

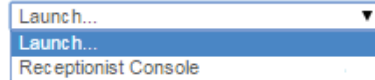
Receptionist Feature Management

The below instructions are to assist users with managing the receptionist features through the web user portal.

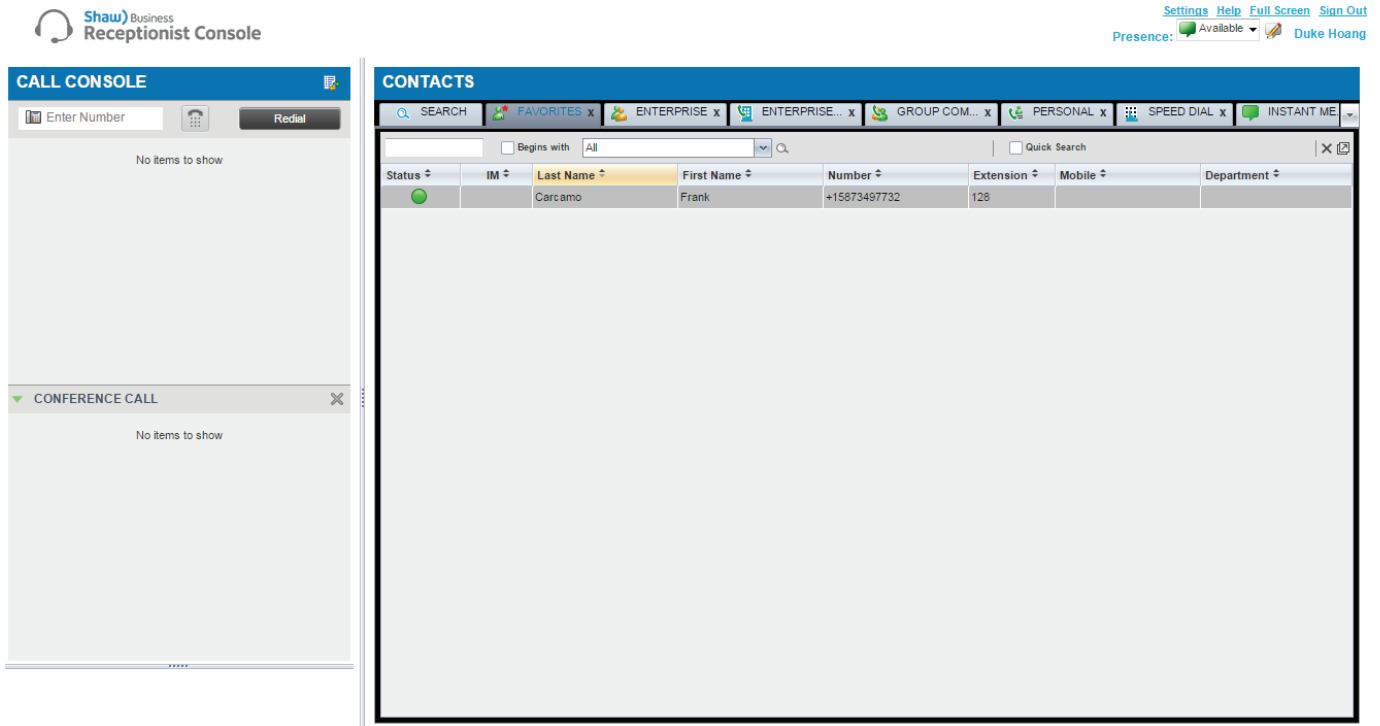
1. Visit: smartvoice.shawbusiness.ca
2. Login with your “Web Portal” credentials from the welcome email
3. Select the Receptionist Console from the drop down menu. The Receptionist Console will then launch in a new website browser page.

**Shaw) Business
SmartVoice**

Username Password
[Forgot password?](#)



Popular Features



Shaw) Business Receptionist Console

Settings Help Full Screen Sign Out
Presence: Available Duke Hoang

CALL CONSOLE

Enter Number

No items to show

CONFERENCE CALL

No items to show

CONTACTS

SEARCH FAVORITES x ENTERPRISE x ENTERPRISE... x GROUP COM... x PERSONAL x SPEED DIAL x INSTANT ME

Begins with All Quick Search

Status	IM	Last Name	First Name	Number	Extension	Mobile	Department
		Carcamo	Frank	+15873487732	128		

1. Placing a Call*

- Enter the full number or extension of the party you want to call
- The console is not a VOIP client, the desk phone will complete the call and must be used
- Headsets connected to the PC cannot be used to talk with the party calling or being called

