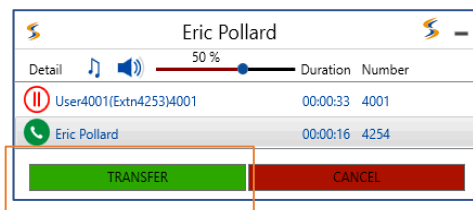
Alternately enter number you wish to transfer into the Number Entry Field and press return, your current call will automatically be placed on hold.

When the called party picks up 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.

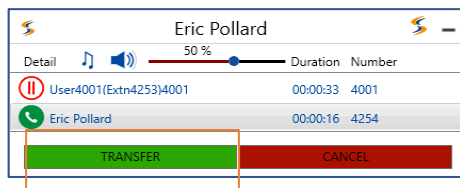
Blind Transfer

4254



Transfer to colleague's voicemail

4254



Parking and Picking a Call

Park 1 Park 2 Park 3 Park 4

Eric Pollard Park 2 Park 3 Park 4


Transferring a Call (cont)

Blind Transfer (un-announced transfer)

To Blind transfer a call to another user enter the number you wish to call into the Number entry field.

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

Transferring a Call Directly to a Colleague's voicemail

Place the call on hold by clicking the hold  icon

Dial the internal number prefixed with a # i.e. #200 if you wanted to transfer the call to ext 200's voicemail.

Press the Transfer key again to complete the transfer


Parking and Picking up a Call

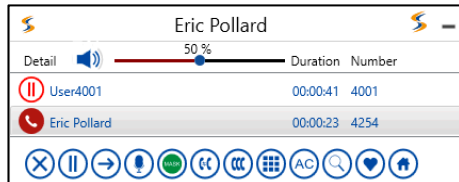
This facility allows a call to be held on the system and picked up by any extension.



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

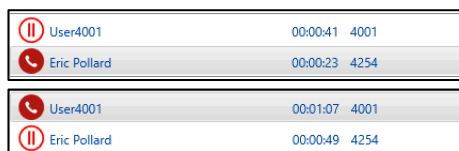
The caller's details will be displayed against the relevant Park Slot, to pick up the call Identify the person you wish to pickup and click the button next the relevant park slot.



Conferencing a call



4254 



Detail	Duration	Number
 User4001	00:00:41	4001
 Eric Pollard	00:00:23	4254

 User4001	00:00:41	4001
 Eric Pollard	00:00:23	4254

 User4001	00:01:07	4001
 Eric Pollard	00:00:49	4254




 User4001	00:01:25	4001
 Eric Pollard	00:01:07	4254

Conferencing a Call

If you are on a call and wish to conference another person in, enter the Ext of the person you wish to join and press enter (You can use the search facility or your favorites as well)

Your existing call will be placed on hold

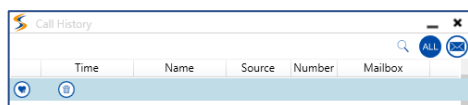
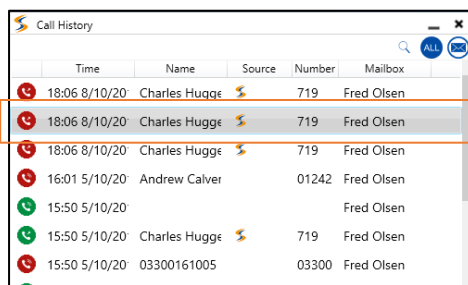
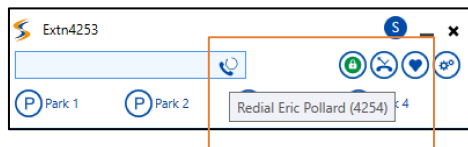
You can switch between the calls by clicking the switch icon.

In the call panel the switched call 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.

Redialing a Number



Redialing 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 Delete a Call Entry

To remove a call entry from the list hover over the call in question. A bar will appear over the call, click the trash can to remove the record.

Leaving a Message for a Colleague



Accessing Your Own Messages



Time	Name	Source	Number	Mailbox
12:20 3/10/20	User4001		4001	Extrn4253
12:20 3/10/20	Eric Pollard		4254	Extrn4253
11:52 3/10/20	Eric Pollard		4254	Extrn4253
11:38 3/10/20	Eric Pollard		4254	Extrn4253
11:38 3/10/20	Eric Pollard		4254	Extrn4253

Time	Name	Source	Number	Mailbox
13:36 3/10/20	Eric Pollard		4254	Extrn4253



Voicemail

Detail 50% Duration Number

Voicemail 00:01:08 4253

Voicemail

Leaving a Message for a Colleague

If the extension you are ringing is busy or is not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting.

Leave your message.

Click the Hang-Up icon.

Accessing Your Own Messages

NavigatePro has a message indicator that also shows any missed calls.

If you have any unread messages left for you the message indicator will flash, alerting you to any messages.

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.

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

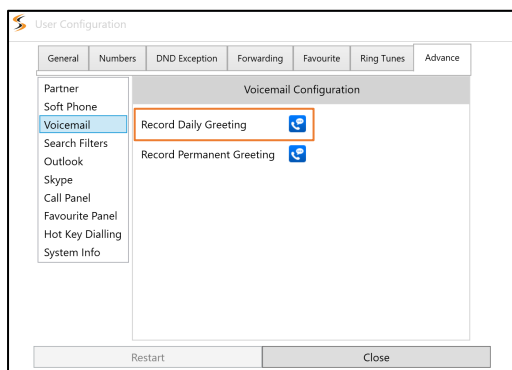
Click (➡️) to forward the message¹

Click (⬇️) to save the message

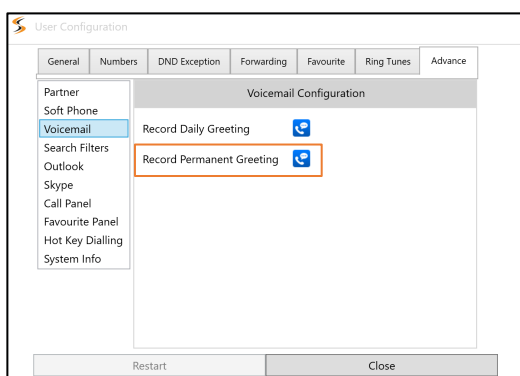
Voicemail forwarding must be enabled for this to work.

Changing your Greeting

Changing your daily Greeting



Changing your permanent Greeting



Voicemail (cont)

Changing your Daily and Permanent Voicemail Greetings

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

To change your daily greeting click the settings icon and then Select Voicemail from left hand menu.

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

To change your Permanent greeting click the settings icon and then select Voicemail from left hand menu.

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

For further details on the other voicemail features please refer to your maintainer.

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