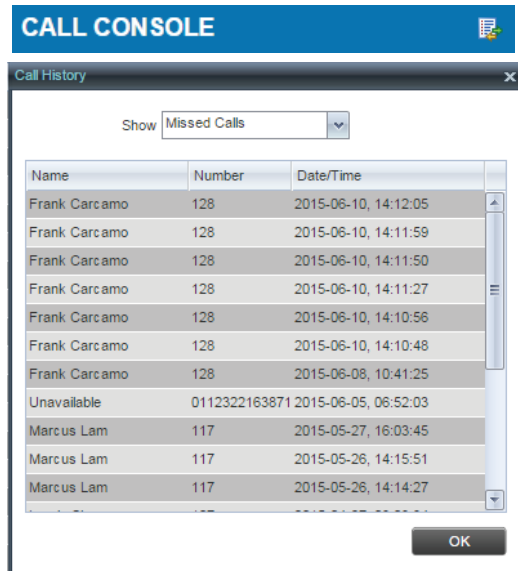
2. Redialing

- Select this function to view a list of numbers previously dialed

Receptionist Feature Management

3. Call History

- Displays call history (Missed, Received, and Dialed numbers)
- Select an entry and click Call button to connect with party



4. Search

- Search the business or a group for a person by name or number
- Once search is completed select an entry to call, email, or chat
- Options presented dependant on the functionality available

5. Favourites

- Displays users that have been selected to be monitored by receptionist
- Alerts receptionist to status of user's phones, instant messaging, and presence

6. Phone Status

- Displays the phone status (Busy, Available, or Do Not Disturb)

7. Instant Messaging (IM) Status of Users Being Monitored

- Displays the IM status (Available, Away, Busy, and Offline) of the users being monitored
- Ability to subscribe or unsubscribe to a user's IM and presence

8. Presence and status of receptionist

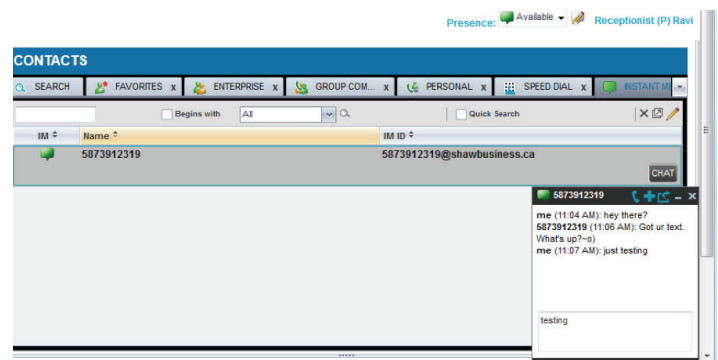
- Displays receptionist status
- Receptionist sets presence status to (Available, Away, Busy, and Offline)

9. Instant Messaging (IM) status of receptionist

- Create a customized IM status for the receptionist client
- Ability to customize messaging

10. Instant Message (IM)

- Receptionist is provided with a list of all users that have requested their IM and presence to be monitored
- When an entry is selected receptionist is presented with a chat option, click on chat, a chat window appears

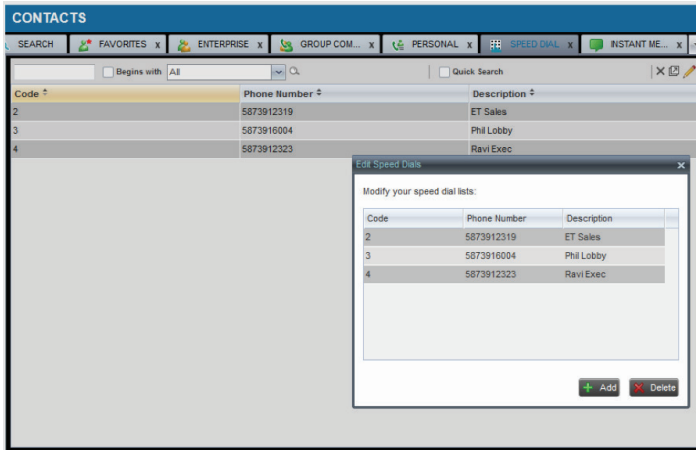


- From the Chat window receptionist can call users or add them to contacts

Receptionist Feature Management

11. Speed Dial

- View speed dial assignment
- Select an entry to make a call
- Select the pencil icon on the speed dial window to add or delete dial settings



12. Selected Monitored User Options

- Select an entry from the directory, depending on the user's profile, receptionist has the option to call, email, chat, or add notes to that user